

STAKEHOLDER ENGAGEMENT

To better understand and address the concerns of our key stakeholders, we engage in ongoing communication and dialogue. We consider our stakeholders to include our associates, customers, Board of Directors, end users, suppliers, investors, shareholders, regulatory bodies, industry groups, non-governmental organizations (NGOs), and the broader community.

Summarized below are the main issues of concern raised by our stakeholders, how we engage with them, and the frequency of engagements. These priority concerns directly shape our sustainability strategy and are reflected in the material topics discussed 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 Resource Use and Circular Economy

4 Water, Pollution, Biodiversity and Ecosystems

SOCIAL AND COMMUNITY

5 Workforce

6 Communities

GOVERNANCE

7 Business Conduct

Investors and Shareholders

Through roadshows, results announcements, conferences, private meetings, and the Annual General Meeting, investors and shareholders are able to express their key concerns related to:

MATERIAL TOPICS 1 2 3 4 5 6 7

KEY CONCERNS

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

Employees

RELATED MATERIAL TOPICS **2** **5** **6** **7**

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

KEY CONCERNS

- Climate action
- 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**

Through jobsite visits, focus groups, public communications, annual product conferences, social media, our compliance hotline, and customer service communication channels, customers are able to express their key concerns related to:

KEY CONCERNS

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

Suppliers

RELATED MATERIAL TOPICS 1 2 3 4 7

Through the compliance hotline and online platform, regular audits and meetings through our SER Compliance Program, training, and supplier engagement conferences, suppliers are able to express their key concerns related to:

KEY CONCERNS

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

Communities

RELATED MATERIAL TOPICS 1 2 3 4 5 6 7

Through volunteer events, community engagement, school fairs and university programs, mentoring and internship programs, as well as partnerships and collaborations, community members are able to express their key concerns such as:

KEY CONCERNS

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