

## **Independent Assurance Statement**

Statement No.: 1906002

### **GREAT International Certification Co., Ltd.'s Independent Assurance Statement on TWINHEAD INTERNATIONAL CORP. and the Branch-DURABOOK AMERICAS's Corporate Social Responsibility Report of 2018**

TWINHEAD INTERNATIONAL CORP. and the Branch-DURABOOK AMERICAS (hereinafter referred to as TWINHEAD/DURABOOK) and GREAT International Certification Co., Ltd. (hereinafter referred to as GREAT) are mutually independent companies and organizations. In addition to the assessment and verification of TWINHEAD/DURABOOK's 2018 annual corporate social responsibility (hereinafter referred to as CSR) report, GREAT has no financial relationship with TWINHEAD/DURABOOK.

The purpose of this Independence Assurance Statement (hereinafter referred to as Statement) is only to conclude that the relevant issues within the scope of the TWINHEAD/DURABOOK's CSR Report are guaranteed, but not for other purposes. Except for this Statement on the verified facts, for any use of other purposes, or any person who read this Statement, GREAT is not responsible or liable for any legal or other responsibility.

This Statement is based on the conclusions made from the verification of the relevant information provided GREAT by TWINHEAD/DURABOOK. Therefore, the scope of the verification is based on and confined to the content of these provided information, GREAT shall consider that the contents of the information are complete and accurate.

All concerning and questions about the contents or the relevant issues contained in this statement shall be answered by the TWINHEAD/DURABOOK.

#### **The Scope of Assurance**

The agreed scope of assurance by TWINHEAD/DURABOOK and GREAT includes the following:

- The contents of the entire CSR report and all operating performance of TWINHEAD/DURABOOK from January 1<sup>st</sup>, 2018 to December 31<sup>st</sup>, 2018;
- According to the type 1 of application of the AA1000 Assurance Standard (2008), the assessed nature and degree of the TWINHEAD/DURABOOK's compliance with the AA1000 Accountability Principles but excluding the verification of the reliability of the information or data disclosed of relevant financial information in the CSR report;
- This Statement has been prepared in English and translated into Chinese for reference.

#### **GREAT's Opinion**

- We summarize the contents of TWINHEAD/DURABOOK's CSR Report and provide a fair opinion of TWINHEAD/DURABOOK's relevant operations and performance. We believe that the index such as economic, social and environmental performance of 2018 are presented correctly:
  - GHS emission (Scope 1) is as indicated as 0 kg CO<sub>2</sub>e in 2018; Calculation results for the DURABOOK's Scope

2 GHS emission are as indicated 48,002 kg CO<sub>2</sub>e in 2018; Scope 3 (other indirect GHS emission) is not calculated.

- Water usage for DURABOOK is 2099 cubic meter in 2018.
- Energy usage for DURABOOK is 86,034 KWH in 2018.
- The performance index disclosed in the report demonstrate TWINHEAD/DURABOOK's efforts to identify and meet stakeholder expectations.
- Our verification activities are implemented by a team with the capacity for verifying in accordance with AA1000 Assurance Standard (2008), as well as planning and implemented this part of the activities to obtain the necessary information and data.
- We believe that TWINHEAD/DURABOOK provided sufficient evidence and on-site verification of the facts found, upheld the fair criteria, and stated that it has complied with the reporting method of the AA1000 Assurance Standard (2008) and Core option of GRI Standards, in line with their compliance with self-statement of the GRI Standards.

## **Verification Method**

In order to collect evidences related to conclusions, we implemented the following tasks:

- Implement the high-level management review for topics from external groups related to TWINHEAD/DURABOOK's policy to confirm the appropriateness of the report in this statement;
- Discussions about stakeholder's engagement with the managers of TWINHEAD/DURABOOK, however, we have no direct contact with external stakeholders;
- Interviews with employees related to CSR management, report preparation and information provision;
- Review the critical developments related to organizations;
- Review the scope and maturity of systems related to financial and non-financial reports;
- Review the supporting evidences declared in the report;
- Review the process management described in the report and its associated AA1000 Assurance Standards (2008) on the principles of inclusivity, materiality, and responsiveness.

