

Stakeholder Engagement

For the identification of stakeholders, their concerns, communication channels, and response methods, please refer to the Stakeholder Engagement section in the company's 2024 Sustainability Report. Additionally, the engagement with stakeholders was reported to the board of directors on July 31, 2025.

Stakeholder	Significance to Sercomm	Focus Topics	Communication Channels and Frequency		Key Communication Achievements in 2024
Employees	Employees are key partners in Sercomm's continued growth, value creation, and innovation. The company fosters internal alignment through a fair and competitive compensation and benefits system.	<ul style="list-style-type: none"> Information Security Business Ethics Economic Performance Occupational Health and Safety Human Resource Management 	Regular <ul style="list-style-type: none"> Annually: Annual Performance Review Meetings Quarterly: Occupational Health and Safety Committee Quarterly: Labor-Management Meetings Quarterly: New Employee Sharing Sessions Quarterly: Employee Welfare Committee 	Ad hoc <ul style="list-style-type: none"> Internal company Bulletin Board Employee Training Programs Employee Health Promotion Seminars Dedicated Employee Grievance Mailbox Sustainability Topic Concern Survey 	<ul style="list-style-type: none"> 28 Occupational Health and Safety Committee meetings 4 Labor-Management meetings 4 New Employee Sharing Sessions, with a total of 109 participants 4 Employee Welfare Committee Meetings Average of 6.62 training hours per employee
Customer	Customer trust is a key driving force behind Sercomm's continued progress. The company responds to customer needs with comprehensive, high-quality products and services, steadily strengthening collaborative relationships.	<ul style="list-style-type: none"> Customer Relationship Management Waste Management Greenhouse Gas and Energy Management Water Resource Management Human Rights Management Climate Change Mitigation and Adaptation Information Security 	Regular <ul style="list-style-type: none"> Annually: Customer Satisfaction Survey 	Ad hoc <ul style="list-style-type: none"> Sustainability Topic Concern Survey Global localized technical support services Customer service and dedicated feedback handling channels Communication and management of green policies, green manufacturing, and green procurement 	<ul style="list-style-type: none"> Customer satisfaction score: 84.51 Responded to over 133 sustainability-related inquiries and requests Participated in 9 industry exhibitions
Stakeholder	Significance to Sercomm	Focus Topics	Communication Channels and Frequency		Key Communication Achievements in 2024
Investors / Financial institutions	Positive evaluations from investors and financial institutions contribute to Sercomm's stable growth. The company communicates its sustainability performance with integrity and transparency, strengthening mutual trust.	<ul style="list-style-type: none"> Business Ethics Product Innovation and R&D Economic Performance Product and Service Responsibility Waste Management Water Resource Management 	Regular <ul style="list-style-type: none"> Annual: Annual General Shareholders' Meeting Annual: Annual Report Annual: Sustainability Report Monthly/Quarterly: Operational Performance Announcement Quarterly: Investor Conference and Quarterly Financial Report 	Ad hoc <ul style="list-style-type: none"> Material Information and Press Releases Official Company Website External Communication Mailbox Sustainability Topics Concern Survey 	<ul style="list-style-type: none"> 8 investor conferences 1 annual shareholders' meeting 16 financial news releases
Suppliers	Suppliers are essential partners in delivering high-quality products and services. Sercomm enhances supply stability through strategic procurement initiatives.	<ul style="list-style-type: none"> Business Ethics Risk Management Sustainable Supply Chain Management Product Innovation and R&D Product and Service Responsibility Information Security 	Ad hoc <ul style="list-style-type: none"> Supplier Training, Evaluation, Assessment, or Guidance Project Meetings 	Ad hoc <ul style="list-style-type: none"> EHS Management Briefings Supplier Visits and On-Site Audits Sustainability Topics Concern Survey 	<ul style="list-style-type: none"> 1,045 supplier participants in labor and human rights training sessions
Government Agencies	Regulations set by government authorities influence Sercomm's decision-making and development direction. The company complies with relevant laws and maintains open, trustworthy communication with the authorities.	<ul style="list-style-type: none"> Business Ethics Risk Management Sustainable Supply Chain Management Information Security Green Products Occupational Health and Safety 	Ad hoc <ul style="list-style-type: none"> Official Correspondence from Competent Authorities Regulatory Briefings and Consultation Forums Sustainability Topics Concern Survey 		<ul style="list-style-type: none"> No major violations or complaints Responded to 23 questionnaires from the Taiwan Stock Exchange
Media	The media serves as a key channel for Sercomm to maintain effective communication with a wide range of stakeholders. The company shares accurate and responsible information to demonstrate its corporate values.	<ul style="list-style-type: none"> Business Ethics Economic Performance Risk Management Sustainable Supply Chain Management Information Security Product Innovation and R&D 	Regular <ul style="list-style-type: none"> Monthly/Quarterly: Operational Performance Announcement 	Ad hoc <ul style="list-style-type: none"> Corporate Press Releases Press Conferences Public Relations Contact Point External Communication Mailbox LinkedIn Sustainability Topics Concern Survey 	<ul style="list-style-type: none"> 15 financial news releases (official website) 4 corporate announcements (official website)
ESG Rating and Evaluation Organizations	The perspectives of ESG rating and evaluation organizations reflect Sercomm's progress in corporate sustainability. The company continues to enhance and plan sustainability actions to strengthen its overall ESG performance.	<ul style="list-style-type: none"> Human Rights Management Privacy Management Business Ethics Economic Performance Information Security Occupational Health and Safety Greenhouse Gas and Energy Management 	Regular <ul style="list-style-type: none"> Annual: ESG-Related Audits or Verifications 	Ad hoc <ul style="list-style-type: none"> ESG Assessment or Inquiry Platforms Other Communication Channels, such as Third-Party Professional Consultations Sustainability Topics Concern Survey 	<ul style="list-style-type: none"> Received a Gold Medal in the EcoVadis Sustainability Assessment Major manufacturing sites participated in the Responsible Business Alliance (RBA) Validated Assessment Program (VAP)

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