

04 Product Innovation



In 2025, generative artificial intelligence (AI) technologies continued to gain momentum across a wide range of applications, becoming a key driver of digital transformation and product advancement. As AI applications continue to mature, the market has developed higher expectations for computer products in terms of computing performance, system integration capabilities, and energy efficiency. CLEVO is dedicated to providing customers with a high quality user experience and continues to advance product innovation through AI technologies. The Company also integrates sustainable management principles throughout the product development process, taking environmental impacts into consideration from product design and manufacturing through to end use, while striving to improve energy efficiency and enhance the value of its products.

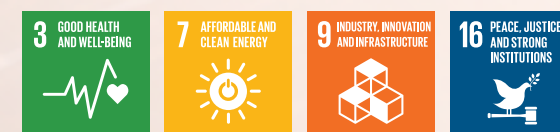
Across every stage of notebook computer development, including design and R&D, manufacturing, sales, and after sales service, CLEVO maintains a comprehensive and reliable service framework. Through its diverse product portfolio, the Company addresses the needs of different markets and customers. The Company's main product categories include "Mainstream," "Commercial," "Gaming," "Studio," "Energy-saving, Long-lasting, and Environmentally Friendly," and "AI Laptop," which continue to evolve in response to AI application needs. In addition, CLEVO introduced a new "Mini PC" this year, further expanding its product portfolio to meet the demand for space efficiency and flexibility across different use scenarios. This new product demonstrates the breadth and adaptability of CLEVO's product planning.

With customer experience as its starting point, CLEVO continues to strengthen its efforts in "Innovation," "Flexibility," and "Environmental Friendliness," gradually delivering tangible results. These achievements demonstrate CLEVO's continued efforts to optimize its products and services and steadily advance long-term development under the guidance of its sustainable management principles.

Performance highlights

- In 2025, CLEVO's next generation featherweight Commercial laptop incorporated energy saving technologies, achieving a weight reduction from 990g to 899g while maintaining strong performance and battery life.
- In 2025, CLEVO developed a new Mini PC with an ultra slim and environmentally friendly chassis to support a wide range of commercial applications.
- In 2025, CLEVO invested NT\$709 million in innovation and R&D and continued to optimize resource allocation and the effectiveness of its R&D investments.
- CLEVO has obtained a total of 52 patents across five countries worldwide.
- In 2025, due diligence on conflict minerals was conducted across all suppliers, with 100% of sourced raw materials confirmed to be free from conflict-related origins.
- In 2025, there were no violations of restricted or prohibited substance regulations, and no incidents of non-compliance with health and safety regulations related to products and services.
- According to the 2025 customer satisfaction survey, quality-related scores improved by approximately 14% compared to the previous year and have shown consistent growth for three consecutive years.

Association with SDGs



Note: SDGs refer to the United Nations Sustainable Development Goals (SDGs).

4.1 R&D and Innovation

Material topics: Innovative R&D



Explanation of Impacts

- Innovative R&D is a key factor for companies to enhance market competitiveness and brand value. It also enables companies to achieve technological leadership in the market, promote collaboration among industry peers and academia, accelerate technology application and implementation, and strengthen networks among industry peers through multi-party collaboration. In contrast, if the Company fails to properly manage innovation issues, its technology and products may fall behind in a rapidly changing market, affecting product sales and layout.
- While pursuing economic growth, the Company is also committed to addressing environmental and social needs, working collaboratively with society to build a sustainable future.



Policy Commitments

- CLEVO's ESG vision is to prioritize environmental, social, and corporate governance issues, put the spirit of altruism and mutual benefit into practice, serve as one of the driving forces behind a sustainable planet, and integrate innovation into products, technologies, and ecosystem collaboration.
- CLEVO seeks to make innovation a core driver of its response to global ESG trends and build long-term organizational competitiveness. Corporate sustainability is not only a responsibility, but also a business strategy for the Company's next stage of development.
- Elevate innovation management to a strategic priority in corporate development, strategically promote external co creation, and capture business opportunities.



Goals

Cumulative number of global patents obtained

- **Short-term (2026):** Accumulate 55 global patents
- **Mid-term (2028):** Accumulate 60 global patents
- **Long-term (2030):** Accumulate 65 global patents



Responsible Unit

- **Taipei Headquarters:** Product Strategy Division, Legal and Intellectual Property Division, and Human Resources Division.

Material topics: Innovative R&D



Resources Invested

- Invest human and material resources to establish R&D teams.
- Invest in fixed annual R&D budgets, product testing costs, safety regulations fees, and ISO certification fees.



Grievance System

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Action Plans

- Invest in low carbon product development, with all CLEVO products complying with the U.S. ENERGY STAR 9.0 and EU ErP Directive, and all models sold in China complying with the CEL standard (GB 28380-2025).
- Introduce sustainable and environmentally friendly materials into product design, including halogen-free PCBs, recycled plastics, and fully recyclable paper-based packaging.



Annual Performance

As of December 2025, CLEVO's intellectual property achievements were as follows:

- **Patents:** 52 registered
- **Trademarks:** 282 registered



Evaluation Mechanism

- **R&D Innovation:** Annual investment tax credit reports are used to assess the status of patent applications filed by the Legal and Intellectual Property Division.

CLEVO continues to design and develop a diverse range of products in accordance with its core principles of "Innovation," "Flexibility," and "Environmental Friendliness," while strictly adhering to its commitments during the product design and development stage, including requirements prohibiting the use of specified hazardous substances. Through the establishment and ongoing implementation of the CLEVO HSF (Hazardous Substances Free) technical standard, the Company ensures that its products do not contain hazardous substances regulated under international environmental laws and regulations, including the Restriction of Hazardous Substances Directive (RoHS Directive), the Packaging and Packaging Waste Directive (PACKAGING Directive), the EU Battery Directive (Battery Directive), the EU regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), the EU Perfluorooctane Sulfonate Directive (PFOS Directive), and the Polycyclic Aromatic Hydrocarbons Directive (PAHs). CLEVO continues to incorporate environmentally friendly design principles into its products, providing product options that meet environmental protection requirements while maintaining product quality and user experience.

CLEVO Innovation and R&D Milestones in the Past Five Years

- 2025
 - Integrated R&D for New Generation Featherweight Commercial laptop Design and Multidimensional Power Consumption Optimization
 - 1. Dynamic RPM fan control and variable frequency noise suppression technology.
 - 2. Featherweight design for lightweight Commercial laptop: system engineering that reduced product weight from 990g to 899g.
 - 3. Automatic energy saving backlight energy efficiency management architecture: integrates a dynamic load prediction algorithm, optimizes linear Display Power allocation, and maximizes incremental improvements in system battery life during web browsing.
 - 4. Integrated design combining an OLED pixel shift algorithm with intelligent static image detection and nonuniformity correction—OLED Care burn in prevention technology.
- 2024
 - 1. For DC mode, DC OVR-M TSP technology was developed for RTX AI Gaming/Studio Laptops, increasing GPU processing speed at the same power level, reallocating idle power from the CPU and other components (ROS) to the GPU, and thereby improving the price-performance ratio of gaming and studio laptops.
 - 2. The energy efficiency enhancement technology combining Intel DTT (Dynamic Tuning Technology) and EPO (Energy Performance Optimizer) automatic mode allocates resources more efficiently, improving the performance of applications that support the technology. It enables processors in Copilot+ AI laptops to operate optimally while accounting for thermal and battery power constraints, and combines artificial intelligence and machine learning algorithms to predict future workloads and optimize performance.
- 2023
 - 1. The Company developed a new line of AI-integrated laptops capable of running generative AI directly on the device.
 - 2. A newly designed fan control algorithm dynamically adjusts fan speed in real time based on system load, maintaining optimal energy efficiency and acoustic performance at all times.
 - 3. Replaced traditional extruded aluminum heat dissipation components with high-strength graphite blocks. This change reduces weight by approximately 30% for the same volume and allows for flexible 3D surface designs, enabling more diversified structural forms.
 - 4. Patents for optical fiber connectors and optical fiber connector modules.
- 2022
 - 1. Developed a liquid metal thermal pad in combination with an enhanced thermal structure design to improve the heat dissipation rate of the CPU and GPU through optimized thermal mechanisms. The power design achieved a TPP of 300 watts, setting a benchmark in the industry.
 - 2. Applied laser engraving technology to expand thermal contact area, thereby enhancing overall heat dissipation performance.
- 2021
 - 1. Developed liquid metal sealing technology to improve thermal conductivity from the GPU or CPU to the heat pipe.
 - 2. Introduced a shared heat dissipation mechanism by overlapping specific sections of the GPU and CPU heat pipes, forming cross-linked heat pipes to enable shared thermal pathways.

