

1.2 Primary Stakeholders Identification and Communication

Catcher adopts the five key principles of the AA1000 Stakeholder Engagement Standard—responsibility, influence, tension, diverse perspectives, and dependency—to define stakeholders as organizations or individuals that influence, or are influenced by, the Company. Based on this definition, the CSR Team has identified the following key stakeholder groups: employees, customers, suppliers, investors and shareholders, local communities, government agencies, non-profit/non-governmental organizations, and the news media.



Catcher's Primary Stakeholders



Category	Importance	Main Responsible Units
 Employees	<p>As Catcher's most valuable asset, employees' contributions and collaboration shape organizational culture and directly influence operational performance.</p>	<ul style="list-style-type: none"> ◆ Human Resource Department ◆ EHS Department
 Customers	<p>Customers are the cornerstone of Catcher's continued operations and sustainable growth.</p>	<ul style="list-style-type: none"> ◆ Sales and Marketing Department ◆ Quality & Reliability Assurance Department
 Suppliers	<p>The delivery of Catcher's products and services depends on the collaboration of a high-quality and reliable supply chain.</p>	<ul style="list-style-type: none"> ◆ Strategic Procurement Department
 Investors & Shareholders	<p>As equity holders, investors and shareholders form the foundation of the Company's existence and long-term development.</p>	<ul style="list-style-type: none"> ◆ Investor Relations Department
 Community Residents	<p>Founded in Tainan, Catcher is committed to contributing to the local community and fulfilling its social responsibilities.</p>	<ul style="list-style-type: none"> ◆ Human Resource Department ◆ EHS Department ◆ Catcher Educational Foundation
 Government Agencies	<p>As a legally compliant enterprise, Catcher's operations are subject to regulatory oversight and public accountability.</p>	<ul style="list-style-type: none"> ◆ Human Resource Department ◆ EHS Department ◆ Catcher Educational Foundation
 Non-Profit/ Non-Governmental Organizations (NPO/NGO)	<p>Catcher actively shares the outcomes of its efforts with NPOs and NGOs, leveraging its influence to support broader social development.</p>	<ul style="list-style-type: none"> ◆ Human Resource Department ◆ Catcher Educational Foundation
 Media	<p>Feedback and recommendations from the media enable Catcher to identify opportunities for improvement and to continually enhance its performance.</p>	<ul style="list-style-type: none"> ◆ Investor Relations Department



Primary Stakeholders and Their Communication Channels

To effectively understand stakeholders' needs, Catcher has established two-way communication channels to actively engage with them. A dedicated Stakeholder section and a CSR mailbox (csr@catcher-group.com) are also available on the Company's website. Through these diverse channels, Catcher can appropriately respond to sustainability and risk-related issues of concern to stakeholders, while gaining deeper insights into their expectations. These inputs serve as valuable references for shaping and strengthening Catcher's sustainable management practices.



Category	Sustainability and Risk Issues	Communication Channels / Frequency	Communication Results For the Year
 Employees	<ul style="list-style-type: none"> ◆ Talent Attraction, Employee Benefits, Talent Training ◆ Occupational Health and Safety ◆ Integrity and Pragmatism 	Fan Page, Emails & Bulletin Board / Irregularly Employer-Employee Meetings / Quarterly Employees' Welfare Committee and Catering Committee / Quarterly Internal Website and Complaint Mailbox / Irregularly Training Programs / Irregularly Occupational Safety and Health Committee / Quarterly	<ul style="list-style-type: none"> ◆ Held a total of seven employer-employee meetings during the year. ◆ Processed 65 employee grievance cases, achieving a 100% completion rate. ◆ Employee satisfaction survey results: 95% for education and training, and 78% for meals. ◆ Shared communication and event information via bulletin boards, the internal website, and the official Facebook fan page.
 Customers	<ul style="list-style-type: none"> ◆ Labor-Employer Relations and Human Rights Protection ◆ Product Quality and Safety ◆ Talent Attraction, Employee Benefits, and Talent Training ◆ Integrity and Pragmatism 	Annual Report & ESG Report / Annually Emails / Irregularly Web Meetings/ Irregularly Official Website / Irregularly Client Audit / Irregularly	<ul style="list-style-type: none"> ◆ Achieved a customer satisfaction survey score of 93.6%. ◆ Implemented improvements and corrective actions based on deficiencies identified during customer audits. ◆ Established a dedicated contact window to ensure timely responses and facilitate face-to-face communication with customers. ◆ Convened ad hoc meetings to address unexpected situations as they arise.
 Suppliers	<ul style="list-style-type: none"> ◆ Integrity and Pragmatism ◆ Talent Attraction, Employee Benefits, and Talent Training ◆ Occupational Health and Safety 	Annual Report & ESG Report / Annually Phone Calls / Irregularly Emails / Irregularly Official Website / Irregularly Supplier Evaluation & Audit / Annually	<ul style="list-style-type: none"> ◆ Provide a supplier consulting service through the Company's website. ◆ Promote corporate social responsibility (CSR) and the Responsible Business Alliance (RBA) Code of Conduct to suppliers. ◆ Establish a dedicated contact window to handle procurement matters. ◆ Hold supplier business review meetings on a regular basis. ◆ Set up an anti-corruption reporting mailbox.

