

Issues of concern, engagement channels and methods of response from stakeholders

- I. The Company reported the stakeholder engagement to the Board of Directors on 8 August 2023.
- II. The issues of concern, engagement channels and methods of responses from stakeholders are as follows:

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Government Institutions	<ol style="list-style-type: none"> 1. Legal compliance 2. Customer protection and engagement 3. Corporate governance 4. Risk management 5. Competent authority engagement 	<ol style="list-style-type: none"> 1. Participate in the policy discussion and seminars of the competent authority from time to time. 2. The competent authority visits the factory for inspection and exchange. 3. Fill out questions through the public opinion mailbox of the Changhua County Government; request the competent authority to reply and visit the competent authority to establish direct communication opportunity. 4. Refer to the "Business Zone" and bulletin board of the Information Center on the website of the Department of Labor Affairs from time to time. 5. Legal compliance. 6. Participate in awards organized by government institutions. 7. Contact person, maintain good interaction with the competent authority. Bureau of Labor Insurance: Miss LIN Chiu Ping (Email: adek@kenda.com.tw) Environmental Protection Administration: Mr. HSIEH Jen Ping (Email: shi@kenda.com.tw) Occupational safety: Mr. LIU Yu Tsung (Email: yuhtzung@kenda.com.tw) 	<ol style="list-style-type: none"> 1. Scheduled to participate in the Talent Quality Management System (TTQS) on 21, September of this year. Assessment host: Workforce Development Agency, Ministry of Labor – Taichung, Changhua and Nantou Regional Branch. 2. The winners of the National Talent Development Awards participated in the Learning Visit of NTDA Delegation to Sweden & Denmark on 27 May and 4 June, 2023. Organizer: Workforce Development Agency, Ministry of Labor Executive Unit: National Association of Small and Medium Enterprises R.O.C 3. Labor inspecting staff visit the Company and conduct checks in relation to labor laws and regulations. 4. Contact the Labor Commissioner by telephone to inquire about labor laws and regulations. 5. Use the bulletin board of the Information Center on the website of the Department of Labor Affairs to learn about the notification of the government and activities to promote legal awareness. 6. Learn more about the law through the websites of Labor Affairs Department/Environmental Protection Administration. 7. Participate in the National Enterprise Environmental Protection Award, the Special Award for the Traditional Occupational Safety Industry, and the selection of excellent units for the implementation of occupational safety and health.

			<ol style="list-style-type: none">8. On 16 June, 2023, Yuanlin Factory implemented the fire drill.9. On 16 June, 2023, the work rule was amended according to law and approved by the County Government.10. On 29 June, 2023, The police station (Yuanlin District) came to the factory to promote the foreign worker policy.
--	--	--	---

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Shareholders and investors	<ol style="list-style-type: none"> 1. Corporate governance 2. Operating performance 3. Sustainable development strategy 4. Risk management 5. Shareholder engagement 	<ol style="list-style-type: none"> 1. Hold annual shareholders' meeting and prepare annual reports. 2. Disclose information in relation to the Company and set up a "corporate governance zone" on the website of the Company. 3. Engagement channels of speakers. 4. Hold legal conferences. 5. Announcement of major information and information disclosure at Market Observation Post System. 6. Investor Relations contact person: Liu, Kuei Chun, Assistant Manager (Email: chun@kenda.com.tw) 	<ol style="list-style-type: none"> 1. A shareholders' meeting was held on 31 May, 2023, and the English and Chinese versions of the annual report and handbook of meeting agenda were prepared. 2. Set up an "investor zone" on the website of the Company. The website is: https://www.esg.kenda.com.tw/en/%E6%8A%95%E8%B3%87%E4%BA%BA%E5%B0%88%E5%8D%80 3. Set up an "investor zone - contact us" on the website of the Company for two-way communication with the investors. The website is: https://www.esg.kenda.com.tw/en/%E8%81%AF%E7%B5%A1%E6%88%91%E5%80%91 4. One legal conference was held until 8 August, 2023 during the year. 5. There were 130 major news and announcements in Chinese/English. Please refer to the website: https://emops.twse.com.tw/server-java/t58query 6. The Chinese and English versions of sustainable reports. The website is: https://emops.twse.com.tw/server-java/t58query 7. English version of the company website: https://www.esg.kenda.com.tw/en

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Customers	<ol style="list-style-type: none"> 1. Customer engagement 2. Transparency of information 3. Quality of service 4. Information security 5. Corporate governance 6. Sustainable development 	<ol style="list-style-type: none"> 1. The requirements of customers are timely responded and followed up through email, line, whatsapp etc and news propaganda and advertisement are posted on Facebook, Instagram, LinkedIn, Youtube and other media from time to time. 2. The marketing department regularly produces and publishes corporate communications and outdoor advertisements, and organizes exhibitions at home and abroad regularly every year to introduce new products, communicates with customers face-to-face, and visits customers' sales offices to increase cohesion and strengthen unity. 3. The Company conducts annual customer satisfaction surveys to collect more accurate information for analysis and improvement in order to provide more optimized services. 4. Customer can lodge complaints through: (E-mail: s5100@kenda.com.tw) 5. Customer service hotline: 0800-048-888 	<ol style="list-style-type: none"> 1. The sales staff are divided by products/regions to serve existing customers and respond to them accordingly. 2. There are a total of 62,000 KENDA Facebook followers (Kenda Tires USA); 34,000 Instagram followers (@kendatire). KA (US office) & KE (European office) serve local customers directly in the key markets. In addition to corresponding services for the existing customers, new customers worldwide can also contact Kenda through the official website (kenda@kenda.com.tw) and get a quick response. 3. Kenda Company's customer satisfaction level in 2022: performance result of service quality: 90.1. 4. The company has obtained AEO certification on June 18, 2023, and enjoys the convenience of fast customs clearance for the 29 countries with which we have signed reciprocal customs clearance agreements.

