

Stakeholder engagement at the Komax Group

The Komax Group's business activities are relevant for a range of different local, national, and international stakeholder groups that it both influences and may be influenced by. The Komax Group attaches considerable value to regular open exchange in order to provide transparent information, pick up on sentiment in its markets, and strengthen the common basis for business and trust. This exchange enables the ongoing alignment of stakeholder interests with the strategic orientation of the Komax Group, reveals opportunities and risks, and helps to manage the company's reputation on the market. These stakeholders were identified as part of the materiality analysis.

The Komax Group engages with these stakeholder groups both digitally and in person. To this end, it maintains a global website and a number of country-specific websites in several languages, which provide contact forms and details of points of contact in addition to a whole range of other information. The Komax Group news portal – Komax Stories (www.komaxgroup.com/stories) – is also available to all those who are interested. The information policy of the Komax Group is set out in the Corporate Governance Report. The following table contains a list of all significant stakeholder groups and sets out details of how the Komax Group engages with them. The page references link to the respective chapter of the Annual Report 2025.

Category Engagement

Customers in the B2B area	The Komax Group supports customers primarily through the areas of sales, marketing, and service. It engages in regular dialog through personal contact, as well as digital channels such as the myKomax customer portal, online meetings, online service ticketing systems, and the Komax Stories news portal. A dedicated contact person is available to all customers. Customer queries and feedback are addressed quickly and effectively via the digital customer management system (> page 38). The Komax Group records customer requests, loyalty, satisfaction, the customer satisfaction score (CSAT), and the net promoter score (NPS) by means of regular surveys. Customer satisfaction is one of the company's ESG targets. With the Komax Kampus, the company offers customers a comprehensive training program with around 200 different online courses in up to 20 languages. A total of 227 customers used the service in 2025 (> page 39). Alongside this, there are several hundred in-person training sessions per year on operating and installing machinery, as well as Kampus training centers at various locations. Komax Group companies also take part in around 40 trade fairs and specialist events worldwide each year (> page 39). Furthermore, the Komax Group engages with customers and partners in various initiatives such as Next2OEM and ARENA2036 (> pages 57 and 60).
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Employees	Employees are involved and informed in a variety of ways. This includes internal communications, an intranet where they can submit feedback, ideas, and suggestions for improvement, live and online events such as webinars, team, and site events, as well as the Komax Talk video format where the CEO and Executive Committee provide information about current developments. The Young Community supports employees under the age of 30 (> page 119). Surveys on satisfaction and motivation are conducted regularly (> page 117). Through various initiatives, the Komax Group promotes health, team spirit, training and further education, and employee inclusivity (> page 118–122). It also publishes its employee magazine Komagazin twice a year.
Financial community (analysts and institutional investors)	Investor Relations engages with the financial community via comprehensive reporting through media releases, annual and half-year reports, as well as in-person and virtual events. This includes a mailing service, to which interested parties can sign up (> page 153), twice-yearly telephone conferences with the CEO and CFO, an Investors' Day at least once every two years, around 50 bilateral investor meetings per year, and participation in more than ten investor conferences and roadshows in Switzerland and abroad with the CEO, CFO, or the Vice President of Investor Relations / Group Communications / ESG. The Komax Group also organizes regular factory tours at its headquarters.
Shareholders	Shareholders have participation rights that are set out in the Articles of Association of Komax Holding AG and published in the Corporate Governance Report. Shareholders have the opportunity to enter into exchange with the Komax Group at any time using the contact form on the website, or by emailing or calling the Investor Relations contact person. At the Annual General Meeting in April 2025 in Lucerne, the shareholders voted clearly in favor of all proposals from the Board of Directors. Overall, 62.7% of the share capital was represented.
Media	To provide the general public with timely and factual information about its business activities and to safeguard its reputation, the Komax Group cultivates regular exchange with media representatives via its Group Communications department. With the exception of investor conferences and roadshows, they have the same opportunities for information and exchange available to them as the financial community.
Suppliers, business partners, and service providers	The Komax Group maintains business relations with thousands of suppliers, service providers, and partners. This contact includes negotiations, specialist exchanges, participation in mutual surveys and ratings, as well as regular audits of operational, ethical, and sustainable business practices. The topics covered here are, in particular, quality, delivery capacity, pricing, human rights, and occupational safety. Suppliers are looked after locally by the respective purchasing teams. The Komax Group attaches value to long-term, stable relations with its business partners. Regular dialog is intended to strengthen business relationships and jointly develop partners and the business further.

Local communities and site neighbors	Regular in-person and digital exchange takes place with local communities and neighbors in order to discuss and resolve local matters together. The local contact persons are, in particular, those individuals with overall responsibility. At the site in Dierikon, Switzerland, the Komax Group cultivates such exchange through various events, including an open day and an average of ten guided tours per year. It also supports a number of social projects locally (> pages 122–123).
Industry and trade associations	The Komax Group is a member of many different industry and trade associations, and cultivates exchange with customers, partners, suppliers, competitors, and other industrial companies. These include Swissmem, ARENA2036, the Smart Cabinet Building Initiative, and the ESG Alliance in China (> pages 60, 62, and 90).
Bodies of higher education and academia	The Komax Group works together with various institutes and universities, including Lucerne University of Applied Sciences and Arts and Deggendorf Institute of Technology, to promote technological development and foster young talent. Project-related exchange takes place at the respective specialist levels.
General public, NGOs, and other stakeholder groups	The Komax Group keeps further stakeholder groups informed through its global and local websites, social media presence, for example on LinkedIn, and through its media work. There is an online contact form, managed by Group Communications. Young applicants also have the opportunity to enter into exchange with the Komax Group at information events held at universities and schools, for instance. In Switzerland, the Komax Group participates in National Future Day and offers taster days for the employees of tomorrow.
Legislators, regulatory authorities	The Komax Group is involved with authorities and legislators in various jurisdictions to ensure conformity with the law and prepare for regulatory changes ahead of time.