4.1.1 Main Products

CLEVO has developed the following products and services:



Mainstream Laptop

From a strategic perspective on mainstream models, CLEVO aims to meet replacement purchase demand in mature and emerging markets and among government institutions, as well as the first time purchase needs of large enterprises, small and medium sized enterprises, and consumer or household markets in emerging markets. The Company continues to develop products equipped with Intel Raptor Lake-U Refresh (15W) processors (NL40/50/70AW and V64/65AW series), as well as AMD Lucienne U Refresh and Cezanne processors (NL40/50NUx series).

Features that meet the needs of all customer types



Commercial Laptop



In 2025, CLEVO's product planning continued to focus on lightweight designs combined with high performance batteries, and the Company introduced commercial laptops featuring H45 and U15 series processors based on Intel "Raptor Lake," "Raptor Lake Refresh," and "Meteor Lake" platforms, integrating Intel "PPM" (Processor Power Management), TPM 2.x, fingerprint recognition and facial recognition, spill resistant designs, and Microsoft "Secured-core PCs," while also meeting Intel EVO specifications and military grade standards (MIL-STD-810H).

Improved performance and stability for commercial users



Gaming Laptop



CLEVO has cultivated deep expertise in this field over many years, accumulating strong R&D capabilities and developing 15.6"/16"/17.3"/18" gaming laptop models, while the new X580/X560WNT flagship gaming laptops feature Intel Arrow Lake-HX Refresh processors and NVIDIA RTX-5090 graphics, incorporate a newly designed leak resistant thermal structure, further optimize the thermal module design to significantly reduce temperatures, and feature dynamic power adjustment for the CPU and GPU, providing players with a faster gaming experience when running next generation games.

Higher quality and power-optimized gaming experience

In 2025, CLEVO continued to expand its range of gaming laptop products, leveraging the advantages of Intel "Arrow Lake" and AMD "Fire Range," "Strix Point," and "Krackan" platforms, as well as the NVIDIA GeForce RTX 50 Series d GPUs (featuring the NVIDIA Blackwell architecture, fifth generation Tensor Cores, and fourth generation RT Cores), while AI enhanced gaming performance and intelligent thermal management became mainstream market trends, further expanding the gaming laptop market by delivering the ultimate high performance gaming experience.



Studio Laptop



CLEVO launched the new V540, V550 and V560 Studio laptops in 14", 15.3" and 16" models, combining high performance with energy efficiency. Featuring 16:10 aspect ratio displays in both 14" and 16" sizes, these laptops offer a more expansive visual workspace for enhanced user experience. The new V550/560TNx models, equipped with Intel Meteor Lake-H Core Ultra 7/5 processors, and the V540/550/560ENx/KNx models, powered by AMD Hawk Point, Strix Point, or Krackan processors along with NVIDIA RTX-5070 graphics, combine advanced GPU acceleration technologies with exclusive Studio drivers. This configuration significantly enhances application performance and system stability. With a slim and lightweight 19.9 mm chassis, these laptops enable content creation anytime, anywhere, making them the fastest laptops for creative and gaming applications. We introduced a new heat dissipation design that significantly lowers temperatures, increases the power output of the graphics card and processor, and effectively maintains quiet operation. We further incorporate Pantone certification (color calibration) to meet the needs of creative professionals.

Improve the performance and functionality of authoring applications



Energy-Saving, Long-Lasting, and Environmentally Friendly Laptop



While complying with environmental regulations across various countries, the L240JU, L340JU, and L260JU 14"/16" models incorporate sustainable material design. Over 7% of the total device weight consists of environmentally friendly post-consumer recycled (PCR) plastics and recyclable packaging materials. Additionally, the products are designed in accordance with the latest energy-saving standards to meet customer demands for long battery life. CLEVO has also developed battery swelling prevention technology and fast-charging capabilities, combining environmental responsibility with enhanced user satisfaction.

Energy efficiency focus and optimal energy management



AI Laptop



AI laptops are equipped with NPUs (Neural Processing Units), enabling on-device execution of generative AI tasks and offering strong development potential. CLEVO is proactively responding to the 2025 AI PC replacement trend by launching the L240JU, L260JU, and L340JU models equipped with the next generation Intel Panther Lake platform (integrated NPU+OpenVINO AI), as well as the V540KU, V550KU, and V560KU models equipped with the AMD Strix Point/Krackan platforms (integrated NPU+Ryzen AI SW).

The local system can execute generative AI tasks independently



Mini PC



CLEVO is actively expanding its Mini PC portfolio, launching the R100AU model equipped with Intel's next generation Raptor Lake Refresh platform, the R100KU model equipped with the AMD Hawk Point/Strix Point/Krackan platforms, and the R100GU model equipped with AMD's next generation Gorgon Point platform (integrated NPU+Ryzen AI SW), with a fingerprint sensor built into the power button, support for Windows Hello fingerprint recognition, and a design created specifically for powerful and efficient multitasking. Smart AI acceleration capabilities enable AI tasks to be performed efficiently on the device, such as enhanced visual effects, speech recognition, and real time translation. A quiet fan design is available, with a thermal design that enhances durability. To provide secure and high speed network connectivity, the chassis is equipped with dual LAN ports (2.5G/1G), delivering ideal performance in commercial applications that require a stable and efficient network environment.

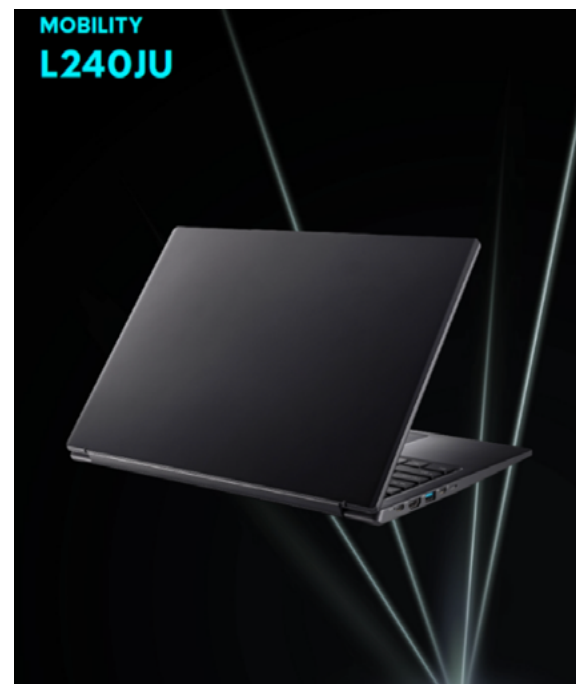
Ultra-thin, environmentally friendly chassis to meet diverse commercial Application Needs

4.1.2 Major R&D and Innovation Outcomes

Energy-Efficient AI PC R&D and Innovation

With the rapid growth of the AI PC market, CLEVO launched its newly developed AI PCs in 2025 – the Intel Panther Lake based L240/260JU/L340JU laptop models. This product series features next generation Intel Panther Lake processors and integrates advanced AI technologies to improve energy efficiency, delivering substantial performance gains while maintaining battery life and providing users with a faster, more energy efficient, and more secure AI PC experience.

1. Intel Panther Lake: A New Milestone in the AI PC Strategy, Panther Lake is Intel's next generation AI PC processor, manufactured using advanced 18A process technology. Compared with the previous generation of processors, overall performance has improved significantly, while power consumption has been reduced, enabling laptops to maintain strong energy efficiency during high performance computing.
2. Equipped with the Intel® Core™ Ultra 7 Processor 355 to enhance performance and battery life, this product series features four performance cores and four efficiency cores, with the system allocating computing workloads according to usage requirements, thereby improving computing performance while effectively reducing power consumption and extending battery life.
3. The memory supports LPDDR5x-6800, which helps reduce power consumption.
4. In office use scenarios, the Panther Lake processor can run AI applications offline through an NPU delivering 50 TOPS of AI computing performance, meaning that confidential corporate files do not need to be uploaded to the cloud for processing, thereby providing greater security.
5. The platform also integrates Intel DTT's Energy Performance Optimizer (EPO) AutoMode technology, allowing the processor to operate optimally under thermal and power constraints. Combined with AI and machine learning algorithms, the system can predict future workloads to dynamically optimize performance. This configuration enables low power consumption and extended battery life while maintaining high performance and improving overall energy efficiency.



