

## Stakeholder Communication

Stakeholder	Issues concerned		Communication channels, response methods and frequency of communication	Status of communication in 2023
Employees	Customer relationship management Economic performance Talent Cultivation Innovation and R&D	Supplier management Regulatory compliance Occupational safety and health Greenhouse gas management	Set up internal communication channels and hold regular labor-employer meetings for two-way communication. Established the employee welfare committee to coordinate and announce various employee welfare matters. Hold employee education and training sessions for new hires and current employees.	Information being disseminated through internal announcements and email notifications. Positive communication in the four times labor-employer meetings held during the year. Employee Welfare Committee operates properly and announces welfare matters. Four sessions were held during 2023, totaling 228 hours for employee training and education.
Government agencies	Regulatory compliance Talent Cultivation Customer relationship management Economic performance	Occupational safety and health Innovation and R&D Supplier management Greenhouse gas management	The official website provides information on the spokesperson and the communication channels available for stakeholders. Corporate website discloses information related to corporate governance, finances and sales performance in a timely manner. The interactions between the liaison of official document exchange and the competent authority adopt proper corporate governance and regulatory compliance procedures.	The Company's website discloses information related to operations, finances and corporate governance. Starting 2023.9.1, the Company voluntarily discloses the 2022 sustainability report on the Market Observation Post System and the Company's website. Good communication with the competent authority, and there are no violations.
Customers	Customer relationship	Occupational safety and	The official website provides information on the communication channels available for stakeholders.	Properly conduct customer relationship management and implement customer

Stakeholder	Issues concerned		Communication channels, response methods and frequency of communication	Status of communication in 2023
	management Innovation and R&D Regulatory compliance	health Supplier management Talent Cultivation	There are customer service personnel who provide consultation and handle suggestions and grievances filing to protect the rights and interests of customers. Annual customer satisfaction survey as the focus of the Company's internal management.	satisfaction survey according to schedule as the basis for management improvement. Two customer satisfaction surveys were conducted during the year, and the total average score of 92.6 achieved the target.
Suppliers or contractors	Supplier management Economic performance Occupational safety and health	Customer relationship management Regulatory compliance Talent Cultivation	The official website provides information on the communication channels available for stakeholders. Actively invite suppliers to sign the Supplier Social Responsibility Commitment to jointly promote governance, environment and social responsibilities for sustainability. Supplier evaluation and management	Worked with suppliers to fulfill their corporate social responsibilities, and new suppliers affirmed the actions and signed the Commitment in response. Continued to evaluate suppliers with whom the Company has consistent transactions during the year, and the total average score of 93.2 achieved the target.
Shareholders or investors	Economic performance Occupational safety and health Customer relationship management Supplier management	Innovation and R&D Greenhouse gas management Regulatory compliance	The official website provides information on the communication channels available for stakeholders. Corporate website discloses information related to corporate governance, finances and sales performance in a timely manner. Hold annual general meetings and disclose the annual reports in both Chinese and English versions.	The Company's website discloses information related to operations, finances and corporate governance. Investor relations platform complies with laws and sincerely provides answers to shareholder and investor inquiries. The shareholder meeting held on 2023.6.27 had positive results.
Banks	Regulatory compliance	Economic performance	Corporate website discloses information related to corporate governance, finances and sales	The Company's website discloses information related to operations,

Stakeholder	Issues concerned		Communication channels, response methods and frequency of communication	Status of communication in 2023
	Greenhouse gas management Customer relationship management	Occupational safety and health Innovation and R&D	performance in a timely manner. Establish communication and information channels, maintain contact with banks and properly handle finances and operations.	finances and corporate governance. Maintain good communication with banks, comply with laws and regulations and sincerely respond to banks' inquiries.