



# **Communication and Interaction with Stakeholders**



## Identifying Stakeholders and Material Considerations

In order to facilitate effective communication with various stakeholders, we incorporate the scope and boundaries by referencing the GRI standard. The main steps are as follows:

### Step 1: Identify Stakeholders

The identification of stakeholders is mainly conducted by the Wistron ITS Corporate Sustainability and Social Responsibility Promotion Committee. Our five principles for identifying the criteria for stakeholder engagement include dependency, responsibility, influence, multiple perspectives, and impact. The list of stakeholders is divided into eight groups: clients, employees, shareholders/investment institutions, suppliers, government entities, non-profit organizations/communities, media, and others.

### Step 2: Establish Communication Objectives

Wistron ITS's corporate philosophy is altruism. We uphold the belief that, "Altruism means sustainable self-interest," and our practical actions and reporting are rooted in sustainable coexistence, innovative values, and humanistic concerns.

### Step 3: Collect Sustainability Issues

Based on the consideration of the GRI criterion indicators, we continue to address the issue from previous years. At the same time, we also refer to

the sustainability reports published by domestic and overseas benchmark companies and related media reports to analyze industry trends and collect relevant sustainability issues, forming the scope of Wistron ITS's sustainability issues.

### Step 4: Conduct Materiality Analysis and Determine Priorities

Wistron ITS CSR Committee members and internal staff will conduct a questionnaire survey to determine the extent of impact on the company's operations based on economic, environmental, and social considerations for the aforementioned issues. In the end, a total of 20 important considerations will be calculated based on high concern and high impact, which will become the most important substantive issues for communication.

### Step 5: Determine the Scope and Boundary of Material Topics

Based on the ranked 20 critical areas of consideration and based on whether the impacts related to Wistron ITS' activities, services, and relationships occur within or outside the organization, the value chain encompassed by Wistron ITS is presented in its entirety.

## Step 6: Review and Discussion

After a substantial analysis of the findings, the report's editorial board will discuss and decide the priority sustainability issues to be disclosed and communicated to the public.





