

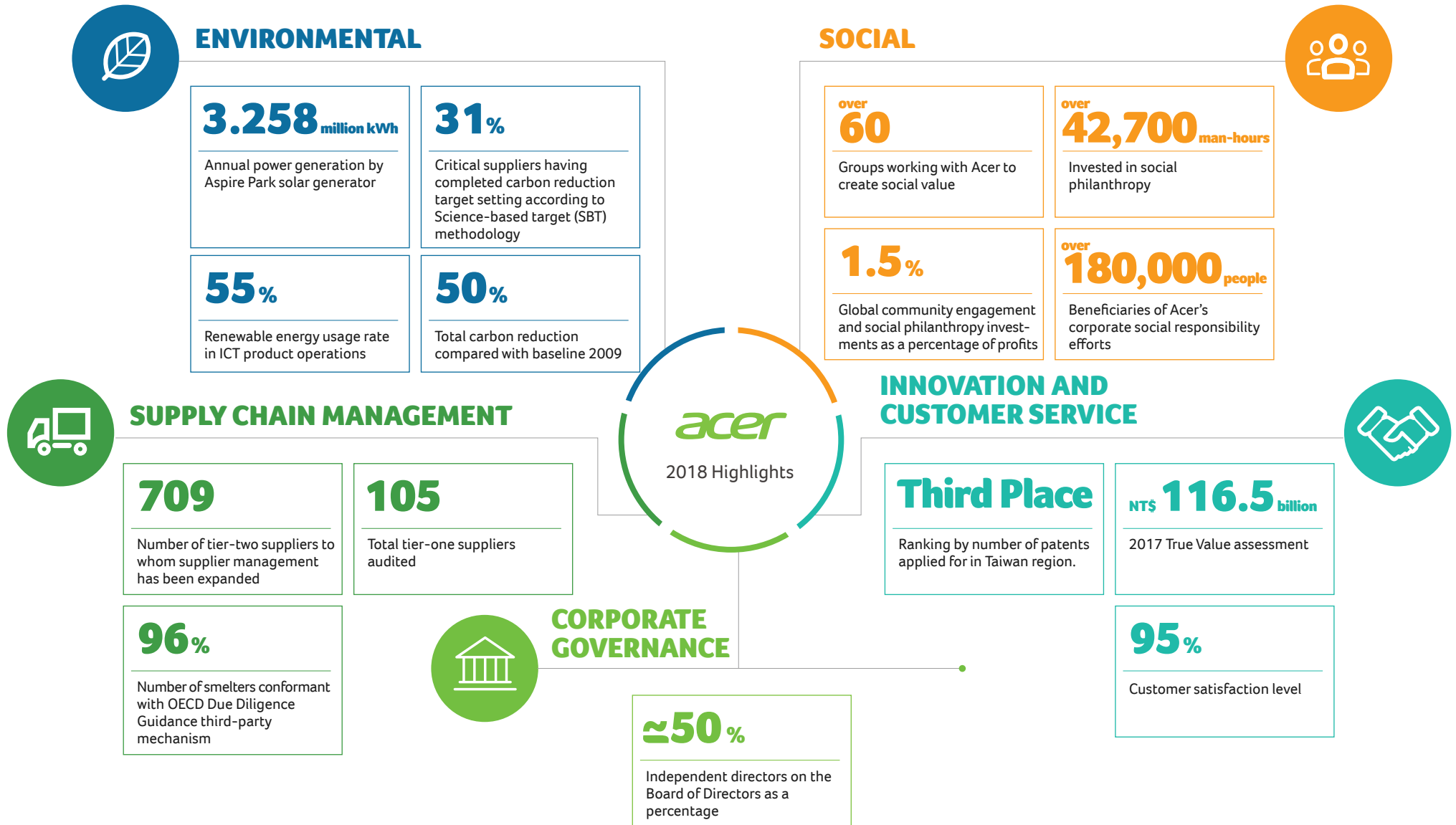


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**2018  
ACER CORPORATE  
RESPONSIBILITY REPORT**

**Executive Summary**

# CSR Performance Highlights



# Message from Chairman and CEO

Acer's pursuit to make a positive impact to our society and environment has made significant headway in 2018.

