



With the mission of "Reliable partners for sustainable development," the SDG Group aims to create 100+ ESG companies. It expects to create a blueprint with the vision of an "SDG industry value network." Establishing SDG SHARE+ APP and integrating all of our SDG partners. Through the SDG member points mechanism, we enhance the operational efficiency of our business partners and create a positive cycle.

Customer Relationship Management

In addition to the biennial customer satisfaction survey, MEAN WELL provides fast and timely services daily through E-mail, telephone contact, visits, video conferencing and the CRM (Customer Relationship Management) online system. Every year, we also regularly participate in important international exhibitions around the world, hold dealer conferences, partner day meetings, technical seminars, new product release meetings, etc. to increase opportunities for communication and communication with customers.

In order to practice localized services, in recent years, in addition to continuously improving the services of the group, European and American branches, and more than 245 dealer partners around the world, MEAN WELL has increased investment in overseas markets in recent years, setting up factories in the Philippines and India. Malaysia, Singapore, India Set up branches; Russia and South Korea set up resident offices. Japan has resident representatives to provide products and services that comply with local laws and regulations in local languages and cultures.



**February 2022 Taiwan
Distributor Meeting**



**September 2022 New Product and Technology
Presentation and Expo**



Customer Satisfaction Survey

Continuously innovating and improving, providing the best P (Product), Q (Quality), C (Cost), D (Delivery), S (Service), R (Relationship), to be a power partner permanently trusted by customers, and always It is the management policy that MEAN WELL adheres to, and also the competitiveness of MEAN WELL' s continuous growth. MEAN WELL conducts customer satisfaction surveys every few years, including dealers and direct customers. The survey lasts for one month. After the survey is over, a review meeting will be held and relevant units will be required to improve immediately, and feedback the survey results to customers. The power of continuous improvement and refinement.

For the survey in 2021, the selected subjects are the top 20% of MEAN WELL' s global customers with transaction value. It was conducted in the form of an online questionnaires. A total of 448 questionnaires were sent out, and 382 questionnaires were returned, with a recovery rate of 85%. The results of the customer satisfaction survey are as follows. (full score 5 points)

Year	Product acceptance	Product quality	Product reliability	Price	Delivery time	On time delivery	Communication skills	Service attitude	Service speed	Technical support	After-sales service	Total
2019	4.39	4.41	4.51	3.8	3.97	4.33	4.55	4.56	4.43	4.28	4.08	4.3
2021	4.46	4.45	4.51	3.78	3.6	4.04	4.58	4.57	4.46	4.29	4.14	4.26



Social welfare

- Taiwan: Charity concerts, I love Tamsui River, tree planting, mountain cleaning, blood donation, walking, donations to charity organizations, replacement of LED lights in kindergartens
- Guangzhou: blood donation, tree planting, respecting the elderly and poverty alleviation, student donations...
- Suzhou: Condolences at nursing homes, tree planting, blood donation
- Europe: Myra G-Hockey Para Hockey Event, Caregiver Wishing Tree
- United States: tree planting, walking charity sale, Thanksgiving food distribution

Group Public Welfare Activities

MEAN WELL Group devotes resources to care for the society in line with the principle of taking from society and using it for society, gathering resources from all over the world, blossoming everywhere, and investing in public welfare care activities one after another. The main axis is humanities, environmental protection, and charity. Every year, the strength of the Group and partners is gathered to organize various public welfare activities, such as the I love Tamsui River events, public welfare concerts, blood donations, tree planting, mountain cleaning, respect for the elderly and donating to the poor, dragon boat games, hockey, walking, love wishing tree, Thanksgiving food distribution and other activities. As a platform, MEAN WELL Group gathers the power of all people to care for the people around you and me.

Year	2022				
Region	Taiwan	Guangzhou	Suzhou	Netherlands	U.S.A.
Activities	2	1	2	1	2
Number of participants	Tamsui River -3,767 people Concert -2,500 people	Mid-Autumn Festival care-5 people	Mid-Autumn Festival care -5 people Public welfare badminton match -40 people	Dragon Boat race - 500 people	Lake Elizabeth-Community Park Environmental Cleanup - 20 people Sacred Heart Service organization Thanksgiving volunteer activities - 10 people
Activity expenses (including donations)	NT\$5,686,746	RMB 0.23 million	RMB 21,500	€ 9,000	US\$49,000

Note: Only data about the Taiwan factory, Guangzhou factory, Suzhou factory, Holland and California are disclosed, but there is no information about Bangalore, India