



SUSRTAINABLE REPORT 2022.

USERJOY Technology Co., Ltd.



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About

The Sustainable Development Report is published by USERJOY Technology Co., Ltd. (hereinafter referred to as USERJOY). USERJOY has a long-standing commitment to social responsibility and, through this report, aims to showcase its efforts, corporate social responsibility initiatives, and engage with stakeholders while aligning with global sustainability trends.

Reporting period

In this report, we cover the period of 111, from January 1, 111, to December 31, 111. It encompasses USERJOY's sustainable vision, relevant actions, and performance data. The data presented spans from the year 104 to the current year, 111.

Publication

This report is the first English edition of the Sustainable Development Report published by USERJOY. It will be continuously issued on an annual basis. The report is available for download on the USERJOY website.

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About

USERJOY Technology Co., Ltd. (hereafter referred to as "USERJOY") was established on May 19, 1995. It was formed through the merger of U-JOY Technology Co., Ltd., O-TIN Technology Co., Ltd., and U-O Technology Co., Ltd. in 2004, becoming USERJOY Technology Co., Ltd. It was listed on the Taipei Exchange Market on April 18, 2008, with the stock code 3546.

Subsidiaries under USERJOY include Beijing Zeppelin Software Co., Ltd., USERJOY JAPAN 株式会社, and USERJOY Hong Kong Technology Co., Ltd. USERJOY's overseas presence spans across various countries and regions in the Asia-Pacific, including Mainland China, Hong Kong, Macau, Japan, South Korea, Indonesia, Vietnam, Thailand, the Philippines, Singapore, and Malaysia, as well as countries in Europe, America, and Russia. The company also leverages its subsidiaries to cultivate local markets.



1.1 Sustainable Development Strategy and Commitment

USERJOY draws inspiration from the Global Sustainability Standards Board (GSSB) and their release of GRI 1: Foundation 2021, as well as the GRI Sustainability Reporting Standards. Additionally, USERJOY aligns with the United Nations' 2030 Sustainable Development Goals (SDGs), which include 17 core objectives, 169 specific targets, and 230 indicators. Grounded in its principles and unique attributes, USERJOY has formulated practical and sustainable strategies in the areas of environment, society, and governance as the highest goal to achieve company's vision.

1.1.1 Environment ∙ Social ∙ Governance

Environmental Aspect

USERJOY acknowledges the risks, opportunities, and challenges posed by climate and societal changes. Guided by the United Nations Sustainable Development Goals (SDGs), we are committed to sustainable operations through energy conservation, emissions reduction, and resource recycling, with the aim of lowering carbon emissions and protecting the environment. In the product development phase, we incorporate green management concepts, promoting eco-friendly operations and development. Utilizing innovative green technologies and high-efficiency equipment, we optimize game development processes and integrate environmental elements into game design to foster players' environmental consciousness and collectively contribute to the protection of our planet.

Social Aspect

USERJOY seeks social inclusion and engagement through charitable activities and community involvement. We hold cultural preservation and societal diversity in high regard, ensuring that voices from all sectors of society are not only heard but also respected. Through our

charitable initiatives, we contribute to the betterment of society and provide support for educational, cultural, and environmental development. Together, our goal is to cultivate inclusive relationships among players, communities, and stakeholders, working towards the achievement of social sustainability objectives.

Governance Aspect

To ensure the sustainability of our business operations, integrity stands as our paramount guiding principle. USERJOY establishes a clear and positive culture to nurture its employees. We implement effective strategies and management techniques to assess the progress of environmental and social governance objectives. We disclose information to the public and subject ourselves to external oversight and assessment, ensuring transparency and accountability in all our company's actions.



1.2 Organization and Planning



1.3 Sustainable Development Committee

To drive the company's sustainable development and fulfill the concept of sustainable business, the Sustainable Development Committee has

been established in accordance with the company's Practical Guidelines for Sustainable Development and Practical Guidelines for Corporate Governance. The committee is authorized by the board of directors and shall perform the following duties:

1. Establish sustainable development policies, regulations, or relevant management guidelines.
2. Develop sustainable development goals, assess progress, and evaluate performance.
3. Oversee greenhouse gas inventory and verification.
4. Review sustainability reports and disclose information.
5. Report progress to the Board of Directors (at least once annually).
6. Address other matters pertaining to sustainable development.

The committee comprises a minimum of five members, with the chairman acting as the chairperson and appointing appropriate individuals as members to drive the advancement and execution of environmental, social, and governance (ESG) initiatives. An executive secretary is designated by the committee to oversee its operations. The committee is authorized to form relevant working groups when necessary, with the chairperson assigning leaders of each group to oversee related activities.

1.4 Stakeholders

USERJOY values the ideas and opinions of all stakeholders and aims to provide effective communication methods for all relevant stakeholders to maintain a positive interaction. ◦

Topic and Communication Methods

Stakeholders	Topics	Communication Methods
Shareholders and Investors	<ol style="list-style-type: none"> 1. Corporate Governance 2. Dividend Policy 3. Information Transparency 4. Competitiveness 5. Performance and Growth 6. Business Integrity 7. Personnel Change 8. Corporate Sustainability 	<ol style="list-style-type: none"> 1. Market Observation Post System 2. Investor Relations section on USERJOY website 3. Annual Meeting (scheduled) 4. Institutional Investor Meetings (scheduled) 5. Telephone or email inquiries to the spokesperson 6. Service and Support
Employees	<ol style="list-style-type: none"> 1. Salary and Benefits 2. Working Environment 3. Training and Career 4. Performance 5. Safety and Health 6. Corporate Sustainability 	<ol style="list-style-type: none"> 1. Labor-Management Meetings (scheduled) 2. Employee Welfare Committee Meetings (scheduled) 3. All-Hands Meetings 4. Internal and External Training 5. CEO's Mailbox 6. Complaint Mailbox
Customers	<ol style="list-style-type: none"> 1. Customer Support 2. Corporate Sustainability 	<ol style="list-style-type: none"> 1. Hotline 2. Call Center 3. Official Website 4. On-site Support

Stakeholders	Topics	Communication Methods
Suppliers	1. Supply Chain Management 2. ISO Management 3. Order Management 4. Corporate Sustainability	1. Supplier Evaluation (scheduled) 2. Communication and Meetings
Community	1. Corporate Governance 2. Innovation & Heritage 3. Social Welfare 4. Corporate Sustainability	1. Community Events 2. Community Support 3. Charitable Donation 4. Internship Support
Government Agencies	1. Corporate Governance 2. Social Responsibility 3. Corporate Sustainability	1. Market Observation Post System (scheduled) 2. Seminars and trainings

(一) Communication Methods

1. Investors and Shareholders

USERJOY values the opinions of investors and shareholders, establishing contacts for investors. We hold investor meetings and shareholder meetings to enhance information transparency, safeguarding the rights and interests of investors and shareholders.

