

Corporate  
Sustainability  
Report

**AVC**  
**2013**

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## **1. AVC Corporate Citizenship Statement**

During the process of sustainable development, AVC fully realizes corporation's social accountability. Other than improving the efficiency of our products, we continue to implement activities related to society by enhancing awareness on labors' safety and health, and betterment of our environment.

AVC complies with the national and international rules, regulations, and applicable electronic industry standards on safeguarding our labors' rights and interests and natural resources. We continuously increase efficiency in our operations, reduce energy use and greenhouse gas (GHG) emissions and strive to reduce our electricity consumption.

AVC emphasizes ethics in bringing employee awareness that we are accountable for our actions. AVC advocates with transparency and integrity in order to promote laws and regulations that encourage economic growth and innovation in a socially and environmentally responsible manner.

Just like quality control in our manufacturing, social responsibility is an important part in our regular operation. Fulfilling social responsibility is necessary for AVC to provide excellent products that meet our customer requirements, suppliers and subcontractors.

AVC continues to expand our contribution to environmental and social issues through the support of our people and technology. At the end of the day, we want to achieve the goal of benefiting others and ourselves.

## 2. AVC Profile

Asia Vital Components Co., Ltd. is the leading Total Thermal Solution Provider. AVC was established in 1991 with our headquarter located in Taiwan. RD centers are located in Taipei, Shenzhen, Beijing and Shanghai. The manufacturing facilities are located in Shenzhen, Shanghai, Dongguan, and Chengdu in China.



Being one of the leading Electronic Component Manufacturing company in Taiwan, we offer a wide spectrum of product portfolio that covers from telecommunication, networking, instrumentation (medical equipments, industrial test equipment, etc.), automobile and train, energy and power, LED application, consumer electronics and personal computing application. Product lines include DC fan, AC fan, fan tray, heat sink, heat pipe, heat plate, vapor chamber, CPU cooler, VGA cooler, notebook thermal module, liquid cooling system, LED thermal solution, chassis, cabinet, touch panel, and camera module.

Currently, AVC has more than 600 RD engineers and more than 10,000 employees around the globe. We have more than 1,700 technical patents and advanced equipments. We do provide our customers with reliable production backup and worldwide technical support.

### 2.1 Our Vision and Mission

AVC has robust operation and process management, high level testing laboratories, design ability and quality control, as well as complete solution and integration capabilities to provide a diverse product portfolio and a wide range of applications which leads to customer success and achieving our AVC Vision and Mission.

#### **Vision**

To be the leader in thermal industry

#### **Mission**

To provide long term value to Customer Satisfaction and Success through Accountability, Passion, Innovation, and Teamwork

## **2.2 AVC Core Values**

AVC Core values are the foundation of our company to achieve our vision and mission. These are our driving forces to continuously commit ourselves in providing the best-in-class products and services to our customers and society.

### ***2.2.1 Customer Satisfaction & Success***

Customer satisfaction is the backbone and motivation of AVC growth. AVC strives to provide long term value to customer satisfaction through prompt response to customer needs and requirements, delivering Do-It-Right-The-First-Time solution and products. Customer success is AVC success.

AVC uses the Six Sigma methodology to continuously drive efficiency and effectiveness of our daily operations and optimize the end-to-end systems and processes. Each employee has to continuously learn for self growth personally and professionally. By continuously improving our organizational efficiency and employee capability, we enhance the competitiveness driving Customer Satisfaction and Success.

### ***2.2.2 Accountability***

Accountability is the foundation of AVC. High integrity, keeping commitment and taking full responsibility is the requirement of every AVC employee. Each employee has to fully understand our customer needs and requirements by using professional judgment, knowledge and experience to make the right decision. This accountability is the only way to earn the trust and respect from the customers.

### ***2.2.3 Passion***

With Passion and conviction, AVC employees know how to face all the challenges head-on with dedication and perseverance and overcome all obstacles. In order to achieve customer satisfaction, we guarantee to continuously provide industry leading quality, competitive pricing, on-time delivery and best service. These are competitive advantages that distinguish from competitors.

### 2.2.4 Innovation

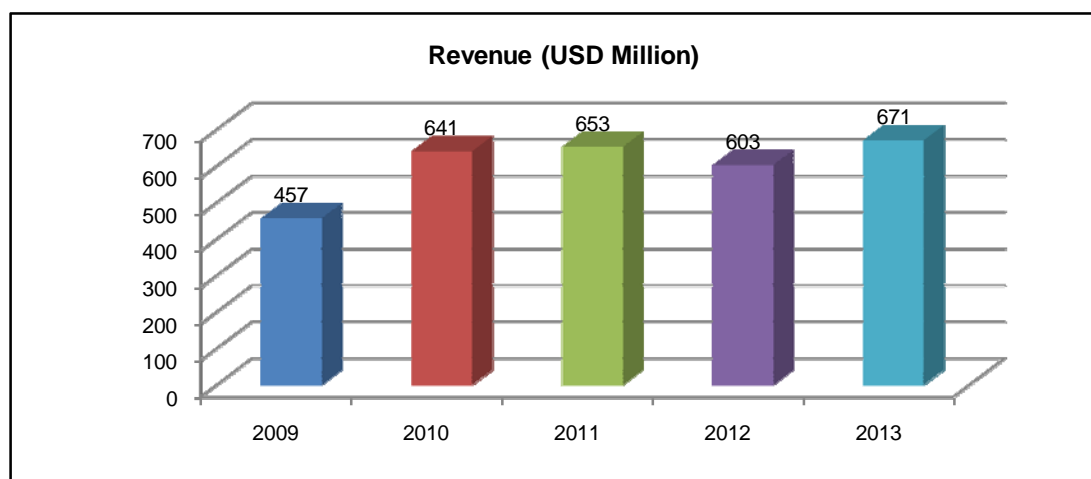
In order to achieve our Customer Satisfaction and Success, we accept new concepts and encourage innovation in advance technology, products, solution, business model and processes. We strive to continuously innovate based on our customer's needs and requirements.

