

Communication with Stakeholders


TSRC values communication with its stakeholders and actively engages with them through regular and ad-hoc channels to understand the actual and potential impacts of its business activities on stakeholders, as well as take actively preventive and mitigating actions. TSRC identifies six major stakeholders followed the five principles of the AA1000 Stakeholder Engagement Standard and based on daily operations: employees and other workers, customers, local communities, shareholders and investors, suppliers, and government and authorities.



TSRC provides convenient and accessible bilingual offline and online communication channels tailored to the characteristics of each stakeholder group. We conduct annual bilingual surveys to gauge stakeholder concerns regarding ESG issues. TSRC also utilizes the stakeholder's questionnaire open feedback to understand the effectiveness of communication and actions. The employee engagement survey and customer satisfaction outcome are considered as engagement performance indicators about employees and customers.



The company reported to the 15th meeting of the 17th session of the Board of Directors on July 31, 2023 on the communications between the company and stakeholders, material topics and ESG performance in 2022.


Communication result with stakeholders

TSRC Stakeholders

Target of Communication	Significance to TSRC	Topics of Concern ^{Note}	Communication Channel and Frequency	2022 Communication Results and Actions
 Employees and other workers	Employees are TSRC's most important asset. They drive TSRC's continuous optimization of its products and services through their professional skills.	<p>Governance Business strategies and performance</p> <p>Environmental Climate strategy and GHG emissions</p> <p>Society/People Employee welfare and sense of belonging</p>	<p>Quarterly</p> <ul style="list-style-type: none"> CEO quarterly communication meeting <p>Multiple times per year/ Irregular basis</p> <ul style="list-style-type: none"> Employee welfare committee meeting Employee education training Health promotion forum Functional questionnaire Employees complain mailbox <p>Annually</p> <ul style="list-style-type: none"> Labor union representatives conference 	<p>Governance</p> <ul style="list-style-type: none"> Organized CEO communication meetings to improve employees' understanding of the company's development direction Established a self-learning platform to allow new employees to quickly understand of the company's vision and long-term development <p>Environmental</p> <ul style="list-style-type: none"> Conducted global ESG education training for employees to communicate with the importance of ESG strategy and climate related risks <p>Society/People</p> <ul style="list-style-type: none"> Continued to promote safety and health training and drills to provide a safe workplace Promoted the "Global Self-Development" project and held presentations to align with organizational development and employee function transformation Organized online sharing events to provide employees with cross-disciplinary learning opportunities Provided employees with English language courses Provided multiple health seminars to improve employee health

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 Customers	<p>Customers' trust is the cornerstone of TSRC's sustainable operation. TSRC creates value for customers with innovative products.</p>	<p>Governance <u>Sustainable Innovation</u></p> <p>Environmental <u>Product accountability</u></p> <p>Society/People <u>Occupational health and safety</u></p>	<p>Multiple times per year/ Irregular basis</p> <ul style="list-style-type: none"> Annual interactive seminar Customer meetings or interviews (e-mail, telephone, video chat) Technology or industry seminars Domestic and overseas exhibitions Information disclosure on the company website Customer ESG audit Company website <p>Annually</p> <ul style="list-style-type: none"> Customer satisfaction survey 	<p>Governance</p> <ul style="list-style-type: none"> Conduct the customer satisfaction survey each year to maintain high level of satisfaction Responded to customers' questions and met their needs immediately through TSRC's business units Conducted interviews to build long-term partnerships with customers <p>Environmental</p> <ul style="list-style-type: none"> Discussed with customers to understand sustainable product needs <p>Society/People</p> <ul style="list-style-type: none"> Responded to customers' ESG or sustainability-related questionnaires in a timely manner, and explained TSRC's ESG strategy, goals, and action plans to customers Cooperated with customers' ESG audits
 Local communities	<p>Neighboring residents and local communities provided TSRC with diversified suggestions to drive TSRC's continuous efforts to reduce the potential or actual negative impacts of production activities and to actively expand the positive influence.</p>	<p>Governance <u>Compliance</u></p> <p>Environmental <u>Climate strategy and GHG emissions</u></p> <p>Society/People <u>Communication with communities</u></p>	<p>Multiple times per year/ Irregular basis</p> <ul style="list-style-type: none"> Community visits The Industrial Park Manufacturers Association Meeting Information on the Company website <p>Annually</p> <ul style="list-style-type: none"> The Industrial Park Service Center Meeting 	<p>Governance Environmental</p> <ul style="list-style-type: none"> Visited nearby communities of the Kaohsiung Factory to understand their concerns <p>Society/People</p> <ul style="list-style-type: none"> Supported small organic farmers in Kaohsiung with specific actions and supported environment-friendly soil treatment Regularly sponsor school lunches for elementary schools around Dashe District of Kaohsiung City every year

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 Shareholders and investors	Shareholders and investors have influence on TSRC's operational decisions, and TSRC continues to respond to shareholders' expectations with excellent operational performance.	Governance <u>Business strategies and performance</u> Environmental <u>Energy management</u> Society/People <u>Talent attraction and retention</u>	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> Investor service mail-box on TSRC's website The Market Observation Post System (MOPS) Website updates and major news announcements, stakeholders' members section, ESG mailbox on TSRC's website Annually <ul style="list-style-type: none"> Convene 1 shareholders' meeting per year Live broadcast of investor conference at least twice a year 	Governance Environmental Society/People <ul style="list-style-type: none"> Convened 1 shareholders' meeting and 2 investor conferences Updated information on the company website and MOPS from time to time Responded to all questions of shareholders regarding material issues via telephone and e-mail Collected post-event questionnaires after investor conferences and compiled investors' feedback and suggestions
	 Suppliers	The raw materials and services provided by suppliers are the basis for TSRC's high quality products. TSRC and its partners pursue sustainable development to create a win-win situation.	Governance <u>Sustainable Innovation</u> Environmental <u>Climate strategy and GHG emissions</u> Society/People <u>Occupational health and safety</u>	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> ESG mailbox on TSRC's website Greenhouse gas reduction target promotion Annual interactive visits or meetings Annually <ul style="list-style-type: none"> Annual supplier evaluation once a year

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 Government and authorities	TSRC maintains smooth communication channels with the government to keep abreast of the latest regulatory trends.	Governance <u>Governance, integrity and business ethics</u> Environmental <u>Climate strategy and GHG emissions</u> Society/People <u>Occupational health and safety</u>	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> Interviews (telephone, visits, meetings) Participation in government laws and regulations promotion activities 	Governance <ul style="list-style-type: none"> Responded to public company surveys of the TWSE Participated in seminars organized by the TWSE Maintained close contact with the TWSE to inquire about and verify material information and announcements Environmental <ul style="list-style-type: none"> Participated in forums held by Taiwan's Environmental Protection Agency on strengthening climate change adaptation regulation – Company risks and disclosures under climate change