

Employee



Employee Profile

Recruiting Principles

The recruitment of employees of BenQ depends on requirement while is based on the principles of equal in opportunity, suitable talent for suitable post as well as internal talents are prioritized over external ones. BenQ will not discriminates due to reasons such as race, ethnic group, social upbringing, blood, social class, nationality, religious belief, body disability, gender, sex preference, family responsibility, marital status, labor union member, pregnancy, age or political party, etc. It will not hire child labor.

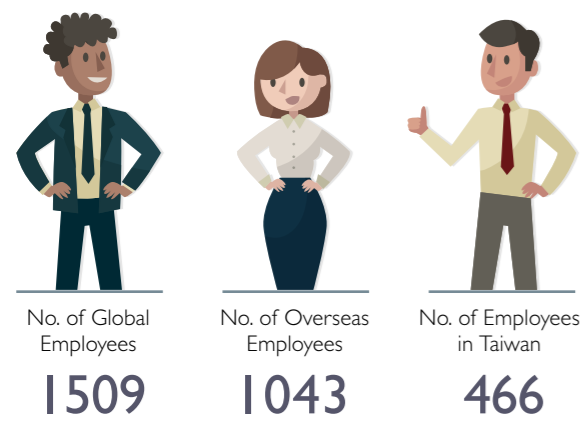
Employee Hiring Status

To help local development, BenQ employee recruitment is based on the principle that local labor first. There is over 90% of local hiring in each area while over 90% of its management staff is from local area.

As of December, 31, 2019 the number of global full-time employee of BenQ (excluding part-time workers) was 1,509 with the employees stationed at regions such as Asia, Australia, Europe and the Americas; while nationalities cover over 50 countries, with 31% of them from Taiwan headquarter and 69% in other overseas areas, as shown in the table below.

Global Employee Statistics

2019 (no including part-time workers)



• As of December, 31, 2019, the number of global full-time employee of BenQ (including part-time workers) is 1,660.

Global Employee No. by Region

Region	Male (No. of People)	Female (No. of People)
Taiwan	268	198
China	272	176
Asia Pacific	124	145
Americas	112	57
Europe	146	75

• (As of December, 31, 2019 Taiwan and China are no included in Asia Pacific due to management requirement)

Employee Turnover Rate

The average accumulated global turnover rate of BenQ was 10.99% in 2019 with average monthly resignation rate at 1.59%. In terms of region, the highest accumulated resignation rate in 2019 was in Latin America at 41.94%, the lowest being Europe at 16.29%.

Learning and Development

Talent is the most important competitiveness of a company. The cultivation and development of talents are the most important operational concept of BenQ. We fulfill the constant learning to pursue improvement of corporate competitiveness. BenQ plans the educational programs for employee techniques and executive management ability study program according to the needs of organizational developments. We flexibly and actively adjust the training plans regarding the strategies and paces of business units. Our complete educational training system won national TTQS (Taiwan TrainQuali System) certificate and National TrainQuali Prize (NTQP) recognition. All new comers responsible for educational trainings receive TTQS professional trainings.

BenQ trainings are divided into three aspects: new employee training, leadership and management trainings as well as trainings based on job skills. Each employee participates in various courses and training plans according to personal and departmental needs via internal training system. To deliver effective information, we chart environmental safety hygiene educational courses by combining regulation requirement, company environment and industry

characteristics. The courses include on-site courses such as safety hygiene, management system, emergency response, green product, environmental protection and social responsibility. Besides providing internal courses, BenQ offers information of external training plans for employees to participate and receive subsidy, encouraging them to participate in external classes and continue education.

Complete New Employee Training

From joining the company to offering new comers with a training plan, besides offering our group Win Camp, we also develop New Comer Orientation Program training plan, covering corporate guidelines and culture, CSR concept and related policies, environmental safety hygiene-related policies, stress management, related HR support services, etc. Also, for various job content of new comers, we familiarize them with their tasks and environment rapidly with a series of professional program trainings. With the digital transformation trend, we gradually

transformed the new comer programs into online format starting from 2019.

Professional Training Based on Job Skill

Currently, with dramatic changes of the overall environment and global situation, to assist employees to face the changes and challenges of the new age, constantly excel and grow in personal career and have a full development and improvement for competency, BenQ designs various training programs to assist them to develop related professional skills to strengthen workplace competitiveness according to demands of various skills and job ranks. Meanwhile, we inventory all common programs for employees of various levels, seniority and departments to be equipped with common basic working mental cultivation methods. In 2019, to respond to organizational strategies, we invited design thinking professionals to teach new comers of product units design thinking with the foundation of field research and anthropology.

