

Stakeholder Engagement

Active communication with our stakeholders is an important part of fulfilling our responsibility as a global company. We disclose relevant information in a transparent manner and continually update contents year-round on our Sustainability Website [🔗](#). We seek to strengthen our relations with our stakeholders and align ourselves with them on issues regarding sustainability through active communication via multiple channels, including forums, surveys, and on-site visits.

Stakeholders	Key Interests		Communication Channels		Major Activities	
Customers (B2C & B2B) 	<ul style="list-style-type: none"> Quality of products and services Safety in product use Environmental impact of products throughout their life cycle 	<ul style="list-style-type: none"> Accurate product information Transparent communication 	<ul style="list-style-type: none"> Customer satisfaction surveys Contact centers and service centers Samsung Electronics Newsroom 	<ul style="list-style-type: none"> Samsung Semiconductor Newsroom Sustainability Website Sales Channels Product Environmental Report 	<ul style="list-style-type: none"> Reinforcing quality and safety management systems Offering product information via country-specific websites 	<ul style="list-style-type: none"> Resolving issues identified through VoC (Voice of the Customer) Staffing sustainability specialists at the subsidiary and business levels
Shareholders and Investors 	<ul style="list-style-type: none"> Economic performance Risk management Information-sharing 	<ul style="list-style-type: none"> Sustainability agenda, including environmental, social, and governance issues 	<ul style="list-style-type: none"> Annual General Meeting Non-Deal Roadshows, Investor Meetings Earnings Releases 	<ul style="list-style-type: none"> Investors Forum ESG Roadshow IR Website 	<ul style="list-style-type: none"> Forecasting business environment and performance Updating shareholder return policy 	<ul style="list-style-type: none"> Disclosure of information on corporate governance Collecting views of shareholders and investors
Employees 	<ul style="list-style-type: none"> Safe and healthy work environment Diversity and inclusion Training and career development 	<ul style="list-style-type: none"> Employment and benefits Labor relations Organizational culture 	<ul style="list-style-type: none"> Labor unions, work councils Counseling centers Satisfaction surveys on organizational health, work concentration, and employee experience Sustainability Website 	<ul style="list-style-type: none"> Communication with the executive management Online communication platform, including Samsung NOW Compliance and ethics whistleblowing channels 	<ul style="list-style-type: none"> Offering tailored career development programs Town hall meetings hosted by individual businesses 	<ul style="list-style-type: none"> Mentoring for the executive management by Millennial and Gen Z employees Managing work environments at our business sites Fostering a culture of trust and communication Employer Branding Activities
Suppliers 	<ul style="list-style-type: none"> Partner collaboration EHS(Environment, Health & Safety) performance Fair trade 	<ul style="list-style-type: none"> Protection of workers' human rights Environmental and social issues 	<ul style="list-style-type: none"> Global Supplier Relationship Management System Hotline, online whistleblowing channels Partner Collaboration Day, supplier dialogues 	<ul style="list-style-type: none"> Partner Collaboration Academy Sustainability Website 	<ul style="list-style-type: none"> Funding and technology support Employee training and innovation support GHG emissions reduction management 	<ul style="list-style-type: none"> Responsible management of suppliers' work environments Grievance resolution
Local Communities 	<ul style="list-style-type: none"> Local employment, local economic development Indirect economic effects, including investment and employment 	<ul style="list-style-type: none"> Conservation of local environment Philanthropic activities including donations and volunteer work 	<ul style="list-style-type: none"> Local volunteer centers Sustainability Website CSR Website 	<ul style="list-style-type: none"> Local community councils 	<ul style="list-style-type: none"> SME support programs, including Smart Factory Conservation of river ecosystems near our business sites 	<ul style="list-style-type: none"> Community outreach programs on education and employment
International Organizations, NGOs, Associations, Specialized Organizations 	<ul style="list-style-type: none"> Social responsibility for local communities and the environment 	<ul style="list-style-type: none"> Contributions to climate action and other UN SDGs Transparent and timely information disclosure 	<ul style="list-style-type: none"> Corporate dialogues NGO meetings Stakeholder forums 	<ul style="list-style-type: none"> Meetings between civil society organizations and executive management Sustainability Website 	<ul style="list-style-type: none"> Collecting views of global NGOs Engagement with RBA¹⁾, RMI²⁾, and BSR³⁾ 1) Responsible Business Alliance 2) Responsible Minerals Initiative 3) Business for Social Responsibility 	<ul style="list-style-type: none"> UNGC¹⁾ activities Engagement with ACEC²⁾ and SCC³⁾ 1) United Nations Global Compact 2) Asia Clean Energy Coalition 3) Semiconductor Climate Consortium
Government 	<ul style="list-style-type: none"> Indirect economic effects, including investment and employment Fair trade 	<ul style="list-style-type: none"> Occupational health and safety Compliance Business ethics 	<ul style="list-style-type: none"> Policy conferences National Assembly Public hearing for policymaking 	<ul style="list-style-type: none"> Policy advisory bodies Sustainability Website 	<ul style="list-style-type: none"> Supporting SMEs in collaboration with the government 	<ul style="list-style-type: none"> Operating joint venture investment windows in collaboration with the government
Media 	<ul style="list-style-type: none"> Business strategy for major products Progress on implementation of New Environmental Strategy Investment strategy 		<ul style="list-style-type: none"> Press releases Sustainability Website 	<ul style="list-style-type: none"> Samsung Electronics Newsroom 	<ul style="list-style-type: none"> Supporting media coverage of global IT exhibitions and unpack events Media days Press conferences 	<ul style="list-style-type: none"> Interviews Planning and promotional activities