



# 新奥天然气股份有限公司

## ENN Natural Gas Co., Ltd.

(Stock Code: 600803)

### Stakeholder Engagement Policy

#### 1. Our Purpose

ENN Natural Gas Co., Ltd. (hereinafter referred to as “**ENN Natural Gas**”, together with its subsidiaries, collectively referred to as “**We**”) is actively committed to fulfilling its social responsibilities and contributing to economic development and the well-being of employees and partners. We value the sustainable development expectations and needs of stakeholders, strictly comply with national laws and regulations, adopt transparent, honest, and fair standards to cooperate and communicate with stakeholders, and strive to establish stable relationships with stakeholders.

Based on the company's sustainable development strategy, we continuously conducts constructive dialogue with stakeholders, encourages their active participation in affairs affecting them, and helps the company identify significant issues in the environmental, social, and corporate governance areas. This process helps to recognize risks and opportunities in corporate development, determine areas for improvement and collaboration, maintain company's reputation in the industry and among the public, and pay attention to and safeguard the basic rights of stakeholders. We assist stakeholders in better understanding the company's development and operations, promote the coordinated development of stakeholders and the company, and achieve a win-win expectation.

## **2. Scope of Application**

The Company's Board of Directors is responsible for overseeing the formulation and implementation of this Policy, as well as interpreting the Policy and updating it when necessary. This Policy applies to ENN Natural Gas and its subsidiaries, including all the Company's operating locations and relevant stakeholders

### **2.1. Definition of Stakeholders**

Stakeholders refer to individuals or groups that are directly or indirectly affected by the operations of the company, including shareholders, customers, employees, business partners, suppliers, government, community, media, NGOs, and other business-related operators, etc.

### **2.2. Identification, Analysis, and Prioritization of Stakeholders**

Considering the different expectations and demands of various stakeholders and their varying impacts on different business types or units, the company has developed a procedure for identifying and classifying stakeholders and established a mechanism to determine their priorities. The company identifies and classifies stakeholders from dimensions such as business relevance and the degree of mutual influence, in order to comprehensively and clearly analyze the direct or indirect risks and impacts on each stakeholder, and develop appropriate communication and management mechanisms.

The company particularly focuses on identifying vulnerable groups, aiming to ensure that these groups receive the support and protection they need. Vulnerable groups include: those who are economically impoverished or facing financial difficulties, those with chronic illnesses or disabilities, those at risk of discrimination due to physiological or socio-cultural factors, and those lacking basic rights and service guarantees due to a lack of legal status.

### **2.3. Stakeholder Communication Mechanism**

The relevant functional departments of the company are responsible for selecting the best participation methods for each stakeholder and analyzing their opinions

and suggestions. For identified categories of stakeholders, the company adheres to the principles of accuracy, clarity, transparency, and comprehensiveness in disclosure, adopting diverse and suitable dialogue and participation methods, including but not limited to hotline, website, seminar, interview, and focus group etc, to meet the communication and participation needs of different stakeholders.

(1) Practices for Shareholders

We respect the basic rights of shareholders, treat each shareholder fairly and justly, and value the participation and communication of small and medium shareholders. We disclose important company information in a timely and transparent manner through shareholder meetings and public websites.

(2) Practices for Customers

We respect the basic rights of customers and provide products and services that meet their needs. We have opened a national unified customer service hotline, service quality supervision hotline, community service stations, business halls, online business halls, mobile APP, and other online and offline channels to handle customer opinions and suggestions. At the same time, we regularly conduct customer satisfaction survey to improve our service level and provide customers with higher quality products and services.

(3) Practices for Employees

We respect the basic rights of employees, treat each employee fairly and justly, and conduct seminars, employee meetings, and other activities. We have launched the ICOME mobile APP and the Employee Home platform to provide employees with multiple channels to participate in corporate governance.

(4) Practices for Business Partners

We respect the rights of business partners, join industry organizations, and adopt a fair and transparent attitude to carry out exchange meetings and other activities, exchange ideas with business partners, and achieve the goal of win-win cooperation.

(5) Practices for Suppliers

We treat suppliers fairly and justly, do not accept any improper benefits, and regularly establish focus groups to exchange ideas with suppliers and listen to their opinions and suggestions.

(6) Practices for Government

We strictly comply with local applicable laws and regulations, accept routine inspections by the government, strengthen daily communication, regularly report on various aspects of the company, listen to the government's opinions and suggestions, and implement them into actions.

(7) Practices for Community

We support the community, encourage employees and other partners to participate in community activities, support social welfare, medical, educational activities and projects, and contribute social value.

(8) Practices for Media

We establish a good relationship with the media, provide opportunities for the media and company employees to meet and talk, and disclose information to the media accurately, fairly, and transparently through interviews, press conferences, media project inspections, etc.

(9) Practices for NGOs

We pay attention to the opinions and suggestions of NGOs, actively seek cooperation, participate in public welfare and environmental protection activities together, and carry out charitable donations, etc.

2.4. Capacity Building for Stakeholder Participation

We encourage all relevant stakeholders to participate in affairs affecting them. In response to the different concerns of different stakeholders, we provide suitable ways to help them better participate in the company's operational activities, such as conducting stakeholder research and providing professional training, etc.

2.5. Impact Response of Stakeholder Participation

To better coordinate stakeholder participation, we consider common issues that may arise during the participation process, such as low participation enthusiasm, conflicts of interest between stakeholders with different interests and abilities, conduct problem analyse and formulate response plans to ensure a win-win situation in a forward-looking manner.

#### 2.6. Disclosure of Stakeholder Participation Results

We disclose the results of the company's communication with relevant stakeholders through channels and forms such as the corporate website, social media, corporate reports (including annual reports and social, environmental, and governance reports), ensuring fairness and transparency in the communication and participation process and results.

#### 2.7. Outcome Assessment and Review

We supervise and evaluate the entire process of stakeholder participation to continuously improve the effectiveness of stakeholder participation. For annual results, we develop targeted improvement plans, track participation, and ensure closer cooperation between different company departments and stakeholders. At the same time, to enhance the internal management capabilities of stakeholder participation, we regularly invite relevant responsible persons to share best practices and develop relevant training courses to improve overall awareness and practical ability.

#### 2.8. Appeal Mechanism

This policy is communicated to all stakeholders of ENN Nature Gas with the purpose of transparency and cooperation. All stakeholders can also initiate dialogues with the company through the ENN Nature Gas internal investor relations group or online channels, including responses to complaints during the stakeholder participation process. Upon receiving a complaint, we will initiate a complaint response procedure, conduct an investigation by the internal audit department, handle it in an objective and fair manner, and give the investigation results.