Talent Training Programs for Various Stages

Program Name	Fresh Leader Program	Action Leader Program	Strategic Leader Program	Top Development Program
Participant	Potential talent	Supervisor	Mid-level executive	Top-level executive
Session I	<ul style="list-style-type: none"> Immediate management knowledge 	<ul style="list-style-type: none"> Upward management 	<ul style="list-style-type: none"> Systematic thinking and decision strategy 	<ul style="list-style-type: none"> Role and mission of top-level executives Leading and executing power of vision and value concept
Session II	<ul style="list-style-type: none"> PDCA and work improvement 	<ul style="list-style-type: none"> OJT Problematic employee dealing technique Confrontation management and negotiation 	<ul style="list-style-type: none"> Subordinate training and development Interviewing techniques involving performance setting and review Effectively authorizing and ordering subordinate 	<ul style="list-style-type: none"> Top-level executive authorization technique Change leadership Organizational development and re-engineering amid changes Train successor Strategic planning and management Corporate operation and management
Session III	<ul style="list-style-type: none"> Communication and coordination 	<ul style="list-style-type: none"> Outstanding team leading and build up Departmental work planning and goal reaching Adjust to changes 	<ul style="list-style-type: none"> Persuasion and influencing techniques Managing upward and reporting techniques 	<ul style="list-style-type: none"> Corporate speech technique
Session IV	<ul style="list-style-type: none"> Subordinate training inspiration 	<ul style="list-style-type: none"> Problem analysis and solution technique Project management practice 	<ul style="list-style-type: none"> Build up strategic partnership Cross-department negotiation technique 	<ul style="list-style-type: none"> Value-oriented financial management
Session V	<ul style="list-style-type: none"> Talent recruit interviewing technique 		<ul style="list-style-type: none"> Strategic thinking build-up and management Leading amid changes 	

• (Note: PDCA refers to Plan-Do-Check-Action, OJT is On Job Training, HRM is Human Resource Management).


Leadership and Management Training

In leadership management training, we plan a series of executive training programs according to different management levels. Besides Manager Induction Program for newly-appointed executives that is tailored according to individual situation, our package of grass-root and mid-level executive programs (FLP/ALP/SLP) is as shown in the following chart. For top management program (TDP), we plan at least 100 hours of training programs, using systematic program packages to assist executives to shift the role of management and improve management competency. We expect to actively cultivate management talent with the full-range management programs to respond to organization expansion and fully improve the

executives' ability to cultivate, coach and encourage staff, so that they can lead the team to obtain organizational goals. In 2019, for new executives, we offered a flexible On Boarding Program to enable them to swiftly excel at their posts with a series of assistance of dialogues and resources.

We understand that the sustainable operation of the enterprise not only lies in product innovation and procedure improvement, the organization also needs to be like an organism that constantly adjust and grow with the competitive environment. With such philosophy, BenQ continuously cultivates and develops talents, strengthening organizational learning growth power to keep competitiveness facing future challenges and opportunities.

BenQ Human Right Management Guidance

	
No child labor	BenQ follows local minimum working age laws and regulations, forbidding hiring of child labor.
No compulsory labor	BenQ respects employee willingness and bans any forms of compulsory labor behaviors.
Establish healthy and safe working environment	BenQ has ISO 14001 environmental management system and OHSAS 18001 Occupational Health and Safety Assessment Series certificates, offering a sound working environment.
Ensure employee right communication channel is open	BenQ establishes various open communicational channel; employees can form clubs while labor and capital relationship is harmonious.
No discrimination	Selection, utilization, training and retention of employees base on the principle of suitable talent for suitable post, no discrimination occurs for reasons such as race, sex, marital status, age, political stand or religious belief.
Punitive measure	BenQ doesn't treat employees in inhumane ways, restricts any forms of insults and cares for working conditions of employees.
Work hour	Work hour regulation follows government regulations.
Meet basic salary	Salary and welfare follow regulations and industry standard, and there is no salary reduction for punitive purpose.

Working Condition

Human Right Management

The BenQ Human Right Management Guidance is as shown in the above table.

From recruiting employees, BenQ follows various criterion. Therefore, BenQ never hires child labor, nor does it has any disputes due to unwilling labor,

nor does it has any disputes due to unwilling labor, inappropriate punitive method or identity discrimination.

To ensure the rights of BenQ and employees, the employee manual issued at the entry date of an employee states the shortest notification period for various operational changes. During the time, the hiring agreement signed by both parties also explains the shortest notification time for agreement termination.

