STAKEHOLDER ENGAGEMENT

To foster profound and meaningful connections with our stakeholders, we utilise designated communication channels to engage with them and gain insights into their perspectives on all aspects of ESG and material matters related to our operations. This engagement allows us to better address their needs, deliver sustainable value and enhance our responsiveness. Our stakeholder engagement process entails identifying and prioritising material issues, as well as periodically reviewing the actions taken to address concerns. The table below sets out our key stakeholder groups, the methods employed for engagement, the topics discussed and our corresponding responses.

Stakeholder Engagement for YTL Group

Stakeholder Groups	Modes of Engagement	Frequency	Stakeholders' Key Interests and Concerns	Our Response and Initiatives
 **Employees**	• Intranet, newsletters, broadcasts and internal enterprise platforms • Training, town halls, dialogues and YTL LEAD Conference • Annual performance appraisals • Recreational and team-building sessions • Public digital platforms (corporate websites, LinkedIn, Facebook, Instagram, etc.)	A Q O	• Corporate priorities, vision, core values and ethical conduct • Business strategy, direction and performance • Rewards, recognition, leadership and talent development • Competitive remuneration and benefits • Human rights and fair labour practices • Diversity and inclusion • Workplace health and safety	• BTRT and Monday Memo • Women at YTL ("W@Y") • YTL LEAD Conference • YTL Learning Academy • Peer-to-peer sharing sessions • The Code and Anti-Bribery and Corruption ("ABC") Policy • Talent management enhancement, safety culture and promotion of workplace fairness and inclusiveness
 **Customers**	• Corporate websites and social media • Marketing, promotional programmes and events • Feedback channels (emails, phone calls, hotlines and surveys) • Product launches and roadshows, exhibitions and conferences • Sales team visits and meetings • Community events	O	• Product and service quality • Product innovation • Product impact and measures taken • Competitive pricing • Customer experience and relationship management • Data privacy and security	• Global Privacy Policy • Innovative products and services • Reliable customer service and support • Appreciation events
 **Shareholders, Investors, Banks and Lenders**	• Annual and extraordinary general meetings • Annual reports, sustainability reports and quarterly financial reports • Stock exchange announcements and website updates • Investor relations events, analyst briefings and press releases • Regular meetings and networking functions • Engagements and requests for information (emails, meetings, phone calls, questionnaires and surveys)	A Q O	• Company growth and value chain • Business strategy, direction and outlook • Financial and ESG-related performances • Compliance and governance • ESG strategy, risk management and opportunities	• Regular investor and analyst engagement • Responding to requests for data and information as a constituent of FTSE4Good Bursa Malaysia Index • Implementation of measures for continuous improvement of ESG performance and disclosures • Provision of timely and accurate responses to ESG-related questionnaires, enquiries and surveys

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Stakeholder Groups	Modes of Engagement	Frequency	Stakeholders' Key Interests and Concerns	Our Response and Initiatives
 **Suppliers, Business Partners and Industry Groups**	• Regular meetings, site visits and networking functions • Product launches, roadshows, trade exhibitions and sector conferences • Supplier briefings, training and workshops • Supplier assessment system	O	• Compliance with industry best practices, legislation, rules and regulations • Health and safety • Fair treatment of suppliers and business partners • Ethical and responsible conduct • Opportunities for business collaboration • Local procurement or nearshoring • Understanding the requirements and getting support to improve supplier ESG performance	• Increased compliance audits • Appreciation events • Seminars and peer sharing sessions • The Code and ABC Policy • Support for local small and medium-sized enterprises • Supplier assessment and ESG upskilling programmes • Prioritisation of local sourcing for products and services
 **Government and Regulators**	• Official meetings and visits • Industry dialogues, events, trade exhibitions and seminars • Industry consultation and sectoral conferences	O	• Compliance with industry best practices, legislation, rules and regulations • Development and enhancement of resilience of capital markets • Opportunities for business investment • Community investment • ESG impact and company initiatives	• Compliance of operations and products with national standards, guidelines, laws and regulations • Public-private partnerships • Foreign investment • Sharing of industry best practices • Integration of ESG into business operations
 **Media**	• Press releases • Official launches and corporate events • Media coverage • Corporate websites and social media	O	• Economic performance, company growth and value chain • Business strategy, direction and performance • New projects and future prospects	• Regular media engagement • Announcement of quarterly financial results
 **Communities**	• Community outreach programmes • Charitable contributions • Corporate websites and social media • Consultation, dialogue and collaboration with charities and non-governmental organisations for community development	O	• Minimising environmental and social impacts • Community investments and project-based initiatives • Operational compliance with regulations	• Corporate donations and fundraising • Employee volunteering programmes • Community outreach programmes

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