

Stakeholder Engagement

The PILLAR GROUP will respond swiftly to changes in the business climate and bring about market and social development through our ability to see beyond the changes and take bold action.

And as a good corporate citizen, we are committed to contributing to the development of local communities and continuing to provide products that make our customers happy.

Therefore, we will strive to maintain and develop sound relationships with our stakeholders through open and fair communication with society at all times.



Efforts at Stakeholder Engagements

Stakeholders	Main responsibilities	Primary opportunities for dialogue	Related website
Customers	High quality Safety Aftersales service Fair prices Innovation	<ul style="list-style-type: none"> • Customer request cards • Customer satisfaction survey • Disclosure of information on our website • Inquiry form on our website 	Product information
Business partners	Fair and transparent transactions CSR procurement	<ul style="list-style-type: none"> • Procurement policy briefing • CSR Procurement Guidelines • CSR procurement questionnaire 	Purchasing information
Employees	Respecting human rights Diversity Safe and comfortable work environment Health management	<ul style="list-style-type: none"> • In-house magazine, intranet • Interviews • Whistleblower hotline • Stress checks • Engagement survey • Rank-specific training • Health and Safety Committee • Labor-management talks 	Social and human resources initiatives P50 — P53
Shareholders/Investors	Corporate value enhancement Appropriate stock price Timely and appropriate supply of information Shareholder returns	<ul style="list-style-type: none"> • General meeting of shareholders • Financial results briefing • One-on-one, small meetings • Briefings for individual investors • Shareholder newsletters and integrated reports • Supply of information through IR information pages • Supply of information to ESG evaluation organizations 	IR information
Local communities	Respect for local culture and customs Consideration for the local environment Improvement of the educational environment Creation of employment	<ul style="list-style-type: none"> • Social contribution activities • Career education • Internships • Factory tours 	P54
Global environment	Global environmental conservation	<ul style="list-style-type: none"> • Development of energy-saving and carbon-neutral products • Environmental considerations at the manufacturing stage • Compliance with environmental laws and regulations • Environmental education 	Environmental initiatives P55 — P60