BenQ Promise

BenQ Promise	
Salary Welfare	<ol style="list-style-type: none"> 1. BenQ considers job post responsibility and personal ability to decide on salary level for new employee, and this will not differ due to race, religion, political stand, gender, marital status or member of labor union. 2. BenQ's salary levels meet related regulations, with overall employee average salary higher than stipulated basic salary of 23,100 and is more than 1.9 times higher than average salary of computer, electronic product and optical industries announced by Department of Budget, Accounting and Statistics, Executive Yuan. 3. In each major operational location, the ratio of standard minimum salary point to local minimum salary of a new employee is 2.2 and the same for male and female. 4. No one can ask for salary reduction in terms of punitive measure.
Labor/health insurance	<ol style="list-style-type: none"> 1. At the arrival of post for each employee, BenQ provides labor and health insurance for the employee and is responsible for the insurance fee that the employer should pay. 2. BenQ additionally offers welfare measures such as employee group insurance, including life insurance, accident insurance, cancer insurance, accident and health insurance, outpatient/admission insurance and air accident insurance, with the highest claim sum at 36-time monthly salary. 3. Global operational locations also follow local regulations so that all BenQ employees can have more complete life protection.
Leave	<ol style="list-style-type: none"> 1. BenQ gives employees holidays and leaves according to the law. 2. There is one paid volunteer leave each year for employees to enjoy volunteering. 3. There is paid engagement leave that expresses care of the company for employees.
Retire Welfare	<ol style="list-style-type: none"> 1. For Taiwan employees, BenQ follows the pension regulations of Taiwan Labor Standard Law and Labor Pension Act, regularly extract reserve to legal pension account or personal pension account. 2. For global operational spots, BenQ also follows local regulations.
Reward	<ol style="list-style-type: none"> 1. Every half year, BenQ launches performance audit for all full-time employees, and the results are the basis of promotion and reward. 2. All hiring, appraisal and promotion standard are fair and just and do not discriminate due to race, gender, age, nationality, religion or political preference.
Communication Channel	<ol style="list-style-type: none"> 1. Department meeting 2. HR mailbox 3. Labor-management meeting 4. Labor welfare committee 5. Catering management committee 6. Employee questionnaire 7. Secretary/assistant symposium 8. 2885 online reaction 9. Employee representative
Notice period of major changes that will affect labor rights	<ol style="list-style-type: none"> 1. When the company's operation has major changes and may affect labor rights, BenQ will notify employees serving for 3-12 months at least ten days before the changes. 2. BenQ will notify employees serving for 1-3 years at least twenty days before the changes. 3. BenQ will notify employees serving for more than three years at least thirty days before the changes.

BenQ compiles social responsibility and environmental, safety and health policy and related management procedure, highlighting company ethical operation, strict observation of ethical regulation and continually improve operational management. All labor rights meet local regulations, international regulations and related interest group requirements to protect employee right and continually improve itself. For social responsibility,

BenQ also follows social responsibility standard and meet requirements of regulation and customer to reach the goal of corporate sustainable operation.

Besides declaring the will to protect employee right and maintain human right in its policy, BenQ also sets various regulations and management procedures to ensure its executional performance. Since

Operational Environment Safety Management Process



establishment, the labor-management relations of BenQ are harmonious; its employee requirement and opinion can be directly issued and receive feedback.

In addition, all employees sign a hiring agreement, reaching the agreed tasks with the company according to their will. Overtime work is out of one's own will and there is absolutely no compulsory labor. Employees are not threatened either physically or mentally and not discriminated due to race, gender, age, nationality, religion or political preference. Therefore, there was no legal case of any identity discrimination in the past.

Operational Environment Safety

BenQ has a sound social responsibility and environmental safety hygiene management committee and promotional organization, while realizing execution of various requirements of safety hygiene health. Until now, BenQ does not have any health occupational disease due to working issues. In 2019, the average industrial injury rate was 0 unit/million work hour, the occurrence rate of occupational disease was 0% while the occupational injury number reduced from one in 2009 to zero in 2019 and the number has been the same until now. Table 8.5 is the comparative table of safety hygiene management performance in 2019. This proves the hard work BenQ invests in protecting employee safety, health and environment.

