


Stakeholder Engagement


TSRC's stakeholder engagement strategy respects the perspectives and input of stakeholders, fostering open and effective communication to continuously enhance their interests. TSRC has identified six primary stakeholders based on its daily operations and adheres to the five principles outlined in the AA1000 Stakeholder Engagement Standard. These stakeholders are: employees and other workers, customers, local communities, shareholders/investors, suppliers, and government/authorities.

TSRC values effective communication with stakeholders, offering a range of channels fitting stakeholders' characteristics (e.g., online/offline meetings and telephone surveys). These regular and ad-hoc channels are instrumental in comprehending the actual and potential impacts of TSRC's business operations on stakeholders, allowing for proactive measures to prevent and mitigate any adverse effects. Moreover, to ensure effective and continuous communication, TSRC conducts an annual survey both internally and externally to gauge stakeholders' concerns regarding ESG issues and TSRC's sustainability initiatives. Feedback received from stakeholders is carefully integrated into internal discussions, with the Executive Leadership Team (ELT) promptly addressing and responding to any material issues identified.

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 in 2023

Target of Engagement	Significance to TSRC	Topics of Concern ^{Note 1}	Engagement Channel and Frequency	2023 Engagement Results and Actions
 Employees and other workers	Employees are TSRC's most important asset. Through their professional skills, they drive the continuous improvement of TSRC's products and services.	<p>Environmental</p> <p>Climate strategy and GHG emissions</p> <p>Society/People</p> <p>Occupational health and safety</p> <p>Governance</p> <p>Business strategies and performance</p>	<p>Quarterly</p> <ul style="list-style-type: none"> Quarterly CEO 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 Language training courses Sustainability section of TSRC's website 	<p>Environmental</p> <ul style="list-style-type: none"> Organized quarterly CEO meetings to improve employees' understanding of the company's development direction <p>Society/People</p> <ul style="list-style-type: none"> Conducted regular meetings of the Employee Welfare Committee and developed activities related to employee welfare Continued to promote safety and health training and drills to ensure a safe workplace Strengthened the "Global Self-Development" project to promote the development of the organization and the functional transitions of employees Organized online sharing events to provide employees to understand the application of TSRC core values in work Listened to employees' comments and suggestions from Labor Union and made employees understand TSRC's operating situation Provided employees with English courses to promote internal multinational communication and communication with external stakeholders Provided multiple health seminars to improve employee health Set up FAQs on the sustainability section of TSRC's website to make it easy for employees to understand TSRC's strategy and status of ESG implementation <p>Governance</p> <ul style="list-style-type: none"> Conducted global ESG education training for employees to make them familiar with ESG and the development of carbon market Expanded the information on the self-learning platform to enable new employees to quickly understand of the company's vision and long-term development

Target of Engagement	Significance to TSRC	Topics of Concern ^{Note 1}	Engagement Channel and Frequency	2023 Engagement Results and Actions
 Customers	Customer trust is the cornerstone of TSRC's sustainable operations. TSRC creates value for customers through innovative products.	Environmental Climate strategy and GHG emissions Society/People Occupational health and safety Governance Sustainable innovation	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> 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 International ESG evaluation disclosure Annually <ul style="list-style-type: none"> Customer satisfaction survey 	Environmental <ul style="list-style-type: none"> Discussed with customers to understand sustainable product needs Society/People <ul style="list-style-type: none"> Provided timely responses to customers' ESG or sustainability questionnaire and explained TSRC's ESG strategy, goals, and action plans to customers Cooperated with customers' ESG audits Participated in the Ecovadis evaluation and provided customers with the results of TSRC's ESG performance evaluation directly Governance <ul style="list-style-type: none"> Conducted 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
 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.	Environmental Climate strategy and GHG emissions Society/People Occupational health and safety Governance Governance, Integrity and business ethics	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> Community visits The Industrial Park Manufacturers Association Meeting Information on the Company's website Annually <ul style="list-style-type: none"> The Industrial Park Service Center Meeting 	Environmental Governance <ul style="list-style-type: none"> Visited nearby communities of the Kaohsiung Factory to understand their concerns Society/People <ul style="list-style-type: none"> Supported small organic farmers in Kaohsiung with specific actions and promoted environmental friendly soil treatment Introduced visually impaired masseurs to support the employment of vulnerable groups in local communities Regularly sponsors school lunches for elementary schools in Dashe District of Kaohsiung every year
 Shareholders and investors	Shareholders and investors influence TSRC's operational decisions. TSRC continues to respond to shareholders' expectations with excellent operating performance.	Environmental Climate strategy and GHG emissions Society/People Occupational health and safety Governance Compliance	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> Investor Service Mailbox on TSRC's website The Market Observation Post System (MOPS) Website updates and major news announcements, stakeholder member section, ESG mailbox on TSRC website Annually <ul style="list-style-type: none"> Convene 1 shareholder meeting per year Live broadcast of investor conference at least twice a year 	Environmental Governance Society/People <ul style="list-style-type: none"> Convened 1 shareholders' meeting and 2 investor conferences Updated information on the Company's website and MOPS from time to time Collected post-event questionnaires after investor conferences and compiled investor 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.	Environmental Climate strategy and GHG emissions Society/People Occupational health and safety Governance Sustainable innovation	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> ESG mailbox on the TSRC website GHG reduction target promotion Annual interactive visits or meetings Annually <ul style="list-style-type: none"> Annual supplier evaluation once a year 	Environmental Society/People <ul style="list-style-type: none"> Regularly visited major suppliers for two-way communication Completed annual global supplier audits Received the signed TSRC Group Supplier Code of Conduct and responded to the Corporate Sustainable Development Questionnaire Governance <ul style="list-style-type: none"> Irregularly interviewed local suppliers and formed partnerships Explored renewable raw materials suppliers
 Government and authorities	TSRC maintains smooth communication channels with the government to keep abreast of the latest regulatory trends.	Environmental Energy management Society/People Occupational health and safety Governance Compliance	Multiple times per year/ Irregular basis <ul style="list-style-type: none"> Interviews (phone calls, visits, meetings) Participation in government laws and regulations promotion activities 	Environmental <ul style="list-style-type: none"> Participated in carbon trading related lectures held by government and authorities Governance <ul style="list-style-type: none"> Responded to public company surveys of the TWSE Participation in seminars organized by the TWSE Maintained close contact with the TWSE to inquire about and verify material information and announcements