### 2.2.5 Teamwork

AVC employees cooperate with one another to maintain customer satisfaction and to attain success beyond organizational and cultural boundaries. Employees at AVC have the enthusiasm and devotion to achieve one goal. Through teamwork we create the culture that values collaboration and share our resource to support each other. AVC as a team celebrates the success and help others when needed.

## 2.3. Key Capability and Economic Performance

AVC is the largest CPU cooler supplier of desktop computer worldwide with market share of 35%, and major supplier of notebook thermal module with the market share of 20%. Being able to provide our customers with more advanced and reliable solutions, we still explore into new areas and new territories for even larger, tougher challenges. In 2013, our revenue is USD 671 Million.

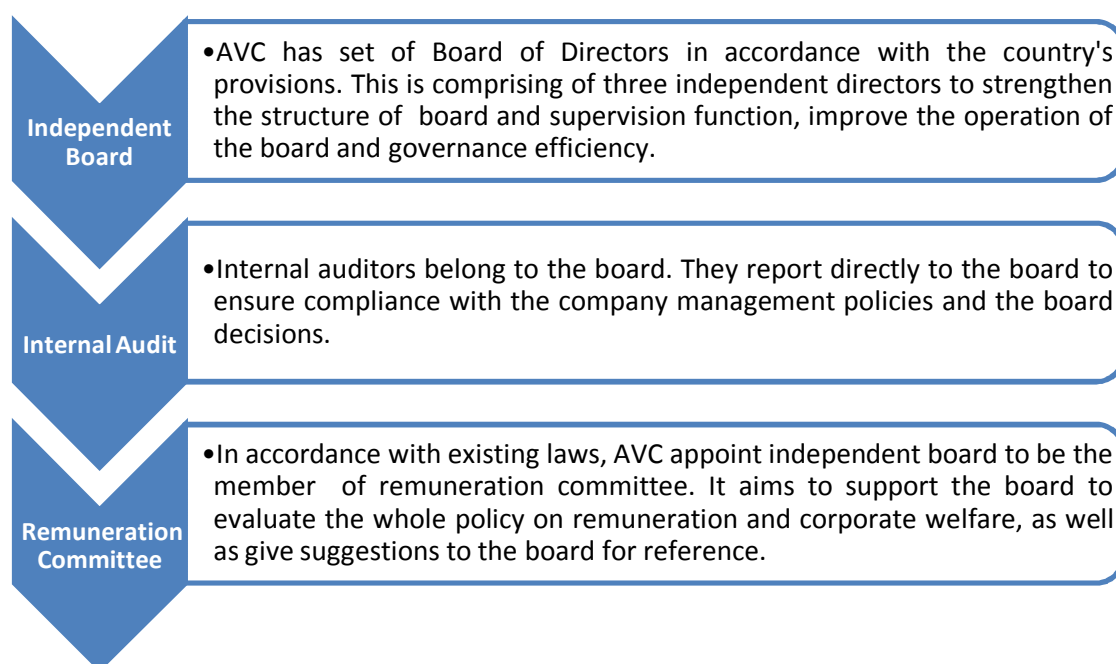


Further information can be found in AVC Group's financial report in 2013.

### 3. Governance

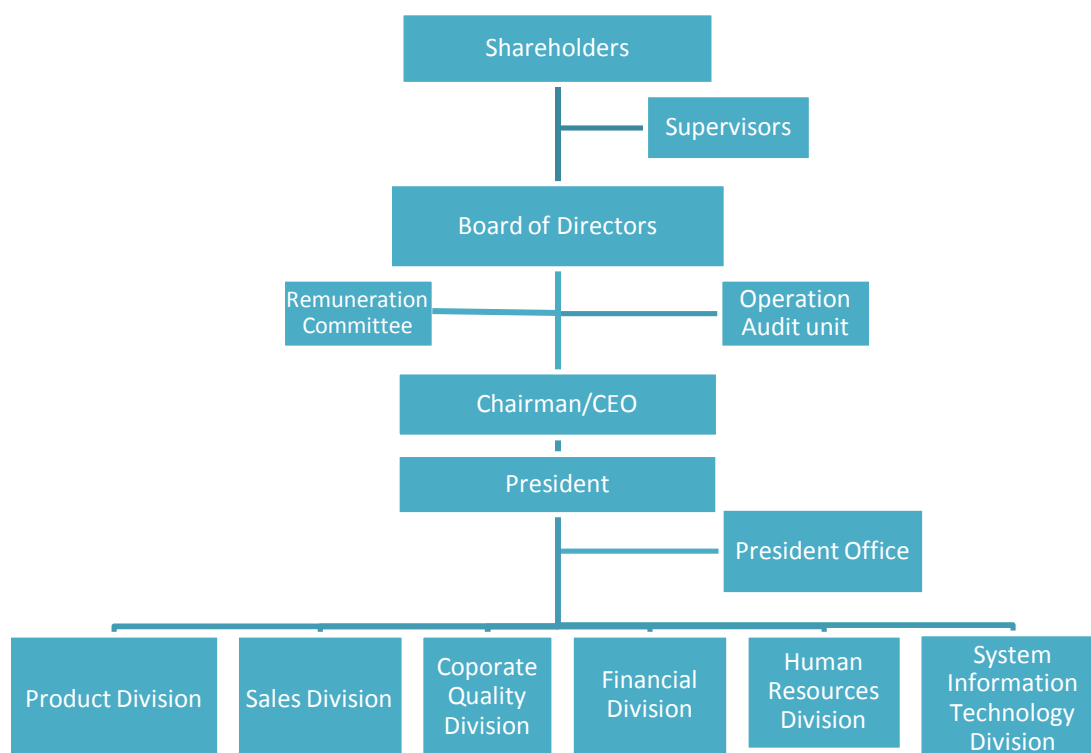
#### 3.1 Organization Chart

AVC emphasizes on operation transparency. We believe that a robust and efficient operation is the basis for good governance. In order to protect the interests of shareholders, taking into account the interest of other parties, we promote corporate governance, develop a sustainable business environment, maintain social and public interests, and strengthen information disclosure and transparency.



