

2019

Corporate
Sustainability
Report



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ABOUT THIS REPORT

Report Overview

The 2019 Corporate Sustainability Responsibility (CSR) Report summarizes ViewSonic policies, procedures, and performance regarding matters of corporate responsibility and sustainability. To maintain transparency and conduct business in a manner consistent with our goals and values, we publish and publicly release a CSR report annually. Our last report release date was December 14th, 2019.

You may download a copy of this and future reports at [ViewSonic Go Green](#).

Reporting Boundary

The 2019 CSR report covers activities undertaken from January to December 2019, mainly including ViewSonic America, ViewSonic Europe and Global Product Group. This report highlights the environmental, social, and governance (ESG) principles and performance of ViewSonic Corporation worldwide for the calendar year 2019. The content reports upon the material aspects we have identified as requiring the highest priority and discloses key data and management approaches for each. We have also included background information on our long-established tradition of sustainable business practices and corporate responsibility. Our business activities do not have significant changes during the reporting period.

Reporting Principle & Standards

The ViewSonic 2019 CSR Report outlines our global strategies, achievements, and goals relating to sustainable development. This document is offered as a reference for stakeholders, customers, business partners, and all those with an interest in the environmental, social and economic impacts of our organization.

We have prepared our 2019 CSR Report in accordance with the Global Reporting Initiative (GRI) standard disclosures and reporting principles. This report complies with the Core level requirements of the GRI Standards. The GRI Content Index provided at the end of this document outlines our alignment with related disclosure indicators.

Contact Information

We welcome your feedback about this report and the matters discussed herein. You may contact the ViewSonic CSR Committee at CSR-Committee@viewsonic.com

You may also contact ViewSonic by telephone or postal mail.

- Phone: 909-444-8700
8:00am – 5:00pm Pacific Standard Time
- Mailing Address: 10 Pointe Drive, Suite 200, Brea, CA 92821

For more information about our corporate responsibility and sustainability policies, please visit [ViewSonic Go Green](#).

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MESSAGE FROM THE CHAIRMAN AND CEO



Since our inception in 1987, ViewSonic has witnessed and participated in extraordinary advancements in technology, as well as a revolution in diversity and equality. Unfortunately, we're also facing an unprecedented rate of climate change. At ViewSonic, we are guided by our vision of a sustainable world empowered through innovative visual solutions. We aim to realize this vision by doubling down on the commitment to our core values and fulfilling mission-critical responsibilities to our customers, employees and the environment.

Customers

ViewSonic is laser focused on serving the needs of our customers, which means actively listening to their challenges and delivering solutions to solve their problems. A significant challenge they've been battling is the slow adoption of technology in education, caused in part by difficulties using existing technologies, steep learning curves and a lack of professional training. That's why in 2017, we introduced our ViewBoard digital whiteboards, and in 2018 our myViewBoard software platform and ecosystem. In 2019, we collaborated with additional educational institutions around the world to gain perspectives from frontline educators that inform research & development and allow us to adapt to their changing needs in an agile manner. We've built professional development teams to provide training, reduce learning curves and build digital lesson plans that help students master academic standards. In conjunction

with best-in-class technology partners, we are continuously developing comprehensive EdTech solutions that will enable current and future leaders to thrive in this constantly evolving society.

Employees

Our employees are pivotal to ViewSonic's success since the company's brand value, and reputation are defined by its people. Just as our customer-first approach seeks to empower people and improve lives, so too do our employment practices. We are dedicated not only to recruiting skilled talent but also ensuring diversity and inclusion in the workplace, as we recognize that distinct sets of backgrounds, experiences, and perspectives are crucial to innovation. With a 1:1 female-to-male base salary and remuneration ratio, we pride ourselves on creating equitable and rewarding employment opportunities at ViewSonic. We value integrity, teamwork and diverse opinions to foster collaboration. And we encourage continuous employee growth through setting challenging goals, embracing feedback and not being afraid to fail.

Environment

Sustainability is a priority that's integral to operations throughout ViewSonic. We consider our environmental impact at every stage of our products' lifecycle, from development and production to customer use and disposal.

We've developed a responsible global supply chain, requiring all Tier 1 suppliers to adhere to ISO 14000 environmental management standards. We constantly aim to improve the power efficiency of our products across categories. 100% of our projector models meet the EU's stringent ErP Directive requirements for standby power consumption.

And through our green packaging initiative, in addition to monitor VG series product line, we started to package our VP Series with recycled materials. We plan to continue green packaging implementation on more models and product lines in the coming years.

Amid societal and environmental challenges, we remain optimistic. And with sustainability as a part of ViewSonic's core values, we will continue to leverage our technologies as a force for good and strive to make the world a better place.



James Chu
CEO and President

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OUR SUSTAINABILITY CONTRIBUTION 2019

Sustainability governance encompasses our vision, disciplines our daily operations and manifests our continuous supply chain innovations. We continued to invest our core competencies to improve and comprehend our corporate governance practices to achieve our corporate sustainability commitments.

In 2019, we reviewed and improved corporate governance practices in product design, environmental protection, employee relationship management and community participation.

We share our 2019 sustainability efforts and contributions with you in this section.



Sustainability Governance



- In 2019, ViewSonic's Interactive Flat Panel (IFP) grew by 81%, outperforming the market's 11% in sales growth.
- 2018 was a year that we saw continual growth in our newest category of display solutions, the Interactive Large Format Display. Our efforts to grow the IFP category in 2018 were realized and rewarded in the early months of 2019.
- Developing innovative digital education solutions on ViewBoard and myViewBoard with Taiwan as pilot country, working with 26 schools to develop solutions to integrate ViewSonic technologies into classroom teaching.

Responsible Supply Chain



- 100% of our Tier 1 suppliers are certified with ISO14001.
- 100% of our Tier 1 suppliers have maintained ISO9001: Quality Management certified.
- 100% of our existing Tier 1 suppliers were assessed for environmental and social impacts.
- 100% of our Tier 1 suppliers signed our Supplier Social Responsibility and Ethics Agreement to deepen our long-term partnerships in the value chain.

Our Innovation



- In **Projector** line:
 - SuperEco+, a new lamp model, increases more than 33% of lamp lifespan comparing to previous models.
 - LED & laser (lamp free) projector model uses no mercury light source.
- In **Monitor** line:
 - 31% of 2019 total models are EPEAT compliant and 82% of 2019 total models are Energy Star compliant.
- In **Large Format Display** line:
 - 56% of LFD models meet Energy Star up from 19% in 2018.
 - 92% of LFD models in 2019 include flicker-free and blue light filter functions to protect customers eyes, up from 80% in 2018.
- Overall
 - Our R&D investment amount increased 61% from 2018, reaching US\$ 4.79m.
 - Industry-academia collaboration to study ergonomics and user behaviors in school environment for IFP product innovation.
 - Product reuse and recyclable rate is above 70% and recovery rate is above 80%. LFD product package uses 77% reclaimed material.

Committed to Our Customer



- We received no significant fines and non-monetary sanctions related to the health and well-being features of our product, nor was there any case brought through dispute resolution mechanisms in the 2019 fiscal year.

Committed to Our Employees & Community



- Our firm wide employee turnover remains stable, at 9% for men and 4% for women.
- 88% of senior management personnel at ViewSonic's headquarters is hired from the local community.
- Female-to-Male employee base salary and remuneration ratio is 1:1.

Committed to Our Environment



- Reduced product carbon footprint in energy usage and waste.
- Made efforts to reduce carbon footprint through ECO-Office Guidelines, saving energy and minimizing greenhouse gas emissions, reducing landfill waste and conserving water using ISO14001 to monitor our reduction plan.
- 100% of our products are designed to meet and exceed WEEE (Waste Electrical and Electronic Equipment) requirements.
- 98% of 2019 selling models shipped without CD wizard.

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CORPORATE OVERVIEW

About ViewSonic

ViewSonic Corporation was founded by James Chu in 1987. We are a multinational electronics company specializing in visual display technology providing integrated solutions in education, enterprise and entertainment market. As a key player in the visual display market, we remain driven by the belief that visual display technology can transform everyday lifestyles and improve the lives and livelihoods of consumers and businesses. From our humble roots as a desktop display provider, we have grown to become a global leader in visual technology.



ViewSonic Corporation

Location of Headquarters	10 Pointe Drive, Brea, CA, 92821, USA
Chairman & CEO	James Chu
Product & Service	Monitors, Projectors, Digital Displays, Desktop Virtualization, ViewBoard
Established	1987
Number of Employees	951 (as of December 31, 2019)



Business Sites

ViewSonic America



10 Pointe Drive
Brea, CA 92821
USA

<https://www.viewsonic.com/us/>

ViewSonic Europe Limited



1st Floor, Salamanca Place,
9 Albert Embankment,
London SE1 7SP
United Kingdom

<https://www.viewsonic.com/uk/>

ViewSonic Asia Pacific Limited



9F, No. 192, Lien Chen Road,
Zhonghe District,
New Taipei City, 23553
Taiwan

<https://www.viewsonic.com/tw/>

ViewSonic China Limited



9F, No.950 Dalian Road,
Yangpu District,
Shanghai PRC, 200092
China

<https://www.viewsonic.com.cn/>

ViewSonic is a leading global provider of visual solutions. Known for its distinctive logo featuring three Lady Gouldian finches, ViewSonic's industry-leading products include monitors, projectors, and Large Format Display (LFD), which includes Interactive Flat Panel (IFP) and Commercial Display. ViewSonic has evolved from a device manufacturer to a visual solutions company by creating products, services, and sustainable ecosystems that greatly enhance visual engagement.

Founded in 1987, ViewSonic conducts business in over 100 countries worldwide, with its headquarters located in Brea, California. The ViewSonic brand of computer monitors was introduced in 1990 and achieved tremendous success. To react and adapt to customers' changing needs, ViewSonic also increased its efforts in vertical markets, strengthening commercial solutions, launching the ELITE gaming display in 2017, and officially releasing the ColorPro professional display solution in 2019.

Based on its wide-ranging expertise in visual display technologies, ViewSonic has been a pioneer in LED and laser projector development. The launch of the advanced M1/M1+ portable projector, X10-4K UHD wireless smart projector, and M1 mini

pocket projector, which won the iF Design Award, further cemented ViewSonic's market leadership.

In 2016, ViewSonic introduced ViewBoard interactive displays, which have been well received in both the education and enterprise markets. ViewSonic also introduced myViewBoard software and promoted it in partnership with Microsoft, Google, and Intel. By consolidating hardware, software, and services into one ecosystem, ViewSonic provides customers with the ultimate user experience.

ViewSonic's vision is "to inspire the world to see the difference between the ordinary and the extraordinary by providing innovative visual solutions for work, play, and learning." While constantly improving products and technologies for the betterment of customers, ViewSonic diligently upholds its social responsibilities and is firmly committed to environmental sustainability in product development, business operations, and sales. Additionally, ViewSonic delivers the very best in education technology (EdTech) solutions, closely collaborating with partners and nurturing teaching talent.

ViewSonic logo Story

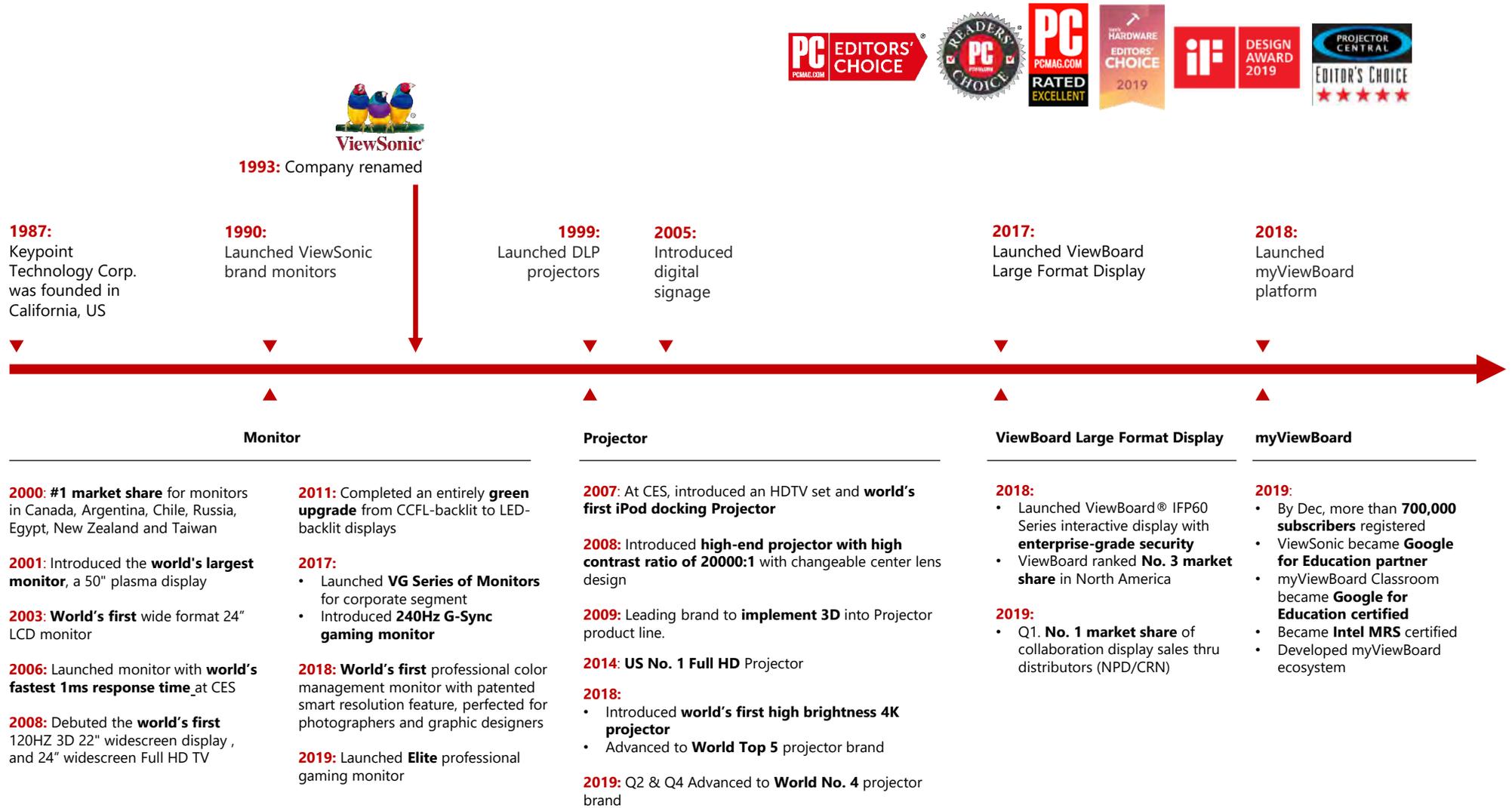


Gouldian finches are also known as rainbow birds, they are natively found in Australia. They also inspire ViewSonic to deliver our innovative products with superior quality; beautiful, vibrant colors; appealing warmth and friendliness to ensure the future to a sustainable world.

Strengths responsible for our continued success include:

- Globally Respected Brand Name**
 The ViewSonic logo is recognized internationally as an indicator of excellence in product quality, customer service, and outstanding visual experience.
- Superior Product Performance**
 Our display products are engineered to deliver superior performance along with high-quality, visually appealing design.
- Operating History and Market Knowledge**
 Our long history gives us the depth of knowledge and experience to meet the needs of buyers in the global display industry.
- Scale and Efficiency**
 Our significant scale allows us to leverage our large purchasing power with suppliers and effectively weather product cycles.
- Channel Relationships**
 We maintain strong and extensive sales relationships worldwide to accommodate a wide variety of customers.

Our Journey



Our Vision, Mission Statement and Core Values

ViewSonic endeavors to deliver innovative and empowering technology as the world's preferred brand of visual solution products, dedicated to meeting the needs of our customers, generating profitable growth through efficient operation, and delivering value to our stakeholders.

ViewSonic's continued success are mainly attributed to the below key capabilities:

- Introduce leading technologies and products to meet ever- changing customer needs
- Maintain competitive pricing through partnerships with key component manufacturers
- Develop and sustain highly efficient operations by minimizing overhead and sales dilution
- Leverage all available sales channels to maximize revenue and profit opportunities
- Build the ViewSonic brand across business and consumer channels, with innovative products and effective messaging
- Develop and maintain an exceptional and economical information, customer service, and administrative infrastructures to support continued profitable growth

Vision

" Inspire the world to see the difference between the ordinary and the extraordinary by providing innovative visual solutions for work, play, and learning."

Mission Statement

" Evolve from a device company to a visual solution company by listening to our customers and creating products, services, and sustainable ecosystems that enhance visual engagement for the betterment of our customers."

Core Values



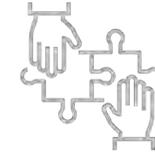
Customer Focus

We serve the needs of our customers by actively listening to their challenges and delivering solutions to solve their problems.



Growth Mindset

We seek continuous improvement by setting challenging goals, embracing feedback and realizing it is from failure that we learn the most.



Teamwork

We embrace the diversity of opinions to foster collaboration and drive innovation.



Agility

We adapt to the changing needs of our customers faster than our competitors do.



Integrity

We act in the best interests of our customers, employees and shareholders by being inclusive, open, honest and transparent.



Corporate Citizenship

We contribute to the communities we serve by lowering our environmental footprint, being economically prosperous and leveraging our technologies as a force for good.

Organizational Overview

As a global market leader in visual technologies, we sell products in more than 100 countries and operates in 46 locations globally. In addition to the United States corporate headquarters in Brea, California, and US logistics center in Chino, California, major centers of operation are in China, Taiwan and the United Kingdom.

We are a privately held organization with an average of 951 employees in our global work force during the reporting period. The average is derived from averaging the number of employees from the beginning and the end of each of the 12 months in 2019. Our number of employees in 2019 has not varied significantly.

The tables on the right show the number of employees by contract type and by gender in each region in 2019, the ratio of managerial roles by gender and by age in each region and in specific functions.

