








Stakeholder Engagement for YTL Group

Stakeholder Groups	Modes of Engagement	Frequency	Stakeholders' key interests and concerns	Our Strategy
 <p>Employees</p>	<ul style="list-style-type: none"> Intranet, newsletters, and broadcasts Training, town halls, and Leadership Conference Annual performance appraisals Recreational and team-building sessions Public digital platforms (website, LinkedIn, Facebook, Instagram, etc.) 	<p>A Q 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, equity, and inclusion Workplace health and safety 	<ul style="list-style-type: none"> Opportunities for career development Employee benefits BTRT and Monday Memo Women of YTL (W@Y) YTL LEAD Conference YTL Learning Academy Peer-to-peer sharing sessions The Code, Corporate Statements, and ABC Policy
 <p>Customers</p>	<ul style="list-style-type: none"> Websites and social media Marketing, promotional programmes and events Feedback channels (emails, phone calls, hotlines, and surveys) Product launches and roadshows Sales team visits and meetings 	<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
 <p>Shareholders, Investors, Banks and Lenders</p>	<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 Q 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 Being a constituent of FTSE4Good Bursa Malaysia Index Take measures to continuously improve ESG performance ESG performance and disclosure through reporting

A Annually
 Q Quarterly
 O Ongoing

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 <p>Suppliers, Business Partners and Industry Groups</p>	<ul style="list-style-type: none"> Regular meetings, site visits, and networking functions Product launches and roadshows Supplier briefings, training, and workshops Supplier assessment system 	O	<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 supporting improved 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 small and medium-sized enterprises (SMEs)
 <p>Government and Regulators</p>	<ul style="list-style-type: none"> Official meetings and visits Industry dialogues, events, and seminars Industry consultation 	O	<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 Customer magazine 	O	<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 engagements Announcement of quarterly financial results
 <p>Communities</p>	<ul style="list-style-type: none"> Community outreach programmes Charitable contributions Website and social media Consultation, dialogues, and collaboration with charities and NGOs for community development 	O	<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