

# STAKEHOLDER ENGAGEMENT

There are different groups of stakeholders that our business has a significant impact on, they are those with a vested interest in our business operations. The Group aspire to understand the views of our key stakeholders and strive to build mutual beneficial relationships through effective communication with them and address their concerns. Our stakeholder engagement approach is summarised below.

Stakeholder Group	Engagement Activities	Shareholders' Expectations
<b>Customers</b>	<ol style="list-style-type: none"> <li>1. Enquiry and Feedback</li> <li>2. Customer service hotlines</li> <li>3. Direct customer meeting</li> </ol>	<ol style="list-style-type: none"> <li>1. Top notch customer service</li> <li>2. Additional after sales services</li> </ol>
<b>Suppliers</b>	<ol style="list-style-type: none"> <li>1. Quotations</li> <li>2. Periodic discussion</li> <li>3. Supplier evaluation</li> </ol>	<ol style="list-style-type: none"> <li>1. Compliance with terms and conditions of purchasing policies and procedures</li> <li>2. Maintenance of ethical standards</li> </ol>
<b>Employees</b>	<ol style="list-style-type: none"> <li>1. Induction and orientation program</li> <li>2. Staff appraisal</li> <li>3. Internal memos</li> <li>4. Employee training</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff rights and welfare</li> <li>2. Personal development</li> <li>3. Good working environment</li> </ol>
<b>Investors</b>	<ol style="list-style-type: none"> <li>1. Annual meetings</li> <li>2. Board meetings</li> <li>3. Circulars to shareholders</li> </ol>	<ol style="list-style-type: none"> <li>1. Profitability</li> <li>2. Transparency</li> <li>3. Timely reporting</li> <li>4. Fair purchasing practices</li> </ol>
<b>Government and Regulators</b>	<ol style="list-style-type: none"> <li>1. Discussions with government agencies and departments</li> </ol>	<ol style="list-style-type: none"> <li>1. Environmental-friendly business approach</li> <li>2. Compliance with regulations</li> <li>3. Timely reporting and resolution of issues</li> </ol>