#### 3.2 Operation of the Board

Meetings are held regularly and all significant matters on financial, legal, and internal audit are reported to respective supervisors. Specific topics include risk control, related party transactions, financial policy changes, major intellectual property litigation risk assessment, the basic principle and suitability of listed items in financial statements, all these shall be reviewed together by supervisors and accountants. This aims to promote the validity of financial statements.



### **3.2.1 Operation Process**

Ownership structure and shareholder rights are:

- To handle proposal and dispute from shareholders
- The establishment of system on corporate risk management and firewall

The structure and responsibility of the board is to:

- To set up independent board
- To evaluate the independence of the certified public accountant (CPA)
- To establish communication methods among interested parties
- To establish nomination, remuneration and other functional committee

### **3.2.2 Information Disclosure**

Financial statement and company governance are disclosed on company website. Other information can be obtained upon request.

### **3.3 Ethics**

AVC Ethics Policy reflects the standard business conduct of our organization. Our Ethics Policy defines our commitment to support a culture of openness, trust and integrity in all we do. We are committed and encourage others to conduct all AVC's affairs and activities adhering to our Ethics Policy. All our services are conducted in a professional, independent, impartial and honest manner.

#### ***3.3.1 Integrity***

We conduct our business affairs legally and ethically. We engage ourselves in any transaction that are genuine and have legitimate business purpose. We avoid any deceitful, unfair or dishonest practices. We treat each other with dignity and mutual respect. We treat others fairly.

#### ***3.3.2 Professionalism***

We hold code of ethics as a statement of values. We understand that AVC's business interests, opportunities and information belong to AVC and should only be used in AVC's best interest. We avoid conflicts of interest. We ensure high quality of service and guarantee competency of membership, honor and integrity. We emphasize no personal gain and protection of the client.

#### ***3.3.3 Responsibility***

We act responsibly, exercising sound judgment and do what is necessary to keep our commitment. We are committed to conduct our business activities with honesty, and in full compliance with the laws and regulations of the states and countries in which we do business.

We adhere to a highest ethics code and set-up an ethics alarm signal to every AVC personnel. According to Legal Department statistics data, AVC did not receive any complaint from related parties on business integrity, intelligence property, privacy, and no cases about corruption, bribery, graft and other prejudicial to the interests of the company.

### **3.4 Management System**

As a global company, AVC needs leadership and management system to achieve consistently citizenship performance. This begins at the top and depends on active participation and support throughout our organization. Our managers within the group are responsible for providing clear vision on corporate citizenship as well as resources. In addition, as part of Supply Chain in Electronics Industry, AVC also adopts the EICC Code of Conduct as operating principles for our companies and suppliers.

AVC's effort and performances on corporate social responsibility are planned and executed through internal function departments and facilities. The activities are monitored not only by our own management level but also by the public through third-party audit firm and public information disclosure.

\* EICC stands for Electronic Industry Citizenship Coalition.

## 4. For Customer

AVC has 14 branch offices and 48 logistic hubs globally. Our worldwide network of sales and field support teams are available for customers in Asia, North America, South America, and Europe.

As a manufacturer, our key customers are the leaders in various industries such as PC Server, Telecommunication, Personal Computer, Networking, Power, Automobile, Notebook, LED, and others.



### 4.1 Customer Relationship

Customer relationship is an essential part in business cooperation. AVC established a long-term, stable and mutual trust with customers through customer information management and customer analysis.

We have a customer information database to prevent all customer information from disclosing for inappropriate use. As for the high confidential information, we sign up a confidentiality agreement with customer. In all, we try our best to protect any customers' property. For new product introduction, we have a strong RD team and Product Development Procedure (PDP) system to manage all new projects, which commanded good admiration from our customers.

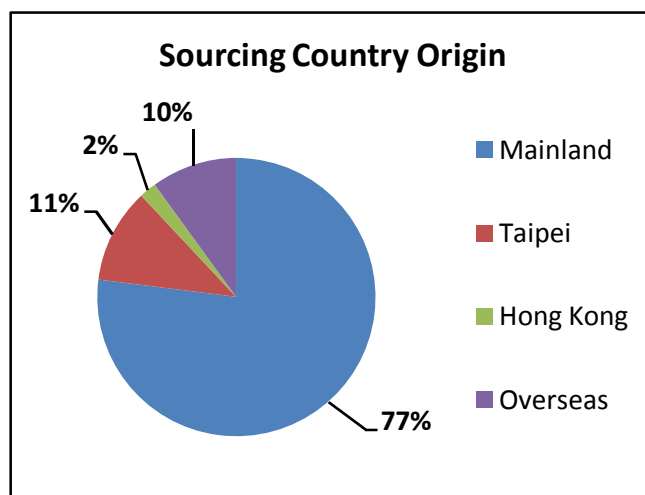
### 4.2 Quality Assurance and Customer Satisfaction

In AVC, we use various techniques to ensure the quality of each product meets customer requirements, from the typical inspection to the application of statistical quality control. AVC Six Sigma program focuses on quality improvement and use every opportunity to reduce our quality cost. Lean Six Sigma is the foundation of AVC's excellent quality.

We also have dedicated customer service team to track any feedback from customer. Our endeavor has won many customers' praise and we are one of the outstanding suppliers to our customers. Customer satisfaction is from our constantly strive for perfection.

## 5. For Partner

AVC has more than 800 Approved Vendors worldwide. AVC prioritizes cooperation with domestic suppliers in order to improve their competitiveness. This also stimulates the local economy by providing employment opportunities for local residents.



### 5.1 Win-Win between Suppliers and Us

AVC sets up a complete *Supplier Review and Guidance Management Method* procedure to ensure qualification of our suppliers and promote mutual benefit and long-term business relationship.

