








# SUSTAINABILITY REPORT

## LEON FUAT'S STAKEHOLDER ENGAGEMENT (2-29)

At Leon Fuat, we consider our stakeholders as partners in long-term value creation. We have developed a robust stakeholder engagement process to foster and nurture relationships, which helps improve strategy development and decision-making.

Delivering on stakeholder needs, interests and expectations are core to the way we operate. Our key stakeholders comprise of investors, customers, vendors, management, government and regulatory bodies, employees, communities as well as the media and industry bodies. We periodically engage with them either through focus group or individually. For effective communication, we use a wide range of tools and platforms such as our Company website, newsletters, e-mails, social media, online communication platforms, one-to-one meetings, physical/virtual conferences and meets, and press releases. The table below details the Group's stakeholder engagement approach:

Stakeholders	Area of Interest	Engagement Channel	Engagement Frequency
<b>Employees</b> 	<ul style="list-style-type: none"> <li>Capacity building</li> <li>Work-life balance</li> <li>Attractive remuneration</li> <li>Safe and healthy work environment</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face discussions</li> <li>Learning and development</li> <li>Employee performance appraisal</li> <li>Staff meetings</li> <li>Annual dinner</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>Ad-hoc</li> <li>Annually</li> <li>Ad-hoc</li> <li>Annually</li> </ul>
<b>Management</b> 	<ul style="list-style-type: none"> <li>Company reputation</li> <li>Risk management</li> <li>Ensuring service requirements and profitability</li> </ul>	<ul style="list-style-type: none"> <li>Coordination meetings</li> <li>Business unit meetings</li> <li>ISO management review</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>Quarterly</li> <li>Annually</li> </ul>
<b>Customers</b> 	<ul style="list-style-type: none"> <li>Confidence and trust on the Group</li> <li>Quality of goods</li> <li>Valuable business experience</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face discussions</li> <li>Satisfaction assessment</li> <li>Feedback survey</li> <li>Website and social media tools</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>Annually</li> <li>Ad-hoc</li> <li>Ad-hoc</li> </ul>
<b>Vendor/Suppliers</b> 	<ul style="list-style-type: none"> <li>Continuous collaboration</li> <li>Fair procurement</li> <li>Supporting local suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face discussions</li> <li>Vendor performance review</li> <li>Product quality feedback</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>Annually</li> <li>Ad-hoc</li> </ul>
<b>Investors/Shareholders</b> 	<ul style="list-style-type: none"> <li>Company reputation</li> <li>Future competence</li> <li>Investment growth of the Company</li> <li>Risk management</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meetings</li> <li>Bursa Malaysia announcements</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Ad-hoc</li> </ul>
<b>Communities</b> 	<ul style="list-style-type: none"> <li>Local community development</li> <li>Philanthropy</li> <li>Impact of the Group's operations on the surrounding community</li> </ul>	<ul style="list-style-type: none"> <li>Corporate programs</li> <li>Promotion and advertising on social media and websites</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>Ad-hoc</li> </ul>
<b>Government/Regulatory Bodies</b> 	<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Regulatory compliance</li> <li>Transparency and accountability</li> </ul>	<ul style="list-style-type: none"> <li>Meetings and consultations</li> <li>Compliance with government legislative framework</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc</li> <li>On-going</li> </ul>