R&D Innovation in Ultra-Thin OLED Design

In response to growing demand for mobile work and high performance applications, CLEVO developed the new V830AU in 2025, featuring a 13.3" OLED FHD display, a featherweight ultra-thin design weighing less than 900 g in its lightest configuration, sufficient battery life for use over multiple days, and a design that effortlessly delivers outstanding performance, enabling users to remain productive wherever they are.

At the same time, to address the potential risk of burn in on OLED displays, CLEVO has developed multiple burn in prevention mechanisms, including automated display features (such as pixel shifting, pixel refresh, and brightness adjustment), as well as usage practices that prevent static images from remaining on the screen for extended periods (such as reducing brightness, hiding the taskbar, moving windows frequently, using a black desktop background, and turning off the display promptly).

The OLED Care (OLED Display Protection) features provided by Control Center are described below:

1. Automatically hide the taskbar

The Windows taskbar (Taskbar) is the area most frequently displayed in a fixed position on the screen. Once automatic hiding is enabled, the taskbar temporarily disappears when not in use, allowing the pixels in that area to stop emitting light and helping reduce the risk of image retention caused by prolonged display.

2. Windows Taskbar transparency effect

Transparent or semitransparent effects allow the pixel colors in the taskbar area to change with the desktop background, preventing a single color (such as solid black or dark gray) from remaining fixed for an extended period. Although this is less effective than hiding the taskbar entirely, it can reduce the strain on the pixels.

3. Dark Mode

When an OLED display shows black, the corresponding pixels are turned off and do not emit light. Using Dark Mode allows most areas of the Windows interface to remain in a low power or inactive state, effectively extending the overall service life of the panel and conserving power.

4. Turn off the display

Setting the system to turn off the display automatically after a period of inactivity (for example, 2–5 minutes) allows the pixels to stop emitting light completely when the device is not in use, providing the most direct and effective protection for an OLED display.

5. Screen Saver

A screen saver uses moving images to prevent pixels from displaying the same color for an extended period.



2025 Sustainability Report

R&D Innovation in Dynamic RPM Fan Control

To enhance product comfort and stability in everyday business environments, CLEVO introduced “Dynamic RPM Fan Control and Low Load Noise Suppression Technology” on the L240LU/V540TNK platforms, using algorithm calibration and optimized control strategies to effectively reduce noise fluctuations and sudden changes in fan speed under low load conditions while meeting thermal management requirements, thereby enhancing the overall user experience.

This R&D innovation integrates the following key technologies:

1. Multifactor Closed Loop Algorithm Control: The system detects temperature, overall power consumption, and processor utilization in real time, and uses an algorithm to calculate the appropriate fan speed, enabling more precise and stable fan operation.
2. Dynamic Debounce Control: By controlling the response time for fan speed adjustments, this technology reduces sudden changes during fan speed transitions, making noise variations smoother and less noticeable to users.
3. RPM Feedback Control: Unlike conventional methods that control only the fan output ratio, this technology directly sets and maintains a target fan speed (Target RPM), enabling the system to maintain a stable low noise operating level of approximately 25 dB under low load conditions.

The benefits of this R&D innovation are as follows:

1. User Experience: When running general business applications (YouTube, Office), noise levels consistently remain below 25 dB.
2. Product Competitiveness: Improves the acoustic ratings of OEM products in the commercial laptop market.
3. Technical Assets: Establishes a standardized process for fine tuning fan speed parameters, accelerating acoustic calibration for subsequent models and reducing development time by approximately 15%.

R&D Innovation in Elevating Foldable Stand Design

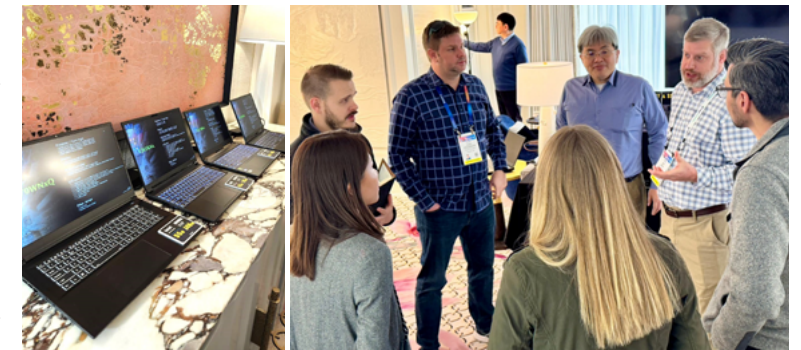
To enhance the thermal efficiency and user comfort of thin and lightweight models during mobile work and various usage scenarios, CLEVO introduced an elevating foldable stand (Foldable Stand) design on platforms such as the V255/NL55. This design increases the clearance beneath the chassis to provide more air intake space and optimize airflow circulation under the device, thereby reducing unnecessary high speed fan operation during general use, improving noise performance, and enhancing the overall user experience.

1. By detecting whether the stand is open or closed, the system automatically switches to the corresponding fan operating settings, and this function is enabled only in the Entertainment and Performance usage modes.
2. When the usage scenario is set to Entertainment or Performance and the foldable stand is open, the system control unit automatically switches to the fan control settings designed for the elevated position, without requiring additional user adjustments and regardless of the current manual fan mode.



Demonstrating Innovation Achievements

In early 2025, CLEVO participated in two overseas roadshow events, using physical product displays and customer interactions to present its annual product planning and marketing strategy, while engaging in in depth discussions regarding potential areas of collaboration and market opportunities, thereby further strengthening customer relationships and expanding business opportunities.



2025 CLEVO roadshow in Las Vegas, U.S.A.

From January 5 to January 9, 2025, CLEVO held its Americas product roadshow (CLEVO roadshow Las Vegas) at Bellagio in Las Vegas, United States, and presented its AI PC products concurrently with the Consumer Electronics Show (CES). Subsequently, from February 25 to February 26, CLEVO held its European roadshow (CLEVO roadshow Amsterdam) at W Amsterdam in the Netherlands, focusing on the performance of its high end gaming models and using the results of multiple mainstream performance benchmarks to demonstrate the competitive advantages of its products in processing and graphics performance, thereby strengthening customer confidence in CLEVO's high performance platform design capabilities.

In addition, from May 20 to May 22, concurrent with COMPUTEX TAIPEI 2025, CLEVO established an independent exhibition venue at Huashan 1914 Creative Park to present its complete product line and announce its product planning and design direction for 2026. During the exhibition, executives and distinguished guests from major partners including Intel, AMD, and NVIDIA visited the venue for discussions, further strengthening technical partnerships. Compared with previous years, CLEVO expanded the scale of its annual exhibition, comprehensively presenting the diverse applications of its products and fully demonstrating the Company's overall roadmap and long-term direction for future product design and technology development.



2025 CLEVO roadshow in Amsterdam, Europe

COMPUTEX TAIPEI
2025 in Taipei, Taiwan



2025 Sustainability Report

4.1.3 Green Product Design

CLEVO began incorporating post-consumer recycled (PCR) plastics into the design of new models developed since 2023. PCR materials are environmentally friendly plastics produced by collecting, sorting, and cleaning plastic products discarded by consumers and reprocessing them at recycling facilities.

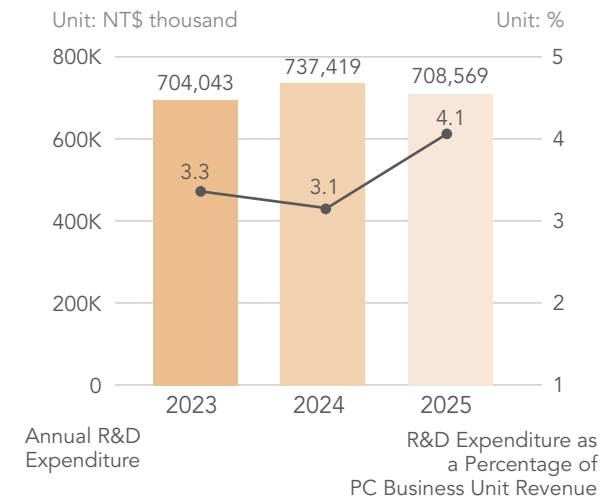
Currently, selected CLEVO laptop models use PCR plastics for the front bezel, speaker, keyboard keycaps, and outer frame. Since 2023, models manufactured by the Company have adopted PC+ABS materials for the front bezel, with 35% PCR content, accounting for approximately 3% to 5% of the total device weight. From 2024, additional components such as the keyboard frame (KB FRAME), speaker units (SPK), and keycaps have adopted varying proportions of PCR materials, raising the overall PCR content to more than 7% of the total product weight. In 2025, CLEVO continued its existing approach to incorporating PCR materials by using them in relevant components, maintaining their share at more than 7% of the total device weight.