In addition to the on-going engagement with our partners and suppliers to act responsibly, we initiated several activities to encourage our global employees to take part in caring for our environment. With sustainable development embedded in the company culture, and the determination to innovate in all aspects of our technology, management and operations, we persist in giving back to our communities and excelling in our corporate social responsibilities.

It's not enough to talk just about the past. We are taking continuous proactive actions, setting higher goals to make a meaningful difference for today and for tomorrow.



## Important Achievement and Recognition in 2018

	<p>Chosen for the fifth consecutive year to join the MSCI Global Sustainability Indexes</p>		<p>Chosen for the fifth consecutive year to join the Dow Jones Sustainability Emerging Markets Index as a component stock</p>
	<p>Received Bronze Class in 2018 RobecoSAM Corporate Sustainability Award</p>		<p>Chosen for inclusion in the FTSE4Good Emerging Index for the third consecutive year</p>
	<p>Chosen for the first year to join the Taiwan ESG Index</p>		<p>Receive Gold Award at 2018 ECO Vadis</p>
	<p>Awarded Bronze in the Industrial Development Bureau's 2018 National Circular Economy Creative Competition, Industry Division</p>		<p>Acer's India office received Great Place to Work certification</p>



# Customer Recognition



Received fifth French customer service award



Received second Spanish customer service award



Received first place among computer brands in German Consumer Electronic Customer Service Survey



Received third place in German Consumer Electronic Customer Service Survey



Received Best Service Brand award for 13th consecutive year from China's "Popular Computing Weekly"



Received Indonesia's Top Brand Award in the Notebook Category for 11th consecutive year



Received first place in German DISC PC Service Study for the fourth time

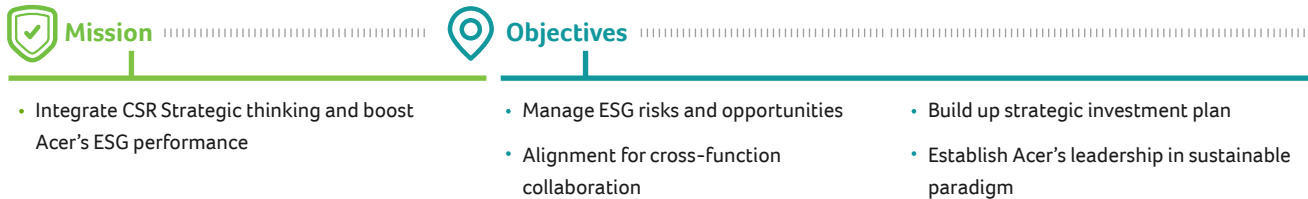
# Sustainable Values, Sturdy Models

## Corporate Social Responsibility Governance

In 2018, we carried out a comprehensive review of our CSR framework, reorganizing the Global Corporate Social Responsibility Committee into the Corporate Sustainability Committee (CSC). Five working groups have been set up under the committee.

The groups are composed of first-level managers of various units, with the chairman and CEO serving as chair.

### Mission and Goals of the CSC




## Project Humanity

Project Humanity is a new global initiative by Acer to bring our employees and stakeholders closer to our humanity-centric values through sharing stories and inspiring action. Through Project Humanity, we strive to make a change to the world continuously and for every employee to feel proud to be a part of Acer.





