

Stakeholder Engagement

We regularly interact with our key stakeholders, comprising our associates, customers, end-users, suppliers, investors, shareholders, regulatory bodies, industry groups, non-governmental organizations (NGOs), and the broader community to understand their concerns.

The main issues of concern raised by our stakeholders, how we engage with them, and the frequency of interaction are summarized

below. These priority concerns of our stakeholders help to inform our approach to sustainability and are reflected in the material topics covered in this Report.

Our identification of key stakeholder groups is guided by the AA1000 Stakeholder Engagement Standard (2015).

PRODUCTS

- 1 Sustainable Products

ENVIRONMENT

- 2 Climate Change
- 3 Resources, Materials & Waste

SOCIAL AND COMMUNITY

- 4 Empowering People
- 5 Health, Safety & Wellbeing
- 6 Community Investment & Engagement

GOVERNANCE

- 7 Ethics & Integrity
- 8 Supply Chain Accountability

Investors and Shareholders

Through roadshows, dedicated meetings, and the Annual General Meeting, investors and shareholders are able to express their key concerns such as:

RELATED MATERIAL TOPICS 1 2 4 5 6 7 8

KEY CONCERNS

- Independence, diversity, and engagement of Board members
- Ethics and governance
- Responsible sourcing with focus on sustainable supply chain, human rights, conflict minerals, and cobalt
- Environmental risk management
- Forward-looking financial risk assessment linked to ESG
- Decarbonization strategy, targets, and milestones
- Material risks and opportunities
- Sustainable design, recyclability (batteries and tools), circular economy
- Diversity and inclusion
- Community engagement

Employees

RELATED MATERIAL TOPICS **2** **4** **5** **6**

Through associate committees, roundtables, performance reviews, and TTI Group Intranet, associates are able to express their key concerns such as:

KEY CONCERNS

- Climate actions
- Working conditions and benefits
- Training and development
- Equal opportunities
- Open door policies
- Diversity and inclusion
- Health, safety, and wellness
- Community engagement and volunteer events

Customers and Product End-Users

RELATED MATERIAL TOPICS **1** **2** **3** **5** **7** **8**

Through focus groups, constant communication via online and paper, annual product conferences, social media, compliance hotline, and customer service communication channels, customers are able to express their key concerns such as:

KEY CONCERNS

- Data privacy protection
- Conflict minerals
- Climate actions and risks
- Packaging materials reduction
- Chemical substances in products
- Circularity
- Transport, storage, recycling, end-of-life of products and batteries
- Quality of products, including environmental impact
- Product safety
- Social and environmental responsibility
- Modern slavery (forced and child labor and vulnerable migrant workers)

Suppliers

RELATED MATERIAL TOPICS 1 2 3 7 8

Through the compliance hotline and online platform, regular audits and meetings, training, and supplier engagement conferences, suppliers are able to express their key concerns such as:

KEY CONCERNS

- Governance
- Anti-corruption
- Climate change and extreme weather events
- Resource scarcity
- Pollution and waste
- Social and environmental responsibility

Communities

RELATED MATERIAL TOPICS 2 3 4 5 6 8

Through community engagements with NGOs, school fairs, university programs, mentoring and internship programs, partnerships and collaborations, suppliers are able to express their key concerns such as:

KEY CONCERNS

- Climate actions
- Water conservation
- Biodiversity conservation
- Training and development
- Health and safety
- Equal opportunities
- Diversity and inclusion
- Product safety
- Poverty eradication
- Social and environmental responsibility