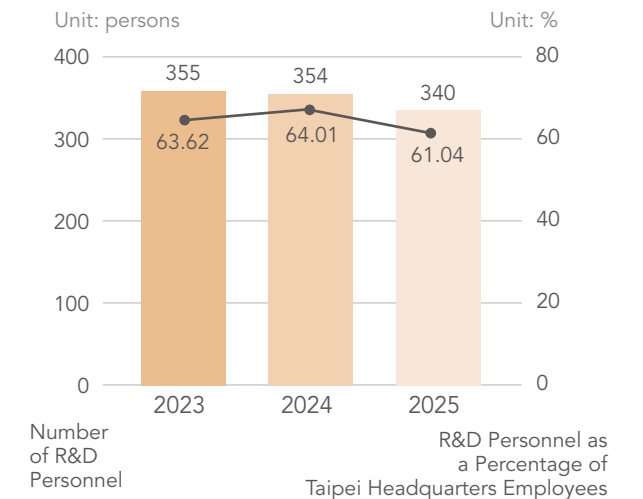
4.1.4 R&D Investment and Patent Layout

CLEVO remains committed to delivering an exceptional user experience and products that meet customer needs, with customer oriented development serving as the primary focus of product design. In response to sustainable development trends, product R&D continues to focus on high performance, low carbon emissions, recyclability, and reduced environmental impacts, integrating sustainability principles into the R&D process. Upholding a sustainable approach to R&D, CLEVO continues to invest R&D resources and recruit professional talent to strengthen its internal capacity for innovation. In 2025, CLEVO invested NT\$709 million in innovation and R&D, accounting for approximately 4.1% of the PC Business Unit's revenue, and the continued increase in R&D expenditure as a percentage of the PC Business Unit's revenue demonstrates that CLEVO is steadily strengthening the intensity of its R&D investment. In addition, the approval rate for the amounts claimed for R&D investment tax credits by product model has continued to increase in recent years, reflecting the gradual optimization of R&D resource allocation and investment effectiveness. With respect to the recruitment of R&D professionals, the proportion of R&D personnel decreased slightly compared with the previous year, reflecting adjustments to CLEVO's workforce allocation, while the overall R&D team remained stable. CLEVO is committed to investing in innovation and R&D, aiming to deliver outstanding products through market-driven solutions that align with the ongoing trends of sustainable operation and development.

CLEVO's R&D Investment Trend in Recent Years



CLEVO's R&D Personnel Trend in Recent Years



Intellectual Property Management

In the rapidly evolving technology industry, CLEVO regards intellectual property as an important foundation for corporate development and innovation, and has therefore established a comprehensive management system to effectively manage and protect its intellectual property rights. These policies not only cover the development and utilization of innovative technologies, but also include protective measures to ensure that the results of innovation are properly secured. CLEVO is committed to ensuring that every employee adheres to these guidelines in order to protect the Company's intellectual property rights, promote fair competition, and drive continuous innovation. Through institutionalized management and ongoing implementation, CLEVO seeks to consolidate its technological advantages and contribute positive momentum to the sound and long-term development of the industry.

2025 Intellectual Property Management Policy

- Effectively manage the Company's intellectual property to protect its interests and maintain its competitive advantage.
- Continuously create, maintain, and utilize the Company's intellectual property to preserve the flexibility of its operating model.
- Enhance employees' awareness of intellectual property protection to prevent and mitigate intellectual property risks.

In July 2021, CLEVO established the "Intellectual Property Management Task Force," comprising members from multiple departments and responsible for promoting the establishment and optimization of the intellectual property management system, thereby enhancing CLEVO's intellectual property protection capabilities and strengthening related risk controls. The Legal and Intellectual Property Division serves as the dedicated unit responsible for managing CLEVO's intellectual property affairs and ensuring the protection, maintenance, and utilization of its intellectual property.

To comply with the Taiwan Intellectual Property Management System (TIPS), CLEVO continues to review and revise its intellectual property management procedures. The Company first obtained TIPS Class A certification in 2023, subsequently applied for Class A recertification in August 2024, and completed the review in the same year, once again obtaining TIPS Class A certification. The certificate is valid from January 1, 2025, to December 31, 2026. TIPS Class A certification demonstrates that CLEVO has established institutionalized and implementable intellectual property management procedures covering the management and maintenance of R&D achievements, confidential information protection, and related risk control mechanisms, with their operational effectiveness confirmed through an independent third party audit.

2025 Sustainability Report

In addition, to cultivate and reinforce employees' awareness of intellectual property protection, CLEVO provides internal training for both personnel responsible for intellectual property management and all employees, promoting the concept of intellectual property protection through in-person classes or e-learning courses. This year, CLEVO conducted two intellectual property-related training courses, namely "Basic Concepts of Intellectual Property and Issues Related to Generative AI" and "Intellectual Property Rights and Confidential Information Management," with 100% of the employees who registered completing the post-training assessments, thereby confirming the effectiveness of the training.

To encourage internal innovation, CLEVO also continues to promote the patent and trademark management of its R&D achievements and publicly recognizes employees whose trademark proposals are approved, thereby strengthening the Company's R&D momentum and intellectual property portfolio.

Taiwan Intellectual Property Management System (TIPS) Certification

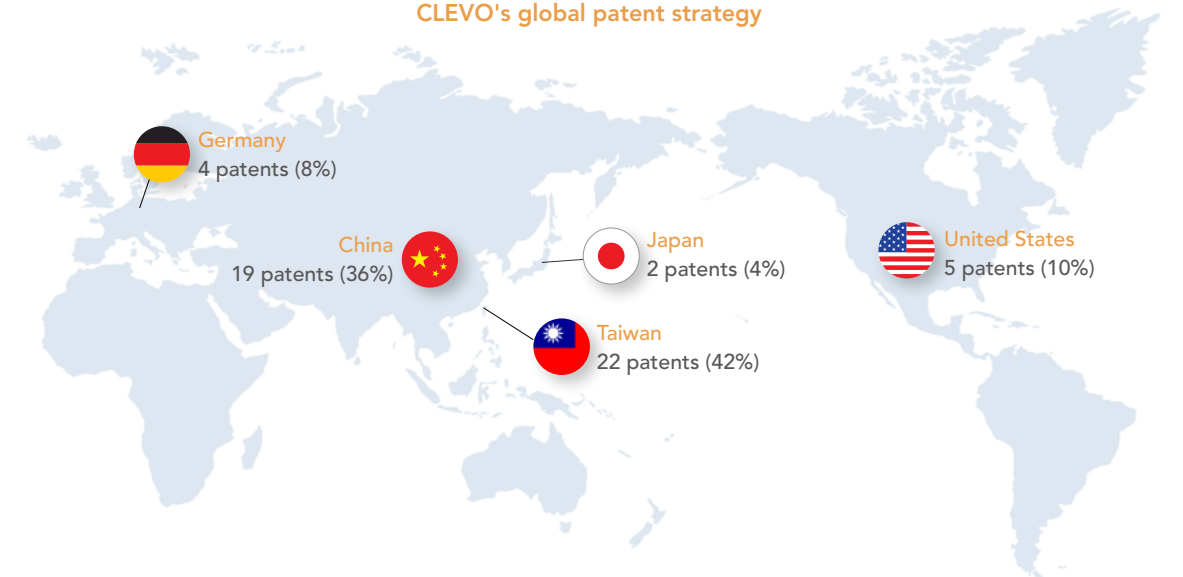


Application Process for Patent and Trademark

- STEP 1**
 - The applicant fills out the application and submits it to the Legal and Intellectual Property Division after the unit supervisor approves.
- STEP 2**
 - An external patent and trademark firm is appointed by the Legal and Intellectual Property Division to conduct a patent/trademark search.
- STEP 3**
 - If we have any doubts about the feasibility of the registration, we will discuss with the applicant how to modify and adjust the creative content and formulate countermeasures (including, but not limited to, requesting the proposer to modify the text or graphics of the applied trademark before reapplying).
- STEP 4**
 - Upon receiving a notice of review comments or an administrative disposition issued by the competent authority, the Legal and Intellectual Property Division informs the proposer of the review results and conducts further communication and discussion.
- STEP 5**
 - Inform the proposer after the preceding Legal and Intellectual Property Division receives the approval notice issued by the competent authority. The relevant operations, such as paying registration fees and obtaining certificates, are executed after the head of the Legal and Intellectual Property Division gives confirmation.
- STEP 6**
 - After the approval letter is delivered, the external patent and trademark office shall complete the registration fee payment and obtain the certificate within the official deadline.

