Community Engagement

Why is it important?

Active engagement and community development are essential for building trust, establishing goodwill and maintaining positive relationships with the communities where we operate. By engaging with local communities and stakeholders, we understand their needs, reduce conflicts and minimise the risk of project delays or cancellations. This demonstrates our commitment to sustainable operations and nurtures a positive reputation. Investing in local communities stimulates economic growth, improves quality of life and creates a more supportive environment for our business. Building strong partnerships creates shared value contributing to our overall success and sustainability.

What Is Our Approach?

At PETRONAS, we are committed to building strong. resilient and empowered communities through community engagement efforts. Our initiatives aim to improve the standard of living, enhance livelihoods, promote equitable growth and increase environmental awareness. We take a structured and systematic approach by developing a community engagement strategy that aligns with our business objectives and values while addressing the needs and aspirations of surrounding communities. Our Social Impact programmes focus on education, community well-being and development, and the environment, to encourage sustainable livelihoods and equip communities with the necessary skills for a just energy transition, a fair and inclusive process that aims to ensure no one is left behind

Identification Process for Social Impact Activation

Identify Stakeholders/ Communities of Interest

- Conduct a formal assessment prior to the development of any community programmes.
- Address community concerns to ensure alignment to stakeholder needs. United Nations' SDGs and PETRONAS material topics.

Identify Stakeholder Expectations

Conduct regular engagement with local communities and authorities to identify stakeholder expectations towards PETRONAS' involvement.

Establish Programme Outcomes

Identify and establish expected programme outcomes

Collect, record and address complaints or grievances

Create platform or communication avenues that enable communities to share their issues and complaints.

Operation-specific community initiatives

Community engagements conducted by operational units and business units, covering socioeconomic empowerment. increased employability, inculcate entreprenuership skills and more.