



# Stakeholder Engagement

We prioritize the importance of engaging key stakeholders for long-term success. Continuous engagement at all organizational levels involves various mechanisms to value insights and monitor outcomes, led by senior leadership and operational teams with the Board's oversight.

## Legend

- Frequency of Engagement
- Channels of Communication
- Internal Stakeholder
- External Stakeholder



## Investors and Shareholders

Quarterly, Half-yearly, Annual, Board updates, Need-based

Investors and shareholders are key stakeholders providing essential financial resources that shape our business strategy and sustainability adoption, with their valuable insights and feedback.

- Investor and Analyst Meetings
- Presentations at Industry Forums
- Circulation of the Annual and Sustainability Report
- Communicating Financial Results to Shareholders
- Annual General Meeting



## Customers

Quarterly, Half-yearly, Annual, Board updates, Need-based

Our operations focus on our valued customers, prioritizing their health and well-being while fostering loyalty. Therefore, the sustainability impact on this group is crucial to us.

- Customer Meets and Feedback
- Customer Visits and Manufacturing Facility Audits



## Suppliers and Business Partners

Events, Need-based

Suppliers are foremost in our supply chain and are prioritized in our decarbonization strategy. It is crucial to balance supplier relationships with ESG evaluation.

- Supplier Meets
- Visits
- Supplier audit
- Facility Visits
- Strategic Business Partner Training and Development

## Community and NGOs

Quarterly, Half-yearly, Annual, Board updates, Need-based

We believe that business expansion is closely tied to community advancement. A collaborative ecosystem is crucial, as businesses significantly impact their ESG initiatives. Thus, local communities and NGOs supporting our efforts are vital stakeholders.

- Interactions through CSR Initiatives



## Employees

Quarterly, Half-yearly, Annual, Board updates, Need-based

Our employees are significant catalysts in our pursuit of quality excellence. Their innovation, dedication, and zeal help us meet high-quality standards and sustain our market presence. We prioritize their contributions and well-being in the workplace.

- Monthly and Quarterly In-House Publications
- Quarterly Communication by the Senior Leadership Team
- HR Communication
- Engagement Programs



## Workers

Quarterly, Half-yearly, Annual, Board updates, Need-based

Workers' health and safety are paramount in our industry, and ensuring their satisfaction and rights at work is essential for promoting social sustainability.

- Daily, Monthly and Quarterly In-House Publications
- HR Communications
- Safety Programs

