



## Stakeholder Engagement Policy

Stakeholder engagement is central to achieving sustainable development. Following the AA1000SES (2015) stakeholder engagement standard, Nan Pao identifies shareholders/investors, employees, customers, suppliers/contractors, society, and government as primary stakeholders. To build stronger, constructive relationships with stakeholders, the company has established the "Nan Pao Stakeholder Engagement Policy" and actively adopts the concept of double materiality.

### Commitments

- Establish a "Stakeholder Identification" process to define the scope of affected stakeholders and assess the priority of engagement.
- Ensure local stakeholders have access to participation, information, and communication channels.
- Provide a public complaint/grievance mechanism, actively establish communication channels with stakeholders, and designate responsible departments/personnel to handle complaints/grievances. This fosters trust and ensures follow-up, investigation, and response.

### Actions

- Conduct stakeholder assessments to identify potential negative impacts on stakeholders, mitigate potential issues, and prevent conflicts.
- Establish open communication channels between Nan Pao Resins and stakeholders, such as corporate customer service emails, seminars, and community activities, to help stakeholders access information, ask questions, and express concerns.
- Provide a conducive environment (e.g., venues, equipment) for stakeholders to participate effectively in Nan Pao Resins' engagement processes.
- Collect information on emerging stakeholder concerns through various channels (e.g., visits, calls, or meetings), offering opportunities for stakeholders to express their views.
- Regularly survey and review stakeholder awareness of the company's engagement policies through internal meetings, encouraging units to exchange and share case studies, thereby enhancing stakeholder communication.