



## 2021 Communication with Stakeholders

| Stakeholder               | Stakeholder's level of materiality to CTCI   | Communication method and frequency  | Major issues   | CTCI's Response   | 2021 Communication Outcomes  |
|---------------------------|--|---|--|---|--|
| Employees                 | Employees are our most valued and precious assets, and they are also the most solid and main force in promoting international engineering services for CTCI. CTCI will work with its employees to become the "Most Reliable Global Engineering Services Provider." | <ul style="list-style-type: none"> <li>Labor-management meetings, senior executive forums, Occupational Safety and Health Committee meeting/quarterly;</li> <li>Employees' suggestion platform, hotline, e-mail box, Employee Welfare Committee/any time</li> </ul> | <ul style="list-style-type: none"> <li>Safe and healthy work environment</li> <li>Recruitment and retention Career</li> <li>development and training</li> </ul>                      | <ul style="list-style-type: none"> <li>Set target values against industrial safety metrics and promote healthy workplace</li> <li>Strengthen professional function development and build "CTCI University" learning platform with compliance rate of professional competencies hitting 98.39%</li> </ul>  | <ul style="list-style-type: none"> <li>Held 4 labor-management meetings</li> <li>Held 2 senior executive symposiums</li> <li>Held 4 Occupational Safety and Health Committee meetings</li> </ul>   |
| Shareholders/ investors   | Shareholders' / investors' evaluation of the company will affect stock price   | <ul style="list-style-type: none"> <li>Annual shareholders' Meeting</li> <li>Quarterly investor conference</li> <li>Investor conferences (irregular basis)</li> <li>Investor visits (irregular basis)</li> </ul>  | <ul style="list-style-type: none"> <li>Profitability</li> <li>Business outlook</li> <li>Horizontal competition</li> <li>Operational risk</li> <li>Sustainable development</li> </ul> | <ul style="list-style-type: none"> <li>EPS reached NT\$2.15 in 2021.</li> <li>Benefited from the fact that many Taiwanese businesses returned to invest in Taiwan, the business opportunity in government's development of green and clean energy and Taiwan semiconductor's plan to build plants in the US, the construction work in progress and newly contracted business give optimistic outlook.</li> </ul>  | <ul style="list-style-type: none"> <li>Held 1 shareholders' meeting and 4 group investor conferences</li> <li>Invited to take part in investor conferences held by brokerage firms for 5 times and received a total of 102 visits from investors</li> </ul>  |
| Community                 | Being an active corporate citizen, CTCI proactively participates in social welfare, invites the community to protect the environment and brings prosperity to the local economy  | <ul style="list-style-type: none"> <li>Hosting a large cultural event/annually</li> <li>Charity sales/fortnightly</li> <li>Public welfare activities/when needed</li> </ul>   | <ul style="list-style-type: none"> <li>Social involvement</li> </ul>   | <ul style="list-style-type: none"> <li>Level up education quality, keep aligned with internal standard and move toward sustainable development.</li> <li>Care and support the vulnerable group, promoted social harmony</li> <li>Promote industrial communication, improve engineering industry chain level</li> <li>Cooperate with Syin-Lu Social Welfare Foundation in the long term, offer employment opportunities of dorm cleaning</li> <li>Donate foodstuffs to Taiwan Fund for Children and Families</li> <li>Purchase cookies from the Children Are Us Foundation, and bananas from local banana farmers as snacks for attendees of strategic consensus meeting hosted</li> </ul> | <ul style="list-style-type: none"> <li>CTCI Education Foundation (CTCIEF) held 17 events and programs with the attendance number hitting 11,502</li> <li>CTCI joined a total of 50 societies and consortia as group member or individual member</li> <li>Offered employment opportunities for 29.5 working days a year, totaling 557.5 person-hours and spent NT\$ 208,809</li> <li>Subscribed a total of 34 food boxes from charity platforms throughout the year, totaling NT\$ 17,000</li> <li>The costs of cookies from the Children Are Us Foundation and bananas from local banana farmers was NT\$ 832,090</li> </ul> |
| Suppliers/ subcontractors | Mutual support between CTCI and suppliers; enhance suppliers' capabilities; work together with them; pay attention to quality, schedule and sustainable management, and complete the work of the proprietors   | <ul style="list-style-type: none"> <li>Supplier and factory visits/when needed</li> <li>Supplier Meeting/annually</li> <li>Questionnaire</li> </ul>   | <ul style="list-style-type: none"> <li>Supply chain sustainability management</li> <li>Safe and healthy work environment</li> <li>Labor rights and human rights</li> </ul>           | <ul style="list-style-type: none"> <li>Any manufacturer willing to register as the supplier for CTCI must sign a statement of commitment to corporate sustainability</li> <li>Have ESG Moment before meetings when manufacturers visit, share and advocate ESG</li> <li>Arrange field-visits for manufacturers</li> <li>Have manufacturers conduct self- assessment through questionnaires, get a preliminary understanding of manufacturers' sustainability risk; pay more visits to high risky manufacturers to check and advise for improvement</li> </ul>   | <ul style="list-style-type: none"> <li>A total of 4,825 suppliers have signed the statement of commitment to corporate sustainability</li> <li>A total of 46 domestic and overseas suppliers visited in 2021</li> <li>Paid visits to a total of 21 suppliers in 2021</li> <li>A total of 145 domestic and overseas suppliers responded to questionnaires in 2021. Among them, 11 suppliers/contractors were of high sustainability risk, to which we paid visits to check and advise for improvement</li> </ul>  |
| Customers                 | <ul style="list-style-type: none"> <li>Offer contractual service as main income resource</li> <li>Establish solid performance results, goodwill, and brand image through contract execution</li> </ul>   | <ul style="list-style-type: none"> <li>Customer satisfaction surveys/annually</li> <li>Set annual quality objectives for projects with quarterly evaluation, and hold meetings to review the results</li> </ul>   | <ul style="list-style-type: none"> <li>Customer service and management</li> <li>Safe and healthy work environment</li> <li>Supply chain sustainability management</li> </ul>         | <ul style="list-style-type: none"> <li>Implement CRM system, establish relationships with customers and deliver quality services</li> <li>Set corrections for substandard and seriously off target projects and track improvements</li> </ul>   | <ul style="list-style-type: none"> <li>The result of customer satisfaction survey in 2021 was 8.17 out of 10</li> <li>Held 3 meetings to report target measurement of project quality</li> <li>Examined quality targets for 25 projects</li> </ul>   |
| Media                     | Media's coverage and assessment of CTCI will affect the Company's reputation and image   | Important information press release/any time  | <ul style="list-style-type: none"> <li>Information disclosure</li> <li>Brand image</li> </ul>  | <ul style="list-style-type: none"> <li>Report CTCI and CTCI's sustainability relevant activities via media</li> <li>Report CTCI's sustainability relevant activities in different languages via social media, improving visits to official web page</li> </ul>  | <ul style="list-style-type: none"> <li>Respond properly to the media so as to build the most reliable image of quality brand</li> <li>682 media news reports in 2021</li> <li>270 media news reports on CTCI Education Foundation</li> </ul>   |