

## Corporate Sustainability-Stakeholder Communication and Response

Stakeholder Communication and Response will be reported to the Board of Directors at least once a year, with the most recent report being filed on November 2, 2023.

### ● Employee rights and interest:

We comply with labor laws and regulations on human rights at home and abroad and treat fairly and respect all employees, including:

1. Formulated working conditions in accordance with labor laws and regulations.
2. Provided equal job opportunities to all job seekers in accordance with the Employment Service Act.
3. Held communication meetings between supervisors and employees from time to time.
4. Launched a staff service hotline at 1805 (sounds like "help you and me in Chinese) and a staff message board.
5. Launched the service hotline at 1805 for sexual harassment complaints and a dedicated email inbox.
6. Recruited medical staff to provide employees with health consultation services on site.
7. Provided employees with free health examination and consultation service per year.
8. Held a labor-management meeting per quarter.
9. Convened the Occupational Safety and Health Committee per quarter.
10. Convened the Employee Welfare Committee from time to time.
11. Provide an anonymous complaint mailbox that is accessible to every employee and is not subject to camera shooting.
12. Organize activities to select and commend outstanding practitioners. The recognition activities encourage colleagues to be conscientious and conscientious and contribute to the company's operating performance, technological innovation, industrial competitiveness, etc. It is used to promote talents, enhance overall morale, and gather colleagues' centripetal force.
13. Annual Important Excerpts:
  - Four labor-management meetings have been held in 2023, with 6 labor and management representatives each as members.
  - In 2023 of Occupational Nursing provides 12 hours of on-site service every month; occupational medicine specialists provide 3 hours of on-site service every four months; and health service physicians provide 2 hours of on-site service every two months.
  - Entrust qualified operating environment monitoring agencies to conduct testing in January, April, July and September 2023.
  - In 2023, 4 Occupational Safety and Health Committee and 8 Employee Welfare Committee meetings were held.
  - The company is equipped with an automatic external electric defibrillator (AED), and the Labor Safety Office arranges basic first aid training courses for first responders every year.
  - In 2023, a total of 6 colleagues stood out and won the title of outstanding practitioners.

### ● Employee care

1. The Company has passed the audit and verification by the ISO14001 environmental management system, the ISO 45001 occupational safety and health management system, thereby providing a safe work environment to our employees.
2. We purchase labor and health insurance for employees as per labor and health insurance laws and regulations,

and they are entitled to childbirth, illness, medical treatment, and other benefits and allowances.

3. We have established an Employee Welfare Committee, which hold activities, including birthday celebrations and employee travel on a regular basis to relax employees' body and mind, thereby improving their quality of life.
4. We facilitate the development of clubs, and employees can freely participate in the cycling, softball, photography, gardening, health promotion clubs, for employees to bond.
5. We signed a contract with a nearby preschool to provide convenient childcare services.
6. We also have facilities in place, including breastfeeding rooms, a collection of books, and large indoor and outdoor parking spaces, for employees.
7. We grant various cash gifts, education scholarships, as well as wedding and funeral allowances on a regular basis per year.
8. We provide employees with additional production and sales bonuses as per the Company's quarterly operating performance.

## ● Client relations

1. We regularly visit clients, engage in technical exchanges with them, and assist them in improving process technology and solving materials and processing technology issues, to establish long-term partnerships on the basis of mutual trust.
2. We require all sales personnel to strictly keep confidential clients' business information in accordance with the confidentiality agreements.
3. We have digital supply chain and electronic sales systems to provide clients with comprehensive supporting services.
4. We conduct a client satisfaction survey in the fourth quarter per year.
5. Annual Important Excerpts:
  - We participated in SEMICOM Taiwan 2023.
  - In 2023, we will continue to sign "NDA confidentiality agreements" with specific customers to strengthen cooperative relationships.
  - Regularly hold technical exchange meetings with the technical department of China Steel in 2023 to improve the quality of technology research and service.
  - The average score of the 2022 client service and satisfaction survey is higher than 140 points (out of 145 points).