The Number of Employees by Region, Employment Type & Gender

Gender	Male		Female		Total		
	Permanent	Contract	Permanent	Contract	Male	Female	Firm
ViewSonic America	139	6	78	4	145	82	227
ViewSonic Asia Pacific	216	16	155	10	232	165	397
ViewSonic China	84	0	129	1	84	130	214
ViewSonic Europe	63	9	35	6	72	41	113

Ratio of Managerial Roles and All Employees by Gender and by Age in Each Region

Region		ViewSonic America		ViewSonic Asia Pacific		ViewSonic Europe		ViewSonic China	
Gender/ Age		Male	Female	Male	Female	Male	Female	Male	Female
Under 30	Manager and above	0%	0%	4%	3%	8%	0%	3%	9%
	All employees	10%	6%	9%	11%	8%	10%	12%	12%
30-50	Manager and above	33%	19%	41%	32%	67%	25%	62%	20%
	All employees	38%	19%	39%	30%	44%	28%	44%	29%
Over 50	Manager and above	19%	29%	10%	10%	0%	0%	0%	6%
	All employees	14%	13%	4%	8%	7%	3%	0%	3%

Ratio of Managerial Roles and All Employees by Gender and by Age by Function

Function		Global Product Group				Global Support Center			
Managerial/ Non-Managerial		Manager and above		All Employees		Manager and above		All employees	
Gender/ Age		Male	Female	Male	Female	Male	Female	Male	Female
Under 30		0%	0%	10%	11%	0%	0%	3%	27%
30-50		61%	21%	47%	23%	27%	73%	14%	56%
Over 50		12%	6%	5%	3%	0%	0%	0%	0%

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SUSTAINABILITY GOVERNANCE

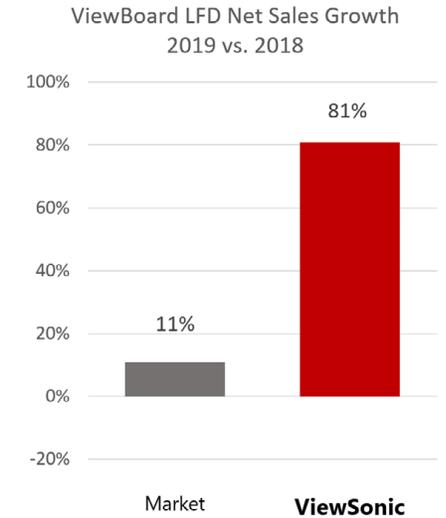
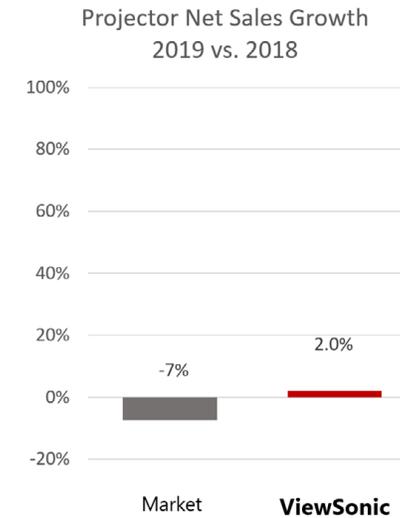
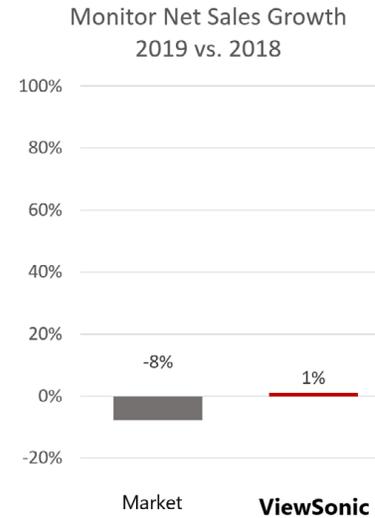
- In 2019, ViewSonic's Interactive Flat Panel (IFP) grew by 81%, outperforming the market's 11% in sales growth.
- 2018 was a year that we saw continual growth in our newest category of display solutions, the Interactive Large Format Display. Our efforts to grow the IFP category in 2018 were realized and rewarded in the early months of 2019.
- Developing innovative digital education solutions on ViewBoard and myViewBoard with Taiwan as pilot country, working with 26 schools to develop solutions to integrate ViewSonic technologies into classroom teaching.



Notable Achievements and Goals

Despite the challenges in 2019, ViewSonic's Interactive Flat Panel (IFP) under Large Format Display grew by 81%, outperforming the market's 11% in sales growth. For the monitor and projector markets, despite the market's negative growth, we had similar results as to 2018. 2018 was a year that we saw continual growth in our newest category of display solutions, the Interactive Large Format Display, or Interactive Flat Panel (IFP). Our efforts to grow the IFP category in 2018 were realized and rewarded in the early months of 2019.

For ViewSonic, this relatively new and disruptive technology has provided the company with an important opportunity to capture new markets in meaningful ways. In particular, the education market continues to be a key growth area for the company's Commercial Display under Large Format Display.



Important achievements for the year include continued expansion in the following areas:

Education: K-12 (Kindergarten to 12th grade) & Higher Education

Education continues to embrace the ViewBoard family of Interactive Large Format Displays, which also serve as our spearhead into new education accounts for products such as desktop monitors, projector solutions and virtual desktop clients.

In 2019, we started developing innovative digital education solutions on ViewBoard and myViewBoard with Taiwan as pilot country, working with 26 schools to develop solutions to integrate ViewSonic technologies into classroom teaching.

In 2020, we aim to continue to expand the development efforts with STEM centers using ViewBoard to teach. We will also work with the Ministry of Education to promote myViewBoard Virtual Classroom usage in K-9 (Kindergarten to 9th grade) nationwide.

We plan to continue to expand the development efforts in the medical field such as medical schools and hospitals then gradually expanding to at least 5 schools in 3 other Asia Pacific countries in 2021.

Professional/Prosumer

Along with growth in the education market, we continued to steadily expand our emphasis on meeting the needs of professional graphics users and prosumers. Whether used for pre-press color correction or for making the most of family memories, the VP Series continues to solidify ViewSonic's place as a serious player in the professional prosumer monitor space.

AV Integrators

Our Audiovisual (AV) Integrator Program continues to facilitate our strong support for these channel partners, whose role in making sales and serving customers is more important than ever.

This new program, along with our new lineup of Large Format Displays and ViewBoard Interactive Flat Panel displays, gives AV Integrators everything they need to expand their opportunities, earn greater profits, and meet the needs of our mutual end user customers.

Long-term goals for future growth and continued success are guided by a clear strategic vision:

- Continue to expand globally and penetrate new markets and channels.
- Leverage our success in the desktop monitor market into developing leading displays technology solutions.
- Deliver market leading and innovative products.
- Continue to drive efficiency in our operating model.
- Enhance the global ViewSonic brand within the channel and with end user customers.

Corporate Governance

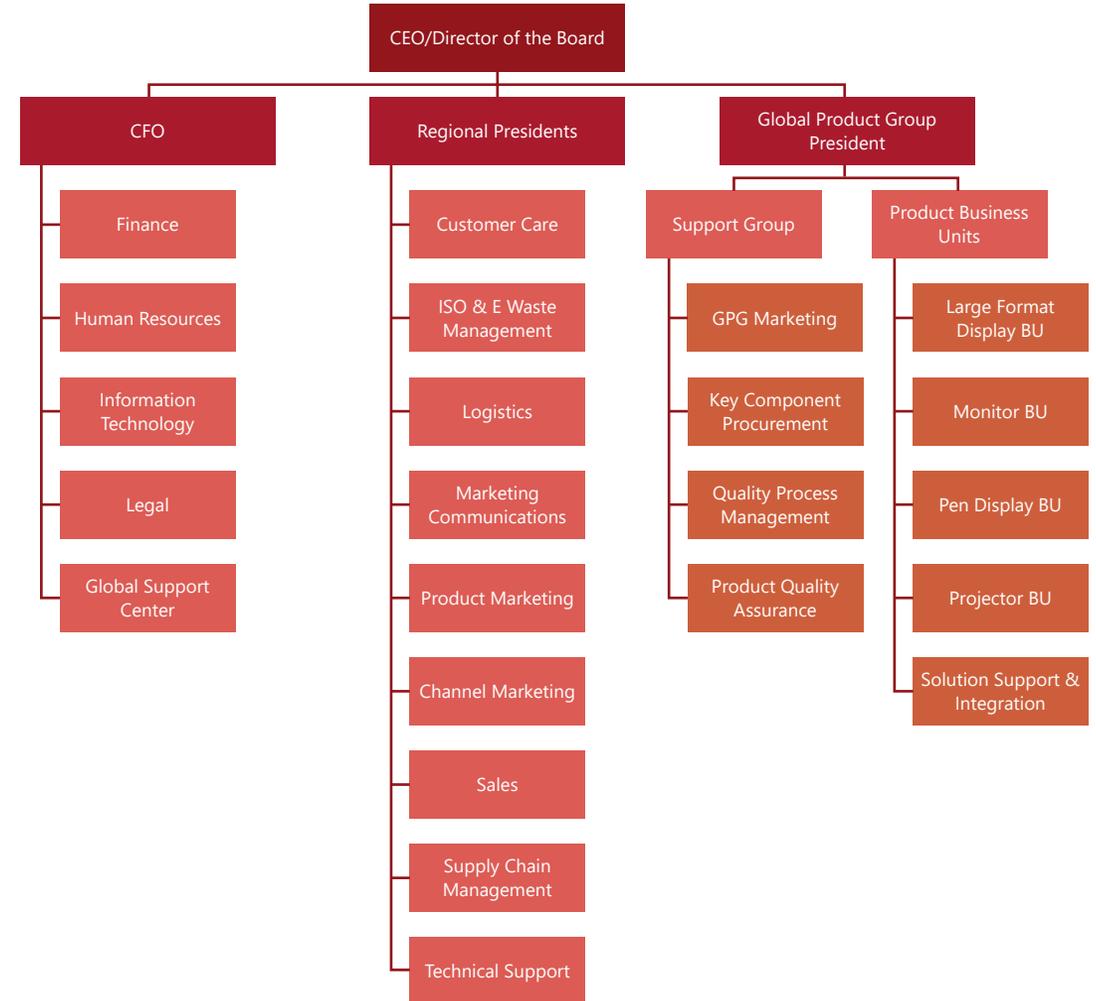
We adhere to the highest standards for corporate governance and emphasize the importance of transparency and accountability throughout the organization. The Board of Directors is ultimately responsible for ViewSonic’s governance, with the duty to oversee management performance, set key corporate policies, and make strategic business decisions.

Board meetings are held regularly to review key management performance results, discuss the macro environment as related to ViewSonic products, and formulate strategies for maintaining a competitive market presence.

From our CEO to every employee and supplier relationship, ViewSonic holds itself to the highest ethical standards for conducting business. From our recycling programs, environmental management system and ECO-Office Guidelines, to our commitment to human rights, we strive to show our dedication to be a responsible corporate citizen in all we do.

ViewSonic aims to secure customer trust and corporate competitiveness by adopting compliance management as a basic management principle in all our business activities. We built a compliance culture that follows local laws and regulations throughout our business operations. In 2019, we were not subject to any significant fine nor non-monetary sanctions and no cases were brought against us through dispute resolution mechanisms.

ViewSonic Governance Structure



Sustainability Management

Guided by a vision of a world empowered through display technology, we recognize our significant responsibility to our customers, business partners, and other stakeholders. A commitment to our core values enables ViewSonic to provide significant and substantial contributions to communities by acting with integrity, creating rewarding employment opportunities, and supporting environmental and societal sustainability.

Code of Ethics

Our Code of Ethics outlines the guidelines by which we conduct businesses and expects all employees to adhere. We value integrity, professionalism, and ethical conduct and expect our employees to carry high ethical professional demeanors. Our employees have consistently demonstrated commitment to creating an ethical workplace.

The Code of Ethics guides our interactions with all stakeholders, including coworkers, customers, vendors, competitors, stockholders and other members of the community. Above all, our employees are dedicated to acting honestly, ethically, fairly and legally in all areas of behavior. Under the guidance of the Global CFO, our Human Resources department ensures the adherence to the Code of Ethics, including mandatory training for every new employee on the first day of orientation. The new employees are asked to sign acknowledgement on those policies and those acknowledgements are placed in their personnel file.

Our Code of Ethics provides an explanation of our standards, requirements, and expectations in the following areas:

- Fairness, respect, and non-discrimination
- Financial integrity and prohibition of receiving bribes or other unethical payment of funds
- Protection and non-disclosure of any proprietary or confidential information
- Prohibition of any activities that could constitute a conflict of interest
- Compliance with antitrust and trade regulation statutes
- Fairness, accuracy, and compliance with applicable laws and regulation in all business activities
- Timely, accurate, and complete reporting of internal documents and external certifications
- Compliance with laws in all countries in which we operate, including U.S. laws applicable to activities in foreign countries
- Participation in professional, community, and charitable organizations or activities
- Environmental responsibility

We have zero tolerance on Code of Ethics violations. Violations of the Code of Ethics are subject to immediate disciplinary action that could result in termination of employment. Employees are encouraged to report any suspicious misconduct or violations of the Code of Ethics to the appropriate supervisors. Any whistleblower is protected under Corporate Whistleblower Policy to ensure employees are protected against potential repercussions.

Code of Conduct

Our code of conduct is a set of standards guiding our company's professional conducts on various aspects, e.g. international labor, social responsibility and environmental issues.

CHILD LABOR

We shall not engage in or support the use of child labor.

FORCED OR COMPULSORY LABOR

We shall not engage in or support the use of forced or compulsory labor.

HEALTH AND SAFETY

We shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with or occurring in the course of work.

FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING

In situations where the right to freedom of association and collective bargaining are restricted under law, we shall allow workers to freely elect their own representatives.

DISCRIMINATION

We shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination.

Ethical Management and Disclosure

Our customers benefit from a competitive marketplace and we are committed to promoting and protecting fair market practices through complete adherence to all laws governing competition.

Our employees are trained in the laws and regulations relevant to their role and our employee policy forbids any conduct in violation with these laws and regulations, including anti-corruption policy, anti-trust laws and other laws covering anti-competitive behavior.

We continue to maintain complete compliance with laws relating to competitive behavior. During the 2019 reporting period, there were no significant fines or non-monetary sanctions related to anti-competitive behavior or violations of anti-trust and monopoly legislation.

There was no legal action pending or completed against ViewSonic and no cases were brought through dispute resolution mechanisms.

Stakeholder Engagement

Stakeholder engagement plays a major role in shaping our strategies for social, economic and environmental responsibility.

ViewSonic defines stakeholders as any individual or organization impacted by our business operations, those who may influence our corporate strategies and policies, and those to whom we are accountable for upholding our commitments and responsibilities. Identified stakeholders include ViewSonic customers, investors, suppliers, employees, public officials, communities, and non-governmental organizations.

We constantly improve our products and practices by reflecting valued internal and external feedbacks from customers, employees and other stakeholders, on our products and practices. Corporate policies are also influenced by guidance from regulatory agencies and international standards and codes of conduct. Frequent interaction enables us to better meet the needs and expectations of our various stakeholders. We communicate and engage with stakeholders to address the unique needs of each group.

To obtain further insights into stakeholders' concerns, we have conducted extensive surveys through our employees and other stakeholders to identify the important issues affecting each group. These surveys provided valuable feedbacks and insights into the issues most important to those upon whom our success depends. The results formed the basis of our materiality analysis, defining the key priorities for our stakeholders and business operations addressed in this report. Guided by this research, we identified opportunities and refined goals and policies to further improve our efforts towards social responsibility and sustainability.

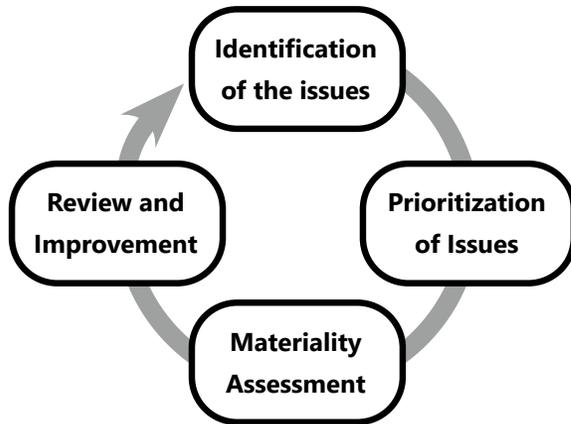
Identified stakeholder interests and concerns, along with our goals for and methods of communication with each group are summarized in the table on the right.

