

## Communication achievements with stakeholders

The key report on stakeholder communication achievements for the fiscal year 2023 has been submitted to the company for presentation at the board meeting on February 2, 2024.

Stakeholders	Concerned issues	Communication channels/frequency	Key summary of stakeholder communication achievements in 2023
Employees	-Labor relations and employee rights	-Annual performance appraisal -Company announcements (real-time) -Employee consultation hotline (real-time) -Labor-management meetings (quarterly)	<ul style="list-style-type: none"> <li>● Provide a channel for employee feedback and regularly hold labor-management meetings. In 2023, a total of 6 labor-management meetings were conducted throughout the year</li> <li>● Disseminate various types of information to all colleagues through electronic or written means.</li> <li>● Labor-management meetings, welfare committee meetings, occupational safety committees, and annual performance review meetings were all held as scheduled.</li> </ul>

Stakeholders	Concerned issues	Communication channels/frequency	Key summary of stakeholder communication achievements in 2023
Employees	- Occupational safety and health	-Implement occupational safety education and training -Regular health check-ups for employees -Workplace safety and health inspections -Organize health promotion activities -Assist in group insurance and labor insurance subsidy applications	<ul style="list-style-type: none"> <li>● Scheduled 12 medical counseling sessions in 2023 to understand employee needs, effectively providing assistance and care to our employees.</li> <li>● Arranged employee health check-ups in 2023.</li> <li>● Renewed the ISO 14001 and ISO 45001 environmental safety and health management system certifications for three years, obtaining the certificates in September.</li> </ul>
	- Diversity, Inclusion, and Equal Employment Opportunity	-The employee code explicitly prohibits any form of discrimination, sexual harassment, or any behavior that violates human rights. - Prohibition of forced	<ul style="list-style-type: none"> <li>● In the year 2023, there were no reported cases of workplace sexual harassment prevention measures</li> </ul>

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		labor and employment of child labor. - Establishment of measures for the prevention and handling of workplace sexual harassment complaints and disciplinary actions.	complaints
Investors/ Shareholders	-Corporate Governance -Business Performance	-Annual General Meeting (AGM) for shareholders (yearly) -Corporate Briefing (Annually) -Monthly Revenue Announcement -Financial Report Release (Quarterly/Annually) -Publication of Revenue Performance (Monthly) -Company Website and Public Information	<ul style="list-style-type: none"> <li>● 1 corporate briefing was held in 2023</li> <li>● In May 2023, the annual general meeting was held with a shareholder attendance rate of 67.93%. The approval rate for resolutions ranged from 98.61% to over 99.83% of the voting rights present.</li> <li>● 29 major announcements in both Chinese and</li> </ul>

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		Observation Station (Real-time) -Investor Contact Point (Real-time)	English, including quarterly financial reports, annual reports for shareholders' meetings, and related information, were disclosed throughout 2023. <ul style="list-style-type: none"> <li>● Several corporate visits and teleconferences were conducted during the year.</li> </ul>
Customer	- Customer Service	-MDA Confidentiality Agreement (Real-time) -Telephone Customer Hotline (Real-time) -Customer Visits (Irregular/Ad hoc) -Participation in various technical forums, seminars, exhibitions (Irregular/Periodic)	<ul style="list-style-type: none"> <li>● Annual Customer Satisfaction Surveys</li> <li>● In 2023, a total of 24 exhibitions were attended, including countries such as Japan, Germany, the United States, Canada, India, and China</li> <li>● Upon receiving any customer complaint, an immediate case file</li> </ul>

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			is opened, including investigation into the root cause, drafting measures to prevent recurrence, selecting corrective actions, and verifying their effectiveness.
Government	-Regulatory Compliance -Corporate Governance -Corporate Social Responsibility (CSR) -Integrity in Business Operations and Professional Ethics	-Company website as a public information observation station (Real-time) -Communication with regulatory authorities (As required by regulations), irregular official correspondence -Government advocacy meetings (Irregular)	<ul style="list-style-type: none"> <li>● The significant information disclosed in 2023 did not result in any penalties from the regulatory authority.</li> <li>● The effectiveness of corporate governance evaluation has consistently ranked within the top 21% to 35% among listed companies for three consecutive years.</li> </ul>
Supplier	-Sustainable Supply Chain Management	-Communicate opinions with procurement	<ul style="list-style-type: none"> <li>● 84% of new suppliers signed the "Supplier Commitment</li> </ul>

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	-Economic Performance -Non-discrimination -No Forced Labor -Anti-Corruption -Social Impact Assessment of Supplier Compliance with Social Regulations	personnel via telephone or email (Irregularly) -Evaluate the environmental protection and occupational health and safety management systems and performance of suppliers/contractors (Annually)	Agreement. ● 85% of new suppliers signed the "Social Responsibility Assessment Form." ● 83% of new suppliers signed the "Supplier Environmental Management Assessment Form." ● Regular assessments of suppliers.