

STAKEHOLDER ENGAGEMENT

Our ability to create and sustain value over the long term is closely related to our relationships with stakeholders. At PCG, we believe that regularly engaging with our stakeholders to understand their needs and expectations will help us make better strategic and business decisions, which effectively deliver a win-win outcome for all parties involved.



EMPLOYEES

Employees are the backbone of the Group. Their competencies, leadership and commitment are central to achieving our strategic priorities.

Number of Employees:

6,465

ENGAGEMENT PLATFORM

- Townhall
- Digital communication
- Staff engagement and appreciation
- HSE campaigns
- Organisational Culture Survey
- Long Service Award
- Family Day



WHY WE ENGAGE

To ensure a positive work environment and to retain employees who drive our business objectives and execute our world-class manufacturing operations.

KEY CONCERNS

- Well-being and mental health
- Health, safety and environment (HSE)
- Diversity and Inclusions (D&I)
- Work-life balance
- Human rights
- Cybersecurity

RESPONSE

- Implement various initiatives for employees' well-being and mental health
- Provide a safe working environment to our employees with stringent HSE policy and procedures and flexible working arrangements
- Created a more diverse and inclusive environment and rolled out new D&I initiatives to promote greater awareness
- Conduct a Human Firewall programme covering phishing tests, online learning with assessment to increase awareness and maturity on cybersecurity risks, threats and attacks

VALUE CREATED FOR STAKEHOLDER

- Ensured basic rights for all staff and contractors, emphasising dignity, fairness, respect and equality
- Conducted more than 50 employee engagement sessions, comprising reach out, mental health and union engagement sessions. Also recognised long-serving employees with awards
- Established the 5-year PCG Employee Wellness Roadmap (2023-2027)
- Established PCG D&I Roadmap and implementation in promoting D&I awareness and culture

R For more information, please refer to our Sustainability Report on page 34 to 39.



CUSTOMERS

The trust and support of customers is what we seek to maintain and build on at all times. Our ability to deliver innovative products and solutions that meet their evolving needs is key to our sustainable growth.

Number of Product Stewardship and Technical Seminars:

14

ENGAGEMENT PLATFORM

- Meetings with customers
- Customer satisfaction surveys
- Feedback management system
- Customer appreciation programmes
- Product Stewardship seminars



WHY WE ENGAGE

Our customers play an integral role in our business growth. In order to deliver quality value-added products, we need to understand their expectations, which will, in turn, build customer loyalty.

KEY CONCERNS

- Product quality and delivery
- Sustainable products
- Product pricing and credit terms

RESPONSE

- Design distinct value propositions for each customer segment
- Integrate product stewardship into the Research & Development process to develop safe and sustainable products
- Collaborate with strategic partners to create high-performance and competitive products

VALUE CREATED FOR STAKEHOLDER

- Ensured timely and reliable delivery of products to customers, maintaining our 95% Order Fulfilment Reliability rate
- Launched 20 new products, 22 co-created innovative solutions and 249 technical solutions to aid customer business growth
- Addressed all the 25 complaints received in 2023, sustaining our Customer Feedback performance score
- Engaged customers through 14 Product Stewardship sessions and technical talks for safe chemical handling and product value maximisation
- Provided innovative and diverse product solutions to customers, including sustainable solutions to meet growing expectations

FREQUENCY OF ENGAGEMENT

- Annually
- Bi-Annually
- Quarterly
- Alternate Month
- Monthly
- Bi-Monthly
- Weekly
- Daily
- As Required

STAKEHOLDER ENGAGEMENT



SUPPLIERS & VENDORS

A resilient value chain is essential for our continuous operations. Therefore, we create strong relationships with our suppliers and vendors, to uphold good governance that benefits everyone across the supply chain.

Percentage of Malaysian Based Vendors:

82%

ENGAGEMENT PLATFORM

- Regular meetings
- Day-to-day interactions
- Forums
- Site visits



WHY WE ENGAGE

Our suppliers and vendors support us in delivering high-quality products and services that will enable us to create value for our products. This relationship means we provide suppliers with the right support to thrive in the market.

