







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 7th meeting of the 18th session of the Board of Directors on May 8, 2025 on the communications between the company and stakeholders, material topics and ESG performance in 2024.

Communication result with stakeholders in 2024

Target of Engagement	Significance to TSRC	Topics of Concern	Engagement Channel and Frequency	2024 Engagement Results and Actions
 <p>Employees and other workers</p>	Employees are one of TSRC's most important assets. Through their professional skills, they drive the continuous improvement of products and services.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Occupational health and safety</p> <p>Governance Compliance</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> Communication meetings between functional supervisors and employees Employee welfare committee meetings Employee internal training courses Health promotion seminars Team building activities Functions questionnaire Employee complaints mailbox <p>Annually</p> <ul style="list-style-type: none"> CEO communications meetings Labor union representatives conference Language training courses Sustainability section of TSRC's website Annual company party Festival celebration events Implemented employee assistance programs Stakeholder Sustainability Questionnaire Human rights due diligence questionnaire to better understand employee feelings 	<p>Environment</p> <ul style="list-style-type: none"> Conducted ESG training for employees belonging to relevant functional units to familiarize them with the development of important ESG trends, including human rights and sustainable supply chains <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 Conducted employee engagement surveys and continued to implement improvement plans based on survey results Implemented 3 project training programs, including training on TSRC's leadership management model, training for newly-appointed supervisors and professional skills training to cultivate talents with multiple competencies Continued to promote safety and health training and drills to ensure a safe workplace Listened to comments and suggestions from employees in labor unions and informed employees on TSRC's operating situation Provided employees with English courses to promote internal multinational communication and communication with external stakeholders Provided employees with weekly health tips relevant to recent holidays or current events to increase employee healthcare awareness in daily life Understood employee expectations through the Stakeholder Sustainability Questionnaire Continued to monitor employee feelings towards human rights related issues and assess potential risks <p>Governance</p> <ul style="list-style-type: none"> Held CEO communications meetings to help employees understand the Company's annual goals, operational performance, and strategic direction Built a learning platform providing employees with important channels for continuous learning and allowing new employees to quickly understand the Company's culture and business Organized 4 training courses on ethical corporate management, and provided written educational materials on insider trading prevention and Fair Trade Act compliance
 <p>Shareholders and investors</p>	Shareholders and investors influence TSRC's operational decisions. TSRC continues to respond to shareholders' expectations through excellent operating performance and sustainability efforts.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Employment and human rights</p> <p>Governance Governance, integrity & business ethics</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> Investor Service Mailbox on the TSRC website The Market Observation Post System (MOPS) Website updates and major news announcements, stakeholders' members section, ESG mailbox on TSRC website <p>Annually</p> <ul style="list-style-type: none"> Convene 1 shareholder meeting per year Hold at least 2 investor conferences each year which are simultaneously broadcast live Stakeholder Sustainability Questionnaire 	<p>Environment Society/People Governance</p> <ul style="list-style-type: none"> Convened 1 shareholders' meeting and 2 investor conferences Provided latest news updates on the TSRC website and MOPS from time to time Understood shareholder views and opinions through speeches from shareholders at shareholders' meetings Collected post-event questionnaires after investor conferences and compiled investor feedback and suggestions Understood shareholder and investor expectations through the Stakeholder Sustainability Questionnaire
Target of Engagement	Significance to TSRC	Topics of Concern	Engagement Channel and Frequency	2024 Engagement Results and Actions
 <p>Suppliers</p>	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.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Occupational health and safety</p> <p>Governance Compliance</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> ESG mailbox on the TSRC website Promotion of greenhouse gas reduction targets for suppliers Annual interactive visits or meetings Supplier Sustainability Self-Assessment Questionnaire <p>Annually</p> <ul style="list-style-type: none"> Annual supplier evaluation Stakeholder Sustainability Questionnaire 	<p>Environment Society/People</p> <ul style="list-style-type: none"> Regularly visited major suppliers for two-way communication Completed annual global supplier audits Suppliers signed and returned TSRC Group Supplier Code of Conduct, and responded to the Company's Sustainable Development Questionnaire <p>Governance</p> <ul style="list-style-type: none"> Irregularly interviewed local suppliers and formed partnerships Explored renewable raw materials suppliers Understood supplier views and expectations through the Stakeholder Sustainability Questionnaires
 <p>Customers</p>	Customer trust is the cornerstone of TSRC's sustainable operations. TSRC creates value for customers through innovative products.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Occupational health and safety</p> <p>Governance Sustainable innovation</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> Customer meetings or interviews (email, telephone, video call) Technology or industry seminars Domestic and overseas exhibitions Information disclosure on the TSRC website Customer ESG audit International ESG evaluation disclosure <p>Annually</p> <ul style="list-style-type: none"> Customer satisfaction survey Stakeholder Sustainability Questionnaire 	<p>Environment</p> <p>Discussed with customers to understand sustainable product needs</p> <p>Society/People</p> <ul style="list-style-type: none"> Provided timely responses to customers' ESG or sustainability questionnaires and explained TSRC's ESG strategy, goals, and action plans to customers Cooperated with customers' ESG audits Participated in the EcoVadis evaluation, allowing customers to directly access the results of TSRC's ESG performance evaluation <p>Governance</p> <ul style="list-style-type: none"> Conducted the customer satisfaction survey each year to maintain high level of satisfaction Business unit immediately responded to customers' questions and meet their needs Conducted interviews to build long-term partnerships with customers Understood customer views and expectations through the Stakeholder Sustainability Questionnaire
 <p>Government/competent authorities</p>	TSRC maintains smooth communication channels with the government to keep abreast of the latest policies and regulatory trends.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Diversity, equality, and inclusion (DEI)</p> <p>Governance Governance, integrity & business ethics</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> Interviews (telephone calls, visits, meetings) Participation in government laws and regulations promotion activities <p>Annually</p> <ul style="list-style-type: none"> Stakeholder Sustainability Questionnaire 	<p>Environment</p> <ul style="list-style-type: none"> Attended carbon fee seminars organized by government agencies <p>Governance</p> <ul style="list-style-type: none"> Responded to surveys for publicly listed company from the TWSE Participated in seminars organized by the TWSE Maintained close contact with the TWSE to inquire about and verify material information and announcements Understood the views and expectations of the government/competent authority through the Stakeholder Sustainability Questionnaire
 <p>Local communities</p>	Neighboring residents and local communities provided TSRC with diverse suggestions to drive TSRC's continuous efforts to reduce the potential or actual negative impacts of production activities and to actively expand a positive influence.	<p>Environment Climate strategy and greenhouse gas emissions</p> <p>Society/People Occupational health and safety</p> <p>Governance Compliance</p>	<p>Multiple times per year/Irregular basis</p> <ul style="list-style-type: none"> Community visits Industrial Park Manufacturers Association Meetings Information on the TSRC website <p>Annually</p> <ul style="list-style-type: none"> Industrial Park Service Center Meetings Stakeholder Sustainability Questionnaire 	<p>Environment Governance</p> <ul style="list-style-type: none"> Visited local communities nearby the Kaohsiung Factory to understand their concerns <p>Society/People</p> <ul style="list-style-type: none"> Actively participated in supplier association activities Regularly sponsors school lunches for elementary schools in the Dashe District of Kaohsiung every year Introduced visually impaired masseurs to support the employment of vulnerable groups in local communities Donated unused laboratory equipment to academic institutions Understood the views and expectations of local communities through the Stakeholder Sustainability Questionnaire