2. Employees

USERJOY regards employees as important assets. Therefore, the company strives to create a respectful and friendly work environment that prevents discrimination or harassment. USERJOY is responsible to all employees, and for a better understanding on their needs, the company has established diverse communication methods to listen to their voices.

Methods	
Written Form	Employees can submit their feedback in written form by sending it via mail to the Human Resources department.
email	Employees can submit their opinions by utilizing the Complaint Mailbox at HRA@uj.com.tw.

3. Customers

For specific inquiries or issues regarding a particular game, please refer to the official website for more information.

4. Suppliers

USERJOY adheres to the principle of conducting business with integrity and maintains ethical practices with its suppliers. Both parties are prohibited from directly or indirectly providing, promising, requesting, or accepting any improper benefits, engaging in actions that violate integrity, legality, or obligations, as well as manipulating, concealing, or abusing information obtained based on their duties. It is important to refrain from making false statements or engaging in unfair transactions regarding significant matters to uphold the legitimate rights and interests of both parties.

5. Community

We proactively participate in community events to support the society and have internship support for schools. For inquiries, please contact the Human Resources Department at HRA@uj.com.tw.

6. Complaint System

USERJOY provides an email address (integrity@uj.com.tw) for anyone can report once any instances of crime, fraud, or violations of law that are discovered.

7.Reports to the Board of Directors

Communication reports with stakeholders are provided to the Board of Directors.

2. Corporate Governance

2.1 Corporate Governance Officer

Our company, in the 11th meeting of the 6th Board of Directors held on May 13, 110, resolved to establish the position of Corporate Governance Officer and appointed Mr. Ye as the incumbent. Mr. Ye has served as the manager of our company's management unit for over three years, meeting the qualifications required for the Corporate Governance Officer position.

Annual Business Execution Focus:

- 1.Handle matters related to the meetings of the Board of Directors and shareholders' meetings in accordance with the law.
- 2.Prepare minutes of the Board of Directors and shareholders' meetings.
- 3.Provide the Board of Directors with relevant laws and regulations on corporate governance and regularly update them.
- 4.Arrange training courses for the members of the Board of Directors.
- 5.Provide the necessary information for the Board of Directors to carry out their duties.
- 6.Assist the Board of Directors in compliance with legal requirements.
- 7.Evaluate the purchase of group directors and officers liability insurance.
- 8.Arrange communication meetings between independent directors and accountants or internal audit supervisors.

Annual Continuing Education for Corporate Governance Supervisors

Job title	name	During class hours	Course Name	Class Hours
Corporate Governance Officer	Paul Yeh	110/06/18	Business Information Warfare - Analysis of Offensive and Defensive Practices for Trade Secrets	3
		110/07/29	Practical Analysis of New Corporate Governance and Board Performance Evaluation	3
		110/08/27	Commercial Event Adjudication Act	3
		111/04/12	Corporate Governance and Transparency of Financial Information	3
		111/04/13	Development Trends and International Standards in Digital Evidence and Digital Forensics	3
		111/04/15	Technology risk trends in the cloud generation	3

2.2 Governance and Organization

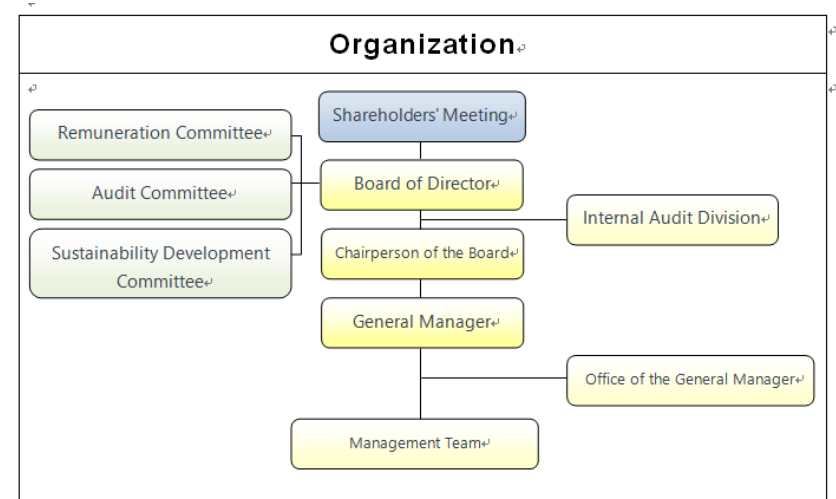
2.2.1 Board of Director

Diversity of Board Members:

To strengthen corporate governance and promote the sound development of the Board of Directors' composition and structure, the Company's policy on diversity of board members per Article 20, Paragraph 3 of its Corporate Governance Best Practice Principles indicates that: the composition of the board of directors shall be determined by considering diversity.

that appropriate guidelines on diversity based on the Company's business operations, operating dynamics and development requirements shall be formulated, including but not limited to, the following two aspects of standards:

1. Basic requirements and values: Gender, age, nationality, and culture.
2. Professional knowledge and skills: A professional background (e.g., law, accounting, industry, finance, marketing, technology,) professional skills and industry experience.



2.2.2 Committee

➤ Audit Committee

The Audit Committee of the Company consists of all independent Directors to assist the Board in improving its corporate governance performance and its powers include:

1. Formulating or amending internal control systems, procedures for acquiring or disposing of assets, conducting significant financial transactions involving derivative instruments, and assessing the effectiveness of internal control systems.
2. Matters involving conflicts of interest of the directors themselves.
3. Significant asset or derivative transactions.
4. The issuance, offering, or private placement of equity-related securities.
5. Appointment, removal, or remuneration of auditors, financial, accounting, or internal audit executives.
6. Annual financial reports and semi-annual financial reports.
7. Other significant matters required by the Company or regulatory authorities.

The Audit Committee shall meet quarterly and may, within the scope of its terms of reference, require the presence of relevant department managers, internal auditors, accountants, legal advisers or other personnel to provide relevant necessary information.

➤ Remuneration Committee

I. The Remuneration Committee was established in accordance with Article 14-6, Paragraph 1 of the Securities and Exchange Act on November 25, 2011, upon approval by the Board of Directors.

The Remuneration Committee comprises by three directors, its target is to strengthen corporate governance while ensuring a robust compensation system for our board members and managers. The committee's responsibilities include:

1. Promulgating and periodically reviewing the policy, system, standard and composition of directors and managers evaluation and remuneration.
2. Promulgating and periodically evaluating directors and managers remuneration.
3. Other matters assigned by Board of Directors.

