

# Stakeholder Engagement

Stakeholder group	Engagement and communication platforms	Frequency	Topics raised and addressed in our Sustainability Report
Customers	Operational and commercial meetings, presentations and negotiations, surveys, site visits, company activities and social gatherings, customer service hotlines, websites and feedback channels, telephone and email contact	Ongoing basis	Reliability of products / services  Competitive pricing for products and services
Employees	Employee communication sessions, workshops, seminars and training sessions, employee appraisal sessions, employee committees, social events and activities, newsletters, intranet, email contact	Quarterly, bimonthly, ongoing basis	Remuneration  Career development  Health and safety
Financial institutions	Results briefings, annual general meetings, business presentations and meetings, news releases, corporate website, telephone and email contact		Economic performance  Corporate governance
Governments and regulators	Briefings, presentations and negotiations, joint committees, conferences, forums, roundtable and panel discussions, seminars and workshops, site visits, ceremonies and goodwill meetings, overseas missions, external committees and forums, company activities and social gatherings, telephone and email contact	Ongoing basis	Solutions to meet the needs of industries and the community  Regulatory compliance  Skills transfer and community contributions  Health and safety

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Shareholders and the investment community	Results briefings, annual general meetings, investor roadshows, seminars and forums, investor and media meetings, media interviews, site visits, surveys and perception studies, news releases, corporate website, stock exchange announcements, investor microsite, telephone and email contact	Annually, quarterly, ongoing basis	Company growth and value creation  Governance, ethical business practices and regulatory compliance
Community	Participation and collaboration in community projects, community activities and contribution to local non-profit organisations, corporate website, telephone and email contact	Ongoing basis	Community needs  Social and environment impact
Contractors, suppliers, trade unions and industry partners	Review and co-ordination meetings, briefings, presentations and negotiations, joint committees, seminars and workshops, site visits, ceremonies, external committees and forums, company activities and social gatherings, telephone and email contact	Monthly, weekly, daily, ongoing basis	Safety, regulatory compliance  Company's long-term viability