Stakeholder	Key Interests and Concerns	Communication and Engagement	Methods of Response
Investors	<ul style="list-style-type: none"> •Economic Performance •Market Presence •Innovation 	As a privately-held organization, we seek to employ sustainable growth strategies to generate sustainable profit for our investors.	Quarterly Board of Director meetings, regular investor notices & Emails, annual shareholder meeting
Suppliers	<ul style="list-style-type: none"> •Customer Health and Safety •Human Rights •Supplier social and environmental assessments 	We look to influence and promote CSR within our supply chain, starting with our everyday interactions with our immediate suppliers.	Supplier annual appraisal, supplier weekly workshops, quarterly business review
Employees	<ul style="list-style-type: none"> •Diversity and Equal Opportunity •Labor Practices Grievance Mechanisms •Ethical Management and Disclosure •Innovation •Customer Management & Privacy •Materials •Energy and Emissions 	Our employees are actively involved with leading the organization's CSR practices and providing volunteer contributions to the society.	New hire orientation, employee newsletters, quarterly town hall meetings, email
Public Officials	<ul style="list-style-type: none"> •Environmental Compliance •Product Compliance •Human Rights •Employment •Energy and Emissions •Marketing and Labeling 	Legal compliance is the minimum expectation for our operations and we take every precaution to evaluate and ensure our actions are in full compliance with local laws and regulations.	Participation in local Chamber of Commerce

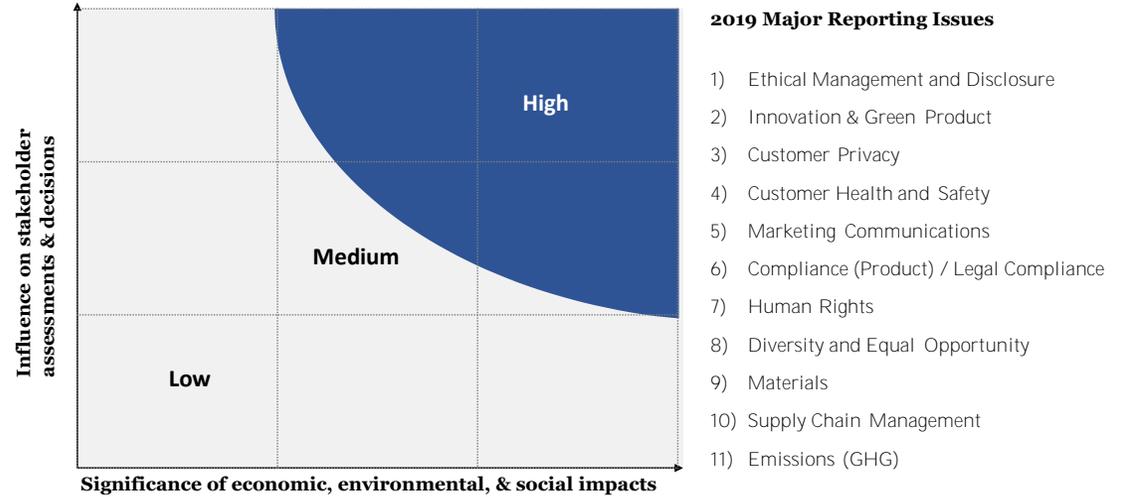
Material Topics and Reporting Boundaries

We continually evaluate products and practices to ensure alignment with our core values, priorities, and goals. We are committed to identifying and minimizing the social, and environmental impacts of our business, both in our own operations and throughout our supply chain.

We conduct a formal assessment to identify concerns most significantly impacted by our operations and most important to our management, employees, and other stakeholders. In doing so, we sought to define the greatest opportunities for ViewSonic to minimize negative impacts and increase positive contributions to society and the planet.



Guided by this Materiality Analysis, we have developed CSR policies with an emphasis on the following high priority areas:



Category	Material Aspect	Internal	External (Supply Chain)
Governance & Economic	Ethical Management and Disclosure	V	
	Innovation & Green Product	V	V
	Customer Management	V	
	Supply Chain Management	V	V
Environmental	Materials	V	V
	Emissions (GHG)	V	V
Social	Diversity and Equal Opportunity	V	
	Human Rights	V	V
	Customer Health & Safety	V	V
	Marketing Communications	V	
	Customer Privacy	V	

Industry and Community Association Memberships

We proactively participate in many industry-related associations to share trends and information in pursuit of a sustainable future. We are actively engaged with the following organizations:

Industry-related associations

- Brea Chamber of Commerce
- AVIXA Corporate Members
- United Way Partners

Initiatives

- California Department of Toxic Substances Control
- California's Department of Resources Recycling and Recovery (CalRecycle)
- Canadian Stewardship Service Alliance
- Connecticut Department of Environmental Protection
- Éco Entreprises Québec (EEQ)
- Government of the District of Columbia, Department of Energy & Environment
- Hawaii Department of Health, Solid and Hazardous Waste Branch
- Interstate Mercury Education & Reduction Clearinghouse (IMERC)

- Illinois Environmental Protection Agency
- Indiana Department of Environmental Management, Electronic Waste Program
- Maine Department of Environmental Protection, Bureau of Remediation & Waste Management
- Maryland Dept. of Environment Waste Mgmt. Administration, Recycling & Operations Program
- Michigan Dept. of Environmental Quality, Office of Waste Mgmt. and Radiological Protection
- Minnesota Department of Revenue
- Missouri Department of Natural Resources, Hazardous Waste Program
- New Jersey Dept. of Environmental Protection, Solid and Hazardous Waste Mgmt. Program, Bureau of Recycling and Planning
- New York State Department of Environmental Conservation, Division of Materials Management
- North Carolina Division of Pollution Prevention and Natural Resources
- Oklahoma Department of Environmental Quality, Land Protection Division
- Oregon Department of Environmental Quality
- Pennsylvania Department of Environmental Protection, Bureau of Waste Management
- Rhode Island Department of Environmental Management, Office of Management Services
- South Carolina Dept. of Health and Environmental Control, Office of Solid Waste Reduction and Recycling
- Texas Commission on Environmental Quality, Pollution Prevention and Education
- Utah Solid & Hazardous Waste Control Board, Division of Solid and Hazardous Waste
- Virginia Department of Environmental Quality, Division of Environmental Enhancement
- Vermont Department of Environmental Conservation, Waste Management & Prevention Division, E-Cycles Program
- Washington State Department of Ecology, Waste 2 Resources Program
- Wisconsin Department of Natural Resources, Waste & Materials Management Program
- West Virginia Department of Environmental Protection, Rehabilitation Environmental Action Plan (REAP)

06

OUR INNOVATION

In Projector line:

- SuperEco+, a new lamp model, increases more than 33% of lamp lifespan comparing to previous models.
- LED & laser (lamp free) projector model uses no mercury light source.

In Monitor line:

- 31% of 2019 total models are EPEAT compliant and 82% of 2019 total models are Energy Star compliant.

In Large Format Display line:

- 56% of LFD models meet Energy Star up from 19% in 2018.
- 92% of LFD models in 2019 include flicker-free and blue light filter functions to protect customers eyes, up from 80% in 2018.

Overall:

- Our R&D investment amount increased 61% from 2018, reaching US\$ 4.79m.
- Industry-academia collaboration to study ergonomics and user behaviors in school environment for IFP product innovation.
- Product reuse and recyclable rate is above 70% and recovery rate is above 80%. LFD product package uses 77% reclaimed material.



Product Innovation

Sustainability is not just a buzzword or afterthought for us, but rather a priority that is integral to operations throughout our organization. Sustainability is one of our considering factors at every stage of our products' lifecycle, from development to production to customer use and end-of-life disposal. The health of our planet is paramount to the sustainability of human and other life on Earth. Pollution poses an ongoing threat to clean water supplies. Climate change is threatening lives, livelihoods, wildlife, and even our security. Our customers value sustainability, and so do we. We believe that superior product design requires careful consideration of the environment. Because sustainability is a core ViewSonic value, we strive to develop display solutions for a better world and to build a brand in which we – and our customers – can take pride.

TOTAL SOLUTION is our medium-term innovation program on software development and system integration, which aligns with our product strategic direction that focuses on the friendliest usability design and enhancing the energy efficiency of core display products for customers. We aim to increase our investment on innovation every year with a target ratio where research and development investment to revenue reaches 3.0%, 3.5%, 4.0% in year 2018, 2019 and 2020F respectively. We dedicate our innovation efforts to technologies that advance user-friendly functions, protection towards the environment and towards the health of product users. Our R&D investment amount increased 61% from 2018, reaching US\$ 4.79m.

Our Innovation Strategic vision is to continue to expand globally and penetrate new market and channels. We leverage our success in the desktop monitor market into developing leading displays technology solutions. We deliver market leading and innovative products and continues to drive efficiency in our operating model.

We leverage 3rd parties on user researches and wireframe, UI flow, GUI...etc.; and customize MB design. Our next step is to have our own team capable of doing all the above tasks mentioned. We evaluate our innovation success through awards recognitions.

Example as how we innovate: Large Format Display (LFD)

Our LFD goal is to develop international digital innovation education on Viewboard and myViewboard and start from Taiwan educator engagement in hope to help Taiwan educators adapt to the technology and gradually migrate from analogue teaching method to digital teaching method.

LFD built up a product developing team with ViewSonic's own design on touch experience, electrical engineering, low blue-light energy efficient with the best user experience and friendly interfaces leading the innovative Large Format Display products technology solutions. To advance our touch EE technology, we need to breakout from our conventional thinking and design more original models with higher entry barrier, e.g. Mother Board (MB) or I/O design and enhancing energy efficient functions.

LFD increase investment on innovation by every year with a R&D resource target ratio of revenue reaches 3.7%~4.5% from year of 2018 to 2020F. LFD dedicate our innovation efforts to technologies to offer advance user-friendly products.

R&D Investment on Large Format Display

Year	2018	2019	2020F
Ratio of R&D Investment to Revenue	3.7%	3.8%	4.5%
LFD R&D Investment (in USD 000s)	3.0	4.8	8.5
LFD Revenue in year (in USD mil)	81	126	189

Product Design Consideration

We develop and design our products with three key considerations in mind 1) User experience, 2) Eco- friendly, and 3) Human well-being. When designing our monitors, projectors, ViewBoard and digital display (such as digital signage), we assess the lifecycle of the products to be eco-friendly and build in features to lower impact on human well-being. We create solutions for business and for education with user experience in mind.

Below are eco-friendly elements we consider during product innovation and design:

- We evaluate the sourcing of components of the product or service.
- Our product contents that may produce an environmental or social impact are in conformity with RoHS.
- The labeling for product safety usage follows Safety (cTUVus).
- The disposal of the product and environmental/ social impacts follows WEEE.

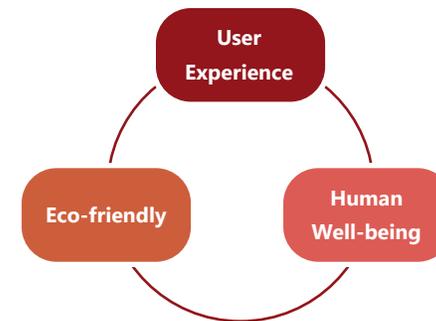
All our products are designed for ease of disassembly and recyclability where external enclosures, sub-enclosures, chassis and electronic subassemblies are easily removable with commonly available tools, by hand, or by a recycler's automated processes.

In order to better communicate with our users, the safety information and eco-design features can be found on our rating labels, cartons or/and quick start guide (QSG). In addition, the details on global compliance information along with warning are disclosed in user manual shipped with our products.

Example as how we design products: Case with Projector

When designing projector, we consider if the exposure to intact lamps or to occasional exposure to broken lamps would cause any health concern. We found that mercury in the atmosphere resulting from the breakage of lamps should result in no significant risk to an individual. We innovate eco-friendly solutions to allow products' longer lifespan or replace features/ materials that are more environmentally-friendly. We consider the life cycle product impact and ensure we have disclosed the information needed for the disposal of lamps which contains mercury in accordance with local, state or federal laws. We also offer recycling program for users to send the product back to us for disposal.

ViewSonic Product Design Considerations



User Experience

As an innovator and visionary, we have continuously helped people to “See the Difference” with a portfolio of products including Monitors, Projectors, Large Format Display such as ViewBoard Interactive Flat Panels and Commercial Display such as Digital Signage combined with class leading Software and Services. To keep up with the digital transformation trends around the world, we extend and diversify our business with our expertise in visual technology in educational, enterprise, consumer, and professional display markets. Our product business unit and Solution Support & Integration (SSI) team are responsible for driving the innovation.

Our innovation team focuses on different products for different verticals. The innovation team is comprised with experts from different fields to research and study on user experience and user interface (UX/ UI) resources, incorporate software/ app review for hardware designs, advance touch solutions such as Infrared (IR), In-Glass IR, ITO Projected Capacitive (PCAP), Metal Mesh PCAP, SNW PCAP, In-Cell PCAP and research on touch electronic engineering.



User Experience: Case with ViewBoard

Our ViewBoard series deliver interactive capabilities for classroom & enterprise, the embedded software support content sharing and digital whiteboard annotation for collaboration.

We aim to become the number 1 provider capturing the main market share in Interactive Flat Panel (IFP) by providing the users the best touch experience, most innovative touch solutions, and energy efficient core display. Our product team created ViewBoard that has won numerous awards, e.g. Product of the Year by System Contractor News, Gold Winner of Channel Innovation News by Channel Daily News, Best of Show at ISTE 2019, Reader' Choice Awards by ChannelPro Network, Best Awards by Commercial Integrator.

Our ViewBoard and myViewBoard solution helped Taiwan educators adapt to the changing technology and gradually migrate from the traditional analogue teaching methodology to the new digital teaching methodology. Our innovation does not stop there. We use Industry-academia collaboration to study ergonomics and user behaviors in school environment for IFP product innovation.

Our continual pursuit of excellence with users in mind are key to our product success.



Eco-Friendly

We are committed to delivering environmentally-friendly products with energy-efficient features and recyclable components. Our key environmental priorities include reducing both energy usage and electronic waste, and all ViewSonic products are developed in accordance to our environmental policy. We share our energy efficient designs in this section and we share electronic waste progress in **Committed to Our Environment**.

Improving the energy efficiency of our monitors, Large Format Displays (LFD) and projection products is a key focus of our environmental initiatives, and we lead by example. We're proud to be the first display brand to offer a complete line of energy-efficient LED displays and we employ environmentally responsible manufacturing practices. We consider environmental protection and innovate energy conservation solutions on our LFD products.

Case with EPEAT

In 2019, 31% of our monitor products and 20% of our LFD products are EPEAT certified. The Electronic Product Environmental Assessment Tool (EPEAT), which was published by US EPA and IEEE 1680 since 2003, provides market recognized criteria as product design framework for manufacturers to consider in efforts to reduce environmental impact of finished products. Our products registered with EPEAT can be found on the [EPEAT website](#). For the coming year, we target 36% of our total monitor models upgrade to new EPEAT standard. With the revised EPEAT (2018) becoming effective in the upcoming year, where plastic, ITE-derived post-consumer recycled plastic or bio-based plastic will be our key focus in the future.

Number of EPEAT certified Monitor and Large Format Display models

Product	Monitor				LFD			
	2017	2018	2019	2020F	2017	2018	2019	2020F
# of EPEAT models	38	67	39	47	9	9	10	10
# of total models	92	118	125	130	45	42	50	49
% of EPEAT model	41%	57%	31%	36%	20%	21%	20%	20%

Note: LFD only includes IFP and CD models, trolley, PC and accessory are excluded from the data

Case with Energy Star

Our LCD monitors and LFD are Energy Star compliant. Energy Star is a U.S. Environmental Protection Agency voluntary program and is an international standard for energy efficient consumer products. It has strict requirements on both operation and standby power consumption for display products.

Case with Monitors and Large Format Display (LFD)

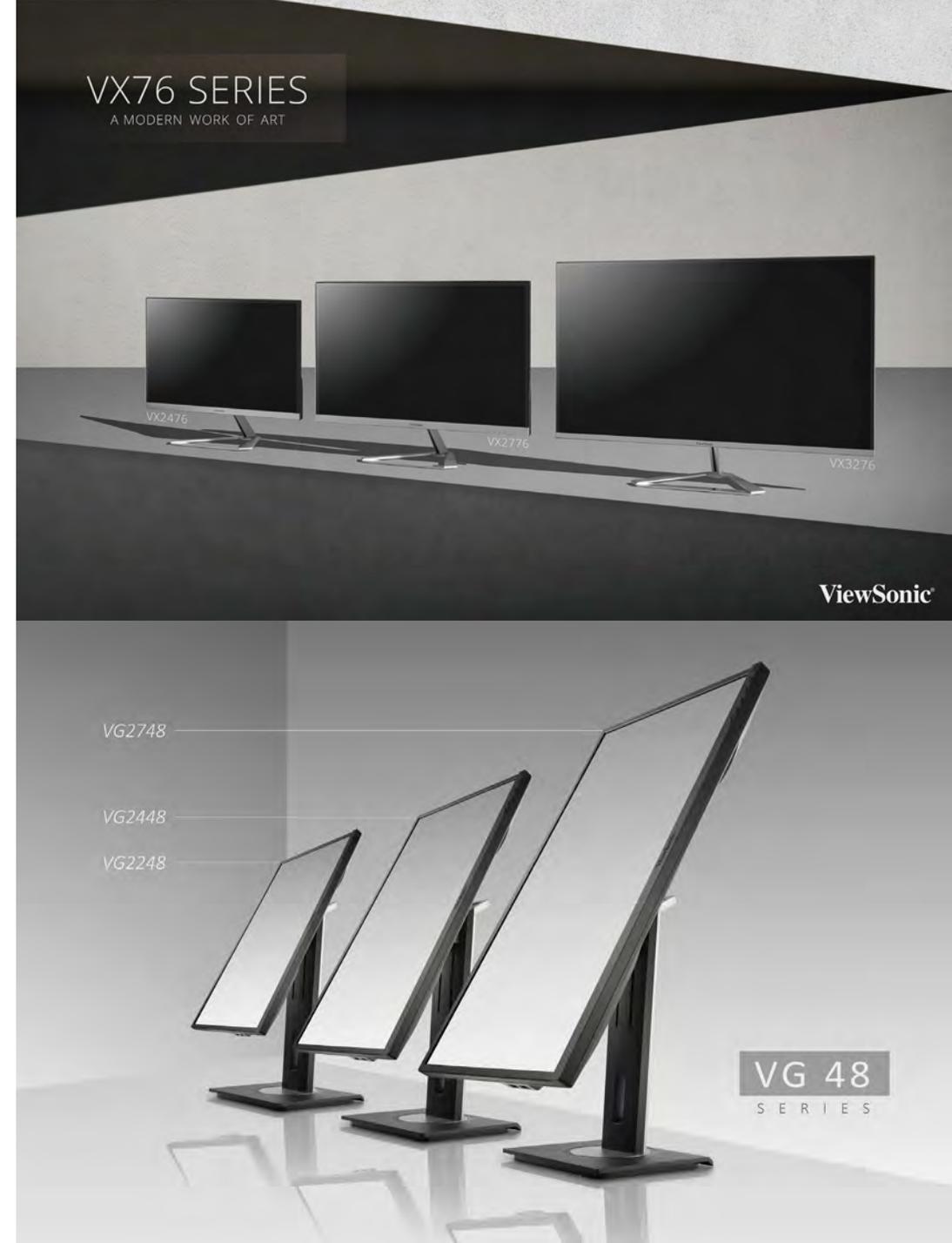
A. Monitors

For our monitors, we improved the power efficiency by 1.3% on our overall worldwide monitor products in 2018. We continue to improve our monitor power efficiency through system optimization. In 2019, we have the power efficiency further improved by 6.25% from 0.80W/inch in 2018 to 0.75W/inch in 2019.