Regular meetings of the Committee shall be held at least twice a year. The Remuneration Committee is entitled to appoint outside legal counsels, certificated public accountants or other related parties to attend a meeting of the Committee and provide information.

1.Organization



2.2.3 Member

The Company’s current Board of Directors consists of 7 Directors, including 4 Non-independent Directors and 3 Independent Directors. All members possess knowledge of finance, business and industry; an international market perspective; and professional ability to lead, make an operating judgment, manage the business and do crisis management. ◦

Name	Diversity Items						
	Basic component						
	Nationality	Gender	AGE			Independent directors' tenure	
40-50			51-60	61-70	Less than 3years	3-9years	
Chairman HSIN LIU	R.O.C	MALE		✓			
Director TSE WEN CHU	R.O.C	MALE		✓			
Director YU SHAN LEE	R.O.C	MALE		✓			
Director CHI HSIN CHANG	R.O.C	MALE		✓			
Independent Director JU KAI LAI	R.O.C	MALE			✓		✓ (Note 1)
Independent Director WEI DAR CHEN	R.O.C	MALE		✓			✓
Independent Director YI KUANG LI	R.O.C	MALE		✓		✓	

Board Member Job Title	Basic component								
	Industrial experience						Professional ability		
	Ability to make operational judgments	Ability to perform accounting and financial analysis	Ability to conduct management administration	Ability to conduct crisis management	Knowledge of the industry	An international market perspective	Information Technology	Finance	The legal profession
Chairman HSIN LIU	✓	✓	✓	✓	✓	✓	✓		
Director TSE WEN CHU	✓	✓	✓	✓	✓	✓	✓		
Director YU SHAN LEE	✓	✓	✓	✓	✓	✓	✓		
Director CHI HSIN CHANG	✓	✓	✓	✓	✓	✓	✓		
Independent Director JU KAI LAI	✓	✓	✓	✓	✓	✓	✓		
Independent Director WEI DAR CHEN	✓	✓	✓	✓	✓	✓		✓	
Independent Director YI KUANG LI	✓		✓	✓	✓	✓			✓

There are not any matters specified in Items 3 and 4 of Article 26-3 of the Securities and Exchange Act. Directors who are also employees of the Company account for 14.29% of the Board; independent Directors account for 42.86 %.

The tenure of 3 independent directors is less than 3 ~ 6 years, the tenure of 1 independent director is more than 9 years, 6 director is 51-60 years old, 1 directors are aged 61-70.

Although there are currently no female directors, in the future, female directors will be invited to join the board to consider diversity, and formulate appropriate diversity policies in a timely manner according to their own operations, operating models and development needs.

2.3 Risk Management

2.3.1 Organization

The Board of Directors is the highest authority responsible for risk management. Its goal is to comply with regulations, promote and implement the overall risk management of the company, thus, they must have a clear understanding of various risks faced by the company to ensure the effectiveness of risk management. The Board of Directors is convened and led by the CEO, who oversees and directs the implementation and operation of the risk management plan, with the participation of other managers and all employees.



2.3.2 Policy

The risk management policy and related guidelines are approved by the Board of Directors and serve as the guiding principles for risk management. They provide clear guidance on the responsibilities and operational mechanisms for risk management. All employees are expected to adhere to these policies and guidelines, ensuring that risk management is integrated into related units.

Main risks can be categorized as market-wise, financial, operational, information security, legal, and ESG (including incident) causes. The unit has to create guidelines and procedures for all risks.

The management departments of each subsidiary have to develop guidelines based on their local laws or business attributes. Please also see Risk Management Measures. ◦

2.3.3 System and Operations

1. Schedule Meetings

The supervisor is required to attend scheduled meeting to monitor risk control and ensure the proper functioning of the system.

2. Integration

To comply with legal requirements and facilitate the integration and monitoring of risk exposures across subsidiary companies, a risk information communication system has been created, enabling the reporting of operational and risk status.

3. Reports

Reports must be submitted to the Board of Directors in order to monitor risk status and follow up on its improvement. Any major incidents must be reported by the risk management unit, and corresponding plans must be launched.

2.4 Human Rights

2.4.1 Human Rights Policy

Purpose In order to uphold the basic human rights of employees, the company acknowledges and supports various international human rights conventions, including the United Nations Universal Declaration of Human Rights, Global Compact, Guiding Principles on Business and Human Rights, and International Labour Organization conventions. The purpose of this policy is to ensure that all members of the company are treated fairly and with dignity.

2.4.2 Talent Sustainability Declaration

USERJOY believes the sustainable development of talent is the key to success. Therefore, the following declarations have been established:

Integrity and Honesty :

Every colleague must adhere to laws and relevant regulations to ensure the smooth operation of business.

Professionalism and Learning Development:

Every colleague must uphold professional standards. USERJOY encourages and supports each employee in continuous learning and growth.

The gaming industry is fast-paced business, and only by continuously acquiring new knowledge, skills, and trends can maintain a competitive edge. This continuous growth not only benefits the individual but also contributes to the company's sustained development, providing every colleague with more opportunities.

Innovation and Support :

USERJOY believes innovation is the driving force behind business advancement. The company provides support and resources, encouraging each colleague to present new ideas and solutions, enabling employees to realize their creativity and create exceptional gaming experiences.

Team Spirit :

USERJOY believes teamwork is a key factor in achieving goals. We encourage mutual assistance, cooperation, communication, and information sharing among colleagues to foster team cohesion and efficiency, resulting in the creation of better contents.

Respect and Inclusivity :

With respect to the diversity of every employee, including nationality, gender, culture, race, and religion, USERJOY treats all equally because only in an inclusive and respectful environment can allow everyone to work on their creativity and bring positive outcome to the gaming industry.

2.4.3 Human rights concerns

USERJOY provides a safe and healthy working environment in accordance with laws and regulations, regularly conducts safety and health, regular employee health examinations, fire protection and other related education and training, and takes necessary preventive measures to prevent occupational disasters, thereby reducing risk factors in the working environment.

Communication Methods

➤ **Employees**

USERJOY regards employees as important assets. Therefore, the company strives to create a respectful and friendly work environment that prevents discrimination or harassment. USERJOY is responsible to all employees, and for a better understanding on their needs, the company has established diverse communication methods to listen to their voices. °

Methods	
Written Form	Employees can submit their feedback in written form by sending it via mail to the Human Resources department.
Email	Employees can submit their opinions by utilizing the Complaint Mailbox at HRM@uj.com.tw .

Reporting Mechanism

USERJOY provides an email address (integrity@uj.com.tw) for anyone can report once any instances of crime, fraud, or violations of law that are discovered.