## Identify the Scope and Boundary of Material Topics

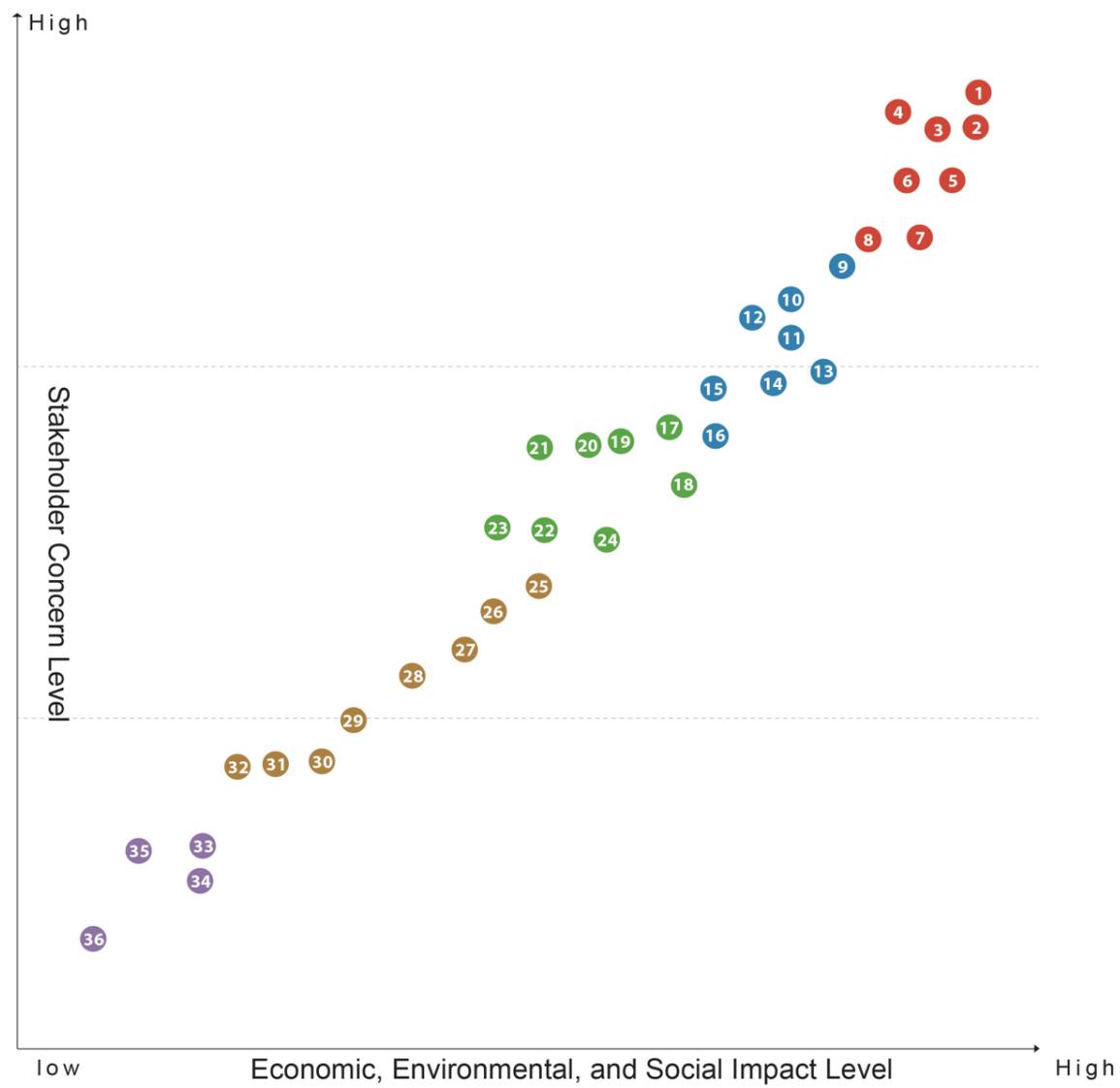
Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Economic	Economic Performance	Operational Performance	SDG8 (Employment and Economic Growth)	V		
	Market Presence	Employ Local Talent, Hiring and Salary	SDG8 (Decent Work and Economic Growth)	V		
	Anti-corruption	Anti-Corruption and Integrity				
	Marketing and Labeling	Client Satisfaction Management		V		V
	Client Privacy	Protect Client Privacy		V		V
Environmental	Energy	Energy Management	SDG7 (Affordable and Clean Energy)	V		
	Water	Water Resource Management	SDG12 (Responsible Consumption and Production)	V		
	Emission	Greenhouse Gas Emissions Management	SDG12 (Responsible Consumption and Production)	V		
	Environmental Compliance	Staff Turnover	SDG13 (Climate Action)	V		



Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Social	Employment	Staff Turnover	SDG8 (Decent Work and Economic Growth)	√		
	Labor/Management Relations	Open Lines of Communication.	SDG8 (Decent Work and Economic Growth)	√		
	Occupational Health and Safety	Employee Health and Workplace Safety	SDG3 (Good Health and Wellbeing)	√		
	Training and Education	Talent Cultivation and Career Development	SDG4 (Quality Education)	√		
	Diversity and Equal Opportunity	Staff Distribution and Diversity	SDG5 (Gender Equality)	√		
	Non-Discrimination	Human Rights and Anti-Discrimination	SDG5 (Gender Equality)	√		
	Freedom of Association and Collective Consultation	Open Lines of Communication*	SDG8 (Decent Work and Economic Growth)	√		
	Child Labor	Child and Underaged Workers	SDG8 (Decent Work and Economic Growth)	√	√	
	Forced or Compulsory Labor	Forced and Compulsory Labor	SDG8 (Decent Work and Economic Growth)	√	√	
	Socioeconomic Compliance	Corporate Compliance		√		√