CLEVO continues to regard its R&D achievements as an important foundation for sustainable operations and market competitiveness, and places great importance on protecting the intellectual property rights arising from these achievements. As of December 31, 2025, CLEVO had obtained a total of 52 patents across five countries, with seven additional patent applications pending; in addition, the Company had registered 282 trademarks, with two trademark applications pending. Looking ahead, CLEVO will continue to strengthen its global patent and trademark portfolio to protect the innovative achievements of its R&D personnel, while enhancing the Company's overall market competitiveness and supporting its long-term sustainable operations.

CLEVO's global patent strategy



4.2 Supply Chain Management

Material topic: Supply Chain Management



Explanation of Impacts

- Supply chain management is an issue that every enterprise must address in light of the global sustainable trend and laws. Good supply chain management can help businesses reduce their carbon footprint and increase consumer trust and brand loyalty. In contrast, as environmental and human rights laws and regulations in various countries tighten each year, failing to conduct due diligence on suppliers will increase the reputational risk for enterprises due to supply chain management failures and may indirectly lead to human rights violations or environmental damage.



Policy Commitments

- Continue to monitor the new suppliers' sustainable policy conditions and work with suppliers to build CLEVO's sustainable value chain.
- Develop supplier management specifications and screening criteria to thoroughly examine suppliers' capabilities, such as delivery quality and delivery schedule, to reduce CLEVO's operational risks and increase market competitiveness.
- To ensure that CLEVO's products do not have a negative impact on the environment and comply with customer expectations as well as domestic and international regulations. CLEVO requires its suppliers to prohibit the use of hazardous substances or substances that are internationally banned. The Company will also continue to pay close attention to the requirements and regulations of such hazardous substances to fulfill its social responsibility to the Earth.
- CLEVO is committed to not using hazardous substances, not violating labor policies, and not engaging with suppliers that infringe on human rights. The Company conducts strict audits of its annual trading suppliers to prevent the occurrence of such issues.



Goals

Taipei Headquarters:

Supplier quality management is continuously verified based on annual evaluation scores covering quality and service performance.

- Short-term (2026): Achieve a supplier evaluation score of 75 points ^{Note}
- Mid-term (2028): Achieve a supplier evaluation score of 85 points
- Long-term (2030): Achieve a supplier evaluation score of 95 points

Note: The supplier evaluation score refers to the total score of each individual supplier.

Kapok Computer (Kunshan):

Supplier quality management is continuously verified based on annual evaluation scores covering quality and service performance.

- Short term (2026): Achieve a supplier evaluation score of 80 points ^{Note}
- Mid-term (2028): Achieve a supplier evaluation score of 85 points
- Long term (2030): Achieve a supplier evaluation score of 95 points

Note: The supplier evaluation score refers to the total score of each individual supplier.

Material topic: Supply Chain Management



Responsible Unit

- Taipei Headquarters:** Electronic Procurement Division, Mechanical Resource Development Division
- Kapok Computer (Kunshan):** Supplier Quality Management Department



Resources Invested

- Establish a cross-organizational dedicated unit to execute annual audits, evaluations, risk assessments, and follow-up improvements for supply chain manufacturers.
- Establish audit fee budget.



Grievance System

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Action Plans

- Use conflict mineral material number identification to determine whether the metals purchased each year come from conflict mineral-producing regions.
- Annual evaluations are conducted for all suppliers, and each supplier complies with the requirements set forth in CLEVO's supplier contract.



Evaluation Mechanism

Taipei Headquarters:

- Disclose the annual supplier audit results in the sustainability report, review the annual compliance rate, check the implementation status, and conduct due diligence for the responsible supply chain.

Kapok Computer (Kunshan):

- In 2025, there were no violations of regulations, and no adverse incidents occurred within the supply chain.

CLEVO continues to recognize the impact of supply chain stability on product manufacturing and delivery, and is committed to establishing long-term relationships of mutual trust with its suppliers to mitigate operational risks and ensure smooth production. Through its established supplier management policies, CLEVO maintains effective communication with its suppliers and continues to require their compliance with the Company's standards for service quality, delivery schedules, environmental protection, and human rights, thereby jointly strengthening operational resilience and sustainable competitiveness.

4.2.1 CLEVO Value Chain

CLEVO primarily operates at the downstream end of the value chain by selling products to brand companies or regional distributors, and integrates resources and capabilities across the upstream, midstream, and downstream segments of the notebook computer industry value chain to maximize overall operating efficiency. The value chain of the notebook computer industry includes passive component, chipset, graphics processor, memory module, central processing unit, and parts suppliers in the upstream; case, keyboard, power supply, display, and lens suppliers in the midstream; and system designers, manufacturers, and sellers in the downstream.

CLEVO is primarily engaged in the manufacture and sale of notebook computers, with its business scope encompassing the R&D, design, and manufacture of portable computers and related products, as well as B2B and after sales services, and its principal product offerings spanning seven major categories of notebook computers. In recent years, CLEVO has continued to cultivate niche markets and, benefiting from growth in the gaming market, has established competitive advantages through flexible production and customized product strategies. This has driven steady growth in operating performance and has continued to earn global market recognition and numerous accolades.

CLEVO Value Chain Diagram



4.2.2 Supplier Evaluation and Management Approach

CLEVO continues to regard its suppliers as important partners and aims to build long-term and stable cooperative relationships with them, working together toward sustainable development goals. CLEVO places strong emphasis on the selection of new suppliers and the management and evaluation of existing suppliers, and all new suppliers must meet CLEVO's relevant standards to qualify as approved suppliers. Qualified new suppliers are required to sign the social and environmental declarations specified by CLEVO, including: the REACH SVHC Substance Survey, Chemical Substance Guarantee Letter, and Environmental Declaration, and, depending on the nature of the supplier, may also be required to sign additional documents such as the Conflict Minerals Declaration, Red Phosphorus Declaration, and PAHs Declaration. In 2025, CLEVO engaged 10 new suppliers, all of whom were screened based on environmental and social standards.

CLEVO conducts monthly comprehensive evaluations of its suppliers based on material quality, timeliness of issue resolution, and the effectiveness of corrective actions. Suppliers are then categorized into four tiers: A, B, C, and D. In the event of a material abnormality, CLEVO immediately notifies the supplier and requires a short-term corrective response within 24 hours, followed by a formal corrective action report within three days. This mechanism enables CLEVO to manage quality risks in real time, enhance supply chain responsiveness, and strengthen continuous improvement capabilities.

Based on the results of supplier evaluations, CLEVO provides varying levels of support and guidance. For suppliers rated C or D, the Company initiates targeted improvement mechanisms, including quality review meetings (such as weekly sessions or monthly quality review meetings), and may conduct irregular on-site process audits to ensure continuous quality improvement. If a supplier fails to meet CLEVO's standards or expectations after receiving guidance, and such deficiencies pose risks to production or CLEVO's reputation, a performance downgrade report will be issued. In such cases, CLEVO may terminate the partnership to safeguard the overall quality and risk management standards of its supply chain.

Supplier Quality Issue Management and Score

A: Quality 100 points * 80%			B: Service 100 points * 20%		Total score (A+B)	Evaluation Class
IQC feed batch return rate (50%)	Abnormal production line (30%)	Number of customer complaints concerning defects (20%)	Improvement report responses (80%)	Quality service (20%)	≥ 90	A Grade
					≥ 80	B Grade
					≥ 70	C Grade
					≥ 60	D Grade

Every January, CLEVO conducts a comprehensive evaluation of each supplier based on the previous year's performance, including quality, delivery, and technical process capabilities. These evaluations serve as the basis for supplier management.