## Advocacy Initiatives

### Comprehensive Sustainable Development Issues

 **wbcscd** World Business Council for Sustainable Development (WBCSD)


### Human Rights

 **Responsible Business Alliance (RBA)**

 **Responsible for Public-Private Alliance for Responsible Minerals Trade (PPA)**

 **Responsible Minerals Initiative (RMI)**

### Environmental Trends/ Carbon Management

 **Carbon Disclosure Project Supply Chain Program (CDP)**

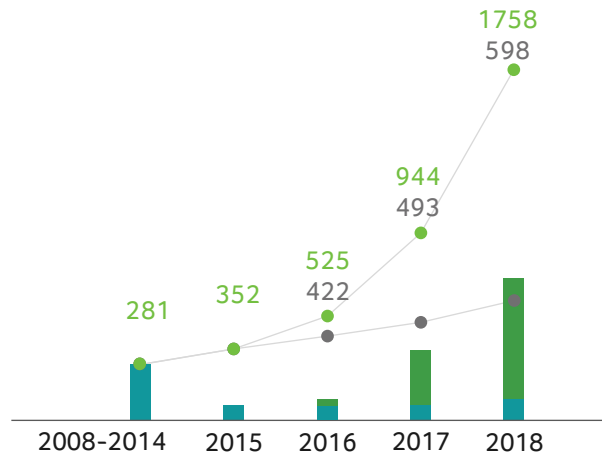
# Responsible Supply Chain

## ★ 2019 Targets

- 90 on-site audits; 1,800 workers interviewed; 200 thousand of workers subjected to on-site audits
- 95% of smelters are conformant to an OECD-aligned 3<sup>rd</sup> party mechanism and 100% are either conformant to or participating in an OECD-aligned 3<sup>rd</sup> party mechanism.

## 2018 On-Site Audit Result

In 2018, we conducted on-site audits of 105 supplier plants. The audited suppliers had more than 250,000 direct employees, 3,341 of whom were interviewed. Between 2008 and 2018, a cumulative total of 598 supplier audits have been carried out.



- Cumulative Total Audits
- Cumulative First-Tier Supplier Audits
- Number of First-tier Supplier Audited
- Number of Second-tier Supplier Audited
- Annual Total Audits
- Cumulative Number of Second-tier Audited Suppliers Plants



## Environmental

### Supply Chain Greenhouse Gas Management

In 2018, the response rate to CDP Supply Chain Program questionnaires among Acer suppliers increased from 86% to **91%**.

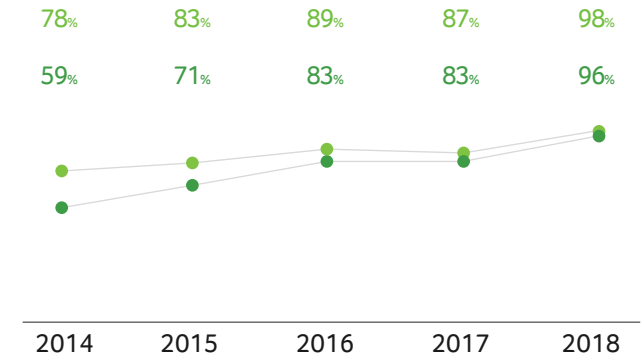
Some key performance indicators, such as the ratio of Scope 1 and Scope 2 emissions, climate risk analysis, carbon reduction target setting, and so forth are also higher than the global supplier average, and **40%+** of our suppliers have adopted green electricity.



## Social

### Responsible Sourcing Minerals

In 2018, the percentage that conformant smelters represent in Acer's supply chain increased from 83% to **96%**.



- Percentage of Comformant or Participating Smelters
- Percentage of Comformant Smelters


# Innovative Technologies and Product Sustainability

## Our value chain and SDGs that we respond to



**SDG3**


The CDC influenza station is our solution which respond to SDG3 ( good health and well-being ) to ensure people’s health and promote well-being through our products. The CDC influenza station can successfully predict trends in influenza outbreaks within a four-week period in all of Taiwan’s cities and counties, along with numbers of people seeking treatment at outpatient and emergency clinics. It helps ensure epidemic prevention work more accurate and medical resources are better allocated, as well as providing a reference for the public to prepare their own preventative measures.



Flu Forecasting Station

**SDG4**

In 2018, Acer CSR project Award was held with a focus on education, encouraging our staff to put forward project plans in response to SDG4 to provide affordable, high-quality and effective learning environments and opportunities. These projects use Acer’s core product and core capability to exert social and environmental influence. It demonstrates our commitment to the mission of breaking barriers between people and technology.



**SDG11**

The Smart Parking Meter Management system, which responds to SDG11 ( sustainable cities and communities ), enabling road users search for real-time roadside parking information with an app, to reduce the impact of transportation on urban environments through intelligent management.

**SDG13**

Battery Health Management Systems and AeroBlade 3D Technology are our innovative products which respond to SDG 13 (climate change) to increase energy efficiency of products while decreasing carbon emissions.

