Operating with the Stakeholders

The sustainable development management of AAPICO Group places a great deal of importance in satisfying the stakeholders' demands and in the building of rapport with the stakeholders through various means of communication in order to meet important expectations.

Stakeholders	Expectations	Actions Taken	Channels of Communication
Customers	Quality Products, Low Costs, On-time Delivery, Work Safety, Cooperative, Transparency	1) The development of quality goods and services to meet the customers' demands 2) Build up good relations with the customers through careful management	• Meetings • Meet and Greet • Reports • Training/ Seminar
Employees	Good Remuneration and Welfare, Impartiality, Participation, Human Rights, Work Safety, Good Quality of Life, Self-Development, Career Growth	1) Manage the employees' remuneration and welfare 2) Arranging for good environment and safe workplace 3) The development of employees' abilities to fit the company's growth 4) Improving the employees' quality of life	• Weekly Meetings • Small Group Meetings • Company's Intranet • E-mail • Employees' Training • Employee Relation Activities • Receiving Complaints
Shareholders	Return on Investment, Transparency in Management, Future Investment Plan, Business Sustainability	1) Building up the Investor's Confidence 2) Displaying authentic and Traceable Information 3) Displaying the company's CSR Report	• Shareholders' Meeting • Annual Report • Investor Relation Activities • The Company's Website • Factory Visit

Stakeholders	Expectations	Actions Taken	Channels of Communication
Suppliers	Profit, Business' Stability, On-time and Complete Payment, Transparent Business Conduct, Clear and Fair Contract, Have a part in growing along with the customers	1) Managing the suppliers' credits and confidence 2) Improving the suppliers' capabilities 3) Communicating the anti-corruption policy and the CSR policy 4) Pay on time	• Annual Meetings • Suppliers' Visit • Meet and Greet • Joint CSR Activities with the Suppliers • Training/ Seminar
Society	Health Safety, No Pollution to the Community/Society, Taking Part in Developing and Supporting the Community/Society	1) Managing complaints 2) Organizing community activities to promote community/ social improvement 3) Building good relations between factories and the surrounding communities	• Community Meeting • Receiving Complaints • Supporting Activities • Giving Assistance
Government	Fully Abiding by the Law, Paying Taxes and Other Necessary Fees, Cooperation, Managing the Complaints or the Dispute with the Community	1) Abiding by the law and the government's regulation 2) Cooperating with the government	• Attending Seminar Meeting • Important Meet and Greet
Competitor	Fair Competition	1) Operating the business transparently and fairly	• Becoming a Club Member • Meet and Greet and Sharing Experiences