Supplier Quality Management Table

Evaluation Item	Evaluation Content	Weighting (%)
Quality	Quality management system and execution (defect correction and improvement management)	10
	Batch rejection rate (IQC inspection records)	10
	Production line issues (IPQC inspection records)	10
	Customer complaint issues (customer satisfaction and complaint handling)	10
	5S implementation at the factory	10
Delivery	Planned production capacity and execution	10
	On-time delivery rate	10
	Production and delivery schedule follow-up and coordination management	10
	Logistics, warehousing, and transportation management capabilities	5
Technical Process	Capability in new technology development, design, and production	5
	Use of automated equipment	5
	Process innovation capability	5
Total Scores		100

4.2.3 Conflict Minerals

As global attention to human rights issues continues to grow, conflict minerals have become a critical consideration in CLEVO's procurement practices. Conflict minerals refer to metals and minerals sourced from environments associated with human rights abuses and armed conflict, including the 3TG raw materials commonly used in the electronics industry: tungsten, tin, tantalum, and gold. These minerals are primarily sourced from regions such as the Democratic Republic of the Congo (DRC), where mineral resources have long been controlled by illegal armed groups, giving rise to risks of human rights abuses such as forced labor and child labor, which continue to draw international attention.

CLEVO recognizes the human rights issues and related risks associated with conflict minerals and has designated conflict minerals as prohibited raw materials in its procurement policy to prevent indirect contributions to social and human rights violations during the product manufacturing process. CLEVO is committed to not using minerals sourced from mining areas in the eastern DRC or surrounding regions associated with human rights concerns, and has continued to conduct conflict minerals due diligence since 2022, incorporating the relevant requirements into its internal management practices. CLEVO expects its suppliers to comply with requirements concerning the avoidance of conflict minerals and to provide information on the sources of their 3TG metal part numbers, ensuring that CLEVO products do not contain raw materials sourced from conflict affected areas.

In 2025, CLEVO conducted conflict minerals due diligence on 116 suppliers with purchase records within the past two years. Suppliers were required to submit the Conflict Minerals Reporting Template (CMRT) and trace the smelter locations of the sourced minerals. In 2025, CLEVO did not use any raw materials originated from conflict-affected regions. In the future, CLEVO will continue to conduct conflict minerals due diligence and enhance its sustainable supply chain management mechanisms to reduce the potential risk of human rights violations within the supply chain.

4.2.4 Local Procurement

Amid the continued advancement of global carbon reduction and sustainable development trends, CLEVO remains attentive to greenhouse gas emissions generated by supply chain transportation and actively promotes its local procurement strategy. Selecting local suppliers not only effectively reduces carbon emissions associated with the transportation of raw materials, but also helps mitigate the risk of accidents and cargo damage during long distance transportation.

In 2025, the local procurement^{Note} rate for product raw materials was 0.23% at the Taipei headquarters and 67.43% at Kapok Computer (Kunshan). For the Group as a whole, the overall local procurement rate reached 33.80%. CLEVO will continue to consider the geographic locations of its suppliers and enhance its supply chain management to reduce greenhouse gas emissions generated during transportation.

Note: Local suppliers for the Taipei headquarters are defined as those whose shipping origin is Taiwan. For Kapok Computer (Kunshan), local suppliers are defined as those whose shipping origin is in China. Local procurement statistics are based on the purchase amount of mechanical and electronic materials.

4.3 Responsible Production

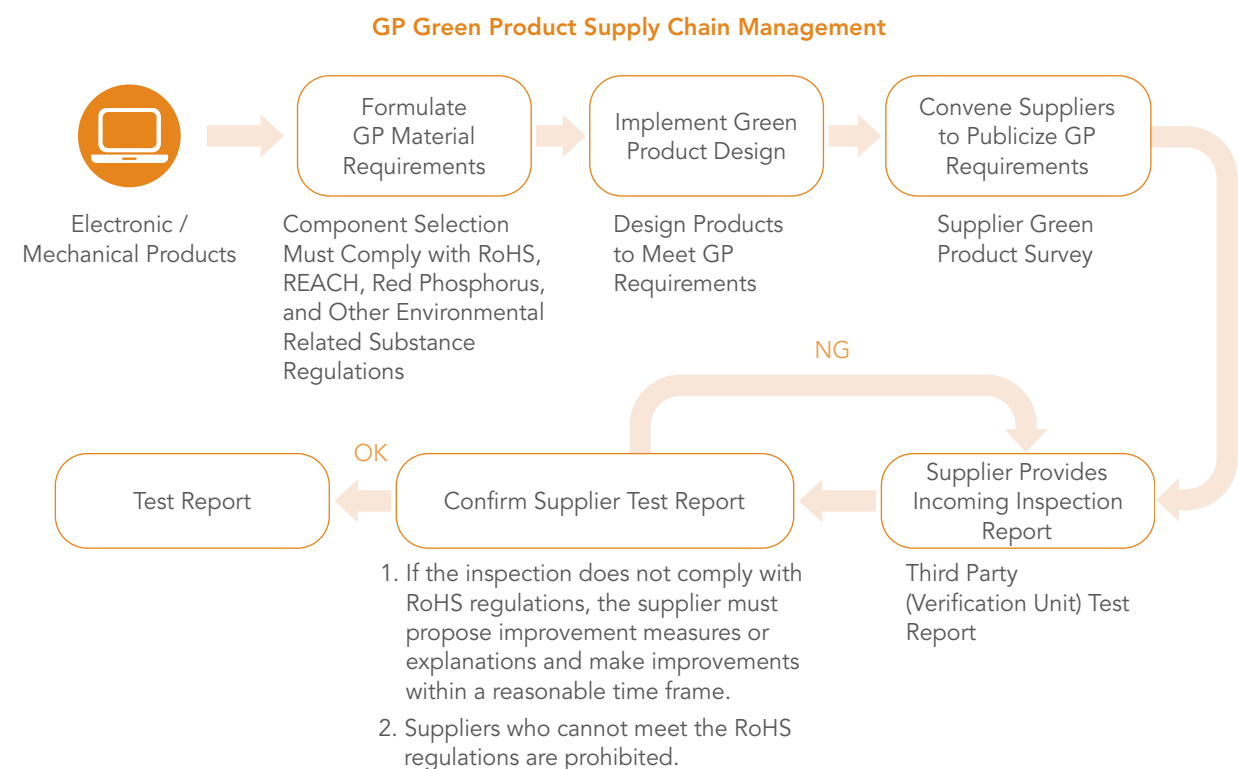
4.3.1 Green Purchase

To meet growing consumer and customer preferences for environmentally friendly products, as well as increasingly stringent environmental and product regulations across various regions, CLEVO has proactively adjusted its raw material procurement strategy to ensure that materials used in new products are safe and compliant with both international and national standards. To guarantee that all raw materials meet global environmental requirements, CLEVO has established the GP (Green Product) Operational Management Procedure. This policy requires suppliers to avoid the use of hazardous substances and any materials that are internationally restricted or prohibited, ensuring that CLEVO's products fully comply with customer expectations.

CLEVO's environmental compliance is aligned with key international directives, including the EU Restriction of Hazardous Substances (RoHS) Directive, the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulation, and the Waste Electrical and Electronic Equipment (WEEE) Directive, and the Company introduced China Environmental Labeling Product Certification in June 2025. In addition, CLEVO avoids the use of conflict minerals. For more details, please refer to Section 4.2.3.

CLEVO requires its partners to sign documents such as the REACH SVHC Substance Declaration, the Chemical Substance Guarantee Statement, and the Environmental Declaration. Suppliers must also provide chemical substance analysis reports issued by third-party verification bodies or qualified laboratories to ensure that the raw materials and components procured by CLEVO are free from hazardous substances. This supports the development and production of green products while minimizing potential environmental and health impacts associated with harmful substances. In 2025, there were no incidents involving violations of applicable health and safety regulations related to CLEVO's products or services.