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Suppliers	<ol style="list-style-type: none"> 1. Information security 2. Sustainable operation strategy 3. Corporate image 4. Transparency of information 5. Supplier management 6. Continuous development of the supply chain 	<ol style="list-style-type: none"> 1. Actively invites the suppliers to sign the Sustainability Development Declaration and Supplier Sustainability Development Questionnaire. 2. The complaints lodged by suppliers will be accepted if the name of complainant can be identified. The complainant has to provide: <ol style="list-style-type: none"> (1) Name of the supplier (2) Name of person (3) Contact telephone number (4) Specific evidence of the complaint (including the person/thing/time/place/object of the complaint). After the complaint case is accepted by the special unit, the relevant facts will be investigated and legal and other related departments will assist when necessary. If the complaint case involves violation of laws and regulations or the Company's rules, depending on the circumstances, the case will be reported to the competent authority for investigation or handled in accordance with the rules of the Company. If no specific evidence is found, the case will be closed and filed on record. 3. Suppliers can lodge complaints through: the mailbox of Material and Supplies Department (E-mail: M5100@kenda.com.tw) 	<p>The number of suppliers signing the Supplier Sustainability Development Statement and Questionnaire increased from 1,030 to 1,198 and the percentage of major suppliers signing reached 100%.</p> <ol style="list-style-type: none"> 1. For the short-term goals, the Company implements the supplier sustainable development questionnaire and statement with respect to new suppliers, and continue to promote and collect signed documents. 2. For the mid- and long-term goals, the Company focuses on the GHG inventory and aim to find a supply chain that meets environmental protection and renewable raw materials requirements and is able to develop sustainably.

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Employees	<ol style="list-style-type: none"> 1. Employee benefits 2. Operating performance 3. Labor relations 4. Corporate image 	<ol style="list-style-type: none"> 1. Relevant welfare measures are announced on the internal website, email or the Company's physical bulletin board; and applies to hold the quarterly meetings of Employee Welfare Committee. 2. Disclosure of operating performance. 3. Quarterly union meetings and labor-management relations meetings are held, and meetings of the Labor Retirement Reserve Fund Supervisory Committee are held when the employees retire. 4. Through the preparation of corporate social responsibility reports, the employees are informed of the Company's efforts to promote corporate social responsibility initiatives. 	<ol style="list-style-type: none"> 1. It is estimated that the annual employee health checks will be held from July 2023 to September 2023. 2. On 12 April , 2023, the morning meeting was held “to quit smoking and control weight”, and on 28 June , health check explanations and education was held; and on 10 May, the health lecture on the prevention of workplace violence was held. 3. The childcare subsidies are paid in 2 installments: The first phase paid \$240,000 in March; The second phase is expected to pay \$249,000 in September. 4. In 2023, the Employee Welfare Committee held two meetings. Rewards with a value of \$3,649,304. 5. Disclosure of operating performance on the Market Observation Post System. 6. Related meetings <ol style="list-style-type: none"> (1) Labor-management meetings were held 5 times. (2) Meetings of the Labor Retirement Reserve Fund Supervisory Committee were held for 5 times. (3) Enterprise union meetings were held twice. 7. The work rules have been revised in June 2023 and announced to all employees. 8. Employee exchanges and course sharing are held regularly through the morning meeting once a month, including commendation of retired employees, business sharing and other theme promotions.

Stakeholders	Issues of concern	Engagement channels and methods of response	Results of stakeholder engagement
Community Residents	As a local enterprise, the Company hopes to give back to the local community in addition to creating job opportunities and promoting economic prosperity.	<ol style="list-style-type: none"> 1. Financial support for economically disadvantaged students and students from rural areas: education is essential for giving the children a future, so that the children will not lose learning opportunity due to poverty. 2. Organize music activities: provide residents with proper leisure activities and improve their quality of life through the cultivation of art and culture. 3. Organize summer camps: advocate proper leisure activities and provide knowledgeable and fun learning for elementary and middle school children, teaching through joyful activities. 4. Conversation with young students: experts and scholars are invited to speak at high schools to broaden students' horizons. 	<ol style="list-style-type: none"> 1. Gave the award of “Changhua County College Scholarship for Underprivileged Freshmen” in February 2023. A total of 8 new students benefited from the scholarship. 2. On 25 March, 2023, the OneSong Orchestra was invited to perform in the Yuanlin Performance Hall. The performance was the 27th Mr. YANG Jin Pao Memorial Concert of “OneSong Orchestra”, with about 700 guests participating. 3. From 3 July, 2023 to 14 July, 2023, “Newton Science Camp” and “Dotoro Children's Summer Camp” was held, with with a total of 247 students participating. 4. Expected to hold the “Jin Yu Lectures” at Fengyuan High School on 15 December, inviting the founder of “Vision of a Snow ram”, Huang Yuxiang, to give a speech. 5. Expected to gave the award of “Outstanding Self-Empowering Student Scholarship” to college students from Taichung, Changhua, and Yunlin counties in December.