## **Conclusion**

The detailed review results of the AA1000 Accountability Principles (2018) and the core disclosures of the "Global Reporting Initiative (GRI Standards)" for inclusivity, materiality, responsiveness and impact are as follows:

### **- Inclusivity**

This report reflects that TWINHEAD/DURABOOK engages with its stakeholder through a variety of channels, such as internal and external communication mechanisms and the activities of stakeholders. This report covers topics of concern in stakeholders associated with TWINHEAD/DURABOOK, fairly reports, discloses economic, social and environmental information.

In our professional opinions, this report covers verified organization's inclusivity issues. However, further strengthening the following items can be included in the future reports:

- a) Corporate Social Responsibility Committee has been established. However, it is recommended that economic, environmental and social issues should be linked to the business plan and incorporated into the performance review for effective implementation.
- b) Promote and strengthen internal staff engagement of CSR within the organization through a variety of communication channels such as notice, education and training, management system review, etc.

- **Materiality**

TWINHEAD/DURABOOK has established priorities for the implementation of related issues identified by various departments. The process is quite complete. Therefore, the major sustainable issues have been fully analyzed and disclosed information related to sustainable development, enabling stakeholders to judge the management and performance of TWINHEAD/DURABOOK. In our professional opinion, this report appropriately covers the major issues of the TWINHEAD/DURABOOK. However, future reports should continue to strengthen the following items:

- a) CSR vision should be continuously integrated with major issues and further developed into the TWINHEAD/DURABOOK's core strategy;
- b) Maintain the process of stakeholders' engagement as documented information and communicate it to participants timely;
- c) Major issues should be considered to implement the company's sustainable development plan through benchmark learning, international and industry concerns.

- **Responsiveness**

TWINHEAD/DURABOOK responds to requests and opinions from stakeholders. The implementation methods include stakeholder survey and communication mechanisms for numerous internal and external stakeholders. In our professional opinions, this report covers TWINHEAD/DURABOOK's responsive topics. However, further strengthening the following items can be included in the future reports:

- a) Continuously strengthen the response and communication mechanisms of various departments and stakeholders, and strengthen the disclosure of the depth and breadth of data;
- b) Continue to summary stakeholder responses to this report as a future reference;
- c) It is necessary to establish a communication mechanism between proactive and external stakeholders, such as questionnaires and interviews with stakeholders.

- **Impact**

TWINHEAD/DURABOOK conducts an impact assessment of the requirements and opinions of stakeholders. The implementation method includes the response mechanism for the positive and negative impact of TWINHEAD/DURABOOK. In terms of our professional opinion, this report covers the impact issues of TWINHEAD/DURABOOK.

- **GRI Guidelines**

TWINHEAD/DURABOOK provides declaration of compliance with the GRI Guidelines. Based on the results of the

review, we confirmed that the relevant CSR indicators referred to GRI Guidelines in the report have been completely disclosed, partially disclosed or omitted.

In our professional opinions, this declaration covers the social responsibilities of TWINHEAD/DURABOOK and sustainable development issues concerned by stakeholders. However, considering to strengthen the following items for continuous improvement can be included in the future reports:

- a) The future reports can be compared with benchmarks for performance indicators from the same type of organizations;
- b) The classification of data and information statistics should be considered for routine business and operations according to the requirement of GRI performance indicators;
- c) Strengthen management planning in the report, such as corporate sustainability strategy, to disclose the operation plan of organization and the internal and external impact more completely.

### **Assurance Level**

According to the AA1000 Assurance Standard (2008), we verify this statement as a moderate of assurance, as in the scope and method described in this statement.

### **Responsibility**

The statement of opinion in this Declaration of Independence will only be used for TWINHEAD/DURABOOK. The responsibility of GREAT is based on the scope and method, to provide professional advice and an independent assurance statement for the stakeholders.

### **Ability and Independence**

GREAT is composed of experts in a various field of management systems. The verification team is composed of members in the professional backgrounds with the qualifications of lead auditor trained in sustainable development, environmental and social management standards such as AA1000AS, ISO 9001, ISO 14001, OHSAS 18001 and ISO 45001. This independent assurance statement is based on the GREAT's fair-trading guidelines.

**On behalf of the assurance team**

**JUN 28<sup>th</sup>, 2019**

**GREAT International Certification Co., Ltd.**

**Taiwan, Republic of China**

*Signed by*



*David Liu*

General Manager



**AA1000**

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