# Mission Green : Protect the Environment

## ★ 2019 and 2020 Targets

### 2019

Increase global environmental management system coverage to **87%**

### 2020

**60%** carbon reduction compared with baseline year of 2009

## Environmental Performance in 2018



### More Green Energy

• **3.25 million kWh**

solar power was generated over the full year for Acer Taiwan, enough to supply about 930 households for one year.

• **55%**

of ICT product-related operations used green electricity.



### Reduce CO<sub>2</sub> Emissions of Transportation

• **284 tons**

of carbon emissions was reduced by optimizing truck loading rate.



### Use of Recycled Materials

• **100%**

recycled EPE foam and 100% recycled paper are used for the packaging of notebook PCs, minimizing its negative impact on the environment.



### Use of Post-Consumer Recycled Plastics

In 2018, we continue to use recycled plastics in commercial display units and all-in-one computers, including the B6, V6, B7, and V7 product lines.





# Thinking Humanely, Caring for the Society

## Human Rights Management

Acer believes that every employees deserves to be treated fairly and with dignity. We strive to protect the human rights and basic freedoms of our staff, providing equality of opportunity, protection of personal privacy, channels for the free and safe communication of opinions, and a safe, healthy working environment.

In our Standards of Business Conduct, we have set down related human rights policies including respect of diversity, fair hiring, fair treatment, and the strict forbidding of discrimination and harassment. In 2018, we further established the Acer Group Human Rights Policy, extending the scope of human rights protections to suppliers, customers and partners. This policy recognizes and follows the UN Universal Declaration of Human Rights, the UN Global Compact, the International Labor Organization’s Declaration of Fundamental Principles and Rights at Work, and local laws and regulations.

## Privacy protection

We respect privacy and ensure the confidential collection and use of personal information. In 2018, our management and risk mitigation actions on privacy protection are:

- Implement Security Exercises and tests to get a clearer picture of the effectiveness of information protection mechanism
- Introduce ISO27001 information security management system audit operations.
- Implement staff information security education courses.

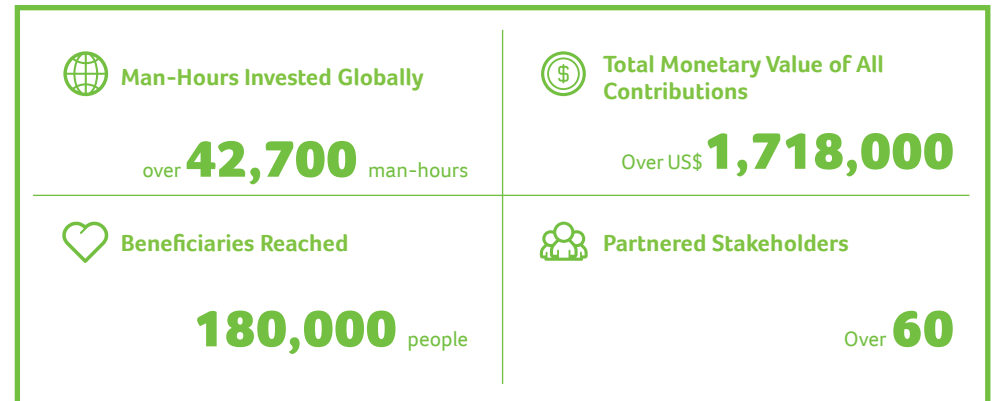
## Corporate Social Project Awards

In 2018, the second CSR project Awards were held with a focus on education, encouraging staff to put forward project plans in response to UN SDG 4, Quality Education. In the end, 10 projects made it to the finals, covering the topics of digital literacy (cyberbullying), industry-academia cooperation, e-waste recycling, technical apprenticeships, e-sports activities for the elderly, plastic education & marine reservation, rural education, poetry creation and digital art.

The selected projects shared the characteristics including:

- capable use of Acer’s core competencies to exert social and environmental influence
- collaboration with stakeholders to leverage ESG synergies
- actively participation by Acer staff, boosting their identification and satisfaction with the company.

## Overall Impacts and Performance of CSR Projects



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If you have any comments, please contact us at [cr@acer.com](mailto:cr@acer.com)

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 [community.acer.com](http://community.acer.com)