AVC requires all the suppliers to sign up sustainable development file as one of mandatory agreements. This protocol is also one of the review contents. Supplier sustainability development is based on EICC and SA8000 standard, we require our supplier to comply with all applicable laws and regulations and international standard, to include social and environment requirements in business decision and operations, to prevent and control relevant risks.

For our AVL (Approved Vendor List) suppliers, AVC formulates annual supplier audit plan and hold supplier meeting every year. AVC retains the right to audit supplier, to evaluate whether they are in compliance with the protocol requirements. Most recently, we request our direct suppliers to deliver our requirements to sub-suppliers.

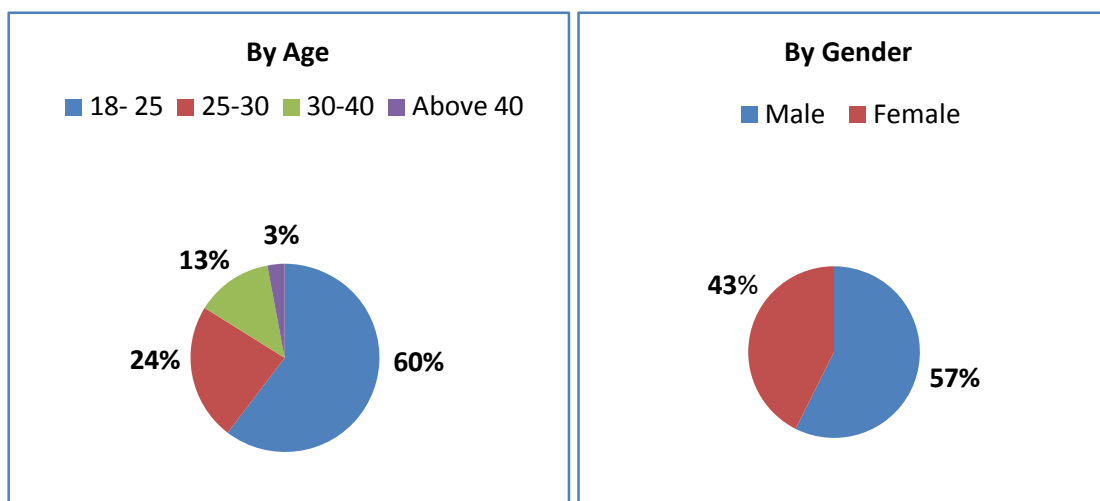
## 6. For Employee

Our employees are the engine that pushes our company to move forward and we strive to become the leader in thermal industry. The organizational behavior of each AVC staff will help us achieve the goals. We create unlimited development opportunities for employees and make sure our employees to feel proud and confident

### 6.1 Equal Opportunity

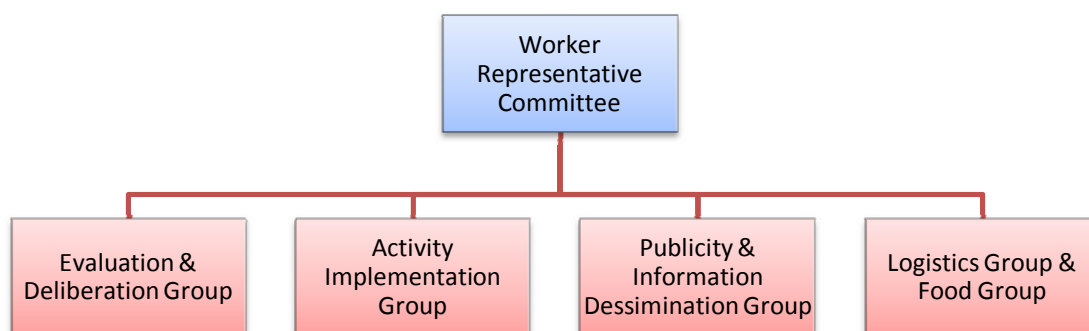
Our company adheres to the principle of fair employment. We do not discriminate against any applicant to join our team. The employment, training, promotion and remuneration policies does not encompasses tribe, region, religious belief, sex, age, color, disability, marriage status or the other discriminating factors protected by laws. We do not use child labor, forced and compulsory labor. At present, we have workforce of more than 10,000 with age range from 18 to above 40 years old, with production worker comprise the largest share. AVC is dedicated on balancing the gender of the workers and aim to create a fair platform that each employee may develop their area of specialty and pursue their own passion; thus creating a harmonious family.

AVC Employees Age and Gender Structure as of 31<sup>st</sup> December 2013:



## 6.2 Workforce Relationship

AVC established Worker Representatives Committee to ensure the proper management of our workers' rights and to encourage active participation in all their assigned tasks.



Worker Representatives Congress holds the conference quarterly. It is an important venue to collect workers complaints and suggestions.

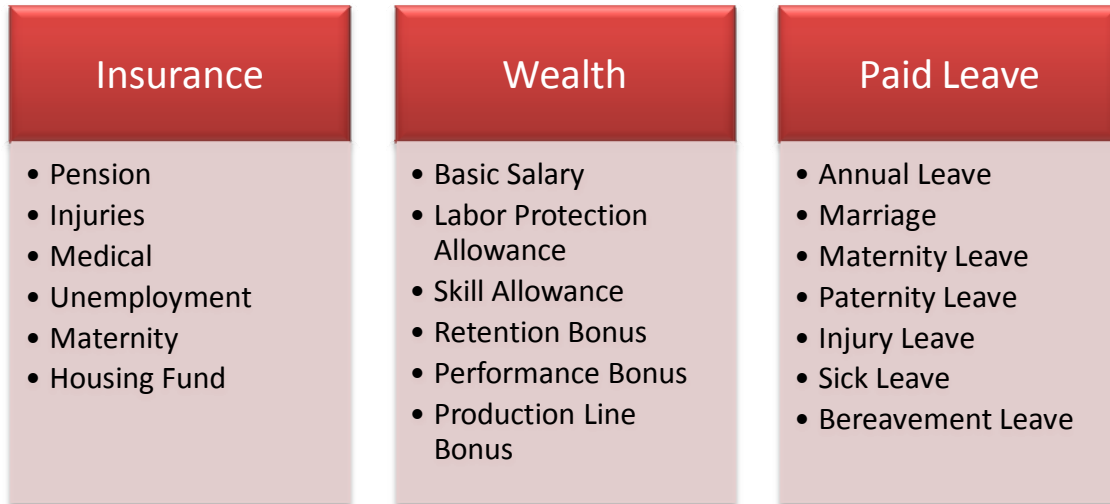
AVC set-up complains and feedbacks hot line and mail-box. These grievance methods are informed to every employee which aims to guarantee workers legal rights and benefits and prevents any untoward events or circumstances. AVC has an employee grievance mechanism, and all cases received in 2013 have been solved appropriately and timely.