Category	Material Topics	Chapter in 2019 CSR Report	Response to UN Sustainable Development Goals (SDGs)	Boundary		
				Internal	External	
					Supplier/ Contractor	Customer
Other Aspects	New Business Development	Innovation and Service	SDG8 (Decent Work and Economic Growth)	√		√
	Information Management	Information Management		√		
	Social Participation and Care	Social Engagement	SDG3 (Good Health and Wellbeing) SDG14 (Life Below Water) SDG15 (Life on Land)	√		



- 01 Economic Performance
- 02 Market Presence
- 03 Employee-Employer Relations
- 04 Labor/Management Relations
- 05 Training & Education
- 06 Diversity & Equal Opportunity
- 07 Socioeconomic Compliance
- 08 New Business Development
- 09 Information Management
- 10 Anti-Corruption
- 11 Non-discrimination
- 12 Client Privacy
- 13 Occupational Health and Safety
- 14 Social Welfare
- 15 Energy
- 16 Emission
- 17 Human Right Evaluation
- 18 Anti-Competitive Practice
- 19 Water
- 20 Freedom of Association & Collective Agreement
- 21 Forced or Compulsory Labor
- 22 Supplier Social Impact Assessment
- 23 Public Policy
- 24 Marketing & Indication
- 25 Procurement Practice
- 26 Rights of Indigenous Peoples
- 27 Local Community
- 28 Customer Health and Safety
- 29 Child Labor
- 30 Indirect Economic Impact
- 31 Wastewater & Waste
- 32 Environmental Compliance
- 33 Material
- 34 Biodiversity
- 35 Supplier Environment Evaluation
- 36 Security Issues



## Stakeholder's Communication Methods and Frequency

Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Customers	Pricing Competitiveness / Service Quality /Timely delivery	1.Hold regular business review meetings with clients 2.Client satisfaction survey and response 3.Client audit and client questionnaire response	1.Quarterly or half-yearly 2.Quarterly or half-yearly 3.Per client's request	We proactively improve and respond to the issues identified by our customers and address these issues in our management process	Client Satisfaction Management
	Supply Chain	Environmental and social responsibility to be provided by clients.	Per client's request	In response to the client's environmental and social responsibility requirements, including social responsibility management in the evaluation of new suppliers when introducing them, and have them sign relevant declarations.	Supplier Management
Employees	Statement of Operations	Hold operational meetings and encourage management-level employee participation.	Quarterly	Regular operational meetings will allow for more direct communication and allow employees to understand the status of the company.	Open Lines of Communication



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Welfare Activity Planning, Budget Resolution, and Implementation	The Taiwan Office set up an Employee Welfare Committee, which meets quarterly to resolve and implement the Welfare Committee's activity plans and budget.	Quarterly	Regular welfare committee meetings help keep the welfare committee's activity in check.	Social Participation and Care
	Employer-Employee Meeting	Employees may offer feedback and express opinions on issues through their representatives at each unit	Employees may offer feedback and express opinions on issues through their representatives at each unit	Ensure that employee opinions are heard and responded to by having representatives from each unit reflect upon the various opinions provided by employees.	Open Lines of Communication
	Supervisory Training	Provide training to new supervisors according to the number of new supervisors of the year, so that new supervisors can quickly become familiar with their roles and responsibilities.	Quarterly, depending on the number of new supervisors in the year	Regular training for new supervisors so that they can quickly familiarize themselves with their duties and responsibilities and shorten the break-in period.	Talent Cultivation and Career Development



