

Stakeholder Engagement

Stakeholder group	Engagement and communication platforms	Frequency	Topics raised include:
Customers	Operational and commercial meetings, presentations and negotiations, surveys, site visits, company activities, customer service hotlines, social media, company websites and feedback channels, telephone and email	Ongoing basis	Reliability of products and services Competitive pricing for products and services Sustainable and integrated energy, water and waste solutions
Employees	Townhalls, employee communication sessions, workshops and training sessions, performance and goal setting discussions, events organised by the Recreational Committee, newsletters, intranet and email	Quarterly, ongoing basis	Talent engagement Employee wellness Change management Benefits design Learning and development Health and safety
Financial institutions	Results briefings, presentations and meetings, news releases, stock exchange announcements, company websites, investor relations microsite, telephone and email	Quarterly, annually, ongoing basis	Company performance, growth and value creation Balance sheet, funding and cash flow including green and sustainability-linked financing Environmental, social and corporate governance (ESG) related targets
Governments and regulators	Briefings, presentations, committees, conferences, forums, roundtable and panel discussions, seminars and workshops, site visits, telephone and email	Ongoing basis	Sustainable and integrated energy, water and urban solutions to meet the needs of industries and the community Regulatory compliance

			Skills transfer and community contributions Health and safety
Shareholders and the investment community	Results briefings, presentations and meetings, news releases, stock exchange announcements, company websites, investor relations microsite, telephone and email	Quarterly, annually, ongoing basis	Company performance, group strategic targets, and corporate practices linked to ESG, growth and value creation Governance, ethical business practices and regulatory compliance
Local community	Participation and collaboration in community projects, community activities, company websites, telephone and email	Ongoing basis	Community needs Social and environmental impact
Contractors, suppliers, trade unions and industry partners	Review and coordination meetings, briefings, presentations and negotiations, committees, conferences, forums, roundtable and panel discussions, seminars and workshops, site visits, telephone and email	Ongoing basis	Safety and regulatory compliance Company's long-term viability