In order to further inspire employees and enrich their personal life, AVC holds different games, activities, movie events and sports competition. Each respective department participates in activities actively and positively fostering good teamwork within our company.



### 6.3 Remuneration

Pension, medical, unemployment, and injury insurances are provided for all employees. Maternity insurance and housing fund are optional.



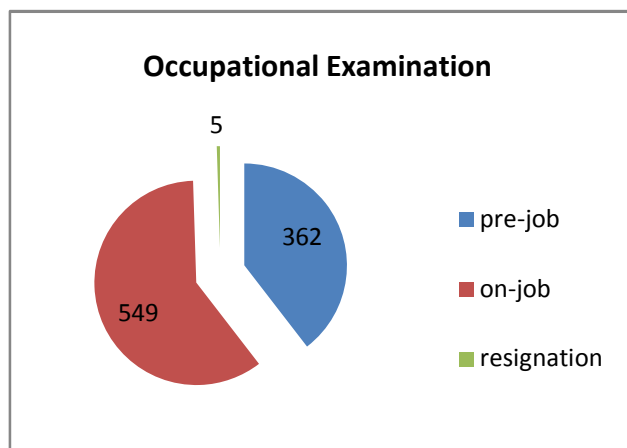
Entertainments and facilities are also provided such as automated teller bank machine, medical room, internet cafes, basketball court, movie room, library, welfare agency office, exercise equipment, etc.

### 6.4 Safety and Health

AVC focuses on employees’ health and safety. We set up a complete monitoring system for Occupational Health and Safety. We obtained OHSAS18001 certificate in 2004, and consciously maintaining safety in our daily work. The occupational disease, injury, fire safety and personnel training have a significant meaning for us.

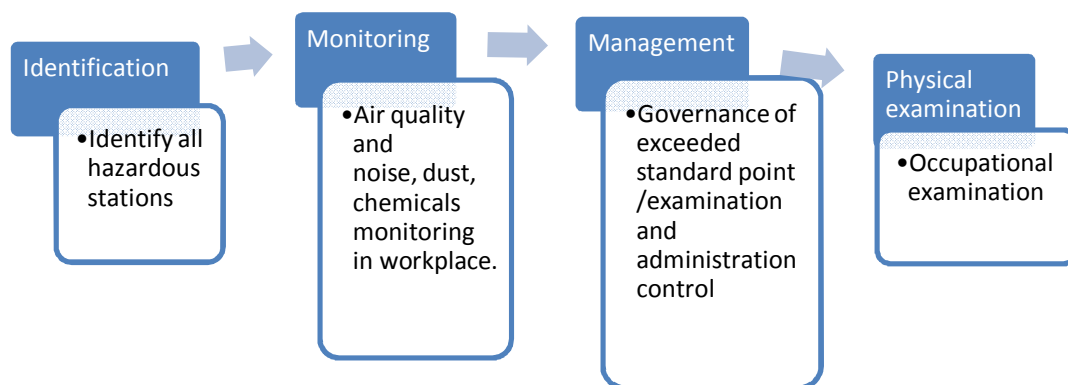
#### 6.4.1 Occupational Disease

AVC organized three types of occupational health check in 2013. Checked items are all hazardous stations evaluated in risk assessments which include N-hexane, benzene, lead, dust, and noise. Total 917 employees received examination, zero occupation taboos or no suspected occupation disease



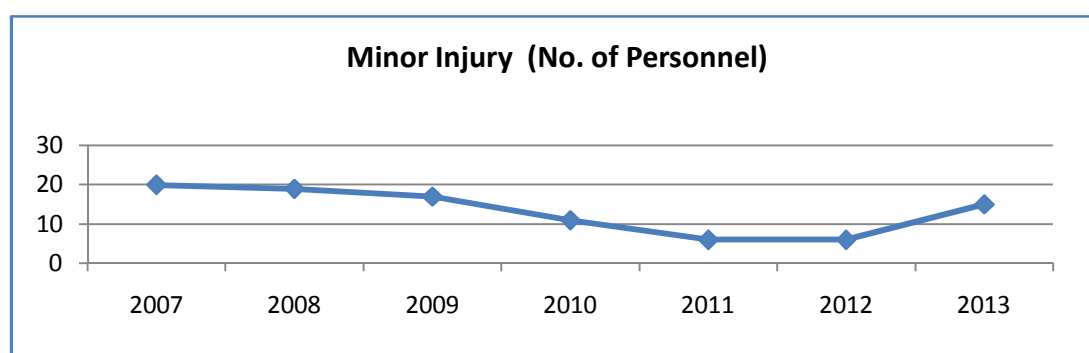
found. 105 positive personnel associated with the target disease, one was suggested to transfer job. 11 employees were not physically capable to continue their job.