2.5 Integrity Management

Scope and Operation

- (1) The team focuses on conducting regular integrity management education and training, and organizes internal education sessions for new employees, addressing integrity management issues. They also hold quarterly meetings for employees and contractors in order to emphasize the implementation of the integrity principles.
- (2) All operations adherence to the Integrity Management Guidance, Integrity Management Procedures and Behavior Guidelines. Actions will be taken once any violations are identified.

This team shall report to the Board of Directors at least once every year.

2.6 Information Disclosure for Information Security Management

2.6.1 Information Security Management Strategy and Framework:

Provide a description of the information security risk management framework, information security policies, specific management measures, and allocation of resources for information security management. (Legal basis: Article 18, Paragraph 6, Item 1 of the Annual Report Guidelines) ◦

2.6.2 Information Security Risk Management Framework

USERJOY Technology Co., Ltd. established the "Information Security Committee" in the year 112 of the Republic of China to execute information operation security management planning, establish and maintain an information security management system, coordinate the formulation, implementation, risk management, and compliance audit of information security and protection policies. The Information Security Committee is chaired by the General Manager and supervised by the Chief Information Officer, who also serves as the Information Security Officer. The department heads of various units within the company, including Information Management Department, Product Technology Department, Platform Development Department, are all members of the committee. Furthermore, in accordance with Article 9-1 of the "Guidelines for Public Companies to Establish Internal Control Systems," a "Security Office" has been established to handle information security and physical security planning and related audit matters, and it also oversees the operation of this committee.

The Information Security Committee holds regular meetings each year to review information security risks and corresponding protection measures and strategies, ensuring the applicability, suitability, and effectiveness of the information security management system's continuous operation. ◦

2.6.3 Information Security Policy

To achieve the information security policy and objectives and establish comprehensive security protection, the following management matters and specific management measures are implemented:

Enhance security defense capability and risk control: Collaborate with third-party security vendors to leverage their experienced information security personnel for real-time monitoring and analysis. Through their dedicated 24/7 monitoring service, timely alerts can be issued and assistance can be provided to information personnel for appropriate risk mitigation in the event of information security threats.

Improve security management procedures: Define the roles that relevant personnel should play in information security operations as the basis for assigning responsibilities and delegating authorities within each department. Regularly conduct disaster recovery plan drills to verify the accuracy of data backups and ensure the availability of off-site backup mechanisms.

Enhance network, endpoint, and application security: Utilize precise AI analysis to identify network risks and perform independent behavioral analysis for each endpoint, continuously learning and using mathematical algorithms to detect abnormal states. This enables rapid response to malicious attacks, minimizing potential losses in the event of a network attack.

Education and training: Reinforce the information security policy and operational guidelines at least once a year through awareness campaigns and provide relevant education and training courses for new employees to effectively enhance the information security awareness of all employees.

Remote work control: Implement a zero-trust architecture requiring verification for individuals and entities attempting to connect to the organizational systems before granting access. Multi-factor authentication (MFA) adds an additional layer of protection to the login process,

requiring users to provide additional identity verification, such as receiving SMS or verification codes on their mobile phones when accessing accounts or applications. :

2.6.4 Allocation of Resources for Information Security Management

Information security has become a crucial aspect of company operations. The resource allocation for corresponding security management matters is as follows:

Dedicated manpower: Assign personnel to serve as the Chief Information Security Officer and establish a dedicated information security unit, the "Security Office" (consisting of one security manager and at least two security officers, totaling four members). This unit is responsible for company information security-related policies, risk assessments, and the development of information security tools to maintain and strengthen information security continuously.

Education and training: Security officers are required to complete at least eight hours of professional security training annually. All new employees receive information security education as part of their onboarding training. Regular information security awareness campaigns are conducted for all employees (approximately 480 employees in the current year). At least one social engineering exercise, simulating an attack, is conducted annually to enhance the overall security awareness of all employees.

Security notifications: Timely announcements are made regarding current security news and security risk events to communicate important security regulations and precautions.

Security tools and services:

1. Establish a Security Operations Center (SOC) - Budget allocation: 1 million dollars.

2. Implement enterprise threat domain filtering and protection - Budget allocation: 1.5 million dollars.
3. Implement zero-trust network access with multi-factor authentication (MFA) - Budget allocation: 1 million dollars.
4. Deploy Network Detection and Response (NDR) systems - Budget allocation: 3 million dollars.
5. Deploy Endpoint Threat Analysis and Automated Protection Services (MDR) - Budget allocation: 1 million dollars.

Security meetings: Conduct quarterly Security Operations Center (SOC) service review meetings, totaling four meetings per year.

2.7 Intellectual Property

2.7.1 Management Plan

Our company is dedicated to game development and innovation, integrating cross-departmental research and development capabilities to enhance our products. We continuously study new information and apply the latest techniques, aiming to collaborate with global distributors to deliver new and exciting gaming experiences to players worldwide. Furthermore, we are proactively creating an Intellectual Property Management Plan. ◦

To Board of Directors

(一) To Board of Directors

Report	<p>The Legal Department has conducted an assessment of the company's operations for the current year. The Board of Directors has overseen the performance of intellectual property management to ensure its implementation and the creation of a management system..</p> <p>The relevant matters have been reported to the Board of Directors at the Yth meeting held on [Date, Month, Year].</p>
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(二) Project :

Management	<p>Technical content is handled by the development department, with assistance from external agencies for application-related matters.</p> <p>The inventory of patent applications is conducted annually and aligned with operational objectives.</p> <p>Training is provided to enhance professional skills and encourage innovation.</p>
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(三) Trademark :

Management	<p>Ensure competition in the market and enhance the recognition of our brand and services.</p> <p>Prevent confusion and unfair competition, protect the trademark and consumer interests.</p>
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2.7.2 Execution

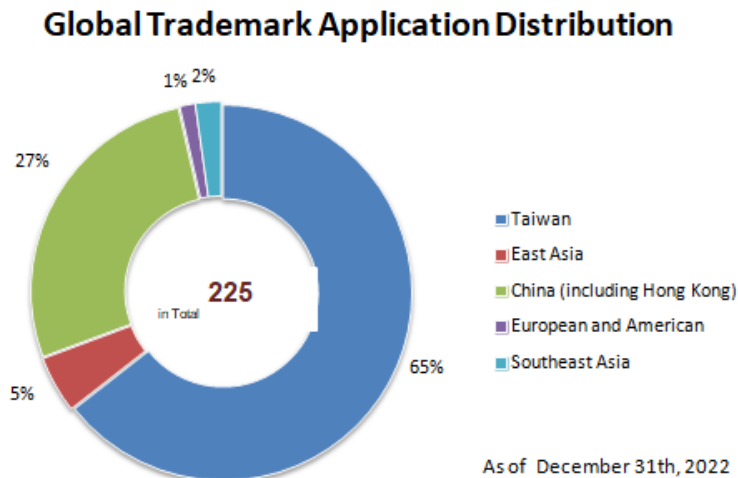
In order to protect intellectual property ownership, USERJOY has implemented policies for acquisition, protection, maintenance, and utilization. The Guidelines for Acquisition or Disposal of Intangible Assets are formulated to govern the principles and procedures for acquiring and disposing of intangible assets, including patents, trademarks, copyrights, and confidential information, both from third parties and within the company.