To monitor suppliers' implementation of environmental management practices, CLEVO requires suppliers to provide ISO 14001 Environmental Management System certification and conducts green manufacturing factory evaluation. The evaluation procedures and requirements for green products and green factories are as follows:



Evaluation Item for Green Product

Directive or Regulation	Evaluation Stage	CLEVO Product Compliance Status
EU RoHS	Production Manufacturing	All raw materials procured by CLEVO are subject to 100% compliance verification and control at the time of inbound registration, in accordance with the GP (Green Product) Management Procedure. Materials that do not meet compliance requirements will not be approved for procurement.
REACH		
PFOA		
PFOS		
WEEE		
China Environmental Labeling Product Certification		

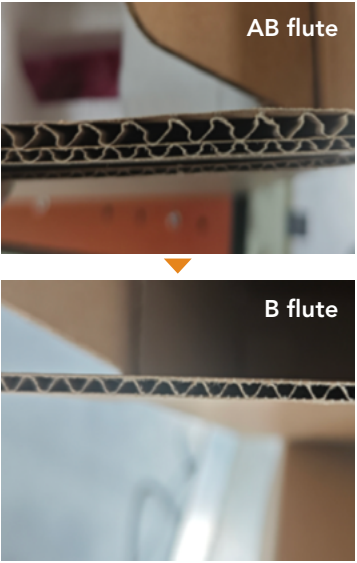
Evaluation Item for Green Factory

Confirm Supplier ISO 14001 Environmental Management System Certification	
Suppliers are inspected for implementation and adherence to the environmental management system	1. Confirmation of the management organization and execution system
	2. Commitment from the senior management
	3. Environmental strategies, goals, policies, and action plans
	4. Compliance with environmental protection laws
	5. Elimination of hazardous substances in production procedures
	6. External reporting on environmental performance and activities
	7. Environmental protection education for employees

4.3.2 Carbon Reduction in Logistics

Supply chain decarbonization is a critical component of achieving corporate carbon reduction targets. To reduce carbon emissions from product transportation, CLEVO optimizes packaging design and proactively consolidates shipments to improve the efficiency of each ocean shipment, thereby reducing direct emissions caused by frequent transportation. For 17" notebook computers, the inner carton was changed from an AB flute design to a B flute design, effectively reducing packaging material use while maintaining the required level of product protection. This change conserved packaging materials, reduced environmental impacts, and lowered packaging costs.

In addition, following the redesign of the product packaging, the reduction in packaging volume and improvement in stacking efficiency enable the 1-in-1 packing configuration for 14" notebook computers to increase shipment volume per load by approximately 7% compared with the original packaging design, while the 4-in-1 packing configuration can increase shipment volume per load by approximately 17%. Through packaging optimization and improved logistics efficiency, CLEVO can effectively reduce the number of shipments, thereby lowering overall carbon emissions and energy consumption across the value chain, while demonstrating tangible results in advancing supply chain decarbonization and environmental sustainability.



Inner carton changed from AB flute to B flute

4.3.3 Improved Energy Efficiency in Consumer Use

As the impacts of climate change continue to intensify, consumer awareness of and willingness to purchase environmentally friendly products have also increased year by year. In response to market expectations, CLEVO continues to integrate environmental protection and energy conservation principles into product R&D and design, conducting in depth analyses of product energy consumption under various usage scenarios, and striving to reduce energy consumption during operation, standby, and shutdown while maintaining both energy efficiency and user experience.

In 2025, three CLEVO notebook computer products received the China Energy Conservation Certification, and all models met the U.S. ENERGY STAR 9.0 and EU ErP Directive. This represents an important achievement and a tangible demonstration of CLEVO's ongoing commitment to energy conservation. CLEVO continues to place "Enhancing Energy Efficiency" and "Providing the Best User Experience" at the core of its product design philosophy, enabling consumers not only to enjoy an exceptional user experience when using CLEVO products, but also to choose products that are more environmentally friendly.



China Energy Conservation Certification



4.3.4 Reduction of Resource Waste from End-of-Life Products

CLEVO continues to uphold an environmentally friendly product design philosophy by addressing environmental considerations at the design stage, adopting modular designs that use a single material, and optimizing component structures for easy disassembly and recycling, thereby facilitating product disassembly, sorting, and reuse during the recycling process and integrating circular economy principles into product design and R&D to reduce waste generated throughout the product life cycle.

At the same time, CLEVO follows an integrated product and packaging design approach, continuously reviewing and adjusting packaging structures to reduce the variety of materials used and design complexity, thereby increasing willingness to recycle and improving recycling efficiency at the end of product life while meeting product transportation and protection requirements. To continue reducing plastic use and carbon emissions from packaging, CLEVO has gradually reduced the use of EPE cushioning materials and PE plastic packaging, replacing them with recyclable or reusable materials such as folded paper structures and nonwoven fabrics, while continuing to incorporate handle designs made from biodegradable materials, thereby reducing the time and resources required for disassembly during recycling and putting its green packaging and sustainable design goals into practice.

Five Key Practices in Product Design



4.4 Customer Relationship Management

Material Topic: Customer Relationship Management



Explanation of Impacts

- Customer relationship management is an important aspect of sustainable business operations, and effective customer relationship management and timely responses can enhance a business's brand image in the eyes of its customers, while also demonstrating CLEVO's sincerity and efficiency in resolving issues. In contrast, ignoring customers' needs may harm the business's reputation and long-term operations.
- CLEVO is confident that its core goal of improving product and service quality will allow the business to maintain market competitiveness and gain a foothold in the increasingly competitive consumer electronics market.



Policy Commitments

- CLEVO has well-defined "Customer Service Management," "Nonconforming Product Control," and customer grievance handling procedures in place to ensure standardized services to customers.
- The Customer Service Division and Customer Quality Service (CQS), R&D, and sales teams jointly devise responses to consumers' needs.
- Build a positive market image to enhance customer loyalty and satisfaction, thereby strengthening business performance and competitiveness.
- CLEVO is committed to taking every customer's feedback seriously and ensures that all customer complaints are addressed within the specified time frame, with appropriate solutions and corrective actions provided.

The Company responds to all customer complaints and provides resolution plans within the required time each year.



Goals

Taipei Headquarters:

- Short-term (2026): Overall customer satisfaction score of 85 points; Return Merchandise Authorization (RMA) rate of 1.1%
- Mid-term (2028): Overall customer satisfaction score of 90
- Long-term (2030): Overall customer satisfaction score of 91

Kapok Computer (Kunshan):

- Short-term (2026): Overall customer satisfaction score of 85; Return Merchandise Authorization (RMA) rate at 1.1%
- Mid-term (2028): Overall customer satisfaction score of 90
- Long-term (2030): Overall customer satisfaction score of 95



Responsible Unit

- Taipei Headquarters:** Customer Service Division, Planning Support Division
- Kapok Computer (Kunshan):** Customer Complaint Management Department

Material Topic: Customer Relationship Management



Resources Invested

- Annual Customer Satisfaction Survey
- Customer Complaint Handling Team



Grievance System

- **Tel:** 886-2-22789696
- **E-mail:** marketing@clevo.com.tw



Action Plans

- Use online conferences and exhibitions to develop foreign clients and maintain customer relationships.
- Conduct customer satisfaction surveys twice yearly, and respond to customer complaints within the deadline.



Evaluation Mechanism

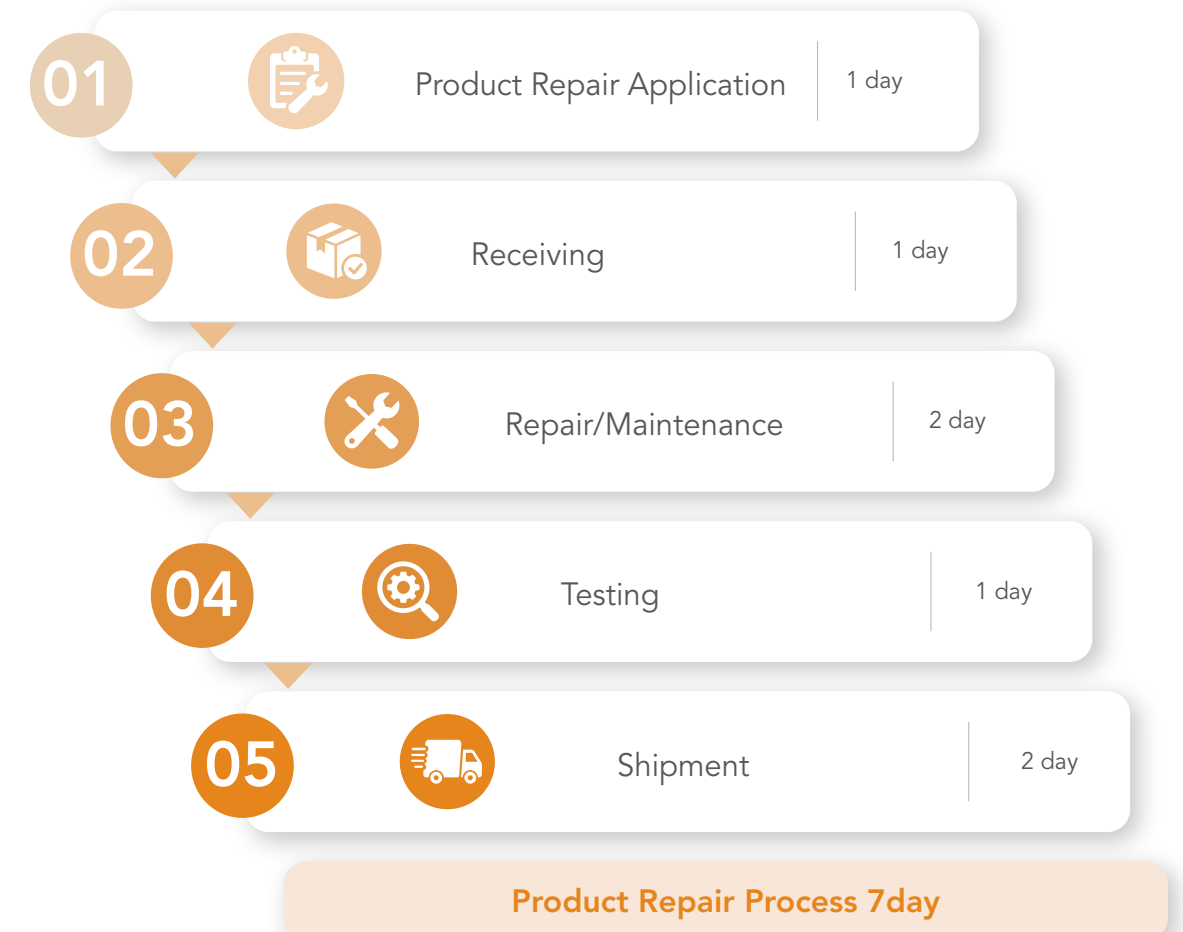
- **Taipei Headquarters:** In 2025, the overall customer satisfaction score reached 85, and the Return Merchandise Authorization (RMA) rate was 0.92%, meeting the targets set for the year.
- **Kapok Computer (Kunshan):** In 2025, the overall customer satisfaction score reached 85.1, the Return Merchandise Authorization (RMA) rate decreased to 1.19%, meeting expectations, and achieving the 2025 performance goals.