Category	Sustainability and Risk Issues	Communication Channels / Frequency	Communication Results For the Year
 Investors & Shareholders	<ul style="list-style-type: none"> ◆ Climate Change Risks, Opportunities, and Environmental Management ◆ Circular Economy and Greenhouse Gas Control ◆ Energy Management 	<p>Annual Report & ESG Report / Annually</p> <p>Shareholders Meetings / Annually</p> <p>Investor Meetings / Irregularly</p> <p>Market Observation Post System / Irregularly</p> <p>Official Website / Irregularly</p> <p>Investor Relations Hotline and Emailbox / As Required</p>	<ul style="list-style-type: none"> ◆ Held 45 investor briefings during the year. ◆ Resolved significant company matters through shareholder meetings. ◆ Disclosed major operational and financial information via the stock exchange and the Company's website. ◆ Issued press releases to communicate operational updates and event information. ◆ Appointed dedicated personnel to handle investor inquiries and shareholder services. ◆ Actively participated in domestic and international institutional investor seminars and forums.
 Community Residents	<ul style="list-style-type: none"> ◆ Air Pollution Management ◆ Waste Management ◆ Water Resource Management ◆ Local Care and Social Inclusion 	<p>Phone Calls / As Required</p> <p>Fan Page / Irregularly</p> <p>Official Website / Irregularly</p> <p>Corporate Social Responsibility Hotline and Emailbox / As Required</p>	<ul style="list-style-type: none"> ◆ Active participation in community engagement activities. ◆ Dedicated CSR email channel, managed by assigned personnel to address inquiries. ◆ Regular visits to local community leaders, residents, schools, and underprivileged groups near company facilities. ◆ Attendance at community meetings and sponsorship of local events.
 Government Agencies	<ul style="list-style-type: none"> ◆ Circular Economy and Greenhouse Gas Management ◆ Energy Management ◆ Air Pollution Control ◆ Waste Management ◆ Water Resource Management ◆ Integrity and Pragmatism ◆ Labor-Employer Relations and Human Rights Protection 	<p>Annual Report & ESG Report / Annually</p> <p>Official Website / Irregularly</p> <p>Attending Information Sessions and Forums / Irregularly</p> <p>Phone Calls / Irregularly</p> <p>Emails / As Required</p> <p>In-Person Visits / As Required</p>	<ul style="list-style-type: none"> ◆ Disclose information on the Company's website in compliance with government regulations. ◆ Accompany government officials during on-site audits when required. ◆ Regularly review and confirm updates to regulations and compliance status. ◆ Periodically compile and report relevant company data. ◆ Participate in government-sponsored projects and briefing sessions as needed. ◆ Implement measures in accordance with government regulations. ◆ Deliver information through official letters and documents.

Category	Sustainability and Risk Issues	Communication Channels / Frequency	Communication Results For the Year
NPO/NGO 	<ul style="list-style-type: none"> ◆ Local Care and Social Inclusion ◆ Information Security and Privacy Management ◆ Integrity and Pragmatism ◆ Occupational Health and Safety ◆ Air Pollution Management 	<p>Attending Information Sessions and Forums / Irregularly</p> <p>Emails / Irregularly</p> <p>Phone Calls / Irregularly</p> <p>In-Person Visits / As Required</p>	<ul style="list-style-type: none"> ◆ Provide irregular sponsorships for various projects and events. ◆ Participate in seminars and activities organized by NPOs/NGOs as needed. ◆ Provide workplace suitability visit opportunities for students from schools in the Tainan area (from high school to graduate school). ◆ Offer opportunities for industry-academia collaboration and exchange with universities and colleges.
News Media 	<ul style="list-style-type: none"> ◆ Air Pollution Management ◆ Waste Management ◆ Occupational Health and Safety ◆ Information Security and Privacy Management ◆ Product Innovation and R&D ◆ Product Quality and Safety ◆ Supply Chain Management 	<p>Annual Report & ESG Report / Annually</p> <p>Press Releases / Irregularly</p> <p>Press Conferences / Irregularly</p> <p>Hotline & Emailbox of Spokesperson / Irregularly</p>	<ul style="list-style-type: none"> ◆ Issue monthly revenue news releases on a regular basis. ◆ Hold press conferences or release statements to communicate future developments. ◆ Provide spokesperson contact information to ensure unified responses to media inquiries. ◆ Welcome interviews and feature coverage from journalists.

