

2024 Stakeholder Communication Summary Reported to the Board of Directors on February 27, 2025

Stakeholder	Key Concerns	Communication Channels & Responses	Frequency	2024 Communication Performance
Employees	<ul style="list-style-type: none"> - Compensation & benefits - Labor relations 	<ul style="list-style-type: none"> - Internal website (e-approval & nnouncements) - Company website - Labor-management meetings - Employee opinion mailbox - Contact: Mr. Lee / Ms. Lu (HR@chlitinaholding.com) 	<ul style="list-style-type: none"> - Irregular (general) - At least once per year (labor meetings) - 24/7 (mailbox) 	<ul style="list-style-type: none"> - 51 training sessions (Taiwan), 98 participants - 125 sessions (China), 1,355 participants - 12 labor-management meetings held in Taiwan - Orientation for new employees includes company policies & product introduction
Investors / Shareholders	<ul style="list-style-type: none"> - Operational performance - Corporate governance 	<ul style="list-style-type: none"> - Annual general meeting & annual report - Monthly revenue/financial report - Quarterly investor conferences - Market Observation Post System disclosures - Investor relations email & spokesperson system - Contact: Ms. Hu / Ms. Ma (ir@chlitinaholding.com) 	<ul style="list-style-type: none"> - Annual (AGM) - Monthly (revenue/financials) - Quarterly (investor conferences) - Irregular (email) - Weekdays (contact) 	<ul style="list-style-type: none"> - 134 significant disclosures in Chinese/English - 5 investor conferences - Hosted 115+ physical/virtual meetings with analysts
Customers	<ul style="list-style-type: none"> - Customer relationship management 	<ul style="list-style-type: none"> - Customer service email: service.tw@chlitina.com - Company website & social media platforms (Facebook, LINE) - Product/experience events 	<ul style="list-style-type: none"> - 24/7 (email & social) - Irregular (events) 	<ul style="list-style-type: none"> - Facebook followers: 60,744 (Taiwan) - LINE followers: 81,394 (Taiwan) - 32 skincare experience sessions held; 191 participants
Franchisees	<ul style="list-style-type: none"> - Skill enhancement - Profit optimization 	<ul style="list-style-type: none"> - Monthly regional franchisee meetings - Training: business operations, skincare, aesthetic services, R&D - Cloud Classroom App (offline/live/recorded) 	<ul style="list-style-type: none"> - Monthly (meetings) - Irregular (training) - 24/7 (online resources) 	<ul style="list-style-type: none"> - 67 sessions (Taiwan), 2,043 participants - 7,199 sessions (China), 149,694 participants - 931 offline courses, 410 live sessions, 68

		courses) - Contact: Mr. Chen (service.tw@chlitina.com)		new recorded courses (China)
Suppliers	- Supply chain partnership - Cost & profit optimization	- Phone, email communication - Signed supplier contracts & Code of Conduct - Contact: Mr. Shih (service.tw@chlitina.com)	- Irregular	- Signed contracts with all suppliers - Collected signed commitments to the Supplier Code of Conduct and tracked compliance
Banks	- Interest and exchange rate trends	- Regular communication via phone/email/meetings - Contact: Ms. Hu (ir@chlitinaholding.com)	- At least twice per quarter	- At least two in-person meetings with banks per quarter - Follow-up calls after each quarterly financial disclosure
Others	- General issues related to the company	- General contact email: service.tw@chlitina.com	- Irregular	- —