




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 presented offers an outline of the essential 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	<ul style="list-style-type: none"> Intranet, newsletters, broadcasts and internal enterprise platforms Training, town halls and LEAD Conference Annual performance appraisals Recreational and team-building sessions Public digital platforms (website, LinkedIn, Facebook, Instagram, etc.) 	<p>A</p> <p>Q</p> <p>O</p>	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Opportunities for career development Employee benefits BTRT and Monday Memo Women at YTL (W@Y) YTL LEAD Conference YTL Learning Academy Peer-to-peer sharing sessions The Code, Corporate Statements and ABC Policy
 Customers	<ul style="list-style-type: none"> Websites and social media Marketing and promotional programmes and events Feedback channels (emails, phone calls, hotlines and surveys) Product launches and roadshows Sales team visits and meetings Community events 	<p>O</p>	<ul style="list-style-type: none"> Product and service quality and innovation Competitive pricing Customer experience Safety and security Cybersecurity and data privacy 	<ul style="list-style-type: none"> Global Privacy Policy Innovative products Reliable customer service Appreciation events
 Shareholders, Investors, Banks and Lenders	<ul style="list-style-type: none"> 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 	<p>A</p> <p>Q</p> <p>O</p>	<ul style="list-style-type: none"> Company growth and value chain Business strategy and direction Financial performance Compliance and governance ESG risk management 	<ul style="list-style-type: none"> Regular investor and analyst engagement Announcement of quarterly financial results Consistent profit generation Constituent of FTSE4Good Bursa Malaysia Index Take measures to continuously improve ESG performance ESG performance and disclosures through reporting

A Annually Q Quarterly O Ongoing

Stakeholder Engagement for YTL Group

Stakeholder Groups	Modes of Engagement	Frequency	Stakeholders' Key Interests and Concerns	Our Response and Initiatives
 <p>Suppliers, Business Partners and Industry Groups</p>	<ul style="list-style-type: none"> Regular meetings, site visits and networking functions Product launches, roadshows, trade exhibitions and sector conferences Supplier briefing, training and workshops Supplier assessment system 	<p>O</p>	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Increased compliance audits Appreciation events Seminars and peer sharing sessions The Code, Corporate Statements and ABC Policy Supporting local SMEs
 <p>Government and Regulators</p>	<ul style="list-style-type: none"> Official meetings and visits Industry dialogues, events and seminars Industry consultation 	<p>O</p>	<ul style="list-style-type: none"> Compliance with legislation, rules and regulations Development and enhancement of resilience of capital markets Opportunities for business investment Community investment ESG integration 	<ul style="list-style-type: none"> Public-Private Partnerships Foreign investment Sharing of industry best practices Embed ESG into business operations
 <p>Media</p>	<ul style="list-style-type: none"> Press releases Official launches and corporate events Media coverage Websites and social media 	<p>O</p>	<ul style="list-style-type: none"> Economic performance, company growth and value chain Business strategy and direction New projects and future prospects 	<ul style="list-style-type: none"> Regular media engagement Announcement of Quarterly Financial Results
 <p>Communities</p>	<ul style="list-style-type: none"> Community outreach programmes Charitable contributions Websites and social media Consultation, dialogue and collaboration with charities and non-governmental organisations (NGOs) for community development 	<p>O</p>	<ul style="list-style-type: none"> Environmental and social impacts Community investments and project-based initiatives 	<ul style="list-style-type: none"> Corporate donations and fundraising Corporate social responsibility initiatives Employee volunteering programmes