In 2019, we have upgraded 70 models to comply with Energy Star 8.0 from Energy Star 7.1, which includes 33 new Energy Star compliant monitors models. In 2019, 82% of monitor total models are Energy Star certified (ES7.1 and ES8.0). For the coming year, we target 60% of monitor selling models to upgrade to the new Energy Star standard (version 8.0).

Number of Energy Star certified Monitor models

Product	Monitor			
	2017	2018	2019	2020F
# of Energy Star models	74	97	103	78
# of total models	92	118	125	130
% of Energy Star models	82%	84%	82%	60%



B. Large Format Displays (LFD)

For our LFD products, we reduce power consumption through improving the efficiency of the backlight unit and the transfer ratio of the power unit. Using the typical power consumption of each model, between 2016 and 2018, we reduced the average power consumption of 60+” monitors by 45%. We reduced the average power consumption of our 70+” displays by 57%. In 2019, LFD power consumption reduction compared to Y2018 for 50+” model on average is 55%.

We had breakthrough LFD features to meet Energy Star standards listed below:

- Power Saving Mode – reduces energy consumption from the lamp driver
- Eco Mode – dims to 70% of maximum power, for energy savings and extended lamp life
- Super Eco Mode – dims to 30% of maximum power for even greater energy savings and lamp life
- Standby Mode <0.5W – met by all products

In 2019, 100% of our LFD selling models have power consumption features built-in and 56% of LFD total models met Energy Star certification. We aim to continue to increase the ratio of LFD products which meet the latest Energy Star 8.0 Standard.

Number of Energy Star certified Large Format Display models

Product	LFD			
	2017	2018	2019	2020F
# of Energy Star models	9	8	28	30
# of total models	45	42	50	49
% of Energy Star models	20%	19%	56%	61%

Note: LFD only includes IFP and CD models, trolley, PC and accessory are excluded from the data



Case with ECO mode Projectors

The projector division continued to focus on reducing projector energy consumption. Energy Star certification is not offered for projection technology. In lieu of this well-known symbol of environmental standard in the United States, ViewSonic is proud to offer many projectors that meet the stringent European Energy-related Products (ErP) Directive guidelines for standby power consumption.

Enacted in 2009, the ErP Directive for eco-design mandated restrictions on energy use and required products to be designed to mitigate environmental impact. Among the many issues addressed by the ErP is the power consumed by many electronic products when in standby (or off) mode. This is the electricity that equipment needs to stay in a convenient "ready" state that allows it to be used quickly when needed. While a relatively small amount for individual devices, in aggregate, standby power draw accounted for 47-billion kilowatt hours of electricity in the EU in the most current measurement available prior to enactment of the ErP.

For projectors, 100% of models meet the stringent ErP Directive guidelines for standby power consumption (requirement of drawing less than 0.5 watts of power when in standby mode). ErP also mandated the inclusion of an automatic power management function. Power saving mode automatically helps reduce lamp power consumption by switching the lamp mode from Normal to ECO mode after 5 minutes, then dimming to 70% after 20 minutes when no input signal is received. The use of power saving mode can extend lamp life to 10,000 hours.

In 2019, all 70 projector models were shipped with the power-saving Eco mode as the default setting. Eco Mode enables the UHE (Ultra High Efficiency) lamp to automatically dim when not in use for longer lamp life and greater energy conservation.

Number of ECO Projector Models by Features

Year	2015	2016	2017	2018	2019
Total Projector Shipment	42	39	67	69	70
ECO Projector Model	40	37	65	68	70
% of ECO Projector Model	95.24%	94.87%	97.01%	98.55%	100.00%
a. SuperEco+ Lamp Model	-	-	-	-	7
% of SuperEco+ Lamp	-	-	-	-	10.00%
b. LED Projector Model	2	2	2	3	4
% of LED Projector	4.76%	5.13%	2.99%	4.35%	5.71%
c. Laser Projector Model	-	-	-	1	3
% of Laser Projector	-	-	-	1.45%	4.29%

Examples of how we save energy

a. Traditional Mercury Lamp Projector Highlight

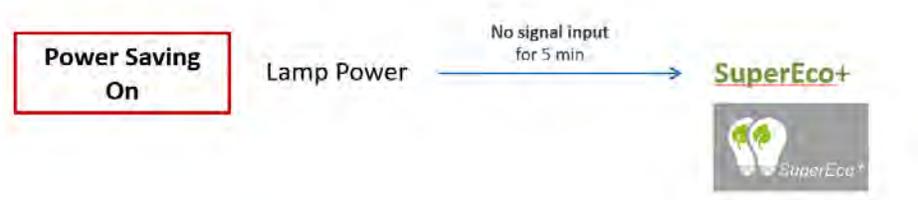
1. New Lamp projector mode, SuperEco+, increases lifespan from 15,000 hours to 20,000 hours



New lamp mode, SuperEco+, supports lamp life amazingly up to 20,000 hours and increases more than 33% of lamp lifespan compares to the previous models at 15,000 hours. This brings users to reduce their total cost thanks to the advantage of long lamp life.

2. More efficient Power Saving Model Transition

Moreover, when Power saving mode is enabled, new models can directly change to SuperEco+ mode within 5 minutes when there's no input signal. The new feature saves 15 minutes in waiting time comparing the previous model. The Power Saving Model not only reduces the waiting time but achieves the goal of saving energy.



*Power saving mode is the feature which can change lamp mode from normal mode to SuperEco+ mode, it can reduce the power consumption of lamp automatically when there's no signal input detected.

In 2019, 7 new models were phased-in and it represents 10.00% of total models shipped.

b. LED Projector Highlight

1. Longer Life span than lamp projector

Our new LED projector model provides up to 30,000 hours of usage, a significant upgrade from the traditional mercury lamp projectors with up to 20,000 hours. The LED light source offers not only a longer-lasting projector life, but also a greener and lamp-free one.

2. Power Saving

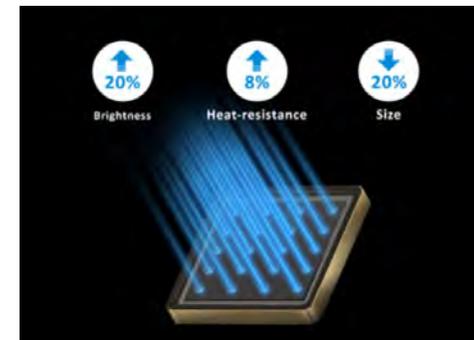
With regard to power consumption, LED projector consumes less than half the power consumption of a lamp projector. The average power consumption of a LED model is 45W to 140W and for the traditional lamp model is at least more than 240W. Therefore, the LED projector models significantly lower the consumption of energy and total ownership cost.



In 2019, 4 new LED projector models were phased-in and it represents 5.71% of total projector models shipped.

c. Laser Projector Highlight

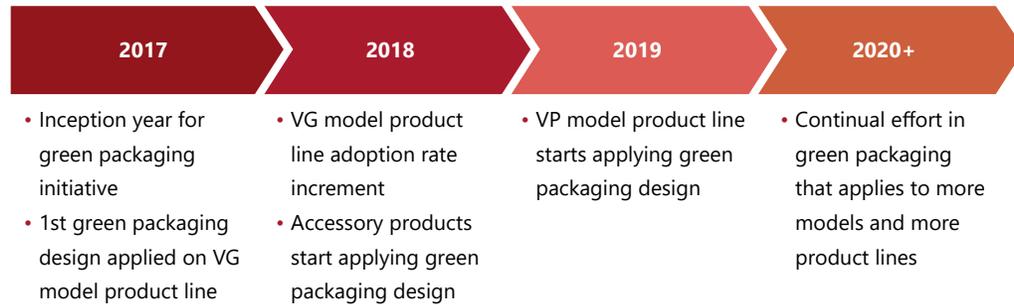
The ViewSonic new laser projector adopts the 2nd generation laser phosphor technology. In addition to inheriting excellent color performance, lamp-free design, and instant on/off switch from the previous generation, technology on the new generation improves around 20% of brightness, better heat-resistance, and a smaller module design, making the images consistent in ambient settings as well as increased reliability with a more compact size for extended use in various scenarios.



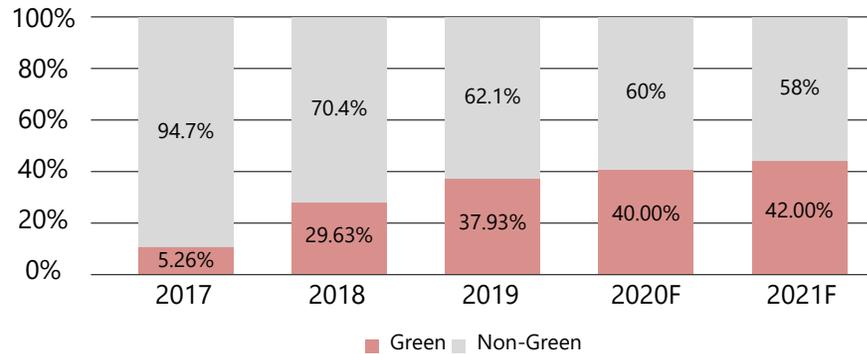
In 2019, there were 3 new laser projector with 2nd Generation Laser Phosphor Technology phased-in and it represents 4.29% of total projector models shipped.

Green Packaging

During product development, we conduct life cycle assessment, from development to production to end-of-life disposals, to assess positive and negative health and environmental impacts and to explore product enhancement opportunities. We have implemented multiple corporate initiatives to enable and encourage recycling and proper disposal. All products comply with recycling guidelines and regulations. Our packaging and product materials all follow our own environmental policy.



ViewSonic Green Packaging Penetration Rate (by VG model, US)



Our green packaging initiative inceptioned in 2018. We provided 8 green packaging models to the market and introduced 7 green packaging products with paper packaging material. In 2019, we've introduced 7 new green packaging models to the market, hence we have 15 green packaging models in the market. Product reuse and recyclable rate is above 70% and recovery rate is above 80%. LFD product package uses 77% reclaimed material.

Our key milestones in green packaging application

- 2018, 1st 100% paper packaging design applied on M1/M1+ projector.
- 2019, M1 mini projector starts applying green packaging design.
- 2020, we continued our efforts in green packaging to apply to more models.

The major benefits of our green packaging design include:



Our VG3448 model uses 100% recycled packaging material



Our recyclable product packaging includes cardboard boxes, printed documentation and other paper, plastic bags.

Green packaging solutions in the future can take a few different forms. Below are a few sustainable packaging examples.

- Packaging that includes renewable resources: Cellulose, for example, which is derived from wood pulp, is an attractive alternative to petroleum-derived polymers such as PET, PE and PP. Starch-based biomaterial is also an appealing alternative.
- Packaging with additives: Packaging additives, primarily biodegradable, oxo-degradable and photodegradable materials, help the packaging biodegrade faster and reduce the accumulation of packaging waste.
- Recyclable materials: These include familiar materials such as cardboard, plastic and metals.
- Compostable materials: These include the materials like the compostable molded-fiber bowls that some fast-casual restaurants now offer their patrons.
- Packaging reduction: Have you ever opened a bag of cookies or chips, only to realize that the amount of food takes up only half the space inside the package? Green packaging strives to reduce the amount of packaging per product it contains. Even if manufacturers cannot switch the type of material used in their packaging, they can take steps to optimize the packaging by reducing the amount of material used to make it.



Carton box includes the following information, model name, weight, dimension, key compliance, manufacturer info. country of origin and safety warning...etc.



Human Well-Being

For product innovation, we factor in human well-being in our design phase. We continue to pursue breakthrough, especially to protect the users’ eyes.

A. Flicker Free/ Blue Light Filter Feature

Eye health protection of our product users is a key design consideration for us. We have used our 30+ years of visual solution experience to design Large Format Displays (LFD) that uses two technologies, 1) flicker-free mode and 2) blue-light filter, to protect the eyes of end users.

- Flicker-Free display technology eliminates screen flickering by integrating DC-modulation LED backlights, which results in a constant stream of light, minimizing the discomfort of eye fatigue.
- Blue Light Filter technology is designed to shield users’ eyes from the hazards of overexposure to this high-energy wavelength, which is close to harmful UV radiation. Our Blue Light Filter technology offers 100 filter levels for optimal viewing in different scenarios as to lower the amount of blue light output and protect users’ eyes from potential side effects of blue light without compromising image quality.

In 2019, 92% of LFD were designed with Flicker Free/ Blue-Light Filter features. We will continue to enhance the percentage of LFDs equipped with these two features.



Percentage of Products with LFD Flicker Free/ Blue Light Filter Feature

Year	2017	2018	2019
% of LFD with Flicker Free/ Blue-Light Filter Feature	79%	80%	92%

B.Ultra-Tilt Feature

We regularly assess our products and services to better understand their impact on human health and safety. We seek continuous improvement to promote health and well-being for our customers. Our product design follows major worldwide compliance standards to ensure user safety. In 2017, we released our first ultra- tilt angle display, where the screen is more comfortable for users’ eyes to lower health impact. The ergonomic feature increases the normal tilt range by over 80%, allowing users greater flexibility to create a comfortable operating environment and reduce muscle strain. The ultra-tilt angle display product percentage has grown to 12% in 2019.

Percentage of Products with Ultra-Tilt Feature Display

Year	2017	2018	2019
% of Ultra-tilt angle monitor product	4%	9%	12%

Recognition & Success

Our legacy of innovation and customer satisfaction is evidenced by dozens of awards and recognitions received over the years. Please refer to our [Award page](#) to get more information on our recognition.

In 2019, ViewSonic was honored with numerous accolades, including the following major awards:



- Readers' Choice Awards 2019: TVs and Computer Monitors by PC Mag



- ViewSonic VP3481 Review by PC Mag



- System Contractor News' 2019 Products of the Year by System Contractors News



- The Best 4K Monitors for 2019 – VP2785-4K by PC Magazine



- The Best Monitors 2019 VP3268-4K by Techspot



- Editor's Choice – XG350R-C by Tom's Hardware



- Editor's Choice – XG240R by Tom's Hardware



- Best Gaming Monitors – XG240R by Digital Trends



- Editors' Choice – VP2785-4K by PCMag.com



- The Best Computer Monitors of 2019 – VP2785-4K by PC Magazine

Other recognitions:

- IMPACT Awards – Innovation of the Year by Internet Marketing Association
- Channel Daily News – Collaborating Solutions Transforming Workspaces by Channel Innovation Awards
- VIP Award – VP3481 by TWICE
- VIP Award – XG350R-C by TWICE
- AV Technology Best of Show – LS900WU by AVNetwork
- Best of Show – CDE9800 by Tech & Learning
- Best of Show – XG350R-C by Tech & Learning
- Best of Show – IFP7550 by Tech & Learning
- Readers' Choice Awards – Digital Signage by ChannelPro Network
- Readers' Choice Awards – Monitors by ChannelPro Network
- Best of InfoComm Awards – LS700-4K by ProjectorCentral
- Best of InfoComm Awards – LS900WU by ProjectorCentral
- Best Awards-ViewBoard IFP8670 by Commercial Integrator
- Recommended Hardware – XG240R by Modders, Inc.
- 2019 Women of Channel List and 2019 Channel Chiefs List– Jessica Ornelas by CRN
- 2019 Women of Channel List and 2019 Channel Chiefs List – Deidre Deacon by CRN
- Higher Education Projectors - LS620X by ProjectorReviews.com
- TCEA 2019 Best of Show Awards – myViewBoard by Tech&Learning
- Editor's Choice – Best Professional Display by eChannelNews

07

RESPONSIBLE SUPPLY CHAIN

- 100% of our Tier 1 suppliers are certified with ISO14001.
- 100% of our Tier 1 suppliers have maintained ISO9001: Quality Management certified.
- 100% of our existing Tier 1 suppliers were assessed for environmental and social impacts.
- 100% of our Tier 1 suppliers signed our Supplier Social Responsibility and Ethics Agreement to deepen our long-term partnerships in the value chain.



Our Supply Chain Management

As a member of our global village, we are committed to sustainability, not just for our own operations, but also for our global supply chain. We continuously seek new opportunities to source the highest quality and most cost-effective materials and components from suppliers, who share the same value and impeccable standards of corporate responsibility that we uphold.

Our ability to deliver top-quality, cutting-edge technology products at competitive pricing is due largely to our global network of supply partners. Our business and corporate values encourage fairness, honesty, and transparency in working with suppliers.

Our ability to develop positive and profitable relationships with partners around the world has resulted in proven success for both our organization and our suppliers.

Our expertise and partnerships in the supply chain and global distribution channels allow us to recognize emerging market trends, immediately address customer needs, and bring products to market more quickly than our competitors. Our supply base is comprised of over 1,800 suppliers worldwide, trusted vendors who are in large part responsible for our product quality and market dominance.

We have established valuable business relationships with some of the world's leading Original Design Manufacturers (ODMs) and Original Equipment Manufacturers (OEMs). These manufacturing and assembly partners constitute our Tier 1 suppliers, working directly with us to develop and deliver innovative and award-winning technology products. Partners with whom we have indirect relationships are assigned to Tier 2 and above. Tier 2 suppliers account for most components and parts provided to our Tier 1 suppliers.

Our Supply Chain Management system is guided by several key goals:

- Maximize purchasing power to deliver innovative, industry-leading products at competitive prices.
- Maximize operating efficiency through strategic supply chain and logistics initiatives.
- Maintain comprehensive knowledge of supplier fabrication and production capacity, component availability, and inventory management practices throughout the supply chain.
- Regularly evaluate suppliers to ensure compliance with ViewSonic requirements for product quality, customer service, sustainability, and fair labor practices.

