



Sustainability Statement (cont'd)

1.6 Stakeholders Engagement

The Group recognises that our business operations are intertwined with various stakeholders as their valuable contribution has a significant impact on the Group's market value. A robust stakeholder engagement approach enables Kelington to communicate openly as we work towards building trust between the Group and our stakeholders.

This dialogue with relevant stakeholders is a critical process to promote learning and the sharing of ideas in order to improve the Group's understanding of the business environment.

Key Stakeholders	Engagement Approach	Sustainability Concerns	2021 Highlights
Customer	<ul style="list-style-type: none"> Customer satisfaction surveys Customer visit Strategic alliance and regular meetings Qualification/ vendor due diligence process 	<ul style="list-style-type: none"> Quality assurance and reliable products and services Competitive pricing and on-time delivery Safe, humane working environment, respect human rights Continuous improvement 	<ul style="list-style-type: none"> Customer service and experience. Customer's expectation on Supplier's Risk & Control Programme. Customer's sharing of Environmental and Social Expectations. Commitments on environment, social and governance practices . Health, safety and environment ("HSE") practices. Product/service quality and support.
Contractors, Industry Partners, and Suppliers	<ul style="list-style-type: none"> Supplier briefings. Conduct of Self-Assessment Questionnaires Annual Performance Evaluation Ad-hoc tender exercises and meetings Email communications Ethics queries/ Whistle Blower 	<ul style="list-style-type: none"> Fair tender practices Competitive prices Business continuity Quality of materials and services Forced Labour avoidance Fair wages Timeliness of payments Zero tolerance policy to bribery and corruption 	<ul style="list-style-type: none"> HSE practices. Legal compliance and contractual commitments. New equipment/technology reliability and performance. Product/service quality and delivery. Workers' welfare and well-being. Introduction of Ethics and Sustainability Supplier's Integrity Pledge
Shareholders / Investors	<ul style="list-style-type: none"> General meetings Annual reports Analyst briefings Company's website Investor conferences Scheduled site visits Press releases 	<ul style="list-style-type: none"> Continuous business growth Recognized Corporate Responsibility Practice Timely and transparent disclosure 	<ul style="list-style-type: none"> Business outlook and strategy. Covid-19 impact on business. Environment, social and governance practices and commitments. Financial and operational performance. Impact of new government policies and regulations. Risk management.

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Key Stakeholders	Engagement Approach	Sustainability Concerns	2021 Highlights
Employee	<ul style="list-style-type: none"> Annual Staff Meeting Annual Dinner and Festive Celebrations Annual Performance Evaluation Open Communication Informal communication Safety Briefing & Toolbox Meeting Training Workshops and Seminars 	<ul style="list-style-type: none"> Create a diverse and inclusive workplace Safe and humane working environment Provide learning and development opportunities along career path Competitive compensation and benefit packages for employee 	<ul style="list-style-type: none"> Changes in operations arising from Covid-19 pandemic which include employee welfare and health concerns, as well as new working arrangements due to government-imposed movement restrictions Regular health and safety Toolbox meeting Anti-Bribery and Corruptions
Regulators and Government Authorities	<ul style="list-style-type: none"> Annual reports Bursa Announcements Compliance and certification exercises Consultations, briefings and trainings Periodic site visits and Audits 	<ul style="list-style-type: none"> Adherence to relevant laws and regulations Benchmarks of the FTSE Bursa Malaysia Index Series Corporate governance and compliances 	<ul style="list-style-type: none"> Certifications and awards Compliance with laws and regulations Corporate governance HSE practices Industry updates and best practices Anti-Bribery and Corruptions
Local Community, Industry Associations, Non-Governmental Organisations	<ul style="list-style-type: none"> Annual reports Community Investment Programme Company's website Educational briefings and site visits 	<ul style="list-style-type: none"> Provide hope to the underprivileged and build a fairer society Leave a lasting and positive impact on our communities and environment Attract and retain like-minded employees who want to make a difference in the community 	<ul style="list-style-type: none"> 2021 Community investment Programmes Industry related knowledge sharing