Safety Hygiene Management Performance According to Gender Percentage

2019	GRI injury rate of GRI (IR)	GRI lost day rate of (LDR)	GRI occupational disease rate (ODR)	(AR) GRI absence rate (AR)	Number of death on duty incident
Taiwan					
Male	0	0	0	0	0
Female	0	0	0	0	0
Total	0	0	0	0	0

- Absence Rate (AR)=Total absence days/total work daysx200,000*(*:refers to 50 weeks a year, 40 work hours a week. The rate of each 100 employees)
- Absence definition: Employee absent from post due to loss of ability to work (not due to occupational injury or disease)

Healthy Workplace

BenQ has focused on creating a healthy and energetic working environment to save employees from any worries and can devoted wholeheartedly to work. Starting in 2005, BenQ Taiwan participated in the selection of Taipei Healthy Workplace and won the highest award "Excellent Healthy Workplace" for two consecutive years, beating over a hundred companies. It also won self-certification excellent company by Bureau of Health Promotion of Executive Yuan in 2007. In 2011, BenQ won a three-star award, the highest honor of Taipei Best Company. Recent awards and achievements of BenQ are as follows:

Related Awards and Achievements

- 2005 > Excellence Award, Taipei Healthy Workplace
- 2006 > Heritage Award, Taipei Healthy Workplace
- 2007 > Pilot Award, Bureau of Health Promotion, Department of Health, Executive Yuan
> Workplace health self-certification healthy promotion mark
- 2008 > 2008, director of Bureau of Health Promotion visited Excellent Healthy Workplace
- 2009 > Workplace health self-certification healthy promotion mark
- 2010 > Taipei Excellent breastfeeding room
- 2011 > Taipei Excellent breastfeeding room
> Highest honor three-star award, Taipei Best Company
- 2012 > Workplace health self-certification healthy promotion mark
Taipei Excellent breastfeeding room
- 2013 > Taipei outdoor spot smoke self-management certificate
- 2014 > Taipei outdoor spot smoke self-management certificate
- 2016 > Badge of Accredited Healthy Workplace
> Exercise Enterprise Certification Mark
- 2017 > Taipei Superior Breastfeeding Room certification
- 2019 > Taiwan iSports Certificate Mark

BenQ protects employee physical and mental health in a comprehensive way such as annual regular health check covering items more than stipulated by regulations. The health check rate of employees reached 93% in 2019, with major abnormality tracking (if any, according to degree) further consultation



rate reached 90%. Each month, professional family medicine attending physician provides visit service, lively and fun health promotional event, regular health hygiene education and teaches how to prevent medical knowledge and major disease prevention education, first aid educational training, etc. BenQ also works with physical therapist and establishes physical therapy room to assist employees to evaluate their muscle and bone and adjust inappropriate pose when using computer, with a thousand participants joined the events. For maternal health, BenQ provides breastfeeding room, which has been rated as five-star by two nursery magazines. In 2019, the number of employees having occupational breastfeeding for over six months after giving birth reached over 10. In addition, BenQ strives to create a perfect working environment, regularly teaches and promotes related occupational safety knowledge, creating a working environment with no occupational hazard.

Employee Relationship

BenQ labor and capital meeting and welfare committee employee representatives are voted by internal employees. They can provide suggestions regarding employee welfare and company policy and regularly communicate face to face with the management level. The company also compiles employee appeal process regulations. If employees face any sexual harassment or inappropriate treatment, they can directly appeal to the company via the channel while the company will protect the identity of the person issuing the appeal. Until now, there is

not any labor and capital disputes or inappropriate treatment cases at BenQ.

The enterprise has the citizen duty of protecting social ethics. BenQ strives to train each employee to become a person of integrity and can be trusted, bringing the integrity concept and requirement to others in the society, avoiding integrity disputes and purifying social atmosphere. BenQ thinks that sticking to integrity is the responsibility toward shareholder, customer, supplier, business partner and colleague and we strictly prohibit any behaviors of corruption, bribery and threat while further asking employees to actively differentiate and improve our daily behaviors to achieve integrity.

BenQ upholds the highest standard in regarding all ethical regulations, stressing on protecting consumer rights, sticking to laws and company policies, protecting business secrets and company assets, avoiding interest conflict and tunneling, prohibiting abuse of privilege to perform illegal behaviors. For supplier management, our company has compiled business integrity agreement, selecting trustworthy partners with integrity, forming honest and reliable relationship with suppliers while working and exchanging fairly that is transparent.

Additionally, BenQ establishes supplier social responsibility and environmental safety health survey forms to review step-by-step that suppliers pass social responsibility management system, environmental management system, and occupational safety health management system certificates. We aggressively encourage those suppliers not yet certified to apply for related certificates, offering support and experience sharing at our best and continue tracking the certification status of the suppliers.