The suppliers must also meet the standards of ethics, social responsibility, and environmental protection defined in our Supplier Social Responsibility and Ethics Agreement.

We select our key suppliers based on capabilities that include:

- Having the largest global production capacity
- The availability of special technologies
- Software integration and development capabilities, competitive pricing, satisfactory quality
- The ability to react to the rapid demand changes in the market

All our existing suppliers are subject to stringent assessment, audit and selection processes. Our suppliers must adhere not only to our rigorous guidelines on product quality, but also upholds the following standards:

- Fair labor practices
- Prohibition of child labor
- Prohibition of forced labor (anti-slavery and anti-trafficking)
- Fair work hours & compensation
- Established collective bargaining agreements
- Anti-discrimination practices
- Health & safety guidelines
- A working code of ethics

Our process for assessing and selecting new suppliers consists of 4 stages:

Stage 1	Qualification - Qualifying suppliers must pass an initial evaluation of their factory location(s), manufacturing processes, and business relationship with ViewSonic.
Stage 2	Assessment - A comprehensive assessment ensures that suppliers comply with our Social Responsibility and Ethics agreement and environmental requirements.
Stage 3	Validation - We conduct supplier audits on both a regular and as-needed basis to verify assessment findings and confirm ongoing compliance with ViewSonic requirements.
Stage 4	Continuing Improvement - Annual performance evaluations ensure that suppliers continue to meet our standards, while encouraging continuous improvement of practices promoting sustainable development.

Supplier Social and Environmental Assessment

We have been certified with both social accountability standard – Social Accountability (SA) 8000 and Environmental Management System – ISO 14001. We are dedicated to respecting human rights, protecting environment, continually enhancing our CSR and promoting these values in the international community. To ensure a level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to our staff, with a focus on new hire orientation on our anti-slavery policy. We expect our Tier 1 suppliers to be certified and/or conformed in accordance with internationally recognized third-party standards. 100% of our Tier 1 suppliers are certified with ISO14001. 100% of our Tier 1 suppliers have maintained ISO9001: Quality Management certified.

- **ISO 9001: Quality Management**

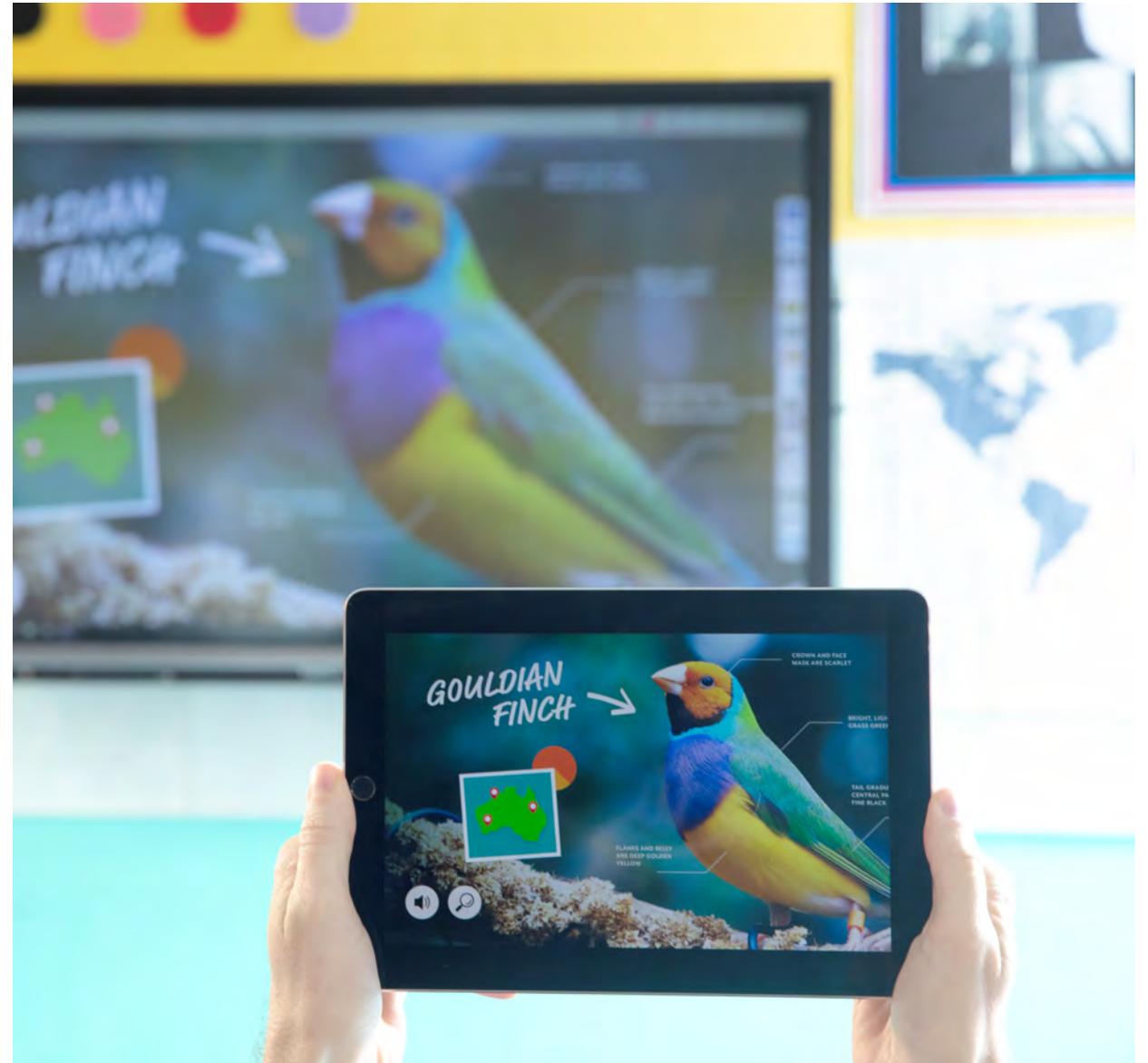
- All Tier 1 suppliers must maintain current certification meeting the International Organization for Standardization quality management requirements.

- **ISO 14001: Environmental Management**

- All Tier 1 suppliers must maintain current certification meeting the International Organization for Standardization environmental management requirements.

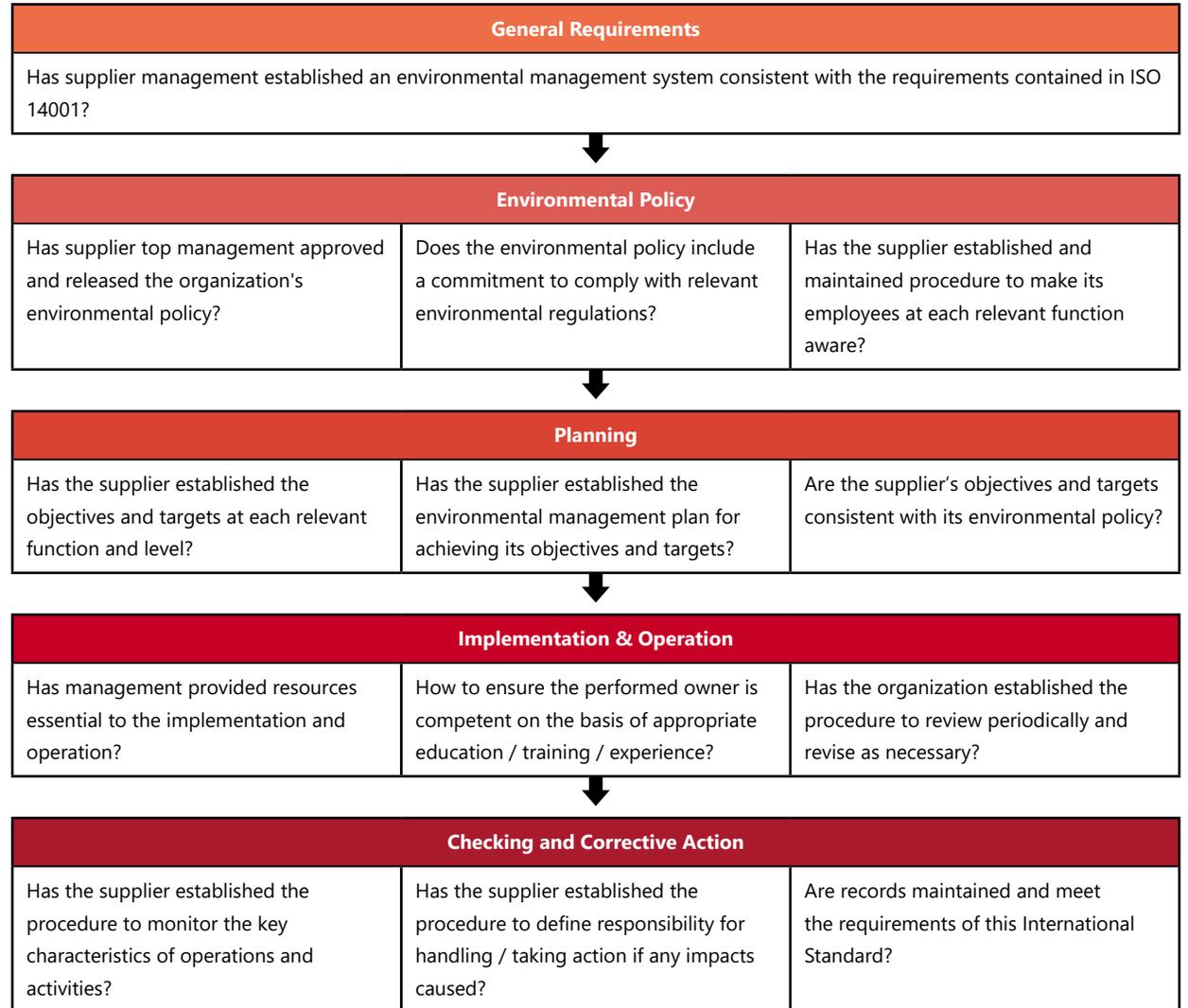
- **SA 8000: Social Accountability**

- All Tier 1 suppliers must agree to requirements based on the Social Accountability International standards for social accountability, human rights, and labor practices.



Supplier Environmental Management Assessment Criteria

We are committed to partnering with suppliers that take mitigating climate change environmental goals as serious as we do. As such, we subject new suppliers to an environmental impact assessment and regularly audit existing partners. We conduct a thorough supplier performance evaluation annually, seeking to identify risks, impacts and opportunities for improvement within our supply chain against our Human Rights policy. The chart on the right are the environmental assessments we conduct on our suppliers:



We conduct factory audit on new supplier selection and annual audit on existed suppliers (Tier 1 suppliers) in accordance to ISO 14001 environmental requirements. All Tier 1 suppliers are required to get the certificate of ISO 14001 or at least, to obey all the environmental requirements of ISO 14001. All Tier 1 suppliers committed to follow ISO 14001 environmental requirements by signed GPA agreements. All our existing Tier 1 suppliers follow ISO 14001.

There are 14 existing suppliers subject to environment impact assessment in 2019. All suppliers have signed the CSR & Ethics Agreement. None of them has significant actual and potential negative environmental impacts. None has been found with cases of negative impact on human rights, labor practice. All existing suppliers have officially confirmed there is no negative human right impacts by email. No action required for nonconformance.

Number of Suppliers with Environmental Assessment in 2019

Product	Monitor	Projector	LFD	Total
# of suppliers assessed in 2019 for environmental impacts	6	4	4	14
# of suppliers having negative impacts	0	0	0	0
# of suppliers with environmental corrective action requests	0	0	0	0
% of complied suppliers	100%	100%	100%	100%

Supplier Social Management Assessment Criteria

ViewSonic Asia Pacific requests all Tier 1 suppliers to be audited by RBA (Responsible Business Alliance) or certified by SA 8000. As a SA 8000 certified organization, we are dedicated to respecting human rights, continually enhancing our CSR, and promoting these values in the international community. Not only are our employees under protection of the SA 8000 international standard, we also require all suppliers with whom we work with commit to the spirit of these requirements, regardless of whether they have applied for a formal SA 8000 certificate.

In managing our supply chain, we actively engage with suppliers to address concerns and encourage improvement. We strive to ensure that our suppliers treat workers with respect and dignity, and conduct business with the highest level of integrity, responsibility, and sustainability. Supplier selection is determined according to our Supplier and Contractor Management Procedure, which codifies our priorities and requirements. Suppliers must agree to ViewSonic standards of social responsibility and are subject to our Supplier CSR Assessment.

Our Supplier Social Responsibility and Ethics Agreement outlined our supplier social assessment criteria. This agreement, based on SA 8000 standards for social accountability, defines our expectations for our suppliers. The supplier social assessment criteria are as follow:

- Fair Labor Practices
- Prohibition of Child Labor
- Prohibition of Forced Labor
- Fair Work Hours & Compensation
- Collective Bargaining Agreements
- Anti-Discrimination
- Health & Safety Guidelines
- Code of Ethics

In 2019, 100% of our existing Tier 1 suppliers were screened using criteria for impacts on society, signed the ViewSonic Social Responsibility Ethics Agreement, and conformed in accordance to the agreement. There was no new supplier in 2019.

Supplier Performance Evaluation

We conduct a thorough supplier performance evaluation annually, seeking to identify risks, impacts, and opportunities for improvement within our supply chain. All existing and potential suppliers are subject to stringent assessment, audit, and selection processes.

The Supply Base Management Team conducts supplier on-site audit at least once a year according to the annual plan, and the audit results are regularly evaluated in our SA 8000 and ISO 14001 management review meetings. Suppliers are assigned an overall performance score, and we indicate any areas of noncompliance or concern. These results are documented in an annual report. Evaluation categories include:

- New Technology
- Product Engineering Capability
- Cost Leadership
- Product Quality
- Product Reliability
- Supply Continuity & Shipment Fulfilment
- Social and Management Systems
- Logistic Support & Response
- Technical Support
- Warranty & After Service Support & Response
- Business & Real-Time Communication
- Ethics, Labor Relations, Environment
- Health and Safety

With our existing projector suppliers, we review suppliers' factories to ensure suppliers have working hours that meet regulation. We meet with suppliers every week through conference-call meeting. We provide 4-6 months rolling order placement forecast by the 15th of each month to allow sufficient preparation time for our suppliers.

Those who do not meet ViewSonic standards are issued a corrective action request, notifying the supplier of identified problems and suggesting actions to improve product performance, quality, or business processes. This offers unqualified suppliers the opportunity to address and rectify shortcomings in order to do business with ViewSonic.

If the employees find any supplier breaching the social responsibility assessment criteria, the employee could report the case to the internal audit department to investigate the potential supplier violation and email the administration. We conduct annual SA 8000 management review meeting periodically to review our suppliers.

New Supplier Screening

We require that all new suppliers to sign our Supplier Social Responsibility and Ethics Agreement and be certified in accordance with ISO 14001 Environmental Management System. The suppliers are screened using numerous quality management, environmental management and social accountability criteria shared in the previous section.

There was no new supplier added in 2019 as the business scale did not grow compared to 2018, hence supplier base stayed the same in 2019.

08

COMMITTED TO OUR CUSTOMER

We received no significant fines and non-monetary sanctions related to the health and well-being features of our product, nor was there any case brought through dispute resolution mechanisms in the 2019 fiscal year.



Value Our Customer

We value our customer's needs on innovative products and high-quality services. Customer interaction is a priority for our company. We are dedicated to meeting the needs of our customers by providing various communication channels for customers to reach us and receive response in a reasonable time. We do our best to be responsive through all channels: phone, email, chat, social media, or any other public forums and product review posts. We assign customer service staffs and streamlined customer handling procedures in all channels to be as responsive as possible to our customers' needs. We provide customer services information within our product for clients' ease to contact us for technical supports (shown in the label on the right). The customers could contact customer services to ask for company or product information, seek guidance on product usage, troubleshoot, and/or process warranty claims or losses.

We provide our customer service staffs' continual learning and training on new products and technical knowledge for them to respond to clients appropriately. We analyze customer satisfactory level for continual service, product, system or process improvement opportunities.

We evaluate our customer service by tracking if our services have met and/ or exceeded customer expectations with our innovative display solutions for work, play, and education via hardware, software and service integration. For any material product and service issues, the customer service staffs could escalate special customer cases to company management or to an external arbitrary 3rd parties such as Better Business Bureau, the State Attorney General, or legal representatives.

The below tabel is the label we add on our products to help our customers find our customer services.

For technical support or product service, see the table below or contact your reseller.

You will need the product's serial number.

Country/ Region	Website	Country/ Region	Website
Asia Pacific & Africa			
Australia	www.viewsonic.com/au/	Bangladesh	www.viewsonic.com/bd/
中国 (China)	www.viewsonic.com.cn	香港 (繁體中文)	www.viewsonic.com/hk/
Hong Kong (English)	www.viewsonic.com/hk-en/	India	www.viewsonic.com/in/
Indonesia	www.viewsonic.com/id/	Israel	www.viewsonic.com/il/
日本 (Japan)	www.viewsonic.com/jp/	Korea	www.viewsonic.com/kr/
Malaysia	www.viewsonic.com/my/	Middle East	www.viewsonic.com/me/
Myanmar	www.viewsonic.com/mm/	Nepal	www.viewsonic.com/np/
New Zealand	www.viewsonic.com/nz/	Pakistan	www.viewsonic.com/pk/
Philippines	www.viewsonic.com/ph/	Singapore	www.viewsonic.com/sg/
臺灣 (Taiwan)	www.viewsonic.com/tw/	ประเทศไทย	www.viewsonic.com/th/
Việt Nam	www.viewsonic.com/vn/	South Africa & Mauritius	www.viewsonic.com/za/
Americas			
United States	www.viewsonic.com/us	Canada	www.viewsonic.com/us
Latin America	www.viewsonic.com/la		
Europe			
Europe	www.viewsonic.com/eu/	France	www.viewsonic.com/fr/
Deutschland	www.viewsonic.com/de/	Қазақстан	www.viewsonic.com/kz/
Россия	www.viewsonic.com/ru/	España	www.viewsonic.com/es/
Türkiye	www.viewsonic.com/tr/	Україна	www.viewsonic.com/ua/
United Kingdom	www.viewsonic.com/uk/	Netherlands	www.viewsonic.com/nl/
Italy	www.viewsonic.com/it/		

Customer Health and Safety

Providing quality products to meet customer needs encompasses a wide range of social responsibility concerns. We strive to be at the forefront for creating customer value. We build long-term customer relationship through valuing product users' health and safety throughout our product design and development, ensuring product quality, communicating responsibly with users, and protecting our customers' privacies.