Management of hazardous workplace:



### 6.4.2 Injury

No significant injury happened in AVC. In 2013, the injury rate is below the lower limit which is 0.1% seasonally. We have medical room with two qualified doctors responsible for medical needs of our employees in a timely manner. The qualified doctors are also responsible for the new employee health examination. In 2013, health examinations were conducted for 11,295 employees. The medical room totally served about 9,122 employees. Medical cost reached 44,306 Chinese Yuan.



### 6.4.3 Fire Safety

We do regular audit on fire safety and conduct improvement based on the findings. Simultaneously, we initiate regular activities on fire safety:

No.	Time	Activities	Remarks
1	July	Building, Electrical equipment fire detection	twice/year
2	Oct.	Fire fighting team external training	Ten persons
3	Nov.	AVC standardization construction	Self assessment and corrective action completed
4	Dec.	Building safety inspection	Obtained report
5	Dec.	Fire fighting skills training	All employees
6	Each season	Dormitory fire safety and electricity inspection	Total 4 times
7	Significant holidays	Inspection before significant holidays	Total 3 times
8	Month, Season, Annual	Fire fighting equipments maintenance of whole factory	Total 17 times

AVC spent about 1,050,000 Chinese Yuan on the increase and replacement of fire fighting equipments.

### 6.4.4 Personnel Safety Training

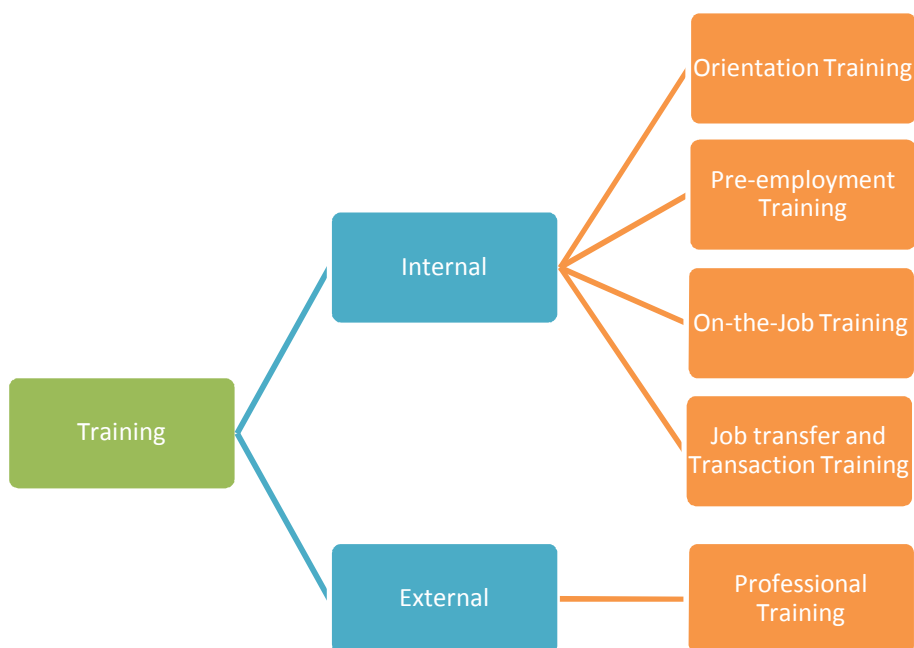
AVC established principle of safety first, to build up the company safety culture based on safety leadership, whole safety consciousness, safety working environment and safety behavior. Safety is the accountability of every unit and every employee. Safety first is applied to their daily work.

In 2013, AVC has completed the three levels safety education for all 7,746 new employees. All newly hired employees are required to obtain a perfect score on the first safety examination.



### 6.5 Valuable Training Plan

Personnel training, skills improvement, and proper knowledge are indispensable resources to ensure our development. Variety of trainings for employees is the top priority. Training categories include pre-employment training, job transfer and transaction training, on-the-job training and professional training.



Orientation training consists of AVC culture, 7S management, management system (i.e., ISO9001, ISO14001, OHSAS18001, TS16949, TL9000, SA8000/EICC, ISO14064, QC080000), AVC policy, goals and targets, ESD, AVC core value, etc.

Pre-employment training is a skill training to prepare and enhance the employee's capability for his job.

On-the-job training is included in our annual training plan and this is mainly for skill training of production line workers who must obtain work certificates.

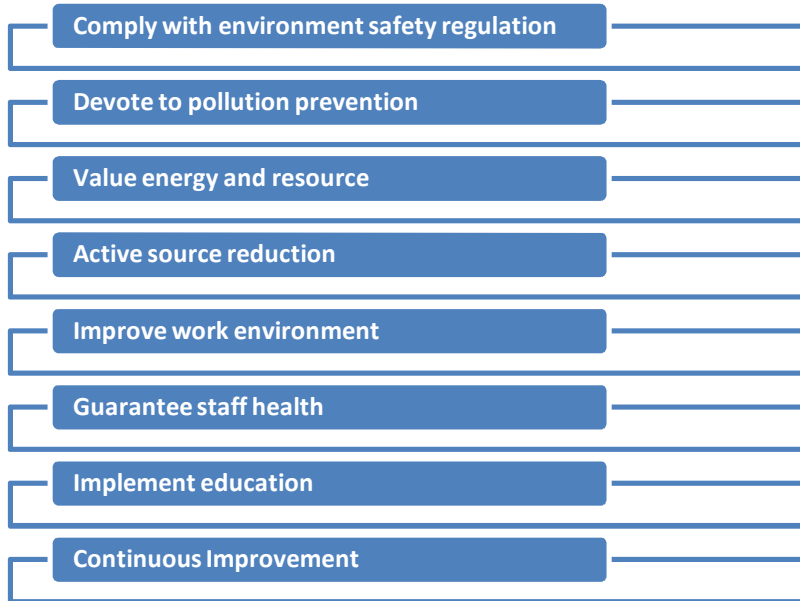
Job transfer and transaction training are specifically for new skills training of the employees for new work station tasks.

External Training is the training received outside or conducted by external lecturers.

We also conduct regular training on office software and new systems for indirect employees.