USERJOY is committed to safeguarding confidential information and has introduced the Information Security Management Guidelines to reinforce the management of confidential data and raise awareness of trade secret protection among all employees. All employees must follow confidentiality policies and regulations, and action will be taken against violations. Additionally, the Management Information Security department has applied security measures, including monitoring internal devices and network connections and prohibiting non-authorized device usage.

2.7.3 Result

Patent Rights: We have obtained a total of 3 patent certificates. These patents cover various aspects of program development and other innovations.

TRADEMARK OWNERSHIP: 142 DOMESTIC TRADEMARKS HAVE BEEN REGISTERED AND APPROVED. 72 OVERSEAS, AND 11 NEW TRADEMARKS WILL BE ADDED IN 2022.如下：



3. Innovation and Sustainability

3.1 Policy

USERJOY Technology Co., Ltd. (hereafter referred to as "USERJOY") was established on May 19, 1995. It was formed through the merger of U-JOY Technology Co., Ltd., O-TIN Technology Co., Ltd., and U-O Technology Co., Ltd. in 2004, becoming USERJOY Technology Co., Ltd. It was listed on the Taipei Exchange Market on April 18, 2008, with the stock code 3546.

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感動

IMPRESSIVE

致力做好遊戲 創造玩家感動



樂趣

INTERESTING

豐富遊戲類型 多元娛樂全適配



創新

INNOVATIVE

深厚研發力與跨平台技術



互動

INTERACTIVE

提供用戶交流平台 分享歡樂時刻



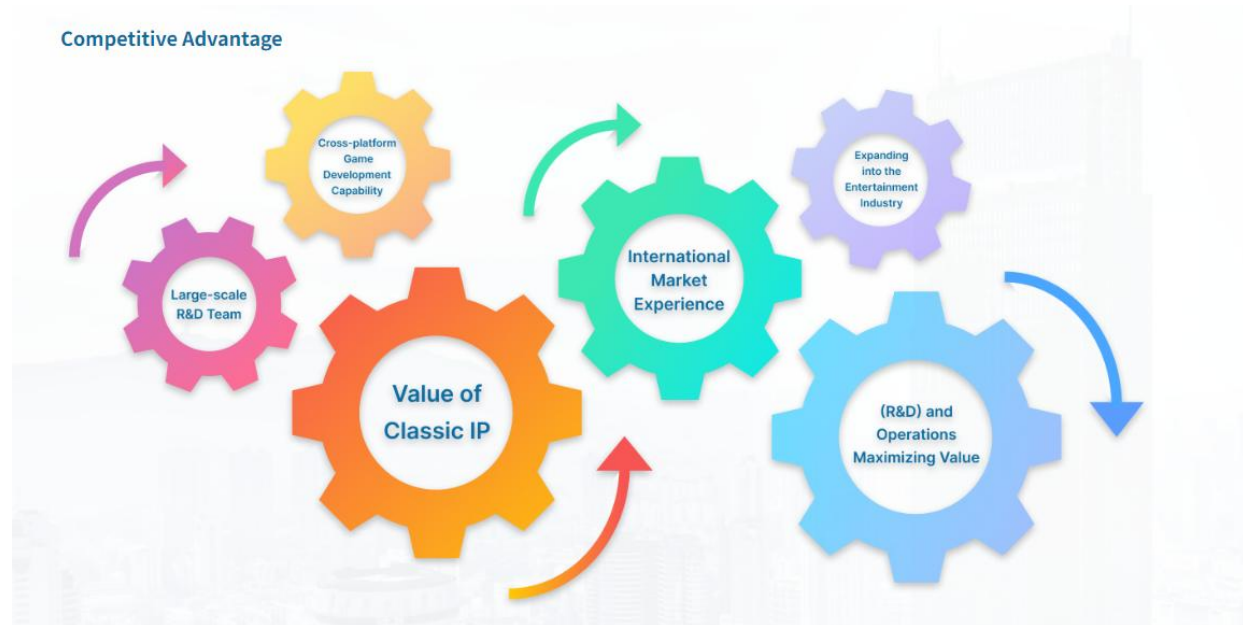
國際化

INTERNATIONAL

拓展國際市場 全球化合作發行

3.1.1 Innovating

USERJOY has long been committed to the PC platform, with extensive experience and advantages in game development.



In recent years, besides achieving high maturity in Massive Multiplayer Online (MMO) game technology, We has also dedicated efforts to web game and mobile game development. Moreover, we actively explore various cutting-edge game development technologies and platform information, collaborating with agents worldwide to bring global players more innovative and entertaining gaming experiences.

Looking to the future, We focuses on three key directions:

3.1.2 Cross-platform game development

We will leverage our current online gaming platform to develop cross-platform products, including mobile, tablet, gaming console, VR, AR, and more, to meet the diverse entertainment needs of players."

3.1.3 Improve the quality of global operations services

In 2007, USERJOY transitioned from a game developer to a gaming service provider. Apart from publishing its own developed products, the company selectively represents competitive products. By consistently improving the quality of its services, it aims to deliver a rich and enjoyable gaming experience to players in Taiwan, Hong Kong, Macau, and Japan.

3.1.4 Expanding the Overseas Licensing Market and Increasing Product IP Value

The "Angel Love", "Three Legend of Three Kingdoms" and "Fantasy Sango" series have successfully entered the game markets in China, Europe, America, Japan, South Korea, and Southeast Asia. We will continue to target international-level products, strengthen cooperation with agents from all over the world, provide refined localization services, deepen the value of the company's IP, and actively build the brand image of Taiwan's game R&D. ◦



4. Green Initiatives

As a pioneer in the gaming industry, we understand the importance of environmental protection. We firmly believe that, as we operate in the gaming sector, we have a responsibility to make a positive impact on the environment. To this end, we will adhere to the ISO 14064-1 standard and take green initiatives to ensure the sustainable development of our business while reducing greenhouse gas emissions and environmental impacts.

Adhering to the ISO 14064-1 Standard:

We commit to following the ISO 14064-1 standard, which provides guidelines for measuring, reporting, and verifying an organization's greenhouse gas emissions. By adhering to this standard, we gain comprehensive insights into and evaluate our energy usage and greenhouse gas emissions, enabling us to formulate appropriate management strategies.