Our product business units, quality assurance and product compliance team are responsible for overseeing and evaluating the health and safety impact of our product's lifecycle. We evaluate product health and safety with the below key indicators:

- Percentage of significant product and service categories for which health and safety impacts are assessed for improvement
- Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their lifecycle, by type of outcomes
- Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

Compliance with UL/CTUVus for our products is basic, while some of our models apply Swedish Federation of Professional Employees (TCO). With the help of our compliance supervision and quality assurance system control, we ensure every product is safe to users.

All our products are in compliant with health, hazardous-free and safety regulations and standards throughout the product lifecycle. We evaluate if we have met the standards by the fines and non-monetary sanctions charged related to the health / well-being and safety features of our products. Customer safety is the supremacy of our product quality control. 100% of our products are RoHS (Restriction of Hazardous Substances Directive, RoHS) compliant.

We include declaration of RoHS 2 compliance on our packaging. The declaration reads:

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr6 ⁺)	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%
Bis (2-ethylhexyl) phthalate (DEHP)	0.1%	< 0.1%
Butyl benzyl phthalate (BBP)	0.1%	< 0.1%
Dibutyl phthalate (DBP)	0.1%	< 0.1%
Diisobutyl phthalate (DIBP)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below. Examples of exempted components are:

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125V AC or 250V DC or higher.

Electronic equipment contains hazardous chemicals that can be harmful to the environment when disposed of in a landfill along with trash. Hazardous chemicals include lead, mercury, cadmium and chromium, along with other heavy metals and potentially toxic chemical flame retardants. Proper disposal of the metals, plastics, and components found in old electronics is an important safeguard for the health of our planet and future generations.

A. Large Format Displays

Our Large Format Displays adhere to RoHS guidelines for the restriction of hazardous materials. All LFDs are certified by third party to guarantee user safety. Our LFDs also follow international WEEE regulation and comply with EU RoHS directive (2011/65/EU). Almost all LFDs get TUV certificate to guarantee the safety. We aim to have 100% of the LFD products certified with health, hazardous-free and safety regulations and standards, such as RoHS, Federal Communication Commission (FCC), Nationally Recognized Testing Laboratories (NRTL) (cTUVus or UL certified). We have achieved the 100% hazardous-free goal in the 2019 fiscal year. We seek to continue maintaining that goal in subsequent years.

- WEEE means Waste Electrical and Electronic Equipment Directive, which is an European Community directive for target setting of collection, recycling, and recovery of electrical and electronic goods.
- RoHS means Restriction of Hazardous Substances Directive by the European Union to restrict the use of six hazardous materials in the manufacture of electronic and electrical devices.

- TUV is one of the worldwide safety institutes providing certificates for products which pass the safety test.

B. Projectors

Our LED & Laser projector models use no mercury light source in consideration of user health. There were no known health concerns that result from exposure to intact lamps or to occasional exposure to broken lamps. The concentration of mercury in the atmosphere resulting from breakage of lamps should result in no significant risk to the user. We also consider electromagnetic interference (EMI) and safety of user environment.

In 2019, 100% of the 13 projector models had passed the testing against Safety standard (cTUVus), RoHS, WEEE.

Our Projectors are in compliant with the following International Legal Environmental Requirements:

- California Prop 65:
 - The Safe Drinking Water and Toxic Enforcement Act of 1986, California Health and Safety Code, Division 20, Chapter 6.5, sections 25249.5 through 25249.13.
- CLP Regulation (Classification, Labelling and Packaging) Regulation (EC) No 1272:
 - Complements REACH Directive and replaces the Dangerous Substances Directive (67/548/EEC) and the Dangerous Preparations Directive (1999/45/EC).

- Commission Regulation (EU) No 757/2010 of 24 August 2010:
 - Amending Regulation (EC) No 850/2004 of the European Parliament and of the Council on persistent organic pollutants (perfluorooctane sulfonates, PFOS).
- REACH:
 - Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation, and Restriction of Chemicals (REACH).
- REACH Annex XVII:
 - Annex XVII of Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation, and Restriction of Chemicals (REACH).
- RoHS 2 (Directive 2011/65/EU):
 - Restriction of the use of certain hazardous substances in electrical and electronic equipment (EEE).
- Law of People's Republic of China on Prevention and Control of Environmental Pollution by Electronic Waste
- Indian Restriction of Hazardous Substances
 - Restriction on Hazardous Substances statement (India). This product complies with the "India E-waste Rule 2011" and prohibits use materials.

For the 2019 reporting year, there were 3 incidents of non-compliance with health and safety regulations resulting in a warning for our projector models. In 2019, no incident of non-compliance with regulations and voluntary codes were found for monitor and LFC models concerning the health and safety impacts of products and services during product lifecycle, nor were there any, fines or non-monetary sanctions charged by any government entity related to the use of our products or services.

Number of health & safety non-compliance cases in 2019

Product	Monitor	Projector	Large Format Display (LFD)
# of incidents of non-compliance with health and safety regulations resulting in a fine or penalty	0	0	0
# of incidents of non-compliance with health and safety regulations resulting in a warning	0	3	0
# of incidents of non-compliance with voluntary codes for health and safety	0	0	0

Three market surveillance electromagnetic interference (EMI) failures in 2019

No.	Model	Responsible Office	Issue Description	Root Cause	Solution
1	M1	VSE	DE market surveillance EMI failure. (2019/6/4)	1. Component and production variation after mass production. 2. Testing environment difference.	1. Added EMI solutions on MP units since 5/1. 2. Perform quarterly audits on MP products. 3. EMI tolerance has enhance from 2 dB to 3 dB.
2	LS830	VSE	DE market surveillance EMI failure. (2019/6/11)	1. Component and production variation after mass production. 2. Testing environment difference.	1. Changed HDMI cable and ferrite core. 2. Perform quarterly audits on MP products. 3. EMI tolerance has enhanced from 2 dB to 3 dB.

No.	Model	Responsible Office	Issue Description	Root Cause	Solution
3	M1	VS Asia Pacific	KR market surveillance EMI failure. (2019/6/21)	1. Component and production variation after mass production. 2. Testing environment difference.	1. Added EMI solutions and one HDMI cable. 2. Perform quarterly audits on MP products. 3. EMI tolerance has enhanced from 2 dB to 3 dB.

The non-conformance of projectors in health and safety is because of electromagnetic interference (EMI) failure on 2 projector models that were reported during market surveillance process. The suppliers had improved incoming material controls and have been approved by local authorities to release warnings. We have requested the R&D at the development processing to enhance EMI tolerance from 2 dB to 3dB.

On socioeconomic compliance, we received no significant fines and non-monetary sanctions related to the health and well-being features of our product, nor was there any case brought through dispute resolution mechanisms in 2019 fiscal year.

Number of health and well-being non-compliance cases in 2019

Product	Monitor	Projector	Large Format Display (LFD)
# of incidents of non-compliance with health and well-being features of our product	0	0	0

Responsible Labeling

Quality products that ensure safety to the users is a basic social responsibility we value strongly. Other than products complying with safety and health regulations, we ensure that our products are safe for those who use them by adding safety instructions.

We review whether our products and services need labeling with the following criteria:

1. The sourcing of components of the product or service
2. Content, particularly with regard to substances that might produce an environmental or social impact evaluated against the conformity with RoHS
3. Evaluate level of product safety to add corresponding precautionary user guideline
4. Disposal of the product and environmental/social impacts reviewed against WEEE

Example of our labeling post the labeling review

The rating label includes the following information: model name, compliance, manufacturer info, country of origin and safety warning...etc.

Trademark **ViewSonic® IFP6550-2**       

Commercial Touch Display / Pantalla táctil comercial 
 Сенсорный дисплей для коммерческого применения / Écran tactile commercial

Model NO. / Nombre modele / модель цифра / NO. model : **VS17342**

Rating / Classement / ранг / Tegangan: **100-240V ~ 50/60Hz X.XA**

Date of mfg / Date de fabrication / производство дата / Tanggal prod.: **2018-12**

Serial No. / Número de série / NO. seri:  **V3218120001** **LD**

Laitte on liitettävä suojakoskettimilla varustettuun pistorasiaan
 Apparaten må tilkoples jordet stikkontakt
 Apparaten skall anslutas till jordat uttag
 Apparaten stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord

ViewSonic Corporation
 10 Pointe Dr. Suite 200. Brea, CA 92821, USA
 ViewSonic Europe Ltd.
 1st Floor, Salamanca Place, 9 Albert Embankment, London SE1 7SP, United Kingdom

CAUTION: TO PREVENT ELECTRICAL SHOCK, DO NOT REMOVE THE COVER OR SCREWS. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
MISE EN GARDE: POUR ÉVITER LES CHOCs ÉLECTRIQUES, NE PAS RETIRER LE COUVERCLE OU LES VIS. PAS DE PIÈCES À L'INTÉRIEUR NÉCESSITANT L'INTERVENTION DE L'UTILISATEUR. LA MAINTENANCE DOIT ÊTRE EFFECTUÉE PAR DU PERSONNEL QUALIFIÉ.
WARNING: DISCONNECT ELECTRICAL POWER PLUG FROM WALL OUTLET WHEN NOT IN USE.
AVERTISSEMENT: DÉBRANCHER LE CABLE D'ALIMENTATION ÉLECTRIQUE DE LA PRISE MURALE.
DANGEROUS HIGH VOLTAGE INSIDE.
DANGEREUX APPAREIL SOUS HAUTE TENSION.
 Consumo de energía en operación: **XXX Wh**

CAN ICES-3 (B) / NMB-3 (B)
 This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
 Cet appareil est conforme à la partie 15 des règlements de la FCC.
 Le fonctionnement est soumis aux deux conditions suivantes :
 (1) Cet appareil ne doit pas causer d'interférences nuisibles et
 (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de provoquer un fonctionnement indésirable

Made in China / Fabrique en Chine / сделанный в Китай / Buatan China

User guide includes the following information: model name, compliance declaration, safety warning message, and service support...etc.

All products were in conformance with RoHS and WEEE in 2019. No incident of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes and no monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services were found in 2019.

Customer Privacy and Ethical Communication

We know trust is the foundation for our relationship with our customers. We make every effort to build customers' trust in all possible aspects in our business conducts. We aim to deliver reliable products that meet customer needs. We maintain customer relationships through customer services. We have measures in place to protect customer privacy and safeguard customer's personal information against misconducts and threats.

We want our customers to feel absolutely confident doing business with us online. To ensure the security of customers' data, we use the latest security technologies and adhere to policies that prevent unauthorized use of personal information. To guard against cyber threats, we follow industry best practices for maintaining the security of our network and other computing resources. This includes ensuring up-to-date security software, firewall, spam filters, automatic software updates, web browsers and operating systems to provide a strong defense against viruses, malware and other online threats. Our [Privacy Policy website](#) details the ways in which we handle personal data after it has been collected through the use of our website.

All our employees receive mandatory training on our Privacy Policy and understand the handling procedures to protect confidential or proprietary information provided by customers. We take protecting the confidentiality of our partners and customers seriously, following local privacy laws. In particular, we recognize and address our obligations under the provisions of the Data Protection Act (1998)

and the GDPR (General Data Protection Regulations). The privacy-protection policies covered by the mandatory training includes the following:

- We require all employees to maintain the confidentiality of all customer data
- We never share customer data or sell customer lists to any third party
- All customer information is provided based on prior consent from the customer
- Customers that receive emails are given the opportunity to opt out at any time
- All customer information used for e-mail campaigns is maintained in a secured database managed by Salesforce.com
- All vendors, service providers and contractors must sign non-disclosure agreements (NDA)
- We will not release or use photos without consent, including photos containing children

With the policing mechanism put in place, we aim to achieve zero breach and zero compromised incident for privacy leakage and misuse. In 2019, we did not receive any complaint related to customer privacy. There were no complaints received from outside parties and substantiated by the organization and no complaints from regulatory bodies, and no identified leaks, thefts, or losses of customer data.

If the customer suspects that one's information was misused in any way or would like to learn how one's information is being used, the customer may submit inquiries directly to us at customerservice@viewsonic.com or visit our [Contact ViewSonic page](#) which provides various ways to contact us in different territories, e.g. Europe, United States, Taiwan, and China.

Marketing Communication

We conduct internal and external communication with integrity. Marketing communications such as advertisements, promotions, sponsorships and web content observe all relevant policies and practices for fair and forthright communications, including adherence to all mandated brand requirements when representing partner trademarks. Information presented on our materials is fact-checked for accuracy and we make every effort to avoid misrepresentation of any kind.

We evaluate if any warning, fine or penalty for non-compliance with regulations or voluntary codes relating to our marketing communication were charged. In 2019, we received no warnings, fines or penalties for non-compliance with regulations or voluntary codes relating to our marketing communications.

09

COMMITTED TO OUR EMPLOYEES & COMMUNITY

- Our firm wide employee turnover remains stable, at 9% for men and 4% for women.
- 88% of senior management personnel at ViewSonic's headquarters is hired from the local community.
- Female-to-Male employee base salary and remuneration ratio is 1:1.



Relationship with Our Employees

We provide technology solutions to empower people and improve lives, and our employment practices reflect the same objectives. We integrate sustainability principles into our businesses – for example, saving energy, developing green products. Our innovations spring from our employees’ creativities. Our employees’ success is pivotal to the growth of our company. We recognize that our brand value and reputation are defined by the people within our organization. Therefore, our human resources department is dedicated to recruiting not only the most skilled talents, but also the best fits for our corporate culture.

We are proud of our diverse workforce. It’s our responsibility to ensure diversity is achieved in our talent pool. Our global presence attracts experienced professionals across various disciplines around the globe, creating a diverse work environment. Products and services innovation is often a resulted from assimilation of diverse thoughts and experiences.

In 2019, ViewSonic America had a total of 40 new hires; ViewSonic Asia Pacific had a total of 105 new hires; ViewSonic China had 47 new hires; and ViewSonic Europe had 14 new hires.

2019 Number of New Hires by Gender and by Age in Each Region

Region	ViewSonic America		ViewSonic Asia Pacific		ViewSonic China		ViewSonic Europe	
	Male	Female	Male	Female	Male	Female	Male	Female
<30	17	5	24	33	10	27	7	5
	7.76%	2.28%	5.97%	8.21%	4.65%	12.56%	6.54%	4.67%
30 – 50	22	12	60	31	24	9	13	6
	10.05%	5.48%	14.93%	7.71%	11.16%	4.19%	12.15%	5.61%
>50	5	6	1	1	0	1	1	0
	2.28%	2.74%	0.25%	0.25%	0.00%	0.47%	0.93%	0.00%
Total	44	23	85	65	34	37	21	11
	20.09%	10.50%	21.15%	16.17%	15.81%	17.22%	19.62%	10.28%

We provide rewarding career opportunities that encourage professional and personal development and invest our resources to empower, retain and motivate our employees to ensure a fulfilling career path. Tuition reimbursement program is also available for qualified employees to advance professional skills. In 2019, we had 3 internal promotions and reimbursed around \$28,700 to employees to earn their degree or additional professional trainings.

Our culture to drive for excellence expands the capabilities and capacities of our dedicated employees. We encourage employees to refer talents to join our global network and rewards the employee if the applicant is hired as full-time employee. We expect employees to compose in professional demeanor, to co-create a respectful culture and to co-build an inclusive work environment.

Plan	Who Is Eligible	Effective	Benefit Description	Cost
Referral Award Program	All active employee	Date of hire	Employees may receive a cash award for referring an applicant that is hired for regular full-time employment. Award amounts will vary (\$150 to \$1,500) based on the position and subject to policy guidelines.	Company provided
Tuition Reimbursement Program	Regular full-time employees who work 30 or more hours per week	First of the quarter/ semester following 90 days of employment	Company provides reimbursement of 100% of actual expenses paid for tuition and books up to an annual limit of \$5,000 for any pre-approved degree program and limited certificate programs. Reimbursement is contingent upon earning a grade of "C" or better ("B" or better for graduate work), and subject to approval guidelines.	Company provided

Our management practices foster and strengthen positive labor relations, encouraging honesty, equality, and mutual trust on the part of both employer and employee. We take pride in making ViewSonic a great place to work and are proud that our firm wide employee turnover remains stable, at 9% for men and 4% for women.

2019 Number of Employee Turnover by Age and by Gender in Each Region

Region	ViewSonic America		ViewSonic Asia Pacific		ViewSonic China		ViewSonic Europe	
	Male	Female	Male	Female	Male	Female	Male	Female
<30	8	3	17	16	2	10	1	3
	3.65%	1.37%	4.23%	0.93%	0.93%	4.65%	0.93%	2.80%
30 – 50	9	5	27	19	13	17	5	5
	4.11%	2.28%	6.72%	4.73%	6.05%	7.91%	4.67%	4.67%
>50	2	1	1	1	0	2	0	0
	0.91%	0.46%	0.25%	0.25%	0.00%	0.93%	0.00%	0.00%
Total	19	9	45	36	15	29	6	8
	8.67%	4.11%	11.20%	5.91%	6.98%	13.49%	5.60%	7.47%

We know the importance of work-life balance for the well-being of our employees. We continue to be a proponent of work-life balance. We allow parental leave for employees to build family relationship. We handle leave of absence requests with the upmost confidentiality and with as much support as possible, with the understanding that unpredictable life events can happen to us all. We value our talents and would love to provide needed leave flexibility or alternative forms of working relationship to support our employees.