## 7. For Environment

### Environment policy



AVC has established Environmental Management System according to ISO14001 standards. We obtained our ISO14001 certificate in 2003. The establishment of environmental management system plays an important role in protecting the environment and satisfying customer requirements.

AVC annually identifies environmental factors and set up management program to achieve the target environmental goals. All departments need to be supportive and make improvement if needed.

### 7.1 Materials

#### 7.1.1 Green Product

AVC complies with applicable environmental laws and regulations of the country, as well as customer special requirements on green products. We initiate all these requirements at RD phase. We obtained QC080000 certification in 2008. In order to have a better control of material content, AVC strictly implements the process according to our *Hazardous Substances Control Regulation*. We request necessary testing report from our suppliers as well. In our incoming inspection, we use XRF and other testing methods to prevent the over limit of hazardous substances. In production line, we separate the HSF and RoHS line to prevent mix of material. If necessary, we send the product to third party for testing.

### 7.1.2 Conflict Minerals

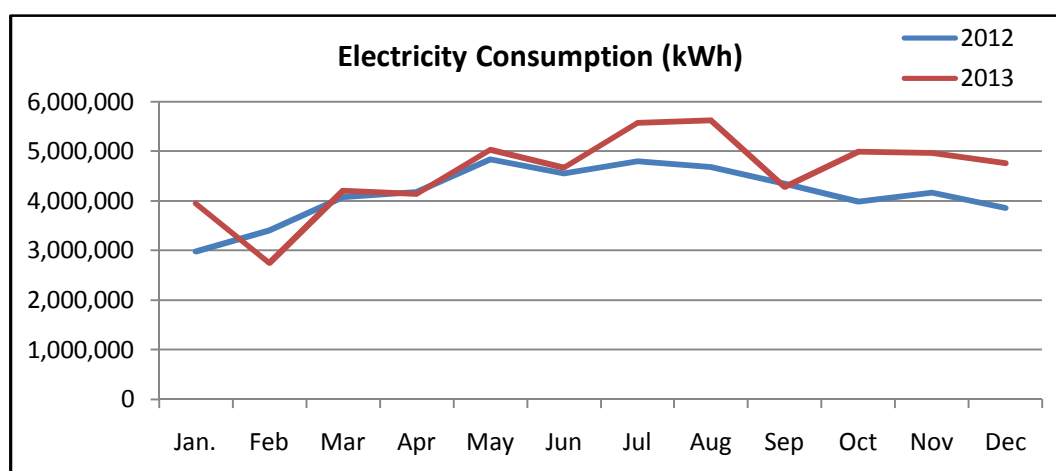
Since 2011, conflict minerals became an important topic in global supply chain. AVC investigated several suppliers in 2013 and accomplished customer survey forms. Simultaneously, we encourage our supplier to enjoin the original smelters to participate in conflict free smelter (CFS) audit program held by EICC. We carefully conduct investigation on conflict minerals. We strive to be environmentally and socially responsible.

## 7.2 Energy

Electricity is the leading source of AVC’s Green House Gas (GHG) Emission. AVC participates in Carbon Disclosure Project to have transparent evaluation on our current situation and also join the Carbon Trading Market in China to effectively monitor and reduce our GHG emission. AVC scored 60 out of 100—a fifteen point improvement compared to the score of 2012.

We work to reduce our consumption of energy, water, paper, and other resources and to cut GHG emissions through implementation of new programs and technologies as well as sustainable facility and product design. In addition, our main suppliers are engaged on GHG emission annual training and emission data survey.

The main energy comes from electricity in our company, diesel oil was rarely used. In 2013, AVC used more electricity as compared with 2012 due to the acquisition of another company. The use of electricity has been included in our annual management program.



## 7.4 Water Resources Management

In AVC, we monitor our wastewater sources and implemented necessary controls through evaluation, emergency response, operations and maintenance. Our manufacturing sites are ISO14000 certified and regularly audited by third party and local government’s environmental bureau.

AVC recycles waste water and discharge industry waste water after treatment.

Year	Item	Recycle	Reuse	Discharge
	Ton			
2012		2289	1710	579
2013		7290	5035	2255

## 7.5 Green House Gas (GHG) Emissions

Under worldwide trend of energy saving, AVC, as one of the industry leader in manufacturing and processing, is actively participating and strive to continuously reduce GHG emissions in the value chain in response to climate change directives. AVC as a global citizen, responded to the United Nations Framework Convention on Climate Change and the international norms of the Kyoto Protocol, and fulfills our corporate responsibility. We are committed to GHG emissions inventory control and management. We promote and implement related programs for the voluntary reduction of GHG.

Since 2010, our GHG emission report is well prepared and verified based on ISO14064. Emission detail is revealed through global CDP (Carbon Disclosure Project) program annually.

Starting in 2012, AVC has engaged our supplier to participate in our GHG emission program through training and standardized survey form to help suppliers understand their current situation. In 2013, among our key suppliers, 68 suppliers have participated in the survey with report of their annual GHG emission quantity.

