

## **Communication with Stakeholders**

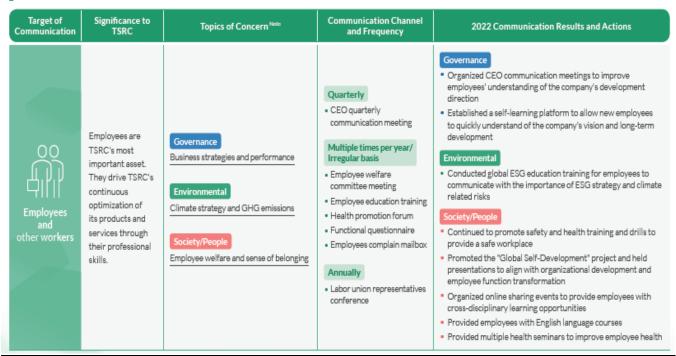
TSRC values communication with its stakeholders and actively engages with them through regular and ad-hoc channels to understand the actual and potential impacts of its business activities on stakeholders, as well as take actively preventive and mitigating actions. TSRC identifies six major stakeholders 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
Customers	Customers' trust is the cornerstone of TSRC's sustainable operation. TSRC creates value for customers with innovative products.	Governance Sustainable Innovation  Environmental Product accountability  Society/People Occupational health and safety	Multiple times per year/ Irregular basis  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  Annually  Customer satisfaction survey	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  Environmental  Discussed with customers to understand sustainable product needs  Society/People  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	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.	Governance Compliance Environmental Climate strategy and GHG emissions Society/People Communication with communities	Multiple times per year/ Irregular basis  Community visits The Industrial Park Manufacturers Association Meeting Information on the Company website  Annually The Industrial Park Service Center Meeting	Visited nearby communities of the Kachsiung Factory to understand their concerns      Society/People     Supported small organic farmers in Kachsiung with specific actions and supported environment-friendly soil treatment     Regularly sponsor school lunches for elementary schools around Dashe District of Kachsiung City every year



Target of Communication	Significance to TSRC	Topics of Concern Note	Communication Channel and Frequency	2022 Communication Results and Actions
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 Business strategies and performance Environmental Energy management  Society/People Talent attraction and retention	Multiple times per year/ Irregular basis  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  Convene 1 shareholders' meeting per year  Live broadcast of investor conference at least twice a year	Governance Environmental Society/People  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
O TO	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 Sustainable Innovation  Environmental Climate strategy and GHG emissions  Society/People Occupational health and safety	Multiple times per year/ Irregular basis  ESG mailbox on TSRC's website  Greenhouse gas reduction target promotion  Annual interactive visits or meetings  Annually  Annual supplier evaluation once a year	Governance  Irregularly interviewed local suppliers and formed partnerships Explored renewable raw materials suppliers  Environmental Society/People Regularly visited major suppliers for two-way communication Completed annual global supplier audits Updated supplier code of conduct and require all suppliers to comply with it

Target of Communication	Significance to TSRC	Topics of Concern Nata	Communication Channel and Frequency	2022 Communication Results and Actions
Government and authorities	TSRC maintains smooth communication channels with the government to keep abreast of the latest regulatory trends.	Governance Governance, integrity and business ethics  Environmental Climate strategy and GHG emissions  Society/People Occupational health and safety	Multiple times per year/ Irregular basis  Interviews (telephone, visits, meetings)  Participation in government laws and regulations promotion activities	Governance  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  Participated in forums held by Taiwan's Environmental Protection Agency on strengthening climate change adaptation regulation – Company risks and disclosures under climate change