

## 2.4 Best Customer Service

### 2.4.1 Customer Relations

Catcher is recognized as a leading brand in providing comprehensive mechanical component solutions to world-renowned customers in the international electronics industry. By leveraging diversified materials, comprehensive processes, innovative design capabilities, advanced process technologies, full vertical integration, industry-leading automation, and competitive cost advantages, the Company effectively anticipates customer needs and product development trends. This enables Catcher to consistently deliver products and results that meet or exceed customer expectations. In 2025, the Company actively expanded into new markets and pursued new customers, further demonstrating its operational strengths as a leading manufacturer in the industry.

To ensure the highest quality and service standards, Catcher has obtained multiple international certifications, including ISO 9001 Quality Management System, AS 9100 Aerospace Quality Management System, IATF 16949 Automotive Quality Management System, and ISO 13485 Medical Device Quality Management System. The Company also complies with relevant regulations and international standards such as RoHS and UL labeling, thereby safeguarding customer health and safety, privacy, and product information integrity. Each year, Catcher establishes key performance indicators in line with quality standards and customer requirements, while conducting regular management review meetings to ensure that manufacturing, administration, business units, and other departments fully implement and uphold quality commitments.



### Customer Rights Policy and Management

To safeguard customer rights and interests, Catcher treats customer relationship management as a critical mechanism for ensuring effective and flexible communication throughout order processing and delivery. In addition to providing customers with timely feedback and face-to-face communication through its sales personnel, the Company also offers online consulting platforms to deliver a diverse range of convenient services.

When customer complaints or appeals are received, Catcher immediately identifies the cause, gathers relevant information—such as the non-conforming item, quantity, and expected resolution—and promptly notifies the Quality & Reliability Assurance Department for an initial response. If necessary, a dedicated task force is established to strengthen controls or conduct on-site investigations. Responsibilities are then assigned internally, and corrective measures are implemented by the Quality & Reliability Assurance Department in coordination with the relevant production units. In urgent cases, the production line is halted to prevent further issues, and improvement actions are carried out without delay.

All corrective measures are tracked to evaluate their effectiveness, and related information is documented and archived to prevent recurrence. Through this systematic process, Catcher continuously enhances product quality while safeguarding its reputation as a trusted industry leader.



### Customer Communication and Complaint Channels

- ◆ TEL: 886-06-2539000
- ◆ E-mail: [sales01@catcher-group.com](mailto:sales01@catcher-group.com)



## Process for Handling Customer Complaints



Catcher attaches great importance to customer service, which is reflected in its ongoing communication with customers throughout daily operations. At the end of each year, the Company conducts customer satisfaction surveys to gather feedback that serves as a valuable reference for improving future operations and management practices. Any identified shortcomings are thoroughly analyzed and incorporated into targeted improvement measures and strategies.

When customers request product returns within a specified timeframe, Catcher responds promptly to accommodate their needs. Unless otherwise specified, the return process is completed within seven days, with daily email updates provided to senior management and relevant personnel to ensure transparency and accountability.



## Customer Satisfaction Survey Results (by item)

In 2024, Catcher achieved an average customer satisfaction rate of 93.6%. No product recalls occurred, nor were any customer rights compromised due to quality issues. Furthermore, there were no violations of customer privacy or incidents of data breaches, theft, or loss of customer information. These results underscore Catcher's strong commitment to customer service excellence and the effectiveness of its continuous improvement efforts.



In addition to strengthening its market leadership, Catcher is advancing a diversified growth strategy by targeting high-growth, high-profit, and high-barrier industries such as medical, semiconductor, and aerospace. Leveraging its established core competencies, the Company is cultivating specialized expertise to expand into these fields.

After years of steady progress, Catcher has developed the key capabilities necessary to enter the high-end medical device and semiconductor equipment component markets, including innovative research and development applications and smart manufacturing management. To accelerate this expansion, Catcher established Catcher Medtech Co., Ltd. to spearhead new business initiatives and integrate related investments. In collaboration with the Industrial Technology Research Institute, the Company has developed a minimally invasive surgical system and obtained ISO 13485 certification for its medical device quality management system.

Beginning in 2025, Catcher expanded into the aerospace industry, applying the highest standards to its management and manufacturing systems. With a commitment to precision and zero-error performance, the Company ensures exact replication of process details and deploys intelligent information systems to mitigate risks that could impact product safety. To meet the rigorous quality and safety requirements of aerospace customers, Catcher obtained AS 9100 Aerospace Quality Management System certification in 2025, marking its official entry into precision metal processing for aerospace applications.

Looking ahead, Catcher will continue to pursue internal growth while seeking long-term partnerships and investment opportunities both domestically and internationally, expanding its presence across the three major fields of healthcare, semiconductors, and aerospace.

## Safer Chemical Management



Catcher complies with international regulations, customer specifications, and environmental laws by establishing comprehensive management procedures and operating guidelines for restricted hazardous substances. The Company promptly updates its hazardous substance management standards and conducts regular reviews to ensure effective implementation across all facilities. To strengthen awareness, the principles of controlled environmental substance management are incorporated into training and education programs for both new and existing employees. At the same time, suppliers are required not only to meet customer specifications but also to guarantee that no environmentally harmful substances are used, thereby minimizing environmental impact to the greatest extent possible.

### Quality Management Training Results (Group)

Number of Participants      Training Hours

**2,892**      **2,152.25**

