








# SUSTAINABILITY REPORT

## PRIORITISING OUR STAKEHOLDER ENGAGEMENT

At Leon Fuat, we see our stakeholders as collaborators in generating long-term value. We have established a strong stakeholder engagement approach to cultivate and nurture robust connections with our stakeholders which aid in strategy creation and decision-making. Delivering on the needs, interests and expectations of our stakeholders is fundamental to how we conduct business. Thus, we meet with them on a regular basis, either in a focus group or individually.

We also execute a variety of methods and platforms for efficient communication with our stakeholders, such as our Company website, newsletters, e-mails, social media, online communication platforms, one-on-one meetings, physical/virtual conferences and meetings and press releases.

Stakeholders	Area of Interest	Engagement Channel	Engagement Frequency
<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>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 interaction</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>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>
<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>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>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 interaction</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>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 programmes</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>