2019 Parental Leave Related Data by Region

Region	ViewSonic America		ViewSonic Asia Pacific		ViewSonic China		ViewSonic Europe	
	Male	Female	Male	Female	Male	Female	Male	Female
Number of employees that were entitled to parental leave	139	78	11	10	21	31	31	12
Number of employees that took parental leave	6	7	1	8	3	6	2	4
Number of employees who returned to work after parental leave ended	5	7	0	5	2	4	2	1
Number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work	5	7	0	3	0	4	2	1
Retention rates of employees who took parental leave	83%	100%	0%	63%	67%	67%	100%	25%

Leave Options and Benefits for Our Full Time Employees

Plan	Who Is Eligible	Effective	Benefit Description	Cost												
Paid Time Off (PTO)	Regular full-time employees.	Employees get 24 hours date of hire and regular full-time employees start accruing once they would have reached 24 hours with the regular accrual.	<p>Based on service time with the Company, accrues every two-week pay period. Accrued hours may be carried over at year end but are subject to maximum caps.</p> <table border="1"> <thead> <tr> <th>Years of Service</th> <th>PTO Days</th> <th>Maximum CAP</th> </tr> </thead> <tbody> <tr> <td>0 – 3 years</td> <td>18</td> <td>140 hours</td> </tr> <tr> <td>4 – 7 years</td> <td>23</td> <td>180 hours</td> </tr> <tr> <td>8+ years</td> <td>28</td> <td>200 hours</td> </tr> </tbody> </table>	Years of Service	PTO Days	Maximum CAP	0 – 3 years	18	140 hours	4 – 7 years	23	180 hours	8+ years	28	200 hours	Company paid
Years of Service	PTO Days	Maximum CAP														
0 – 3 years	18	140 hours														
4 – 7 years	23	180 hours														
8+ years	28	200 hours														
Holiday	Regular full-time employees get the full 8 hours of holiday pay.	Date of hire	The company observes 10 paid holidays per calendar year: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, and a floating holiday.	Company paid												
Short-Term Disability	Regular full-time employees who work 30 or more hours per week consistently.	Date of hire	Provides a benefit of 60% of an employee's weekly earnings with coverage beginning on the eighth day of disability (non-work-related illness, injury, or pregnancy). In some states, benefit will be integrated with the State Disability Insurance. Maximum benefit is for 12 weeks.	Company paid												
Long-Term Disability	Regular full-time employees who work 30 or more hours per week consistently.	Date of hire	Provides a benefit of 60% of an employee's monthly earnings with coverage for disabilities (non-work-related illness, injury, or pregnancy) that last more than 180 days. In some states, benefit will be integrated with other sources of income (including Social Security). Maximum period of time to receive benefits are determined by age when disability begins.	Company paid												

Full Time Employees' Benefits

Plan/Carrier	Who Is Eligible	Effective	Benefit Description	Employee Cost
Medical Coverage Blue Shield of CA	Regular full-time employees who work 30 or more hours per week	Date of hire	Choice of: 1. Three Health Maintenance Organization (HMO, CA only) plans 2. Preferred Provider Option (PPO) 3. High Deductible Health Plans (HDHP) with Health Savings Account (HSA)	Varies by plan
Dental Coverage Delta Dental	Regular full-time employees who work 30 or more hours per week	Date of hire	Choice of: 1. Met Life Maintenance Organization (DHMO) or 2. Preferred Provider Option (PPO)	Varies by plan
Vision Coverage Metlife / VSP	Regular full-time employees who work 30 or more hours per week	Date of hire	VSP PPO: Allows for annual eye exam, frames every two years, lenses or contacts (including disposable) once every year. Additional cost may be applicable pending selections.	Varies by plan
Flexible Spending Accounts	Regular full-time employees who work 30 or more hours per week	Date of hire	Tax-Free reimbursement accounts for out-of-pocket health care and dependent care expenses. Allows employee to contribute up to annual IRS limit in personal health and dependent care account.	Employee contributed
Supplemental Medical Insurance	Regular full-time employees who work 30 or more hours per week	Date of hire	Accident: cash benefit in cases of accidental injuries. Critical Illness: Insurance to help protect against financial impact of certain illnesses. Hospital Indemnity: Provides supplemental payments that you can use to cover expense your medical plan may not cover for hospital stays.	Employee paid
Life Insurance / AD&D Cigna	Regular full-time employees who work 30 or more hours per week	Date of hire	Provides a life policy for one times annual salary not to exceed \$100k and an additional benefit is payable for accidental death and dismemberment.	100% Company paid
Additional Voluntary Life Insurance	Regular full-time employees who work 30 or more hours per week	Date of hire	Program allows employees to purchase additional life insurance for employee, spouse and unmarried, dependent children.	Employee paid, rates based on age & salary

Diversity and Equal Opportunity

Guided by our core values and business objectives, we understand the value of a diverse workforce. We are proud of our diverse work force. It is our responsibility to ensure our employee base continues to add diversity and that management is fully supportive and committed to ensuring compliance with our goal to workplace equality, both in principle and in practice.

As an equal opportunity employer, we conduct company-wide mandatory training on Equal Employment Opportunity Policy (EEO policy) and diversity to emphasize the importance of a diverse workforce to the company. EEO Policy is in compliance with local laws to protect each employee from unfair treatments resulting from discriminations against individual differences, (i.e. race, ethnicity, religious creed, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military and veteran status or any other differences protected by local laws).

We are committed to providing equal employment opportunities and maintaining a strong EEO policy based on current EEO laws. We conduct internal assessments to ensure non-discriminatory hiring procedures. Assessment is based on the job description, job performance and the skillsets required for the position; internal discussions are based on candidate qualifications and job skills needed to hire the best candidate for the job. To ensure that hiring decisions are non-discriminatory, the Human Resources department periodically advises hiring managers of the importance of EEO policy. The human resource department monitors EEO compliance with management's self-review through annual affirmative action reports.

Every employee is required to support this policy and to ensure that discrimination does not occur in the workplace. Violations of this EEO policy will not be tolerated and may result in disciplinary action, up to and including dismissal. Our goal is to maintain 100% retention rate after parental leave and close to 50:50 gender ratio in managerial level.

Our hiring practices emphasize recruiting local talent. Worldwide, all ViewSonic executives are hired from local communities where ViewSonic has significant operations. We support the communities where we do business by recruiting locally. 88% of senior management personnel at our headquarters, Brea in California in the United States, is recruited from the local community. There were no changes in our management team in 2019.

The percentage of senior management at significant locations of operation hired from the local community in 2019 was 100%, with the key terms defined as:

- Senior management – Vice President or above (VP, President, GM, C-Level executives).
- Local – within reasonable commute to ViewSonic's business operations within each region.
- Significant locations of operation – where ViewSonic has an office space or more than a few employees within a local area.



EEO Complaint Procedure

We have formal grievance procedures in place to address employee concerns, which are outlined in our Employee Handbook. During the 2019 reporting period, ViewSonic continued to have excellent employee relation practices and no grievances regarding labor practices were filed in 2019. There were no grievances about labor practices filed prior to 2019 that were resolved during the reporting period.

An employee who files a complaint or provides information about the same is protected from employer retaliation by law. We encourage any employee who believes he or she has been a victim of prohibited harassment to pursue a complaint under this EEO complaint procedure.

- An employee who believes he/she has been subject to harassment or discrimination by another individual should first report it to his/her supervisor or manager (if they feel comfortable doing so).
- A complaint may be made either verbally or in writing, to any one of the following: (1) the employee's immediate supervisor/manager; (2) or any Human Resources representative.
- Any manager or supervisor who is made aware of a situation as discussed above must immediately report the circumstance to Human Resources Management.
- In all cases, when an EEO complaint is filed, Human Resources Management shall be notified so that the matter may be investigated.

Investigation Process

- All investigations will be conducted as expeditiously as possible.
- If a complaint is made verbally, the Human Resources Management will put the complaint in writing, review it with the employee, and ask him/her to indicate the accuracy of the written version by signing it.
- When the investigation is complete, a decision signed by Human Resources Management will be issued. The decision will contain a finding of facts based upon the investigation, the decisions, and if the complaint is found to be justified, the remedy.
- A copy of all documents related to an EEO complaint will be maintained in the Human Resources office and will not be combined with the complainant's personnel file but shall be maintained separately.
- In the event of an investigation involving harassment, all personnel must cooperate and assist in the investigation, and maintain its confidentiality.
- The Company will not allow any reprisal, in any form, by an employee or supervisor against any complaining employee or witness.
- Employees may also file a complaint with the Department of Fair Employment and Housing (DFEH) – California only.
- Employees may also contact the Equal Employment Opportunity Commission (EEOC), the Federal agency that resolves discrimination and sexual harassment claims.
- There were no incidents of discrimination violation or discrimination cases brought against ViewSonic during 2019.

Equality in Remuneration, Equitable pay and Entry level wage

We offer employees fair and competitive remuneration to attract top talents. We care not only the employee’s retirement, but also their family’s needs. We provide employees options to voluntary pay for services their dependents may need at a corporate rate. The below table lists out the voluntary options we provide to our employees for retirement planning and for services that extends to family and/or dependents.

Plan/Carrier	Who Is Eligible	Effective	Benefit Description	Cost
401(k)	Regular full-time employees who work 30 or more hours per week consistently, and are over the age of 18.	Date of hire	Voluntary program that enables employees to save for their retirement. Employees may contribute up to 100% of their weekly gross earnings (not to exceed IRS annual deferral limit) on a pre-tax basis. Company matches contributions up to 5% at \$.50 for each dollar contributed by employee (this is discretionary match and may stop at any time). Company match is subject to a three-year vesting schedule.	Employee contributed
Pre-paid Legal Hyatt Legal Plan	Regular full-time and part-time employees and their dependents.	Date of hire	Membership covers a wide variety of services including contract and document review, Will & Living Trust preparation, traffic tickets, accident advice and IRS audit assistance.	Employee Paid
Long Term Care Insurance	Regular full-time employees who work 30 or more hours per week consistently.	Date of hire	Provides Long Term Care insurance for home and/or facility care. Covers expenses incurred when someone needs assistance with activities of daily living due to illness or injury or suffers severe cognitive impairment (such as Alzheimer’s disease).	Employee Paid

Plan/Carrier	Who Is Eligible	Effective	Benefit Description	Cost
Life Assistance Program	All employees and their legal dependents.	Date of hire	Provides confidential consulting, counseling and/or referral services. Provides information regarding child and elder care, legal, financial, educational and various other convenience services.	Company provided, some services subject to minimal costs

We also maintain and strictly enforce an equitable pay policy because it is the right thing to do. As stated in our “Affirmative Action Reports,” at ViewSonic, candidates with identical backgrounds, hired to perform identical jobs will have identical starting salaries regardless of gender. We continuously monitor our corporate compensation structure to ensure that the remuneration offered complies with relevant laws and is sufficient to attract top talent.

We believe in and fully support pay equality. We base each employee’s compensation solely on the position and the duties performed, regardless of gender. In 2019, the ratio of base salary and remuneration (including bonus programs, and commission structures) of women to men for each employee category is 1:1 in every significant operating location.

Our entry level wage is higher than local minimum wage, and also with a 1:1 ratio for male and female employees. This local compensation range is based on compensation data published by the U.S. Department of Labor or by local market trends and may also take into consideration published local wage surveys and national wage surveys.

Salary Ratio (Entry Level Wage: Local Minimum Wage*)	Male	Female
ViewSonic America	1.0	1.0

* \$13.00/hour as of January 1, 2020

Employee Health & Safety

We are dedicated to providing a safe and healthy work environment for all employees, as well as guests and visitors to our facilities. Our detailed Environmental, Health, and Safety (EHS) Policy and comprehensive EHS management system provide the foundation for safeguarding health and safety in ViewSonic workplaces. To maintain awareness of potential risks, we periodically assess and identify hazards, mitigating them with appropriate risk assessments and subsequent ameliorative actions. Emergency plans are in place to protect our employees and avoid potential threats to business operations.

Employees are trained in appropriate safety measures related to their job functions and are responsible for working in a safe manner to prevent injury to themselves and fellow workers. We invite our employees to become actively involved in programs to improve workplace health and safety performance. To increase employee awareness of their role in maintaining safe conditions, ViewSonic America holds monthly safety meetings to promote safe work practices.

In 2019, we had 0 major injury and 5 minor injuries that could be treated by First Aid:

- 1) Thumb laceration
- 2) Dust in eye caused discomfort
- 3) Bug bite on right arm & left foot
- 4) Right hand paresthesia
- 5) Upper back & shoulder strain

Human Rights Management

We are dedicated to providing a socially responsible workplace. ViewSonic America has adopted the code of conduct in compliance with Federal & California Labor Laws and met the elements of the SA 8000 standard for human rights, and our Taipei office has been SA 8000 certified since 2010.

Our code of conduct is launched and managed by the human resource department. It measures social performance in eight important areas to social accountability in workplaces. All new hires receive orientation training that includes human rights-related issues such as confidentiality, whistleblower protections, safety and a review of our code of conduct and code of ethics. For any violation on code of conduct, the employee could report to human resource department. In 2019, we conducted "Sexual Harassment Training". All 45 supervisor employees attended a 2-hour session training. All other 150 employees attended a 1-hour training.

Our VSE is also committed to combatting slavery and human trafficking and not to engage in or support any use or practice of child labor or any forced or compulsory labor (The "Prohibited Act"). The Code of Conduct requires us to treat all personnel with dignity and respect. We shall not engage in or tolerate the use of corporate punishment, mental or physical coercion or verbal abuse of personnel. No harsh or inhumane treatment is allowed. The Code of Conduct further requires us to respect the rights of personnel to a living wage and ensure that wages for a normal work week

not including overtime, shall always meet at least legal or industry minimum standards. Wages shall be sufficient to meet the basic needs of personnel and to provide some discretionary income.

ViewSonic does not discriminate against people based on race, sex, age, political affiliation, religion, and disability status. We follow the local minimum age requirement, local regulations, and other relevant provisions. Human Rights follow the elements of the SA 8000 Standard:

Elements of the SA 8000 Standard

1. Child Labor
2. Forced or Compulsory Labor
3. Health and Safety
4. Freedom of Association and Right to Collective Bargaining
5. Discrimination
6. Disciplinary Practices
7. Working Hours
8. Remuneration

Human Rights Policy	Description
Child Labor	We shall not engage in or support the use of child labor.
Forced or Compulsory Labor	We shall not engage in or support the use of forced or compulsory labor.
Health and Safety	We shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with or occurring in the course of work.
Freedom of Association and Right to Collective Bargaining	In situations where the right to freedom of association and collective bargaining are restricted under law, we shall allow workers to freely elect their own representatives.
Discrimination	We shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination.

Human Rights Policy	Description
Disciplinary Practices	Prohibit physical abuse, harassment or the threat of either.
Working Hours	Comply with labor laws, we shall arrange employees' working hours and leaves reasonably.
Remuneration	We shall provide the minimum wage required by local law and reasonable wages and benefits, wages sufficient to meet basic needs & provide discretionary income.

All new hires receive orientation training that includes human rights-related issues such as confidentiality, IT policy, safety and a review of our code of conduct and code of ethics. We have conducted 6 new hires' orientation in 2019 and will continue maintaining the orientation training for all new hires regarding human rights-related issues.

There were no incidents of human rights violation cases brought against ViewSonic during 2019.



Social Responsibility and Community Engagement

At ViewSonic, we understand our presence and impact within the communities in which we work, live and sell our products. As such, we are committed to ongoing growth in awareness of environmental sustainability and other socially responsible values within these communities. In recognition that as one entity among many we cannot tackle every issue on our own, we value and support the work performed by non-governmental organization and charity foundations.

We encourage our employees and their family members to share their skillsets and time with these organizations for the better good of the community. Together, we can build a better world to live in. We support our community by regularly hosting Chamber of Commerce events in our facilities. These gatherings are important community networking events for the local business community. We support local charities such as Caterina's Club through monetary donations as well as employee volunteer participation.

ViewSonic continues to support local schools. This is the 3rd year that we have adopted a classroom from Laurel Elementary School of Innovation and Career Exploration and support the 6th grade class as they learn about jobs in technology and how to market our award-winning gaming monitors. Students participate in career day, where they hear from managers of various disciplines and are able to gain insight into potential career choices.

This is our second year hosting high school interns from Brea Olinda and Troy high schools. Students are selected based on their career selection and resumes and gain valuable experience working side by side with managers in marketing, HR, product development, creative services, digital marketing and social media.

ViewSonic continues to support our community and local businesses by opening our Visual Experience Center to our partners. We have hosted reseller events, teacher training, local seminars and other events.



For the 5th year, ViewSonic has supported Caterina's Club, a local charity that feeds over 25,000 children a hot meal each week at 89 sites throughout Orange and Los Angeles counties. We donated \$6,000 in cash and thousands of pounds of pasta this year. In addition, ViewSonic loans products to the venue while dozens of employees participate by unloading pasta, and our mascot birds entertain attendees.



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COMMITTED TO OUR ENVIRONMENT

- Made efforts to reduce carbon footprint through ECO-Office Guidelines, saving energy and minimizing greenhouse gas emissions, reducing landfill waste and conserving water using ISO14001 to monitor our reduction plan.
- Reduced product carbon footprint in energy usage and waste.
- 100% of our products are designed to meet and exceed WEEE (Waste Electrical and Electronic Equipment) requirements.
- 98% of 2019 selling models shipped without CD wizard.



Our Environmental Policy Statement

Responsible corporate citizenship today means taking responsibility for future generations. We are committed to sustainability, not just of our business but also for our global environment. We have made a commitment to a cleaner and greener environment since 1998, the year ViewSonic America implemented ISO 14001 Environmental Management System.

