

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 2023 Sustainability Report. Additionally, the engagement with stakeholders was reported to the board of directors on November 1, 2024.

Stakeholder Engagement

Stakeholder	Implications for Sercomm	Topics of concern	Communication channel and frequency		Key communications performance in 2023
Employees	Employees are important partners for Sercomm's continued growth, value creation and innovation. The Company builds internal consensus through a fair and attractive compensation and benefit system.	<ul style="list-style-type: none"> Talent recruitment and retention Information security Human rights management Employee training and development Business integrity Customer relationship management 	Regular: <ul style="list-style-type: none"> Annually: Annual performance evaluation interviews Quarterly: Occupational Safety and Health Committee Quarterly: Employer-employee meetings Quarterly: Sharing with new hires Quarterly: Employee Welfare Committee 	Irregularly: <ul style="list-style-type: none"> Internal electronic corporate bulletin board Employee education and training Employee health promotion seminar Employee complaint mailbox 	<ul style="list-style-type: none"> 68 Occupational Safety and Health Committee meetings 3 sessions of sharing with new hires, with 101 participants 7.22 hours of education and training per capita 4 Employee Welfare Committee meetings
Customerst	Customers' trust in Sercomm is the key force for the Company to continue moving forward. The Company responds to customer needs with a comprehensive and high-quality products and services, and gradually deepens partnerships.	<ul style="list-style-type: none"> Low-carbon operations Waste management Occupational health and safety Human rights management Green products 	Regular: <ul style="list-style-type: none"> Annually: Customer satisfaction survey 	Irregularly: <ul style="list-style-type: none"> Questionnaires on level of concern about sustainability issues Global local technical support services Dedicated contact persons for handling customer services and opinions Description and management of green policies, green manufacturing and green procurement 	<ul style="list-style-type: none"> Submission of a SBTi (Science Based Targets initiative) commitment Customer satisfaction survey of 86 points 4 questionnaires on level of concern about sustainability issues
Investors/Financial institutions	The positive evaluation of Sercomm by investors/financial institutions is beneficial to the stability of the Company's growth. The Company communicates sustainable performance based on the principles of integrity and transparency, deepening the trust relationship between both parties.	<ul style="list-style-type: none"> Information security Low-carbon operations Business integrity 	Regular: <ul style="list-style-type: none"> Annually: Annual shareholders' meeting Annually: Company annual report Annually: Sustainability Report Monthly/quarterly: Announcements on business performance Quarterly: Investor seminars, quarterly financial reports 	Irregularly: <ul style="list-style-type: none"> Important news and press releases Company official website External communication mailbox Investment institution seminars 	<ul style="list-style-type: none"> 2 investor seminars 1 shareholders' meeting 4 investment institution seminars

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Suppliers	Suppliers are important partners for Sercomm to provide high-quality products and services. The Company strengthens the stability of material supply through strategic procurement plans.	<ul style="list-style-type: none"> Low-carbon operations Occupational health and safety Human rights management Business integrity Risk management Green products Product innovation and R&D Customer relationship management 	Irregularly: <ul style="list-style-type: none"> Supplier education and training, evaluation, assessment or counseling Project meetings Environmental, safety and health related management instructions Supplier visits and on-site audits 		<ul style="list-style-type: none"> 582 participants in supplier sustainability-related education and training
Government agencies	The laws and regulations formulated by government agencies affect the Company's decision-making and development direction. The Company adheres to regulations and maintains communication and mutual trust between both parties.	<ul style="list-style-type: none"> Low-carbon operations Climate change response Talent recruitment and retention Employee training and development Business integrity Information security Risk management Product innovation and R&D 	Irregularly: <ul style="list-style-type: none"> Official correspondence from competent authorities Regulatory briefings, research seminars, etc. of competent authorities 		<ul style="list-style-type: none"> No major violations or complaints
News media	News media is an important channel for Sercomm to maintain good communication with a wide range of stakeholders. The Company provides correct and responsible information to demonstrate corporate value externally.	<ul style="list-style-type: none"> Waste management Occupational health and safety Business integrity 	Regular: <ul style="list-style-type: none"> Monthly/quarterly: Announcements on business performance 	Irregularly: <ul style="list-style-type: none"> Corporate press releases Press conferences Contact person for public relations External communication mailbox 	<ul style="list-style-type: none"> 16 press releases 14 media communications 6 press conferences
ESG evaluation/rating organizations	The views of ESG evaluation/rating organizations reflect Sercomm's corporate sustainable development process. The Company continues to improve and plan sustainable actions to optimize corporate sustainability.	<ul style="list-style-type: none"> Climate change response Business integrity Information security 	Regular: <ul style="list-style-type: none"> Annually: ESG related audits or verifications 	Irregularly: <ul style="list-style-type: none"> ESG related assessments or inquiry systems Other communication channels, such as third-party professional consultant consultation 	<ul style="list-style-type: none"> Participated in EcoVadis sustainability assessment and won a silver award Major manufacturing centers participated in RBA (Responsible Business Alliance) VAP (Validated Assessment Program) verifications

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