



TSC Auto ID Technology Co., Ltd.

2022 Stakeholder Communication Report

The key stakeholders identified by the Company include customers, investors, suppliers and Staffs. The Company regularly reports to the Board of Directors at least once a year on the communication with related parties.

The communication with various stakeholders in 2022 was reported to the Board of Directors on December 27, 2022, and the communication with various types of stakeholders and the contents of the report are as follows:

Stakeholder	Topic of Concern	Communication Channels and Operations	Implementation Result
Customer	<ul style="list-style-type: none">● Customer Relations Management	<ul style="list-style-type: none">● Direct communication and response to customers by phone and mail through specialists● Customer satisfaction questionnaire survey● Customer satisfaction surveys twice a year to learn customers' concerns and needs● Distributor conferences in India and the US at least once a year to introduce new products, educate and train distributors, and share market dynamics to strengthen cooperation with distributors	<ul style="list-style-type: none">● No major communication problems or disputes with customers● The average score of the first customer satisfaction survey in 2022 was 3.88 (out of 5.0)● Increased adhesion of distributors to the Company
Investor	<ul style="list-style-type: none">● Company Operations Outlook● Financial Performance● Dividend policy	<ul style="list-style-type: none">● Annual Report● Investors' area on the Company's website● Shareholders' meeting● Investor conference● Information in English	<ul style="list-style-type: none">● The Company regularly discloses its financial performance and review and analyzes its operations and information through the stock exchange website and annual reports.● Regular shareholder meetings are held to explain the operating performance to investors and to answer their

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			<p>concerns.</p> <ul style="list-style-type: none"> ● Four investors conferences a year to enhance the Company's exposure and transparency and to increase the frequency of dialogue with investors. ● The Company has added English versions of shareholders' meeting notices, handbooks, Annual Reports, minutes of shareholders' meetings, quarterly financial reports, and major information announcements in English, in order to enhance communication with foreign investors.
Supplier	<ul style="list-style-type: none"> ● Supply Chain Management 	<ul style="list-style-type: none"> ● Direct communication and response with vendors through purchasing and quality control departments by phone, mail, and visits ● Purchasing contracts ● Supplier on-site audits ● The Company convenes supplier conferences on an unscheduled basis to learn suppliers' issues and to promote policies on the green supply chain 	<ul style="list-style-type: none"> ● Suppliers are instructed and given assistance to pass certification for quality management systems, control the use of raw materials, and make sure that the products and materials supplied conform with the Company's quality requirements.
Staff	<ul style="list-style-type: none"> ● The Company's Targets and Policies 	<ul style="list-style-type: none"> ● All Hands Meeting ● Year-end Summit ● Global management meeting ● Headquarters managers meeting 	<ul style="list-style-type: none"> ● From the second half of 2022 and onwards, the Company consolidated all the management meetings based on the purpose of the meeting

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	<ul style="list-style-type: none"> ● Employee Compensation and Benefits 	<ul style="list-style-type: none"> ● Salary review and adjustment ● Promotion nomination and review ● Employee Benefits Committee 	<p>and the strategy level, in order to be more focused and efficient in meetings.</p> <ul style="list-style-type: none"> ● Through policies of the quarterly staff meetings, monthly global management meetings, and headquarters managers meetings, are communicated more accurately and cross-departmental discussions and collaboration are enhanced. ● The first global strategy meeting was held in Nov. 2022, inviting senior executives from all over the world to participate in the formulation of the Company's strategy for the next 3-5 years, allowing for more comprehensive strategic thinking and more consensus and commitment in execution. ● Through the annual promotion nomination and salary review process, colleagues' salaries can be more reasonable, close to or even better than the market standard. ● In 2022, the Company adjusted the holiday bonus payment method to provide more security to its employees and strengthen the

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	<ul style="list-style-type: none"> ● Employee Training and Development 	<ul style="list-style-type: none"> ● Performance reviews and interviews ● Individual development plans (IDP) ● Education and training ● Health and lifestyle lectures 	<p>Company's competitiveness in the talent market.</p> <ul style="list-style-type: none"> ● In recent years, the Company has reduced the number of large-scale events due to the pandemic, and the Welfare Committee has switched to smaller, alternative events to maintain interaction and fun activities for employees in a relatively safe environment. ● In 2022, six IDP Workshops were held for colleagues to better understand and implement IDP, and to create win-win growth for individuals and the Company. ● Under the pandemic, diverse working formats have emerged, and more online courses were added to the training in 2022, so that employees can learn uninterruptedly without time and location constraints. ● Annual training surveys and pre-course interviews made the course contents more in line with the needs of the departments and employees to maintain good learning results and satisfaction. ● In addition to enhancing soft and hard skills for work, the Company also arranges a

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	<ul style="list-style-type: none"> ● Employee Relations and Care 	<ul style="list-style-type: none"> ● Labor-management conference ● Labor safety conference ● 2022 employee opinions survey ● Employee suggestion mailbox ● Team-building 	<p>series of health and lifestyle lectures for employees to elevate their quality of life and achieve a work-life balance.</p> <ul style="list-style-type: none"> ● The Company has established a two-way communication platform between employers and employees through regular labor-management meetings and labor safety meetings to create a healthy and friendly workplace. ● The Company attaches great importance to the results of the annual employee opinion survey. After the survey, the Company invites colleagues to discuss the direction of improvement in order to make TSC a better workplace. The satisfaction rate of employee opinion survey results has also increased year by year. In addition to the annual survey, employees may also provide feedback on their ideas and opinions to the Company through the suggestion mailbox at any time. ● The 2022 theme of team-building was cross-departmental collaboration. Through cross-departmental activities, colleagues can get to

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			know colleagues with whom they have less contact at work, and with more understanding, they can have more opportunities for collaboration. At the same time, colleagues also stimulated more creative ideas during the activities.