The President maintains executive responsibility and authority to review environmental principles, and the effectiveness of the system is evaluated in ISO 14001 management review meetings. The principles by which we conduct business is stated in our Corporate Environmental Policy, which includes the following commitments:

- Continual improvement of our processes by monitoring technology and management practices to prevent pollution during the manufacturing, storage, service, transportation, and disposal phase of our products in their life cycle
- Comply with relevant environmental legislation and regulations, and with other regulations effecting design and production of our products as they arise
- Establishing and reviewing environmental objectives, targets, performance evaluation procedures, and associated environmental indicators

- Minimizing any adverse environmental impacts of new product development through the use of integrated environmental management procedures and planning
- Encouraging the selection and use of environmentally qualified suppliers and vendors
- Documenting and maintaining this policy as changes to environmental regulations occur
- Training our employee-partners to conduct their activities in an environmentally responsible manner
- Communicating this policy to all employee-partners, business associates and interested parties in the public sector

Sustainability is a primary consideration at every stage of our products' lifecycle, from the development and protection stage to customer use and end-of-life disposal. We are proud to demonstrate our commitment to sustainability in all we do, from managing our local operations to meeting international standards.

There is no significant fines, non-monetary sanctions nor cases brought through dispute resolution mechanism in 2019.



Action towards Eco-Office

The 2015 Paris Agreement urged to limit global temperature rise to well below 2 degrees Celsius. As the physical impact of climate change worsens, we strive to combat climate together. We've developed products, policies and business practices that integrally minimize environmental impacts. By upholding the highest ethical standards and adhering to our tradition of socially and environmentally conscious business practices, we have earned the reputation of being a responsible corporate citizen.

To enhance business efficiency, customer satisfaction and environmental performance, ViewSonic America office is committed to continually improve our environmental management and received in February 2018 the certification of 14001: 2015 Environmental Management System.

In 2018, our Taipei office received its first ISO 14001:2015 Environmental Management System (EMS) and ISO 14064- 1:2006 Greenhouse Gas verification certificates. In 2019, we have expanded EMS implementation in our Taipei office, covering 8-10F & portion of 7F (Office) and B1F (Warehouse). We have, hence, received a renewed ISO 14064-1:2006 certificate for expanded base. We are proud to demonstrate this commitment in all we do, from managing our local operations to meeting international standards.

ISO 14001 & 14064 Certifications



Our Environmental Management System and ECO-Office Guidelines define ways we work to safeguard our planet and community. We seek to reduce our greenhouse gas emissions through saving energy in our office. Our Department of Customer Care and Compliance oversees our emission reduction efforts. We use ISO 14001 management review meeting to review our reduction progress and target.

The facilities are routinely evaluated to ensure continuous improvement in implementing green solutions to meet regulatory compliance. Our ongoing reduction efforts to reduce our environmental impact include the followings: reduce corporate facilities' and product energy consumption, water usage, and landfill wastes. Detailed in our Environmental Management System, these policies ensure that all areas of operation meet customer expectations and environmental & regulatory requirements. There was no incident of non-compliance with environmental laws and regulations in this reporting period.

We aim to reduce our Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 2% by 2023 as compared to the new base year 2019. In 2019, we have made the following environmentally-friendly efforts:

- Proactively supported the South Coast Air Quality Management District, a local environmental agency, and participated in their programs and activities
- Complied with all state and local electronic waste requirements and regulations
- Effectively managed our Mail Back program and customer returned units
- Conscientiously avoided non-green material usage in our facilities, operations and products
- Regularly evaluated our environmentally-friendly facility to ensure continuous improvements in green solutions and regulatory compliance
- Only contracted with freight carriers with well-established environmental programs and proven carbon emission reduction efforts, which include:
 - Demonstrated efficient use of fuel-smart operations
 - Use of fuel-efficient vehicles using the latest technology
- Use of alternative fuel

ViewSonic GHG Emissions by Emission Scope and Sources

By Emission Scope and Sources		2018		2019			
		ton CO ₂ e	%	ton CO ₂ e	%		
Scope 1 (Direct emissions)	Natural gas combustion	0	24.4679	5.8%	0	28.2023	6.1%
	Diesel Combustion	0			0		
	Combustion of diesel and gasoline for automotive	3.8553			2.5233		
	Propane combustion	20.6126			25.679		
Scope 2 (Indirect emission)	Energy indirect GHG emissions	397.2310	94.2%	430.6053	93.9%		
Total GHG Emissions		421.699	100.0%	458.808	100.0%		

Notes:

GHG Scope 1: All direct GHG emissions from ViewSonic Taipei offices, vehicles etc.

GHG Scope 2: Indirect GHG emissions from the consumption of electricity and heat, purchased by ViewSonic Taipei

2019 ViewSonic GHG Emissions by Categories

By Categories	2019 Scope 1 GHG Emissions		2019 Total GHG Emissions	
	ton CO ₂ e	%	ton CO ₂ e	%
CO ₂	2.4114	8.55%	433.0167	94.38%
CH ₄	24.6575	87.43%	24.6575	5.37%
N ₂ O	0.0894	0.32%	0.0894	0.02%
HFCs	1.0440	3.70%	1.0440	0.23%
PFCs	0.0000	0.00%	0.0000	0.00%
SF ₆	0.0000	0.00%	0.0000	0.00%
NF ₃	0.0000	0.00%	0.0000	0.00%
Total	28.202	100%	458.808	100.00%

GHG emission reduction plan

Based on data for the baseline year of 2019, our total greenhouse gas (GHG) emissions from the above sources are estimated to decrease 2% in emissions, driven by Scope 2 electricity saving. The following emission controls aim to reduce our GHG emissions:

- Promotion of energy efficiency (bulletin board/education and training / environmental awareness seminar)
- Turn off lights during lunch break
- Air-conditioning temperature setting control
- Improved operation efficiency of the air-conditioning cooling water tower
- Shorten the running time and starting time of the water chiller according to the season
- Record electricity consumption and costs monthly
- Turn off lights/computer power when leaving the office
- Remove EMC storage equipment from the electrical room
- Virtualize equipment from the electrical room
- Phase-out the existing toner copy machine
- Adapt the energy saving equipment.

ECO-Office Guidelines

In addition to mandating sustainable policies and procedures for facility management, we recognize the critical role of every employee and all job functions in maintaining sustainable business practices. Our ECO- Office Guideline is established to empower every member of our organization with the tools they need to make a difference in their daily activities.

Our annual environmental expenditures include the costs of waste treatment and disposal at our locations of operations, environmental awareness training courses for employees and suppliers, and the purchase of green office supplies such as recycled paper, energy-saving LED light bulbs, and certified energy-efficient office machines.

Investment supporting responsible product disposal during 2019 included a payment of \$166,900 for electronic recycling related fees to meet state requirements. Below are some natural resource conservation efforts we currently employ:

1) Save Energy and Minimize Greenhouse Gas Emissions

1.1 Office greenhouse gas emission reduction

We make efforts to lower the consumption of electricity power.

Energy Consumption and GHG Emissions

	Electricity Consumption (in kWh)		GHG Scope 2* (in tCO ₂ e)	
	2018	2019	2018	2019
ViewSonic America Office	25,116	28,612	19.60	19.60
ViewSonic America Warehouse	413,735	396,879	323.00	353.00
ViewSonic Taipei Head Office	745,274	745,174	397.2310	430.6053

*ViewSonic America is calculated according to US EPA's GHG Equivalencies Calculator & ViewSonic Taipei is calculated according to ISO14064.

Energy Consumption and Per Person Usage

Year	2018	2019
	kWh	kWh
Amount	777,888	849,212
Average/Per person	3,026,80	2,704,50
Reduction(%)		11.30%

Below are efforts we have done to save energy and minimize our greenhouse gas emissions:

- Carbon neutral and other green energy sources power our corporate headquarters
- Office lights are shut off overnight, on weekends
- Motion-activated lighting and zone- controlled heating and cooling reduce energy consumption
- Light bulbs are replaced with energy saving or LED light bulbs

- Contractors are hired regularly to clean light fixtures and appropriately dispose of mercury vapor and fluorescent bulbs
- Offices are decorated with live plants to reduce carbon dioxide and improve indoor air quality
- Office air conditioning is set at 25 degrees Celsius and shut off from 8pm to 8am daily
- All computers, printers, and other electronics and machines are shut off or switch to Eco Mode when not in use
- Employees are required to turn off computers and printers before leaving the office and during nap time over lunch
- Employees are encouraged to use stairs instead of elevators
- Energy-efficient forklifts and corporate owned vehicles help maintain reliable shipping and transportation with minimal environmental impact

Fuel Consumption from Non-Renewable Sources

Year	2018	2019
Propane for forklift operation (in gallons)	6,034	6,274
Diesel for emergency electrical generator (in gallons)	10	6

Total electricity consumption including the ViewSonic America warehouse and office facilities

Year	2018	2019
Total Electricity Consumption in kWh (including ViewSonic America warehouse and office facilities)	438,851	425,491

To learn more about our energy saving efforts, you could visit our [ViewSonic Go Green](#). In the guidelines, we express respect for our environment and a commitment to sustainability with mandated rules to reduce energy consumption and greenhouse gas at all corporate facilities.

1.2 Product carbon footprint

To reduce environmental impact by reducing energy use and water during product lifecycle, we measure product carbon footprint from design to end-of-life (cradle to grave). This includes the contributions from materials, manufacturing, distribution, operation and end-of-life management. Taking LCD monitors VG2455 and VG2755 as examples, VG2455 is estimated to be 345.97 kg CO₂e carbon emissions per unit; VG2755 is estimated to be 437.66 kg CO₂e carbon emissions per unit. These 2 monitor models were the first 2 models to undergo life cycle carbon footprint calculation and ViewSonic will disclose more models in 2020.

2) Reduce Landfill Waste

Waste disposal is a significant threat to the health, air, water and all living creatures if not handled responsibly. We want to reduce the environmental impact from our products end-of life disposals and to reduce our landfill wastes from our corporate facilities. Our commitment to the environment extends to our own facilities, where we work with certified local recyclers to regularly collect and responsibly dispense with e-waste and warehouse waste. Regular employee training and review of our ECO-Office Guidelines remind our employees on tips for eco-habits and on our new eco-policies.

Below are the efforts we currently employ to in response to responsible waste management:

- Excess, discarded and depleted batteries are collected and recycled
- Used or excess foam and pallets are collected for reuse or recycle
- Approved suppliers appropriately dispose of all electronic waste and must provide a Certificate of Destruction
- Employees are encouraged to dispose of newspapers, plastic and glass bottles, aluminum cans, and papers in the appropriate recycling containers provided throughout each facility

- Employees are encouraged to reuse file folders and print double-sided
- ViewSonic does not provide disposable cups. Employees must bring their own and are encouraged to bring washable rather than disposable cups and containers
- Discontinued use of Styrofoam peanuts, replacing with recycled paper and air bag cushions
- Employees reuse packaging materials obtained from shipped in products, reducing materials required to ship product
- Make recycling easy for customers through Recycle + and Mail Back Program
- Advocate the importance of recycling through ongoing outreach education programs towards our stakeholders, e.g. business partners , customers and employees

The total weight of hazardous & non-hazardous waste from ViewSonic’s warehouse in Chino, CA disposed of via reuse, recycling, recovery, incineration and landfill is summarized below:

Year		2018		2019	
		Weight (Lb)	%	Weight (Lb)	%
Hazardous	Reused	0	0	0	0
	Recycled	8	100	12	100
	Recovery	0	0	0	0
	Incineration	0	0	0	0
	Landfill	0	0	0	0
	Total	8	100	12	100
Non-Hazardous	Reused	1,600	0.99	32,226	11.48
	Recycled	154,799	95.96	243,465	86.75
	Recovery	72	0.04	167	0.06
	Incineration	0	0	0	0
	Landfill	4,846	3	4,800	1.71
	Total	161,317	100	280,658	100

For recycling information, please refer to our [ViewSonic Recycle Program](#) website.

3) Conserve Water

According to Conservation International, clean water is one of the most precious resources on earth, yet, the demand for this scarce resource is estimated to outstrip supply by 40% by the year 2030. We strictly adhere to all local, state of California and national water conservation requirements in the United States. We are committed to doing our part to conserve this vital resource. Below are some efforts we have done to conserve water:

- Water filtration systems are installed to reduce consumption of bottled water
- Facilities employ non-potable reclaimed water for grounds landscaping
- Install water-efficient appliances and fixtures like water-saving toilets and other high efficiency appliances throughout our facilities
- Employees are educated about water conservation and encouraged to minimizing water use
- Cleaning using high-pressure water is prohibited
- Hazardous spill containment procedure is in place to prevent contamination of the water system

We used only water withdrawn from municipal water supplies for:

Year	2018	2019
Lawn watering (in hundred cubic feet, HCF) of reclaimed water, as recorded on utility bill	2,174	2,069
Building utilities (in hundred cubic feet, HCF) of potable water, as recorded on utility bill	122	163

Water Consumption amount and Per Person Usage

Year	2018	2019
	m ³	m ³
Amount	2,682	3,535
Average/Per person	10,436	11,258
Reduction(%)		-8,83%

WEEE

We hope to reduce our manufacturing wastes to reduce the manmade burden to Earth. Our products adhere to international Waste Electrical and Electronic Equipment (WEEE) Directive for waste collection, recycling and recovery. Beginning with the end in mind, we design our products to facilitate maximum recyclability, and nearly all plastic used are completely recyclable. Most circuit boards and metal components are recyclable, and we design products for easy disassembly to reduce recycling and disposal burden.

In 2019, our monitor division began removing the polyethylene (PE) bags used to package cables. 98% of 2019 selling models shipped without CD wizard. We target 99% of selling models without CD's in 2020. Based on the success, we plan to make the same change to other models. Our LED & Laser DLP lamp free projector models have longer lifespan than mercury lamp projector models, which reduces wastes hence are more environmentally friendly.

ViewSonic is committed to promoting and participating in creating a greener and cleaner environment through responsibly handling electronic product in accordance with government legislation and non-government agencies guidelines. As a global corporate citizen, we recognize that the uncontrolled international movement of e-waste to countries with few (if any) environmental guidelines poses a sizeable and growing hazard to the health of local communities, our planet, and the world's population.

With evidence indicating that most e-waste not processed through certified recyclers ends up in such countries, promoting proper disposal is more critical than ever.

In addition to waste reduction efforts, we educate customers about the importance of safe, environmentally- conscious end-of-life disposal for projector lamps that contain mercury, which can be harmful to both humans and the environment. We include information on safe disposal on our packaging, product materials descriptions and website. These labels read:

The lamp in this product contains mercury which can be dangerous to you and the environment. Please use care and dispose of in accordance with local, state or federal laws.

ViewSonic respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit ViewSonic website to learn more.

- USA & Canada: <https://www.viewsonic.com/us/company/green/go-green-with-viewsonic/#recycle-program>
- Europe: <https://www.viewsonic.com/uk/support/recycling-information/>
- Taiwan: <https://www.viewsonic.com/tw/support/article.php?id=1222>
- You may find our WEEE terms and conditions of warranty via this link: <https://www.viewsonic.com/eu/asset-files/files/uk/terms-and-conditions-en.pdf>

Responsible Waste Management

Rapid technological development has fueled a steady expansion on the consumer and enterprise electronics market needs, at the same time, providing countless benefits to consumers and businesses. Along with these benefits comes an escalating need for proper disposal of e-waste to decrease harmful impacts to the environment. Proper recycling delivers several additional benefits. The reclamation of raw materials and working components enables their reuse, reducing the generation of pollution and energy needed for raw material extraction and manufacturing production. Diverting solid waste from conventional trash collection helps extend the life of municipal landfills. Finally, supporting proper e-waste recycling facilitates job creation, often creating environmentally-friendly jobs in disadvantaged communities.

Appropriate disposal is a critical factor for environmental sustainability. We seek to reduce the environmental impact of our products by stringently complying with all recycling guidelines and regulations, as well as by partnering with recycling and waste management agencies throughout the United States and Canada.

We are proud to uphold our social and legal obligations to the communities that support our business. This includes regular contributions to government recycling programs throughout many U.S. states and extending our responsibilities to customers across the nation and worldwide. We offer the ViewSonic Recycle+ Program and Mail Back program to accommodate sustainable product disposal for customers who may not have available local options.

ViewSonic Recycle + Program

For ViewSonic Recycle+ program, we support the governing laws of all U.S. states for recycle, reuse and refurbishment of retired electronics, including specific bans against identified types of electronic waste being disposed in landfills. To facilitate compliance with these guidelines, we partner with over 50 recycling companies in Washington D.C. and the 25 states that publish guidelines for recycling of covered electronic devices (CEDs), including our home state of California. We are also working closely with the 10 additional states that are currently researching and working on implementing official recycling programs, and we partner with hundreds of approved agencies, brokers and recyclers. We contract only with collectors and recyclers that comply with all local, state, and federal regulations; utilize e-Steward, R2/RIOS, and ISO operational standards; and do not allow violation of laws when importing or exporting environmentally sensitive materials. Neither will ViewSonic nor our partners dispose of CEDs in landfills or transfer any covered devices to recycling facilities that dispose of CEDs in landfills other than necessary incidental disposal in minimum amounts.



ViewSonic Mail Back Program

To encourage recycling in the states in the United States where specific recycling requirements or programs, we started the Mail Back program to encourage customers to ship end-of-life ViewSonic products to us free of charge, which we then recycle according to local California state regulations. Customers can learn about how to safely retire end-of-life products with our recycling and mail-back programs. Content on the Go Green with ViewSonic website as well as our viewsonic.com customer service page encourages customers to recycle their ViewSonic product packaging materials. Our packaging cartons display the RAP 20 symbol, which indicates that they are made from 100% recyclable fiber.

Total costs for these programs in 2019 was \$166,900, which included fees paid for registration to each state's recycling program plus recycling costs.

ViewSonic Outreach and Education

As part of our commitment to protecting the planet, ViewSonic has developed programs and resources to encourage environmentally conscious decisions. Our Go Green with ViewSonic website educates visitors about proper disposal of electronic products and includes a directory with links to helpful information about recycling laws, requirements, and resources. Detailed information about our certifications and environmentally-friendly product features helps consumers make informed purchasing decisions.

We are pleased to consistently invest in developing products, corporate policies, and business practices that protect our environment. Education and training is an important part of our environmental efforts as we advocate the importance of sustainability to our key stakeholders, e.g. business partners, customers, and employees.

APPENDIX

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