



**ENN 新奥**

# **新奥能源控股有限公司**

## **ENN Energy Holdings Limited**

*(Incorporated in the Cayman Islands with limited liability)*

**(Stock Code: 2688)**

### **Stakeholder Engagement Policy**

In accordance with the Sustainable Development Policy requirements of ENN Energy Holdings Limited (hereinafter referred to as “ENN Energy”, together with its subsidiaries, collectively referred to as “We” or “the Company”), we actively fulfill social responsibilities and are committed to contributing to economic development, the well-being of employees, and the welfare of business partners. We value the sustainable development expectations and needs of stakeholders, strictly comply with laws and regulations, communicate and engage with stakeholders transparently, honestly, and fairly, aiming to establish stable relationships with stakeholders.

Based on our sustainable development strategy and ongoing constructive dialogues with stakeholders, we encourage their active participation in matters affecting them. This helps us identify significant ESG issues, and also enables the recognition of risks and opportunities in the Company's development, defines areas that need improvement and collaboration, while maintains the reputation of the Company within the industry and among the general public. We focus on and uphold the fundamental rights of stakeholders and help them to better understand the Company's development and operational situation, promote collaborative development between stakeholders and the Company, and strive to achieve win-win cooperation.

#### **Scope of Application**

This policy applies to ENN Energy and its subsidiaries, encompassing all operational locations, contractors under our supervision and other external stakeholders.

#### **1. Stakeholder Definition**

Stakeholders refer to individuals or groups directly or indirectly impacted by the business operations of ENN Energy. This includes shareholders, customers, employees, business partners, suppliers, government entities, communities, media, non-governmental organisations, and other business-related operators.

#### **2. Stakeholder Engagement Strategy**

The Company is committed to building good relationships with stakeholders through communication, continuously improving transparency, fostering mutual trust and promoting synergy. The Company has formulated a stakeholder engagement strategy that covers all stakeholders and ensures that the strategy is consistently applied in all of the Company's businesses. In addition, the Company integrates the results of stakeholder identification, communication, participation and suggestions to continuously optimise the stakeholder management path to support the Company's operations and development.

#### **3. Stakeholder Identification, Analysis, and Prioritisation**

Considering that different stakeholders have varying expectations and demands, coupled with distinct impacts on different business types or units, ENN Energy has established a procedure for identifying and classifying stakeholders and set up a tailored prioritisation mechanism. The Company identifies and classifies stakeholders from the dimensions of business relevance and degree of mutual influence, in order to comprehensively and clearly analyse the direct or indirect risks and impacts on each stakeholder, and to formulate appropriate communication and management mechanisms.

At the same time, the Company emphasises the protection of vulnerable groups. In the process of stakeholder identification, special attention is paid to vulnerable groups that may be affected by the Company's business activities, such as ethnic minorities, children, the elderly and the disabled in the vicinity of the operation sites. The Company will pay special attention to these groups in different business cycles, such as project initiation, construction and operation. It will ensure that their voices are heard and their needs are met, and the negative impacts of business activities on vulnerable groups are avoided or minimised.

#### **4. Stakeholder Communication Channels**

ENN Energy regards it as our obligation to offer each stakeholder with the most suitable way for better communication, which will in return help us to understand opinions and suggestions from kinds of stakeholders. We strictly adhere to the principles of accurate, transparent, and comprehensive disclosure to ensure diversified and appropriate dialogue and engagement mechanisms with stakeholder, which includes but not limited to hotlines, official websites, seminars, interviews, focus groups, etc. All these will help us to ensure sufficient communication and engagements with different stakeholders.

##### Practices for Shareholders:

ENN Energy respects the fundamental rights of each shareholders, treating all shareholders fairly and justly, with a focus on encouraging participation and communication from small and medium-sized shareholders. Important information of the Company is promptly and transparently disclosed through channels such as shareholder meetings and official website.

