




2.3 Stakeholder Communications


Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 <p>Shareholders & Investors</p>	Economic Performance	Annual Meeting of Shareholders	Annually	Investors and shareholders are CMP Group's most vital supporters and should be kept informed of operating results and related information.	Frequent update on CMP Group operation with investors through investor conferences and meeting for shareholders. Improve corporate governance by providing spokesperson's hotline and provide feedback in a timely matter. Investors also give their suggestions and expectations at the AGM	Increase efforts to conduct stakeholder surveys to more effectively grasp the concerns of shareholders and investors have about CMP Group's operation. CMP Group's 2019 Corporate Governance Evaluation scored amongst the top 21% to 35% of the Taiwan listed companies
	Sustainability Strategy	Investor Conferences	At least twice a year			
	Products and Services Development & Innovation	BOD	Quarterly			
	Effluents & Waste Management	Telephone Communications and Spokesperson's Hotline	Real-time, when necessary			
	Risk Management	Stakeholders Questionnaire and Survey	Annually			
	Labor/ Management Relations	Website	Real-time			


Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 Customers	Legal Compliance Customer Health & Safety Products and Services Development & Innovation Effluents & Waste Management Raw Materials Ethics & Integrity and Mechanisms for Advice and Concerns about Ethics	Customer Satisfaction Survey	Quarterly & Semi-annually	The customers are the primary sources of CMP Group's revenue. Customers should be serviced with the most professional technology and provided with the best quality product. In addition, customers will be assisted with ways to practice social responsibility such that there is a reduction of the negative impact of related products on the environment. The profits generated from customers should support corporate survival and development	Through face-to-face visits, supplier conferences, and other methods of communication, CMP Group can better understand customer needs and opinions. In addition, daily and frequent communication with customers and annual customer satisfaction surveys also allow CMP Group to improve customer services further and enhance CMP Group economic performance	Metal Manufacturing business constantly improves R&D technology, ensures delivery quality and enhances customer satisfaction under regulatory compliance. Real Estate Development values customer health and safety, maintains consistent quality services as well as incorporates the concepts of green construction and intelligence buildings in all construction projects. Lifestyle Hospitality continues to provide lifestyle hospitality services that promote culture and creative art service in the local community while satisfying the diverse needs of customers and stimulating the local economic momentum
		Suppliers Conference	1 to 2 times per year			
		Telephone and Electronic Communications, Mail	Real-time, Daily			
		Regular Review	Annually			
		Supplier Monthly PPM ¹⁰	Monthly			
		Interviews, Office Visits & On-site Visits	When necessary			
		Direct Mailing (DM), Electronic DM (EDM), Applications (App) ¹¹	Monthly			
		Website, Facebook Fan page	One post every 1-2 days			
		Stakeholder Survey	Annually			
		Annual Quality Improvement Plan Report	Annually			


10. PPM : parts per million, refers to the calculation unit for the export quality

11. DM: Direct mail, EDM: Electronic direct mail, APP: Application


Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 Government	Economic Performance Effluents & Waste Management Occupational Health & Safety Sustainability Strategy Training and Education	Submissions	Monthly required submissions	The government oversees enterprises and sets regulations for enterprises such as regular reporting of corporate governance-related matters. This exchange of information through various communication channels and tools between the government and enterprise allow enterprises to obtain the trust, support, and cooperation of the government. This symbiotic relationship establishes a good external political environment for the enterprises and allows the enterprises to promote their own survival and development	Operate according to the relevant government regulations while providing the government and the public information of their interest online. This action complies with all the laws and practices of an ethical enterprise operation	Complying with the statute, CMP Group follows the monthly submission requirements and issues relevant declarations to support the government's public authority. CMP Group has a dedicated unit that responds and interacts with the government for their audits or inquiries by providing the necessary information while maintaining and establishing a good relationship
		Material Information	At least twice per month			
		Letter from Authorities	At least once per month			
		Telephone and Electronic Communications	When necessary			
		Interviews	Quarterly			
		On-site Inspection by Authorities	When necessary			
		Meetings	When necessary			

Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 <p>Suppliers & Contractors</p>	Supply Chain Management Legal Compliance Products and Services Development & Innovation	Suppliers Conference	Annually	Verify the product provided by the suppliers complies with the CMP Group standards and satisfies CMP Group's customers	Implement supplier management requirements in procurement and supplier management. All the while, maintaining a good communicative relationship with the supplier to further implement CMP Group business philosophy and CSR practices. Host annual supplier conference that promotes government regulations and annual procurement plans to actively communicate corporate social responsibility in hopes of creating a friendly work environment and creating an influential impact in society, the environment, and the economy	Implement supplier management mechanism through the monthly and annual supplier assessments. In hopes of encouraging suppliers to further practice corporate social responsibility. CMP Group plans to update the economic, environmental, and society-oriented auditing categories in 2019 to reduce the negatives and enhance the positives of long-term sustainable management methods. With green procurement as a base and sustainable supplier management practices, CMP Group strives to create an environment where suppliers can easily operate in a sustainable manner.
		Year-End Party	Annually			
		On-site Inspection	In accordance with annual plan			
		Training	When necessary			
		Letters	Monthly			
		Meetings	When necessary			
		Interviews	When necessary			
		Telephone Communications, Messages, Emails	Real-time			


Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 Employees	Economic Performance	Family Day	Annually	Employees are the core partners of an enterprise and must be provided with a friendly, respectful, and caring work environment such that they can thrive alongside with the company. The company should also offer a comprehensive salary and welfare system to attract talents and provide opportunities for further talent education and training	Through weekly, monthly, departmental, and labor management meetings, CMP Group communicates work environment, salary and benefits, and education and training matters to its employees. During these meetings, employee feedbacks are highly welcomed, and the feedback is worked into policy adjustments, regulation formulations, and revisions. All this is to facilitate further and promote a friendly working environment	Continual improvement of the quality of education and training to systematically enhance professional literacy and ability of employees. In addition, through mid to high-level management educational projects, CMP Group hopes to set the tone for a lifelong learning practice at CMP Group. Online E-learning "CMPedia" was launched in February 2019.
		Employee Satisfaction Survey	Semi-Annually, Annually			
		Performance Review	Monthly & Semi-annually			
		Labor/Management Conferences	Quarterly			
	Occupational Health and Safety	Monthly Assembly	1 to 2 times per month			
	Labor/Management Relations	E-Newsletter	Monthly			
	Training and Education	Morning Assembly, Pre-shift Meeting	Weekly, Daily			
	Forced or Compulsory Labor	Employee Forums	When necessary			
	Human Rights and Equality	Employee Suggestions Box, Complaint Channel	When necessary			
		Production Site Inspection	When necessary			
LOHAS Workplace, Incentive Plans		When necessary				
	Internet Platform Information Release (Line/WeChat)	When necessary				

Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 Community Residents & Event Partners	Economic Performance	Volunteer Activities	Weekly	The establishment of local factory(ies) along with the support of local residents and partners are all important factors in the local development of the enterprise. The best way for a company to give back to the local residents is through participation in various local social activities.	Through the participation in local activities and proactively understanding the concerns and suggestions of local residents in the community, CMP Group can better tailor and formulate ways to give back to the community	Continue to participate and sponsor local communal activities while inviting local residents to participate in company activities. The bilateral communication between the locals and CMP Group allows for CMP Group to focus on local issues and present countermeasures or solutions. From 2018, at the suggestion of local residents, CMP Group adjusted the forklift operating time during the evenings to reduce noise pollution
	Occupational Health and Safety	Visits	1 to 2 times per year			
Energy Management and Emissions	Activities			2 to 3 times per year		
Local Community						
Effluents & Waste Management						
Risk Management						

2.1 CSR Team | 2.2 Material Topics | 2.3 Stakeholder Communications | **2.4 CMP Group's Responses to the UN SDGs**

Stakeholders	Focused Topics	Communication Channel	Communication Frequency	Significance	Conclusion	CMP Group Response
 Media	Energy Management and Emissions	Interviews	4 times per year	The media is a valuable partner to the listed companies in promoting operational policies and objectives.	Inviting media to participate in the company held events and activities or interviews allows a bilateral communication for the company to understand public concerns and the public to understand the company's business, trends, and operational results	Open up and invite the media to participate in CMP Group's various business-related activities. This allows the media and general public to be updated on CMP Group's latest operational news and directions
	Economic Performance					
	Risk Management	Contracts	Per contract	Through the media, a company can efficiently inform its' shareholders and investors of the company's current status and directions		
	Products and Services Development & Innovation					
	Effluents & Waste Management					
Water Management						

2.4 CMP Group's Responses to the UN SDGs

SDGs	Goal	Feasible Sub-goals	CMP Group Actions
	Ensure healthy lives and the promotion of well-being for all at all ages	3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases, and other communicable diseases 3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, and soil pollution and contamination	<ol style="list-style-type: none"> 1. Annual Health Check 2. Specialized Health Check 3. Encourage healthy exercises 4. Follow-up and assist people who have an uncertain diagnosis from health checkups. 5. Implementation of strict management and treatment of hazardous waste and chemical substances. Extend the concept to supplier management. 6. Significant investment in dust collectors and related detection devices to tightly control dust pollution