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Training and counseling for New Recruits	1.Newcomer training course arranged on the day of enrollment 2.OJT training within three months of employment 3.New employee job interview	1.New recruits will receive a one-day orientation program on the first day of employment and a follow-up questionnaire will be issued. 2..Conduct functional or OJT training program within three months to complete probationary assessment 3.Client service representatives visit new recruits from time to time to realize their current working environment and needs. 4.8855 hotline for newcomers for on-line consultation at any time	1.The newcomer training period on the day of enrollment enables newcomers to fully understand the company and its mission. 2.Through professional training in various departments, newcomers are able to learn the job quickly and ensure quality of service. 3.Through individual interviews and the 8855 hotline, the company can provide immediate guidance and assistance to newcomers.	Talent Cultivation and Career Development
	Supervisory Coaching and Communication	Have a one-on-one conversation between the supervisor and colleagues in the unit to enhance the relationship and understanding between the supervisor and the subordinates	Monthly	Regular one-on-one interviews can promote the relationship between the supervisor and the subordinates	
	Performance Communication	During the audit, the supervisor and the employee should have an interview to let both the supervisor and the employee understand the status of the appraisal.	Half-yearly	Regular performance interviews are held so that both managers and colleagues can understand the direction of performance improvement	



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Employees	Employee Health Care	Collaborate with health management centers or hospitals to conduct employee health checks	Annually	Offering annual health checks for all employees of the Company, allowing employees to fully grasp their health condition.	Employee Health and Workplace Safety
Suppliers	Corporate Social Responsibility for Suppliers	Supplier Meeting	Annually	Demand that suppliers comply with Wistron ITS' CSR goals	Supplier Management
	Competitiveness of supplier prices, continuous and stable supply	Supplier Meeting	Annually	Suppliers are required to meet price competitiveness and offer continuous and stable supply	Supplier Management
Shareholders/Investment Institutions	Company Governance	The Company's financial reports (quarterly/annual), the Company's annual fiscal report, corporate presentation, shareholders' meeting, investors' meeting, Public Information Bulletin significant information, corporate social responsibility report and the Company's website.	Regular or as needed	Continuous disclosure of corporate governance-related information to investors through the aforementioned communication channels	Company Governance
	Financial performance and profitability			Prepare financial statements in accordance with International Accounting Standards (IAS), analyze and explain the financial figures for each period.	Economic Performance



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Shareholders/Investment Institutions	Business Strategy and Outlook/Industry Change	The Company's financial reports (quarterly/annual), the Company's annual fiscal report, corporate presentation, shareholders' meeting, investors' meeting, Public Information Bulletin significant information, corporate social responsibility report and the Company's website.	Regular or as needed	Explain the company's medium- and long-term business objectives and investment strategy.	Message from the Chairman Message from the CEO
Authority of Securities	Effectiveness and efficiency of operations	Official Correspondence	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
	Reliable, up-to-date, transparent and regulatory compliant reporting	Company Website and Market Observation Post System	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
	Compliance with relevant laws and regulations	Questionnaire and Information Sessions	As Needed	Comply with the requirements of the competent authorities and report regularly in accordance with the law.	
Environmental and Charity Groups	Environmental and Social Participation and Care	Project Meeting	As Needed	Ongoing support or participation through mobilization of corporate volunteers	



Stakeholder	Stakeholder Concerns for 2019	Communication Methods and Channels	Communication Frequency	Our Response	Corresponding Chapters of Report
Media	Operational Performance, Corporate Governance, Sustainable Development Strategy	Communicate and correspond through financial reports, presentations, company websites, press conferences, and press releases	As Needed	Provide information and explanations in an open and transparent manner.	
Directors (incl. Independent Directors)	Operational Performance + Sustainable Development + Core Competitiveness	Board of Directors	Held 7 times in 2019	Provide the resolution for discussion on the company's website and in the annual shareholders' meeting report.	Company Governance
Independent Director	Operational Performance + Sustainable Development + Core Competitiveness	The Audit Committee	Held 7 times in 2019	Provide the resolution for discussion on the company's website and in the annual shareholders' meeting report.	Company Governance