Our Green Initiatives:

We pledge to promote environmental sustainability in every aspect of the gaming industry. Here are some key points of our green initiatives:

4.1 Greenhouse Gas Monitoring and Reporting:

We will implement advanced monitoring technologies and systems to regularly monitor and report our company's greenhouse gas emissions. This will help us understand our carbon footprint and develop emission reduction strategies, particularly in the scope 2 emissions category, such as lighting and computer electricity consumption.

4.2 Energy Consumption Reduction:

We are committed to reducing energy consumption, including improving the energy efficiency of our office lighting, optimizing server utilization, utilizing energy-efficient equipment, and devising other energy-saving policies.

In response to carbon reduction, the company has planned some carbon reduction measures:

1. Comprehensive LED lighting replacement project:

To further enhance environmental friendliness, the company plans to achieve a 50% LED lighting replacement by 115 years.

2. Internal data center server virtualization (VM):

Since the implementation of server virtualization (VM), the company has reduced 41 servers, resulting in a decrease of 3.32 tons of CO₂ emissions, and an overall reduction of 1.11% in annual emissions. Future plans include further reducing server numbers to reduce CO₂e emissions after 112 years.

3. We also encourage changes in employee commuting habits, such as promoting the use of public transportation or carpooling, to reduce carbon emissions.

4. Digitization and Digitalization Promotion: We actively advocate for the digitization transformation of game development and operations, reducing the use of paper and material resources. By promoting electronic documents, online collaboration tools, and digital processes, we reduce document printing and paper waste, thereby reducing the demand for natural resources. ◦

E-form Online:

Many required forms have been digitized, significantly reducing paper consumption.

Digital Sales:

Annual exhibition sales of gift cards have been shifted to an online digital store, reducing physical booth sales and waste from card packaging, minimizing the environmental burden.

1. **Waste Minimization:** We consider reducing game box and product packaging usage, opting for digital platforms to offer digital downloads as purchasing options for games. Additionally, we choose recyclable or biodegradable materials to minimize environmental impact.
2. **Green Supply Chain Management:** We will collaborate with suppliers to promote green supply chain management. This includes selecting environmentally friendly products and materials, encouraging suppliers to reduce greenhouse gas emissions, and jointly striving for sustainable operations.
3. **Community Engagement:** We will actively participate in community and environmental protection projects and encourage employee participation in volunteer activities. Through partnerships with nonprofit organizations and charitable institutions, we will conduct environmental education and awareness-raising activities to promote the values of sustainable development.
4. **Environmental Education and Training:** We will provide necessary environmental education and training to raise employee awareness and understanding of environmental issues. Through training, we aim to build a team with a sense of environmental responsibility, collectively maintaining and protecting the environment.
5. **Continuous Improvement and Monitoring:** We will establish a mechanism for continuous improvement and monitoring, regularly

reviewing the implementation of our green action plans and adjusting and improving our strategies based on results. We will collaborate with stakeholders, sharing our achievements and experiences, and jointly work towards environmental sustainability.

As leaders in the gaming industry, we firmly believe in sustainable operations and environmental protection as our responsibility. Through the establishment of environmentally sustainable green initiatives, we aim to reduce greenhouse gas emissions, decrease energy consumption, and promote resource recycling. We also encourage all employees and stakeholders to participate in our green initiatives, contributing to environmental protection and safeguarding our planet.

5. Employees

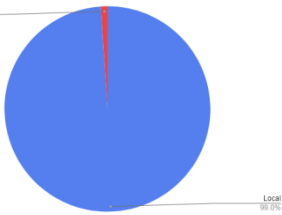
5.1 Policy

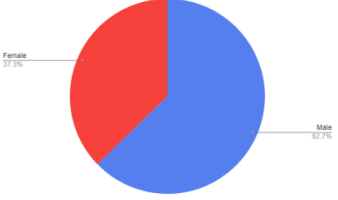
USERJOY has formulated a series of norms and measures to establish a good working environment, ensure the rights and benefits of employees, provide clear work guidelines, and promote teamwork and the achievement of organizational goals.

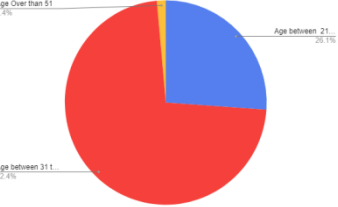
Diverse Workplace

USERJOY has been committed to create a diverse workplace:

The company values the contributions of every employee, regardless of their nationality, ethnicity, gender, religion, culture, and age. USERJOY strives to create an environment that respects and treats everyone equally, ensuring each individual feels safe and respected. °

Nationality	2022	491 in Total	Ratio
	Local	486	98.98%
	Foreigner	5	1.02%

Gender	2022	491 in Total	Ratio
	Male	308	62.73%
	Female	183	37.27%

Age	2022	491 in Total	Ratio
	21 to 30	128	26.07%
	31 to 50	355	72.30%
	Over 51	7	1.43%

USERJOY firmly believes that a diverse team brings different perspectives and creativity. Therefore, the company actively recruits diverse talents to meet job requirements and provide opportunities for everyone. This ensures that our team benefits from a wide range of backgrounds and experiences.

The goal is to create an inclusive and diverse workplace where all employees are encouraged to share their ideas and experiences. The company values open communication and feedback, and it is committed to prohibit from discrimination, prejudice, and bullying. USEJOY

respects the differences in cultural backgrounds and values, and encourages team members to learn, exchange, and share cultural uniqueness.

Fulfilling Social Responsibility :

USERJOY is dedicated to fulfilling social responsibility by employing individuals with disabilities and providing opportunities for their career. The company has employed therapists to offer massage services to other employees, and also have environmental cleaners to maintain office environment. USERJOY ensures that employees with disabilities receive the same benefits and opportunities. ◦

	2022	
Disabled Employees	Expected Hiring	4
	Actual Hires	4

5.2 Training & Development and Labor-Management Relations

Training & Development

Our company's education and training system covers professional (functional) training, hierarchical training, common training, new employee training, management talent development training, and self-development (SD) education. This includes on-job training for employees in various departments, as well as concentrated or individual off-the-job training, allowing employees to constantly acquire new knowledge, enhance their professional skills, and improve their managerial abilities. From the year 2012 to May 2023, the total training hours

exceeded 43,300 person-hours, with approximately 677 participants and training expenses of around 7.96 million NTD.

Orientation aim to assist new employees in smoothly adapting to their work by understanding the company's corporate culture, business philosophy, regulations, and the company's environment. From 2012 to May 2023, a total of 31 sessions and 659 participants received new employee education and training. Additionally, specific employees are assigned to participate in courses related to physical, mental, and self-development, showing that we not only emphasize employees' growth in their work but also value their personal development.

