

## Stakeholders' Concerns and Communications-2025:

Reported to the Board of Directors on November 12, 114

Stakeholder	Issue of Concern	Communication Frequency	Communication Channel	Response
Investor	Operational performance	Yearly Quarterly/yearly Unscheduled  Yearly Yearly Unscheduled	<ul style="list-style-type: none"> <li>Company annual report</li> <li>Company financial reports</li> <li>Investor Relations section on the Company's official website</li> <li>Annual General Meeting</li> <li>Investor Conference</li> <li>Public Information (MOPS)</li> </ul>	<ul style="list-style-type: none"> <li>We disclose our financial performance through the stock exchange's website and our annual reports, and publicly disclose information on material operating events.</li> <li>We convene shareholders' meetings and investor conferences to explain operating results to investors and respond to issues of concern.</li> </ul>
Staff	Compensation and benefits	Quarterly Quarterly Unscheduled  Unscheduled	<ul style="list-style-type: none"> <li>Welfare Committee meetings</li> <li>Enterprise union meetings</li> <li>Major employee rights communication meetings</li> <li>Review of appropriateness of group agreements</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly meetings of the Employees' Welfare Committee are held to review the Company's employee welfare activities and budgets, and to disseminate information on various activities to employees.</li> <li>A general meeting of the Company's enterprise union is held every six months, at which employees may engage in two-way communication and negotiation during meetings on topics such as improving working conditions.</li> <li>Quarterly meetings between management and the enterprise union are held to communicate internal staff issues.</li> <li>Meetings between senior management and the enterprise union are held as necessary to communicate the Company's strategic direction and engage in consultation.</li> </ul>

Stakeholder	Issue of Concern	Communication Frequency	Communication Channel	Response
Staff	Occupational safety and health	Yearly Once every two years Unscheduled Unscheduled	<ul style="list-style-type: none"> <li>Enterprise union meetings</li> <li>Health check</li> <li>Education and training</li> <li>Occupational health care visits</li> <li>Walk-around management by safety officers and department supervisors</li> </ul>	<ul style="list-style-type: none"> <li>The Company arranges for an occupational physician to conduct monthly inspections and provide recommendations for improvement of the working conditions, who also provides counseling services for the physical and mental health of the staff.</li> <li>Once every two years, the Company's medical office and the hospital jointly organize employee health checkups to help employees maintain their health and prevent work-related injuries at an early stage.</li> <li>Occasional training sessions are arranged by occupational physicians and nurses, e.g., seminars on awareness of hazards and the use of protective equipment.</li> <li>Dedicated safety and security personnel practise "walk-around &amp; check-in management" to check and improve workplace safety at any time.</li> <li>The Company's old pipelines, switches, and work surfaces are thoroughly inspected to avoid occupational accidents.</li> <li>Lighting and rain shelters in the employee parking area have been improved to reduce workplace safety issues.</li> </ul>
	Talent cultivation	Quarterly/unscheduled	<ul style="list-style-type: none"> <li>Education and training</li> <li>Bonus incentive</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly training sessions are held for new employees to help them understand the Company and adapt to the corporate culture.</li> <li>Dedicated staff is responsible for the pre-employment and on-the-job training of staff, and various training activities are organized from time to time.</li> <li>A training assessment mechanism is in place, with tiered bonuses given to encourage participation.</li> </ul>
			<ul style="list-style-type: none"> <li>Education and training</li> <li>Promotion reference</li> </ul>	<ul style="list-style-type: none"> <li>Training courses are organized to help supervisors understand their roles and responsibilities, gain essential knowledge about the Company's operations, and support effective training and job rotation.</li> </ul>
Customer	Production management (quality, cost, delivery)	Weekly Unscheduled	<ul style="list-style-type: none"> <li>Production and sales review meeting</li> <li>Dedicated staff (PM)</li> </ul>	<ul style="list-style-type: none"> <li>Production and sales review meetings are held based on consumers' delivery dates to propose permanent solutions to customer/product problems promptly.</li> <li>Anticipatory stocking is employed to minimize lead times and costs.</li> </ul>
	Innovation/R&D Green products	Unscheduled	Dedicated staff (PM)	<ul style="list-style-type: none"> <li>We are committed to researching and developing innovative and green products based on customer needs and market dynamics.</li> </ul>

Stakeholder	Issues of Concern	Communication Frequency	Communication Channel	Response
Customer	Customer relations	Semiannually Unscheduled	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Establishment of customer service system</li> <li>Achieving ESG goals with customers</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction surveys are sent out every six months to collect customers' feedback, understand their preferences, and respond to their needs in a timely manner and make continuous improvements.</li> <li>We have a dedicated contact point for clients to accelerate coordination and response handling, thereby enhancing service quality.</li> <li>We have developed a system to establish customer service information and product history, enabling real-time information access to better serve clients.</li> <li>We work together with our customers in the ESG movement and collaborate in pursuit of corporate accountability.</li> </ul>
Supplier	Corporate governance	During each transaction	<ul style="list-style-type: none"> <li>Purchase contracts</li> <li>Supplier audit</li> </ul>	<ul style="list-style-type: none"> <li>We require suppliers to comply with RBA, SA8000, ISO 37001 regulations.</li> </ul>
	Information security	During each transaction	<ul style="list-style-type: none"> <li>Purchase contracts</li> <li>Supplier audit</li> </ul>	<ul style="list-style-type: none"> <li>We have a confidentiality mechanism for the identities of whistleblowers and those being reported, and conduct regular audits to ensure that the suppliers and our company are jointly committed to corporate social responsibility and the implementation of a clean supply chain.</li> </ul>
	Supply chain sustainability management	New supplier Monthly delivery Once every two years	<ul style="list-style-type: none"> <li>Purchase contracts</li> <li>Vendor delivery assessment</li> <li>Supplier audit</li> </ul>	<ul style="list-style-type: none"> <li>We require suppliers to comply with all regulations and standards issued by the competent authorities, as well as our own information security and confidentiality policies. Through regular audits and cybersecurity awareness initiatives, we ensure that suppliers work together with us to safeguard a secure and trustworthy digital operating environment.</li> </ul>
In-charge Authorities	Corporate governance Social participation Compliance Energy saving and carbon reduction	Unscheduled Regularly	<ul style="list-style-type: none"> <li>Questionnaire survey</li> <li>Promotional seminar</li> <li>Consultation</li> </ul>	<ul style="list-style-type: none"> <li>We require suppliers to conduct quality management and focus on sustainability issues. Through regular audits and evaluations, we verify that our suppliers have competitive pricing, excellent quality, stable supply and sustainability.</li> <li>We have dedicated personnel visit the collaborating vendors to ensure timely and quality delivery.</li> </ul>
Community	Pollution prevention and control Information security	Unscheduled Unscheduled Regularly	<ul style="list-style-type: none"> <li>Public welfare activity</li> <li>Emergency relief</li> <li>Sponsorships to community/school events</li> </ul>	<ul style="list-style-type: none"> <li>We comply with the requirements of the competent authorities in accordance with the law and report the relevant information on a regular basis.</li> <li>We engage professional firms to assist us in reliably and qualitatively complying with various regulatory requirements.</li> </ul>