



Considerate Services

Re-opening of the Wellness Center

Originally operated by Leader, the Wellness Center, since January 1, has been managed by the STSPB. Various activities (BBQ party, Parent-Child Sports Event to Celebrate Childhood) were organized. The service quality has been continuously improved and it continues to encourage participation in physical fitness activities.



Happy BBQ Party(June 7,2013)



Games at the Parent-Child Sports Event(August 17, 2013)

Job Fair at the STSP

On April 27, at Siraya Plaza, the “2013 STSP Career Fair and Outstanding Labor Awards” were organized with the participation of 40 Park enterprises and 3,000 job hunters. The initial matching rate reached approximately 80%. On the same day, 52 outstanding labors from various enterprises presented with awards.



Career Fair — Hunting for Dream Jobs(April 27,2013)

Matching Opportunities for the STSP Biotechnology and Medical Device Enterprises

To provide more capital source options for the STSP biotechnology and medical device enterprises, the STSPB worked with the Taiwan Venture Capital Association (TVCA) and PwC Taiwan to organize a series of capital matching activities. On May 17, June 6, and August 2, three exchange activities were organized to provide venture capital investors with a good platform to get to know outstanding small and medium size businesses at the STSP and to facilitate the cooperation and development of capital opportunities.



Opening Remarks Delivered by the Secretary General of the Taiwan Venture Capital Association (TVCA), Clark Su (Standing)(May 17, 2013)



Exchange Activity between the TVCA and Companies(August 2, 2013)



E-documents Exchange System Seminar(May 23, 2013)

Promotion of E-documents

To incorporate energy saving and paper reduction policies, the STSPB actively promoted the exchange of E-documents with Park enterprises. On May 23, a promotion seminar was organized at the TSP and the project won great support and cooperation from Park enterprises.

The STSPB Certified as Level "A" Labor Inspection Agency Seven Years in a Row

The STSPB has been devoted to disaster mitigation projects in order to completely control and manage its high risk sites with the aim of effectively reducing potential risks and enhancing overall labor safety standards. The STSPB was the only agency that was certified as Level "A" between 2006 and 2012 among all Science Parks and Export Processing Zones of the Ministry of Economic Affairs for seven years in a row by the Ministry of Labor (the former Council of Labor Affairs).



STSPB Certified as Level "A" Labor Inspection Agency Seven Years in a Row (November 12, 2013)



Opening of the Administrative Services Building and Special Police Building at the KSP

The Administrative Services Building and Special Police Building at the KSP were opened on December 2. The STSPB, Chunghwa Post, the KSP Station of the Second Company of the Fourth Corps of the Special Police Second Headquarter of the National Police Agency, Ministry of the Interior were present to provide better services to Park enterprises at the KSP.

The Administrative Services Building was designed with a bamboo style and incorporated with solar powered LED lights that project different colors at night to present images with the themes of science and technology and environmental protection. The building was certified as a "Diamond-Rated Green Building Candidate"; it was expected to be the 11th Diamond-Rated Green Building of the STSP.



Commencement Ceremony of the Administrative Services Building at the KSP
(December 2, 2013)



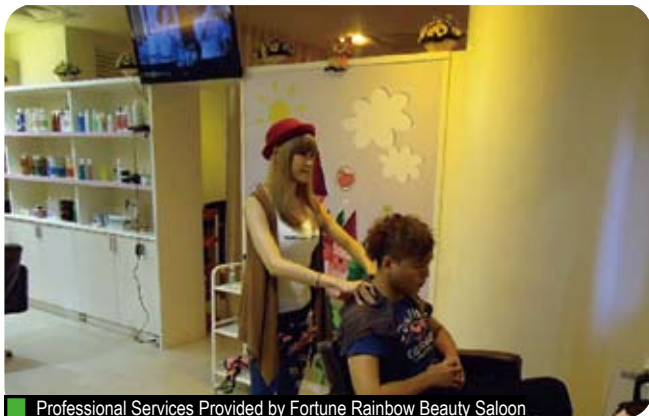
The Administrative Services Building at the KSP

The Growth of Industrial and Commercial Services

The 14 types of industrial and commercial services at the STSP include financing, postal, securities, travel agency, accounting, legal, equipment, electronics material agency and sales, counseling, telecommunications, medical, job services, customs, and test and accreditation services. In 2013, five new service providers entered the STSP footing up to 33 service providers by the end of the year.

Diversified Amenity Services at the Life Hub

The Life Hub is an important living, communication, and exchange site for the residents of the TSP dormitory. In order to provide comprehensive living amenities, a lite food restaurant, a cafe, a convenience store, a beauty salon, an art classroom, a music classroom, an educational institute for children, and a dental clinic were located here. In 2013, Happy Rainbow Beauty Salon and the STSP Art Studio were also opened to provide more comprehensive and diversified services at the Life Hub.



Professional Services Provided by Fortune Rainbow Beauty Saloon



Painting Lessons Gave by Mr. Fu Sung-tzuo at the STSP Art Studio

Sustained Promotion of Park Enterprises' AEO Certification

In 2013, five additional Park enterprises were counseled to acquire the Authorized Economic Operator (AEO) certification, and by the end of 2013, 12 Park enterprises had received the counsel. Enterprises that are AEO certified will enjoy the benefit of receiving the lowest documentation examination and goods inspection rate as well as be able to apply for the non-intrusive inspection for quicker and more convenient customs clearance in order to improve their international competitiveness.

STSP Park Enterprises Overall Satisfaction Reached Historical High in 2013

In order to understand service quality of Science Park Bureaus and to serve as a reference for further improvements in policy implementation, the Ministry of Science and Technology, since 2005, has conducted an annual survey of Park enterprises satisfaction. In 2013, the survey showed that in addition to the stable scores of "Park Image", the satisfaction level towards other dimensions was significantly improved, reaching a historical high. Among all items, the score of "Complaint Management" was perceived to have a huge raise. The growth trend in each dimension of the survey shows that the STSPB's devotion to service quality has been well supported and recognized by Park enterprises.

