

### 3. Communication with stakeholders

Wan Hai is committed to strengthening interaction with its stakeholders, and seeks dialogue with different stakeholders at different times. Identification of stakeholders and issues is the core task in the implementation of CSR. The Company invites personnel from all departments to attend the annual CSR report initiation meeting to for discussions and exchange of views regarding key stakeholders and issues of concern to them. Consensus reached in the meeting serves as a key reference for disclosure contents in the report.

#### Principles of communication with stakeholders

##### Government agencies

Communication channels	Frequency	Issues of concern and matters of attention
Company's financial statements	Once per quarter	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Remuneration of managers</li> <li>Integrity and ethics</li> <li>Energy Conservation and Carbon Emission Reduction</li> <li>Compliance with laws and regulations of the countries where we operate</li> </ul>
Telephone, letters, discussions at industry association meetings	Irregularly	
Labor inspections, ESH reports	Irregularly, as required by the competent authority	

##### Suppliers

Communication channels	Frequency	Issues of concern and matters of attention
Crew education and training of crew's labor representatives	Every quarter, regular sessions	<ul style="list-style-type: none"> <li>Supply Chain Management</li> <li>Green Procurement</li> </ul>
Evaluation of agents, evaluation and certification system of suppliers, suppliers' labor health and safety management, contracts and regulations	Once per year	
Email, hotline, meetings, visits, website	Non-scheduled	

##### Customers

Communication channels	Frequency	Issues of concern and matters of attention
Customer hotline, customer email: <a href="mailto:cs@wanhai.com">cs@wanhai.com</a> Company's website: <a href="https://tw.wanhai.com">https://tw.wanhai.com</a>	Continuous availability to customer comments and suggestions	<ul style="list-style-type: none"> <li>Energy Conservation and Carbon Emission Reduction</li> <li>Crew efficacy management</li> <li>Collaboration model</li> <li>Shipping price</li> <li>Data security</li> <li>Timely provision of information</li> </ul>
Contracts and regulations	Once per year on average	
Customer satisfaction survey, customer visits, meetings	Non- scheduled	

##### Employees

Communication channels	Frequency	Issues of concern and matters of attention
HR system platform	Information search at anytime	<ul style="list-style-type: none"> <li>Management-labor relations</li> <li>Employee welfare</li> <li>Occupational environmental safety</li> <li>Crew safety</li> <li>Risk awareness training (incident prevention) and on-board emergency response measures</li> <li>Reporting system (post-incident handling)</li> </ul>
Operations, and strategy meetings	Once per two weeks	
Maritime safety conferences	Monthly	
Section meetings, department meetings	Monthly or as often as business may require	
Employee feedback surveys	Once per six months	
Employee welfare committee	At least once a year	
Crew comments and suggestions through electronic questionnaires	Prior to disembarkation	
Crew education and training	Prior to embarkation, monthly, quarterly	
Education and training, course satisfaction questionnaires, training needs surveys, employee safety and health committee meetings	Periodically or as often as business needs require	
Internal announcements, operational department meetings, reports, crew section's shared email, hotline, electronic bulletin board for crews, chat forum	Non-scheduled	
Management-labor meetings	Quarterly	

## Not-for-profit organizations

Communication channels	Frequency	Issues of concern and matters of attention
Volunteer care and public welfare activities	Bimonthly	<ul style="list-style-type: none"> <li>• Wan Hai Charity Foundation: social and public welfare activities</li> <li>• Media coverage</li> </ul>
Wan Hai magazine and electronic newsletter	Bimonthly	
Announcements on website, press releases, emails, hotline, letters, visits, social media	Non-scheduled	

## Shareholders

Communication channels	Frequency	Issues of concern and matters of attention
Shareholders' Meeting	Once a year	<ul style="list-style-type: none"> <li>• Disclosure of financial information</li> <li>• Business status</li> <li>• Investment plans</li> </ul>
Investors conferences	At least once a year	
Post important financial information on MOPS, report business information to the competent authority Company website, shareholders service window (hotline and email)	Non-scheduled	

## 4. Issues of concern to stakeholders

Wan Hai complies with the key topics and concerns raised from its stakeholders to identify and understand their needs and their expectations from Wan Hai. While pursuing sustainable operations and profits, we also emphasize the dimensions of the environment, society, and corporate governance, integrating them into our corporate management and operational activities. The Wan Hai website has a Stakeholders' Relations section, to which an online survey was added in 2017 to develop a well-rounded understanding of issues of concern to our stakeholders.

The Wan Hai CSR Team met 10 times to discuss CSR issues. In accordance with operating considerations, industry conditions, industry chain practices, and suggestions from stakeholders, the Company assesses the potential impact of material issues on stakeholders (positive, negative, or potential impacts on the economy, environment and society), and meets with internal and external units to disclose information and discuss those impacts.

## 5. Standard process of responding to stakeholders

Wan Hai uses questionnaires to identify the material issues of stakeholders. Next, it ranks, those material issues following the GRI Standards. Wan Hai's standard process and methods to analyze material issues that stakeholders have raised to Wan Hai is as follows:

1. In periodic internal meetings, all departments report on the issues on which stakeholders have recently provided feedback. All department supervisors periodically report to the senior management level stakeholders' material issues and their plans and analyze each issue's impact on the Company.
2. The CSR websites and reports of the global top five leading competitors in the same industry are close to 1,000 pages and nearly 200 PowerPoint slides. Key topics and matters of attention raised by countless indirect stakeholders. And almost ten CSR videos. The ten key points of information and reporting principles that comply with the GRI 101 Foundation Standard.
3. In cross-departmental discussion, the key topics found and expectations regarding our Company are analyzed and compared to benchmark leaders in the industry, to observe which topics are regarded as important by advanced competitors abroad. The findings are used to adjust and amend our own practices. This broad and fundamental comparison is close to the operational reality in the industry, and reflects our position in the industry. It also forms the basis for our corporate strategy and helps set goals.