Labor-Management Relations

1. Agreements between Labor and Management:

Our company holds labor-management meetings quarterly to discuss relevant issues, ensuring harmonious labor-management relations. There have been no labor disputes as we have always emphasized two-way communication between labor and management to maintain a good relationship. Therefore, there have been no significant labor disputes affecting the normal operation of the company to date.

2. Measures to Protect Employee Rights and Interests:

Our company has established comprehensive regulations related to employees, detailing their rights, obligations, and welfare measures. The content is regularly reviewed and transmitted online to protect employees' rights and interests.

3. Disclosure of Losses and Measures in Response to Labor Disputes in the past two fiscal years and as of the printing date of the public disclosure statement: We attach great importance to employee welfare, training, and feedback, and maintain an accessible channel for complaints. Therefore, in the past two fiscal years and as of the printing date of the public disclosure statement, there have been no significant labor disputes that could affect the company's normal operation. The estimated risk of future losses due to labor disputes is extremely low.

Employee Ethics and Code of Conduct:

To establish a good corporate culture, maintain harmonious employee relationships, our company has established the following employee ethics and code of conduct:

- a. Mutual respect and integrity, working together to achieve the company's business objectives.
- b. Actively protect the company's reputation and avoid any actions that may harm it.
- c. Value customer rights and company interests, maintain a clear separation between personal and professional matters.
- d. Avoid any potential conflicts of interest between individuals and the company.
- e. Avoid arguments with customers and actively handle customer complaints.
- f. Make every effort to protect company assets and avoid wasting resources.
- g. Fully understand the scope of authority and refrain from unauthorized actions.
- h. Reporting official matters should follow the proper chain of command, except in urgent or special circumstances.
- i. Keep personal emotions and disputes out of the workplace.
- j. Avoid discussing rumors, defaming others, or spreading gossip.
- k. Emphasize business etiquette, such as punctuality, reliability, telephone etiquette, and appropriate attire.

- I. Respect individuals of the opposite sex and avoid language or behavior that constitutes sexual harassment to comply with the law.

5.3 Benefits

USERJOY has a comprehensive compensation that combines the remuneration, bonuses, insurances, and allowances with individual performance. The company strives to ensure that all employees are happy with the competitive benefits.

USERJOY aims to provide more superior and comprehensive benefits to all employees, and welcomes talents to join this team.

<p>Bonuses</p>	<p>Year-end bonus Holiday bonus Project bonus Referral bonus Profit sharing or stock shares Dividends</p>	<p>Leaves</p>	<p>Special leave Family day Menstrual leave Nursing leave Prenatal check-up leave Paternity leave Birthday leave</p>
<p>Insurances</p>	<p>Labor insurance Health insurance</p>	<p>Allowances</p>	<p>Travel allowance Birthday allowance</p>

	<p>Accident insurance</p> <p>Group insurance</p>		<p>Monthly afternoon tea</p> <p>Marriage allowance</p> <p>Birth allowance</p> <p>Hospitalization allowance</p> <p>Transportation allowance</p> <p>Club activities and supports</p> <p>Year-end party and events</p> <p>Contracted childcare service</p>
<p>Facilities</p>	<p>Fitness center</p> <p>Massage room and service</p> <p>Medical care</p> <p>Yoga class</p> <p>Annual health check-up</p>	<p>Trainings</p>	<p>Job training</p> <p>Seminar participation</p>

5.4 Workplace safety

5.4.1 workplace and employee personal safety

The company is situated in the Far East Century Square Industrial Park in Zhonghe District, comprising a total of 12 modern industrial buildings within the park. The park has established a management committee to oversee and manage various aspects of the park, including mechanical and electrical systems, air conditioning, fire protection, and safety, ensuring a secure and comfortable working environment. Additionally, the company's primary focus is online game development, operating within a strictly office-based environment without any manufacturing facilities. As such, the working environment is relatively straightforward and secure. The company has also provided fire extinguishers in every office and regularly conducts fire-related training for staff, along with periodic firefighting seminars to uphold safety standards. Furthermore, the company employs dedicated cleaning personnel responsible for maintaining the cleanliness of the office interior and conducts routine disinfection procedures to uphold environmental hygiene. Additionally, the following measures are in place:

- 1. Set up a safety management department to monitor the working environment 24 hours a day to provide a safe and secure working environment.**
- 2. Set up employee access control system, and set access control permissions according to the company, floor, and department.**
- 3. Regular floor patrol to eliminate possible work hazards.**
- 4. Hire full-time nurses to assist in the safe care of employees.**
- 5. Annual fire safety inspection and equipment update and hold fire safety seminars.**

6. Provide employee group insurance, public accident insurance, and business trip safety insurance.

(2)Occupational Safety and Health-related training :

In the gaming industry, which is a fast-paced and high-stress sector, the health, care, and workplace safety of employees are extremely important topics. To ensure the physical and mental well-being of our employees and to enhance work efficiency and job satisfaction, the company is committed to providing training related to occupational safety and health, aiming to establish a safe and healthy working environment.

Occupational Safety and Health Training Program

We have established a complete occupational safety and health training program to ensure that employees understand and comply with relevant safety regulations and procedures. The program includes training in:

1. Workplace safety: Employees will receive training on workplace safety, including company environment introduction, fire education and training, emergency evacuation, earthquake response, basic first aid common sense, AED use teaching, electricity and electrical safety and other knowledge and skills.
2. Occupational Disease Prevention: We will provide training on occupational disease prevention, including knowledge of the hazards posed by prolonged poor working postures and necessary protective measures:
 - a. Offering employee subsidies for purchasing ergonomic chairs to address the issue.
 - b. Providing massage services for employees to alleviate physical discomfort and soreness.

3. Occupational Stress Management: We will provide training on stress management to help employees cope with work-related stress. We will also offer monthly one-on-one "heart-to-heart" sessions to provide psychological counseling or professional mental health assistance, including psychological counseling, stress management, and emotional regulation, to enhance their resilience to stress and ensure a work-life balance. °

Safety patrols and risk assessments

The management conducts regular monthly safety inspections and risk assessments to ensure workplace safety and employee health. These inspections will include checks on office equipment, electrical appliances, and air conditioning comfort, workplace cleanliness and tidiness, as well as environmental risk assessments within the office environment, including workstation ergonomics. Based on the assessment results, we will take necessary measures to mitigate any potential safety risks.

Physical and Mental Health Support

We value the physical and mental well-being of our employees. In addition to providing employees with access to a fitness center and massage services to help them maintain their physical health outside of work, we also offer one-on-one counseling sessions for mental health support. Furthermore, we have hired nurses who are available to provide guidance and advice on health-related issues.

These services collectively offer comprehensive support for both physical and mental health. We are committed to establishing a supportive and caring work environment to assist employees in maintaining their well-being while at work.