##### Practices for Customers:

ENN Energy respects the fundamental rights of our customers, aiming to provide products and services that meet their needs. We have established a unified customer service hotline and a service quality supervision hotline, community service centre, physical stores, online business halls, mobile apps, and various other channels to address customer opinions and suggestions. Additionally, customer satisfaction surveys are conducted regularly to enhance the Company's service standards, ensuring the delivery of higher-quality products and services to customers.

##### Practices for Employees:

ENN Energy respects the fundamental rights of our employees, treating each employee fairly and justly. We conduct seminars, employee meetings, and provide tools such as the iCome App and the Employee Home platform, offering various channels for employee to participate in corporate governance.

##### Practices for Business Partners:

ENN Energy respects the rights of our business partners, actively participating in industry associations, and fostering communication through events such as business exchange meetings. We engage in dialogue with business partners to exchange opinions, aiming to

achieve mutually beneficial cooperation.

Practices for Suppliers:

ENN Energy treats suppliers fairly and justly, rejecting any form of undue benefits. The Company regularly forms focus groups to engage in discussions with suppliers, actively seeking their opinions and suggestions.

Practices for Government and Regulators:

ENN Energy strictly comply with local applicable laws and regulations, undergoes routine government inspections, enhances communication and reports our updated information regularly, receives government opinions and suggestions, and implements them in actions.

Practices for Communities:

ENN Energy supports communities by encouraging employees and other business partners to engage in community activities. The Company supports social welfare, medical, education activities, and projects, contributing to societal value.

Practices for Media:

ENN Energy establishes positive relationships with the media, providing opportunities for media to interview company employees and engage in face-to-face conversations. Through interviews, press conferences, and media project visits, the Company accurately, fairly, and transparently discloses information to the public.

Practices for Non-Governmental Organisations (NGOs):

ENN Energy pays attention to the opinions and suggestions of non-governmental organisations, actively seeks collaboration opportunities, and participates jointly in charitable and environmental activities and charitable donations.

## **5. Capacity Building for Stakeholder Engagement**

The Company encourages all relevant stakeholders to participate in affairs affecting them. In response to the different concerns of different stakeholders, we provide suitable methods to help them better participate in the Company's operational activities, such as conducting stakeholder surveys and providing professional trainings.

## **6. Response to Stakeholder Engagement**

To enhance collaboration with stakeholders, the Company anticipates common issues that may arise during stakeholder engagement processes, such as low participation enthusiasm, conflicting interests among stakeholders with different concerns and abilities. We analyse these issues and formulate response plans, proactively ensuring a win-win situation for both parties.

## **7. Disclosure of Stakeholder Engagement Outcomes**

We disclose the results of the Company's communication with relevant stakeholders through channels and forms such as corporate websites, social media, annual reports, social, environmental and governance reports, etc., to ensure the fairness and transparency of the communication and participation process and results.

## **8. Outcome Assessment and Review**

ENN Energy supervises and evaluates the entire process of stakeholder engagement to continuously improve the effectiveness of stakeholder participation. For annual outcomes, targeted enhancement plans are developed, participation is tracked, and efforts are made to ensure closer collaboration between different departments of the Company and stakeholders.

At the meantime, to enhance internal management capabilities for stakeholder engagement, we

regularly invite responsible individuals to share best practices and develop relevant training courses, fostering overall awareness and practical skills.

#### **9. Appeal Mechanism**

This policy, upholds the principle of information transparency and stakeholder collaboration, is communicated to all stakeholders of ENN Energy. Stakeholders can engage in spontaneous dialogue with the Company through online channels, including addressing appeal incidents during the stakeholder engagement process. Upon receiving an appeal, we will initiate the appeal response procedure, conducted by the Internal Audit Department, to investigate and handle the matter objectively and fairly, providing investigation results.

#### **Supplementary Provisions**

This policy was established on March 19, 2025 by the ESG Committee of the ENN Energy Board of Directors. The ESG Committee of the Board of Directors of ENN Energy is responsible for its interpretation and updating as necessary, and the internal audit department of the Company will conduct internal audits of this policy annually to ensure its compliance and rationality.