

STAKEHOLDERS' INTERESTS

Stakeholder	Requirements/expectations	Communication channel	Frequency	Responsibility
Shareholders	Appropriate and constant dividends, rising market value, good image, legal compliance	– Investor relations:		– FIH
		– General Assembly	– annual	
		– Annual Report	– annual	
		– Roadshow	– biannual	
		– Guided plant tours	– ongoing	
		– Media relations	– ongoing	
		– Public relations	– ongoing	
Customers	Qualitative, innovative just-in-time products and services at a price in line with the market, good image in the community, legal compliance, Code of Conduct	– Key account management	– ongoing	– per segment and region
		– Exhibitions/events/conventions	– per activity plan	– FIH
		– Media relations	– ongoing	– FIH
		– Public relations	– ongoing	– FIH
		– Digital communications	– ongoing	– FIH
		– Sustainability platforms such as SAQ, Ecovadis, customer-specific questionnaires	– situational, sometimes annual	– usually site-related or per company
Partners/ Suppliers	Reliable partnership, continuity, prices in line with the market, good image, legal compliance	– Supplier visits and evaluations	– ongoing	– per company and group-wide
		– Exhibitions	– ongoing	– across the Group
Employees	Nondiscriminatory, secure workplace with a positive working atmosphere and commitment to sustainability and future viability, market-based remuneration, opportunities for development, legal compliance	– Employee magazine	– biannual	– FIH
		– Notice board	– ongoing	– per company
		– Intranet	– ongoing	– per company
		– Management and employee events	– biannual	– per company
		– Employee campaigns	– according to demand	– per company/FIH
		– Performance review	– annually	– the respective supervisors
Legislator/ Authorities	Legal compliance, attractive tax payer, creating jobs	– Applications/approvals	– according to demand	– per company/FIH
		– Reporting	– according to demand	– per company
Neighbors (residents, neighboring companies)	No interference (such as traffic, emissions, landscape), open culture of discussion, cooperation, legal compliance	– Media relations (local media)	– according to demand	– per company
		– Digital communications	– ongoing	– FIH
		– Personal contacts	– according to demand	– per company
Society	Attractive employer and trainer in the region, good image, sustainability, legal compliance	– Media relations (local media)	– according to demand	– per company
		– Events (e.g., plant tours, open houses)	– according to demand	– per company
		– Public relations (e.g., membership of local chamber of industry and commerce)	– according to demand	– per company/FIH
		– Digital communications	– ongoing	– per company
Associations	Adherence to obligations	– Events	– according to demand	– per company
		– Digital communications	– ongoing	– FIH

* FIH: Feintool International Holding AG