

Stakeholders Communications

Stakeholders	Sustainability Issues	Accessible communication, response method, and frequency
Employees	<ul style="list-style-type: none"> ● Employee Motivation and Retention ● Occupational Health and Safety ● Employee Relations and Welfares ● Epidemic Prevention Policies ● Community Engagement 	<ul style="list-style-type: none"> ➤ Labor-management meetings hold quarterly ➤ Employees mailbox ➤ HR Mr. Yeh er@giantplus.com
Shareholders /Investors	<ul style="list-style-type: none"> ● Financial Performance ● Corporate Sustainability ● Technological Innovation ● Market Expand ● Risk Management Integrity Management 	<ul style="list-style-type: none"> ➤ Hold annual Shareholders' Meeting every year ➤ Hold investor conference meeting at least twice per year ➤ Disclose Material Information on Market Observation Post System ➤ Set up Investor Relations contact window for two-way communication ➤ Participate in investors meeting irregular ➤ Irregularly invited to participate in domestic and foreign forums ➤ President Office Mr. Jiang ir@giantplus.com
Customers	<ul style="list-style-type: none"> ● Technological Innovation ● Supply Management ● Risk Management ● Occupational Health and Safety 	<ul style="list-style-type: none"> ➤ Set up full-time customer service engineers to respond to customer needs immediately ➤ Customer satisfaction survey ➤ Customer on-site audit ➤ Regular long-term and short-term improvement plan ➤ Marketing & Sales Center Ms. Peng customer@giantplus.com
Media	<ul style="list-style-type: none"> ● Corporate Sustainability ● Financial Performance ● Technological Innovation ● Market Expand 	<ul style="list-style-type: none"> ➤ Regular release Monthly and Quarterly press reports ➤ Set up Media Relations to response Media questions ➤ Irregularly having face-to-face meeting or having telephone communication ➤ President Office Mr. Jiang ir@giantplus.com
Suppliers	<ul style="list-style-type: none"> ● Supply Management ● echnological Innovation ● Hazardous Materials Management ● Climate Change 	<ul style="list-style-type: none"> ➤ Interactive platform for suppliers and procurement/materials control ➤ Full-time supplier management personal ➤ Complaint mailbox ➤ Hold suppliers Roadmap every year ➤ Logistics Management Center Ms. Liang Logistics@giantplus.com
Governmental Communities	<ul style="list-style-type: none"> ● Climate Change ● Regulation Compliance ● Energy Management 	<ul style="list-style-type: none"> ➤ Irregularly participate in forums/seminars hold by local government ➤ Cooperate with local government in supervision and inspection ➤ Set up a contact window to maintain good interaction with local government i

	<ul style="list-style-type: none"> ● Integrity Management 	<ul style="list-style-type: none"> ➤ President Office Mr. Jiang ir@giantplus.com
Communities	<ul style="list-style-type: none"> ● Water Resource Management ● Air Pollution Control ● Waste Management 	<ul style="list-style-type: none"> ➤ Set up full-time personal interacts with community residents, communicates about environmental protection issues and responds to reaction matters ➤ Irregularly visit local group to explain the performance of environment-related prevention and control work ➤ Mr. Chen vitaschen@giantplus.com