Health promotion activities

We encourage our employees to participate in health promotion activities, including:

Annual physical health check-ups.

Employee club activities (such as basketball, badminton, and fitness clubs) and other sports events.

Employee health seminars, and more.

These activities help raise employee health awareness, improve their quality of life, and promote a balance between work and personal life.

Continuous improvement

We will regularly assess and review the effectiveness of the occupational safety and health-related training program and make continuous improvements based on feedback and evaluation results. We will listen to employee feedback and suggestions, continually enhance our care and support measures, ensuring the effective protection of employee health and safety.

Userjoy Technology Co., Ltd. is committed to maintaining the health, care, and workplace safety of our employees. Through occupational safety and health-related training, safety inspections and risk assessments, psychological health support, and health promotion activities, we are dedicated to establishing a safe, healthy, and supportive work environment where employees can work under favorable conditions and achieve personal and professional growth. We will continue to improve our occupational safety and health measures to ensure the well-being and care of our employees receive the utmost attention and protection.

5.4.2 Employee Health Care

(1) Physical and Mental Health

USERJOY is dedicated to creating a caring workplace for employees. The fitness center provides massage services, psychological counseling, and medical care support, all aimed at promoting the physical and mental well-being of our employees. ◦

(2) Programs :

The company encourages and provides programs for the employees to keep their health and work-life balance, including:

1. Annual health check-up
2. Activities in basketball club, badminton club, and fitness clubs
3. Health-related seminars and workshops :

(3)Facilities

USERJOY has a fitness center equipped with shower rooms, a massage room, and a nursing room, all of which are staffed by professionals to assist employees.

5.4.3Results

In 2022, the medical station took care of all employees and provided monthly psychological counseling to ensure their well-being. ◦

COVID-19 Pandemic

During COVID-19, USERJOY encouraged everyone to take vaccine, and applied Work from Home policy for three months to prevent droplet and contacts. Free rapid diagnostic test had also been provided every week. ◦

Today, USERJOY continues to monitor the development of the pandemic and enforces isolation for confirmed cases among employees. This year, additional expenses have been allocated for health check-ups to ensure the well-being of all staffs.

5.5.4 Continuous Improvement :

USERJOY regularly assesses the effectiveness of the occupational health and safety training programs and make continuous improvements based on feedback and evaluations. The company will seek and consider employee opinions and suggestions to enhance support measures, ensuring the effective protection of all employees. ◦



6. Social participation

6.1 Public Welfare and Care

☰ Userjoy Technology is committed to sustainability as its highest goal and actively practices the concept of "Corporate Social Responsibility," striving to achieve the positive goal of "taking from society and giving back to society." Besides continuously monitoring various issues and setting annual goals, we also take concrete actions to invest in, participate in, and implement social responsibility initiatives. Our aspiration is to fulfill our social responsibility while creating business performance and competitiveness, contributing to the sustainable development of society, the environment, and the economy.

Local Social Contribution Userjoy Technology maintains an open and communicative attitude, reinforcing social engagement, and continually promoting social participation policies. Through establishing community cooperation and practicing social participation, we actively participate in local and community events to build connections and create a harmonious environment together.

Focus on Youth and Children's Issues The company has long been concerned about youth and children's issues. We collaborate with non-profit organizations and civil society groups, prioritizing donation as a means of support. Additionally, through cooperation in gaming products, we jointly contribute to gaming philanthropy to sustain our attention to these issues. We respond to social voices, actively listen to various opinions and feedback, and incorporate them into the decision-making process of game development and operations. This is achieved through coordination with the government, surveys on public opinion, collecting feedback from the community, and holding advisory meetings.

Care for Underprivileged Rural Areas Targeting remote and underprivileged groups, we prioritize support through collaboration with non-profit

organizations and civil society groups, utilizing donations and various means of assistance. Moreover, leveraging the influence of our products, we strengthen the connection between players and society, encouraging player engagement in philanthropic activities to enhance social participation. Our contributions aim to unite the power of society.

Implementation Effectiveness Report ◦



6.2 Cultural Development Support and Achievements

Profound cultural literacy serves as the nourishment for cultivating significant intellectual property (IP). Userjoy Technology Company deeply acknowledges the pivotal role of cultural development in the sustainable growth of their products. Therefore, they aspire to shape

a brand-new cultural landscape by fostering the inheritance of culture and promoting the integration of social patterns, aiming to unite collective consensus.

Approaching from a gaming perspective, Userjoy emphasizes cross-domain integration, communication, and interaction, blending diverse cultural elements to create a rich and diverse gaming experience. This approach facilitates the sustainable development of culture, transforming games into platforms for cultural heritage and innovation.

Achievements: In 2022, the company actively promoted local culture by exclusively supporting the screening of a Taiwanese indigenous cultural film, "Pili Puppetry: Su Huanzhen" (Pili Series), contributing a total of NT\$43,340 and enabling 197 employees to watch the movie. Simultaneously, in coordination with the film's release, the company launched the mobile game "Legend of the Sacred Stone," available globally on STEAM, with a cumulative investment of 800,000 yuan.

6.3 Industry-academia Collaboration

We firmly believe that industry-academia collaboration contributes to the continuous development of the gaming industry.

(1) Talent cultivation: We value collaboration with academic institutions to cultivate excellent game talents. We have established partnerships with multiple colleges and academic organizations, providing employment opportunities, internships, and project collaborations. Many talents have joined our company through these initiatives, and some project collaborations have resulted in actual product releases.

(2) Resource sharing and collaboration: We are willing to share resources and facilities with academic institutions to provide practical support in terms of manpower, finances, and materials, in order to foster collaboration and innovation. We encourage

exchange and mutual support with the academic community, establishing long-term partnership relationships to drive the development of the gaming industry together.

(3) Practice and application: We support the transformation of academic research outcomes into practical applications. Through collaboration with academia, we apply innovative concepts and technologies to game development, product design, and user experience, aiming to deliver more creative and valuable gaming works.

(4) Supporting Local Education and Collaboration with Multiple Universities (e.g., Hwa Hsia University of Science and Technology, Lunghwa University of Science and Technology, Asia Eastern University of Science and Technology, Takming University of Science and Technology, and Southern Taiwan University of Science and Technology): We provide internship opportunities for students during their summer and academic year internships. Up to now, approximately 30 internship students have participated in workplace internships. Additionally, before the pandemic, we arranged visits to our company for students to gain insights into workplace jobs.

Internship Numbers in the Past 2 Years:			
	University	Number of Students	Internship Period
Intern	Lunghwa University of Science and Technology	1	111/07-112/6
Intern	Lunghwa University of Science and Technology	2	110/9-111/1