CLEVO continues to regard customer feedback and suggestions as an important basis for improving service and product quality, and is committed to refining its service processes to respond to customer needs and expectations. CLEVO has established dedicated customer service units at both the Taipei headquarters and Kapok Computer (Kunshan), providing real time support and repair services to help customers promptly resolve issues encountered during product use and ensure a positive user experience.

In addition, CLEVO follows standard operating procedures such as "Customer Service Management" and the "Nonconforming Product Control Procedure" to ensure that employees properly handle customer feedback and quality related issues in accordance with established mechanisms, and systematically retain relevant records as a reference for subsequent product and service improvements. CLEVO places great importance on establishing long-term, stable relationships of trust with its customers. Looking ahead, the Company will continue to enhance customer service quality and product performance to improve customer satisfaction and brand value, providing an important foundation for long-term business operations and sustainable development.

CLEVO's Customer Quality Service (CQS) continues to regard customer relationship management and regular customer follow ups as important responsibilities. Customers are CLEVO's most valuable asset, and strong customer relationships are critical to stable business growth. For customers in China, the responsible unit at Kapok Computer (Kunshan) continues to understand customer needs and feedback through telephone calls, instant messaging software, and visits to customer premises, and promptly provides appropriate solutions. For customers outside China, customer relationship management is handled by the sales team and Field Application Engineers (FAE) at the Taipei headquarters. The sales team and FAE collect customer feedback and respond promptly to customer needs through Skype, Line, social media, and regular customer visits, thereby improving customer satisfaction and continuously strengthening customer trust in CLEVO.

CLEVO Product Repair Process



4.4.1 Customer Satisfaction Survey

Through an institutionalized customer feedback mechanism, CLEVO continuously monitors market needs and customers' user experiences as an important basis for improving its products and services. The customer service unit regularly conducts customer satisfaction surveys, systematically collecting, compiling, and analyzing customer feedback on product quality, service processes, and user experience. The results serve as a reference for quantitative KPI indicators related to customer service and product design, supporting internal management and the planning of improvement initiatives.

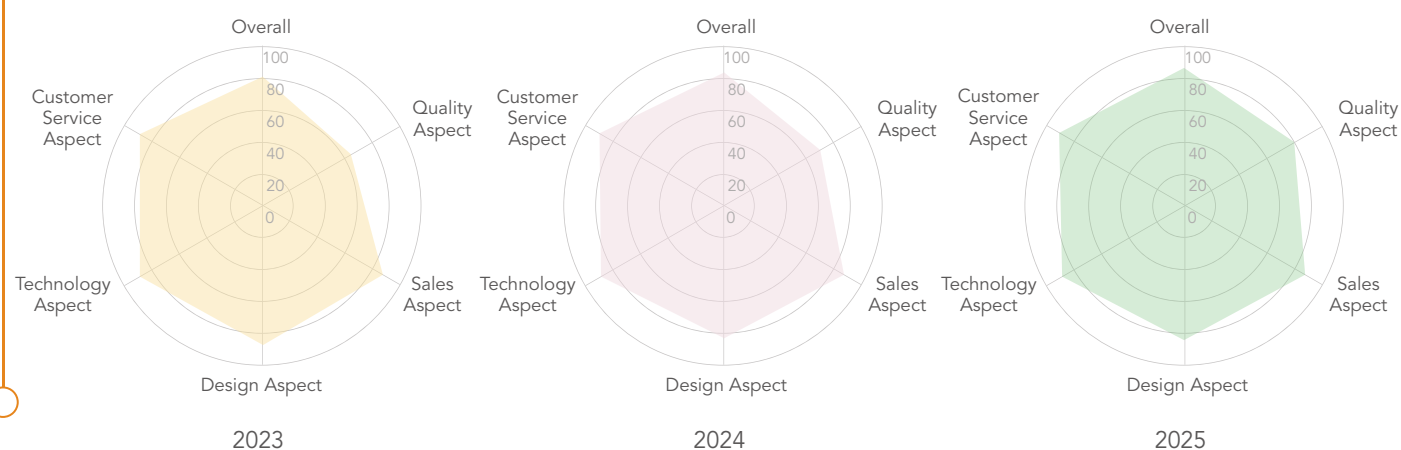
The customer satisfaction survey covers five key dimensions: "Sales," "Quality," "Technology," "Customer Service," and "Design," enabling a comprehensive assessment of product and service performance. The survey results are provided to the R&D and manufacturing departments for consideration in product design adjustments and process optimization, enabling the Company to continue responding to customer expectations and enhance overall product competitiveness.

In 2025, CLEVO achieved an overall customer satisfaction survey score of 85 points, representing a continued improvement from the previous year and successfully meeting the established annual target. Compared with 2024, the score for the Quality dimension increased significantly by 14% and has shown an upward trend for three consecutive years, indicating strong customer recognition of CLEVO's improvements in product quality. This achievement also reflects the continued efforts and commitment of CLEVO's R&D, manufacturing, quality assurance, and other relevant units. Looking ahead, CLEVO will continue to strengthen product quality and service standards, with the goal of deepening long-term customer relationships and steadily driving continued business growth.

Customer Satisfaction Survey Results Over the Past Three Years

Year	Overall	Quality	Sales	Design	Technology	Customer service
2023	81.7	63.7	83.4	86.9	85.9	88.7
2024	82.5	70.2	85.5	81.4	86.8	89.1
2025	85.1	80.1	85.4	82.1	87.3	90.3

Historical Customer Satisfaction Scores – CLEVO



4.4.2 Customer Complaint Analysis and Feedback

Through its customer complaint management system, CLEVO effectively consolidates and manages customer feedback, while the Customer Quality Service (CQS) unit conducts annual customer satisfaction surveys to promptly gather feedback on product quality and satisfaction with complaint handling. After each survey is completed, the results are analyzed and corresponding improvement plans are developed as a basis for the continuous enhancement of product quality and service processes, ensuring that products continue to meet user needs over the long term.

In response to customer feedback, Field Application Engineers (FAE) serving as sales contacts proactively reach out to customers in a timely manner, provide professional and prompt product technical consultation services, and relay relevant feedback to internal units as a reference for subsequent improvements. For more complex issues or those requiring coordination across departments, dedicated project teams are established to conduct investigations and take appropriate action, ensuring that the issues are effectively resolved. At the same time, CLEVO continues to increase the frequency of communication between regional sales teams and customers, provide updated product information, enhance the quality and efficiency of Return Merchandise Authorization (RMA) repair services, and ensure that inspections, repairs, and returns are completed within the specified number of working days, thereby continuously improving the overall customer service experience.

In 2025, CLEVO successfully achieved the RMA rate improvement target set in 2024. Looking ahead, CLEVO will continue to optimize its service processes and quality management mechanisms to enhance customer satisfaction and steadily advance toward its annual service performance targets.