## ● Supplier (contractor) relations

1. Provide product purchasing specifications.
2. Promote supplier selection, assessment, auditing and coaching visits to factories. Regular risk assessment and identification to strengthen sustainable supply chain.
3. Exchange product information from time to time, grasp the pulse of raw material trends, and forecast stocking management.
4. Annual Important Excerpts:
  - New suppliers are evaluated, introduced and signed the "Sustainable Development Declaration"; the original suppliers are updated to sign the "Guarantee for Non-Use of Hazardous Substances".
  - Establish ISO material recognition management procedures.
  - Signed NDA with important raw material suppliers.
  - The average supplier quarterly evaluation score in 2023 is 86.25 points, and the rate of qualified suppliers in the raw material quarterly evaluation is 100%; the average annual supplier evaluation score is 87.2 points, meeting the second-level and above standards.

## ● Shareholder (investor) relations

1. We regularly disclose our revenue and irregularly disclose the material information on major resolutions by the Board of Directors and shareholders' meeting on the MOPS in both Chinese and English as per laws and regulations.
2. We hold the general shareholders' meeting regularly per year and adopt electronic voting to allow investors to vote on proposals and express their opinions.
3. We regularly publish financial reports and annual reports on the MOPS and publish the electronic versions on the Company's website at the same time for the public to download and check.
4. We participate in investor conferences held by securities firms at home and abroad from time to time.
5. We amend internal control management regulations and rules from time to time as per laws and regulations and upload them to the Company's website and the MOPS.
6. We release information on company operations, technology, finance, corporate governance, and ethical management from time to time on the Company's website.
7. Annual Important Excerpts:
  - We issued the notes to the revenue announcement before the tenth day of each month to indicate the proportion of precious metal sales to the total revenue, allowing shareholders and investors to be informed of our operating information and improve the quality of our information disclosures.
  - In 2023, major resolutions of the board of directors and shareholders' meetings, as well as major non routine company news, were simultaneously released in both Chinese and English at the Public Information Observatory. The Sustainable Development Report includes ESG operations, fully disclosing business decisions, and enhancing the quality of information disclosure.
  - In 2023, the English version of the shareholder meeting manual, annual report and 2022 financial report will be released for the first time to enhance the understanding of company information by overseas shareholders and investors.
  - A regular shareholders' meeting will be held at the company on June 16, 2023, chaired by the chairman. In addition to answering shareholders' questions directly, the management team also has good interactions with shareholders.
  - Complete the board of directors' performance self-evaluation in December 2023 and disclose the results on the company's website.
  - On July 21, 2023, the company was invited to participate in the legal person briefing held by Sinosteel Securities and on December 20, 2023, it was invited to participate in the legal person briefing of Sinosteel Group hosted by Fubon Securities to explain the company's operating status to investors. and future trends.

## ● Society

1. We participate in a variety of seminars, forums, public hearings, training courses, exchanges, and mutual visits on policies and laws from time to time. We also publish press releases and interview the spokesperson from time to time.
2. We visit the chief of village per quarter to understand the village's relevant activities and needs and provide resources and assistance needed in a timely manner.
3. We joined the Kaohsiung Personnel Representative Association and participate in its regular meetings and information exchanges.
4. Annual Important Excerpts:
  - Neighborhood safety boxes are donated monthly and distributed to marginalized households in urgent need of help through the district chief. In 2023, a total of 20 households will be distributed through the district chief. In the past eight years, a total of approximately 260 marginalized households have been

donated, with the hope that the society will continue to be good..

- In 2023, a rescue campaign was held to encourage employees to purchase overproduced and unsold agricultural products.
- Every year, we assist local people with disabilities with employment and training opportunities. In 2023, we assisted 19 people, and provided a total of 55 people with disabilities a self-sufficient work stage in the past three years.
- In response to World Vision Taiwan' s red envelope spreading love campaign, the company set up a voluntary donation box for employees, raising a total of NT\$25,000.

## ● Government

1. We visit elected representatives to communicate reasonable regulations and policies with competent authorities.
2. We participate in symposiums, seminars, and various evaluations organized by competent authorities from time to time.
3. Annual Important Excerpts:
  - Attend the employer symposium organized by the Kaohsiung Labor Bureau Training and Employment Center in 2023 to understand relevant government policies.
  - In 2023, participated in activities related to the Southern District Human Resources Development Center of the Kao P'ing P'eng Tung Branch of the Labor Development Department of the Ministry of Labor, as well as a gave a special lecture on silver haired labor at the Southern District Silver Hair Human Resources Center.
  - We participated in seminars and forums on laws online and regulations, promotion of labor-management relations, work safety, and employee health organized by Kaohsiung City Government and the Southern Taiwan Science Park Bureau, Ministry of Science and Technology, during 2023.