

Stakeholder Engagement

Target and Performance

Long term target by 2030 :

Stakeholder engagement score at least **80%**



2024 Target :

Stakeholder engagement score at least **80%**

2024 Performance :



88% score from Stakeholder's ESG engagement survey

- External stakeholder engagement score is **88%**
- Employee engagement score is **87%**
- Customer satisfaction score is **82.25%**

Opportunities and Challenges

As the feedback from stakeholders is a crucial factor in driving a sustainable business according to stakeholders are exactly impacted both positive and negative from the business operation. The Company thus places importance on engaging long-term relationships with its stakeholders to appropriately respond to the expectations and global circumstances.

Policy & Management Approach

The company realizes that the distinct perspectives from different stakeholder groups are vital to mitigating business risks and the impacts of the operation, improving operational efficiency and creating shared values for all parties involved. The AA 10000 Stakeholder Engagement Standard is applied to form effective engagements with 10 stakeholder groups along with appropriate participation channels for each group. The channels are reviewed annually both quantitative and qualitative input including ensure that stakeholder voices are the input for the Company's materiality review and risk assessment.