## 7.6 Waste Management

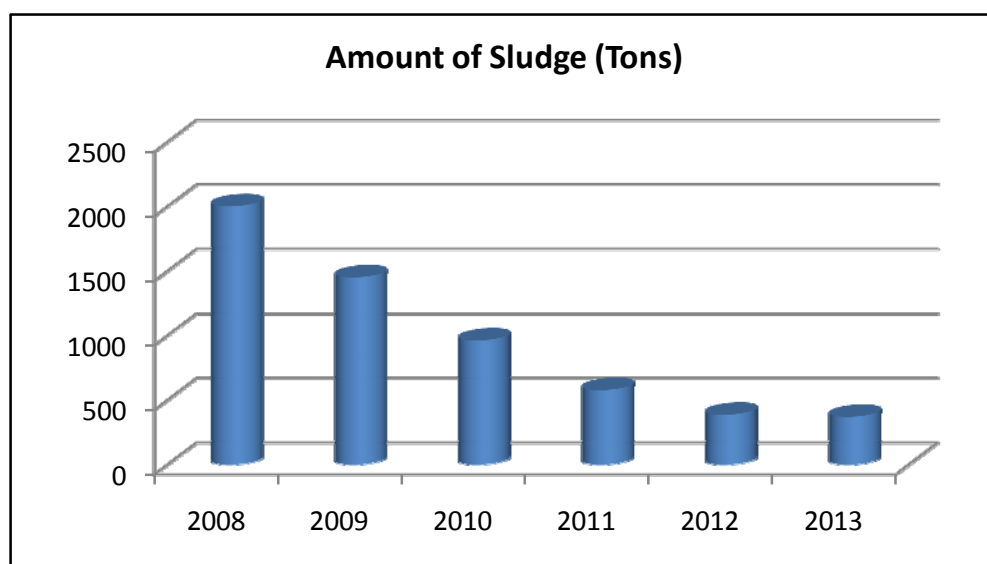
AVC set up *Waste Management Procedure*, in order to classify and manage each kind of waste in our company so as to recycle, utilize, and prevent second pollution and hazards; thereby creating a safe working environment for manufacturing and living. The waste in AVC is divided as general waste and hazardous waste.

### 7.6.1 Chemical Management

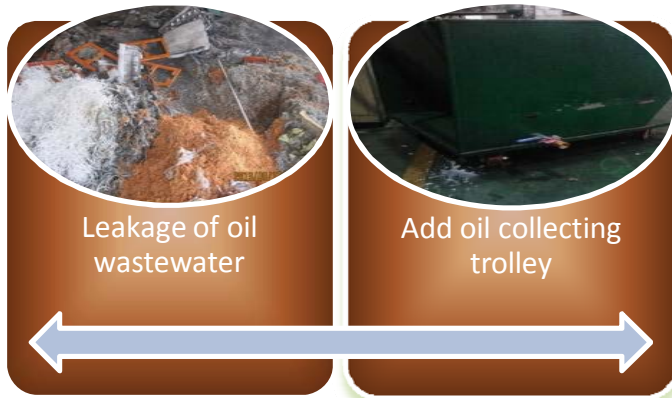
Chemicals are the main hazardous waste generated in our company. We have one chemical transfer warehouse and designated qualified staff responsible in proper handling and disposition. AVC entrust a qualified Environmental Company to transport and handle the hazardous waste.

### 7.6.2 Hazardous Waste Water Collection

Alkaline waste water and acid waste water from our workshop are collectively processed through the special pipe to collecting tank. The precipitated sludge are then treated by qualified waste treatment companies.



### 7.7 Environmental Improvement Project



**Collection of wastewater leakage**



**Rectify disorder pipeline**



**Posted pipeline label**



**Reinforcement of corroded collection tank**

## **8. For Society**

### **8.1 Employee Relationship**

AVC is committed to providing a safe, healthy and respectful work place, and fair working conditions to all employees. We neither discriminate nor tolerate harassment based on race, gender, nationality, disability, sexual orientation and age.

We adhere to the following:

- Support freedom of work selection and forbid any involuntary labor
- Forbid child labor and accept no suppliers or subcontractors that hire under age labor
- Reasonably arrange production plan, working hours, proper rest days
- Provide legal remuneration and welfare that sufficiently meets basic need of employees
- Respect human rights and forbid insulting behavior
- Promote cooperation between labor and management and support freedom of association and rights of negotiation
- Value property rights, fair trade, and community participation

All employees are well informed of our Human Rights policy through periodical training programs and open communication channel with the aid of hotline and employee committee in each facility.

### **8.2 Supplier Management**

Conducting annual audits and surveys are methods to understand our suppliers' status on social accountability. We also generate awareness of social responsibility through annual supplier training on EICC and encouraged them to obtain certificate, such as SA8000 and EICC third party audit to measure their respective performance. In 2013, 60 suppliers received AVC's on-site audit on their social responsibility performances.

As a member of the electronic industry supply chain, AVC has commitment for not using or purchasing conflict metals derived from minerals being sourced from Democratic Republic of Congo (DRC) conflict areas. AVC assures that our products containing components ranging from Gold (Au), Tantalum (Ta), Tungsten (W), and Tin (Sn) are in accordance with the DRC Conflict-free to ensure customers' rights.

AVC has dedicated team for supplier management. Suppliers are engaged with our CSR activities through training, survey, and annual audit program. Our direct suppliers are required to obtain ISO9000 and ISO14000 certificate for proper management system and environment control. In addition, suppliers are encouraged to go through third-party audit on social accountability, which is based on SA8000 standard and EICC code of conduct.

### **8.3 Communication and Public**

AVC also engages in charity. We serve the society and give to the groups in need. AVC and its employees donated 135,000 Chinese Yuan (about USD 22,000) for the Ya'an earthquake in 2013.

## **9. About This Report**

### **Overview**

The 2013 AVC Corporate Sustainability Report is our first report that discussed about social accountability. This report demonstrates our effort and progress on the subject matter. This report will review the opportunities and challenges faced by the AVC in fiscal year of 2013 and disclose our social responsibility practices and performance.

### **Scope, Dates, and Measures**

The information contained in this report is current as of its initial publication. It has not been updated to reflect any changes that may have occurred after its publication, which includes but not limited to any changes in AVC's business or strategy. AVC assumes no obligation and does not intend to update this report to reflect any such changes.

This report covers all AVC group business areas in its main operation site located in Shenzhen, China, and does not cover joint ventures in other locations.

Unless specially/otherwise stated, all references date/year refers to AVC's fiscal year which ends at December 31<sup>st</sup>, 2013.

### **Reference**

All data presented in this report is from AVC official documentation and statistic report.

### **Feedback**

For any comments or suggestion, please send to [CSR@avc.co](mailto:CSR@avc.co)

### **Issue Date**

April, 2014