

Stakeholder Communication in 2022:

Stakeholder	Focus on issues		Communication channels, response methods and communication frequency	Communication in 2022
Employee	CRM Economic performance Training and Education Innovative research and development	Supplier Management Compliance occupational safety and health Greenhouse Gas Management	<ul style="list-style-type: none"> ✧ Set up internal communication channels and hold regular labor-management meetings for two-way communication. ✧ Establish an employee welfare committee to coordinate and plan various welfare matters for employees and make public announcements. ✧ Organize employee education and training, covering newcomers and on-the-job education and training. 	<ul style="list-style-type: none"> ✧ The company's internal announcements and e-mail notifications are smooth. ✧ Four labor-management meetings were held during the year and the communication was good. ✧ The Welfare Committee is operating well and the welfare matters are publicly announced. ✧ During the year, four sessions were held, totaling 164 HR employee education and training.
Government Agencies	Compliance Training and Education CMR Economic performance	Occupational safety and health Innovative research and development Supplier Management Greenhouse Gas Management	<ul style="list-style-type: none"> ✧ Set up a spokesperson mechanism and a contact information channel for interested parties. ✧ The corporate website immediately discloses information related to corporate governance, finance, business and other operational performance. ✧ The official document exchange contact window interacts with the competent authority to do a good job in corporate governance and compliance with laws and regulations. 	<ul style="list-style-type: none"> ✧ The company's website discloses relevant information such as operations, financial business and corporate governance. ✧ 2022.9.1 Voluntarily publish the sustainable development report on the public information observation station and the company website. ✧ Good communication with the competent authorities, no violations.
Customers	CMR Innovative research and development Compliance	Occupational safety and health Supplier Management Training and Education	<ul style="list-style-type: none"> ✧ Set up communication and contact information channels for stakeholders. ✧ Set up dedicated customer service personnel to provide customer consulting services or complaint management and other related business matters to maintain the rights and interests of customers. ✧ The annual customer satisfaction 	<ul style="list-style-type: none"> ✧ Do our best to maintain customer relationship management and implement customer satisfaction surveys as scheduled as a basis for management improvement. ✧ The second customer satisfaction survey was conducted during the year and the situation is good.

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			survey is the focus of the company's internal management.	
Supplier Or Contractor	Supplier Management Economic performance Occupational safety and health	CMR Compliance Training and Education	<ul style="list-style-type: none"> ✧ Set up communication and contact information channels for stakeholders. ✧ Actively invite suppliers and partners to sign the Corporate Social Responsibility Letter of Commitment to jointly promote governance, environment and social responsibilities for sustainable development. ✧ Supplier Evaluation and Management 	<ul style="list-style-type: none"> ✧ Collaborate with suppliers to fulfill their corporate social responsibilities and new suppliers highly affirm and cooperate to sign. ✧ During the year, the evaluation of the continuous transaction suppliers was carried out twice and the situation was good.
Shareholder Or Investor	Economic performance Occupational safety and health CMR Supplier Management	Innovative research and development Greenhouse Gas Management Compliance	<ul style="list-style-type: none"> ✧ Set up communication and contact information channels for stakeholders. ✧ The corporate website immediately discloses information related to corporate governance, finance, business and other operational performance. ✧ The annual general meeting of shareholders is held every year and the annual report in both Chinese and English is publicly disclosed. 	<ul style="list-style-type: none"> ✧ The company's website discloses relevant information such as operations, financial business and corporate governance. ✧ The investor connection platform follows the laws and regulations and wholeheartedly serves shareholder or investor inquiries. ✧ The general meeting of shareholders was held on June 23, 2022 and the situation was good.
Bank	Compliance Greenhouse Gas Management CMR	Economic performance Occupational safety and health Innovative research and development	<ul style="list-style-type: none"> ✧ The corporate website immediately discloses information related to corporate governance, finance, business and other operational performance. ✧ Set up communication and contact information channels, maintain smooth contact with banks and do a good job in the company's financial and operational work. 	<ul style="list-style-type: none"> ✧ The company's website discloses relevant information such as operations, financial business and corporate governance. ✧ Communicate well with the bank and follow the laws and regulations to serve the bank consultation matters wholeheartedly.