KEY CONCERNS

- Health, safety and environment (HSE)
- Human rights
- Ethical business practices
- Sustainability in the supply chain

RESPONSE

- Implement stringent policies, e.g. HSE to protect the suppliers' and vendors' well-being
- Provide robust grievance mechanisms for suppliers
- Incorporate EESG requirements in our procurement process
- Conduct sustainability sharing session

VALUE CREATED FOR STAKEHOLDER

- Maintained a reliable supply chain with minimal operational disruptions
- Improved safety performance in terms of lower Total Vehicle Accident Rate and zero fatalities recorded since 2019



BUSINESS PARTNERS

We form strategic partnerships and joint ventures (JVs) with other industry players to exchange ideas and expertise, as well as further expand our business.

Number of Joint Ventures (JVs) and associates:

12

ENGAGEMENT PLATFORM

- Periodic meetings
- Day-to-day interactions
- Strategic dialogues
- Conferences and forums



WHY WE ENGAGE

Our business partnerships - largely created through JVs, joint operations and associates - provide beneficial support to the growth of all respective businesses.

KEY CONCERNS

- Company performance
- Ethical practices
- Good governance, internal controls and compliance
- Aligning the implementation of sustainability initiatives and tracking of GHG emissions from JVs and associates
- Continuous value creation

RESPONSE

- Close monitoring of JVs performances and building upon the partnership benefits
- Strengthen good governance, internal controls, and compliance through improvement of the assurance programme and leverage shareholders' governance practices
- Establishment of GHG emission baselining for JVs and associates in operations
- Exchange best practices to achieve sustainability objectives
- Provide a reliable supply of feedstock

VALUE CREATED FOR STAKEHOLDER

- Optimised overall value chain efficiency through integrated operations with JV partners
- Ensured good governance in all business projects
- Collaborated closely with partners to optimise value creation by prioritising feedstock and utilities allocation and shared cost
- Provided business development opportunities through innovative solutions and collaborative partnerships

R For more information, please refer to our Sustainability Report on page 34 to 39.

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STAKEHOLDER ENGAGEMENT



SHAREHOLDERS & INVESTMENT COMMUNITY

As essential providers of financial capital, we regularly engage with our shareholders and investors so that they can make fair and informed decisions.

Number of Shareholders:

22,377 (as at 31 December 2023)

ENGAGEMENT PLATFORM

- Investors and analysts briefings
- Meetings and conferences
- Annual reports
- Annual general meetings
- Announcements via Bursa Malaysia
- Company website
- Site visits
- Telephone calls and emails



WHY WE ENGAGE

With the financial capital from our shareholders and investors enabling our business and sustainable growth, we continuously seek to keep them informed to nurture trust and confidence in our ability to fulfil our commitments and goals.

KEY CONCERNS

- Sustainable value creation
- Company's operational, commercial and financial performance
- Growth project progress and deliverables
- Sustainability and EESG Matters
- Corporate governance

RESPONSE

- Provide access to board members and senior management
- Regular and frequent communication utilising available communication platforms such as conference calls, virtual and one-on-one meetings
- Transparent, continuous and timely disclosure
- Readily available data and information
- Compliance of corporate disclosure guidelines

VALUE CREATED FOR STAKEHOLDER

- Delivered shareholder returns via stable dividend payments
- Invested financial resources in growth initiatives
- Provided sufficient disclosure to enable informed investment decisions by existing and future shareholders
- Ensured investors views are taken into account in management and board's decisions
- Committed to transitioning to Net Zero Carbon Emissions by 2050



GOVERNMENT & REGULATORS

With a wide international presence, we work closely with relevant authorities to navigate changes and increasing complexity in the regulatory landscape and ensure consistent and continuous compliance.

Number of Engagement Sessions:

23* * Data only represents high level engagement in both local and international level

ENGAGEMENT PLATFORM

- Regular reporting to relevant agencies
- Joint working committee with state governments
- Regular meetings and briefings with agencies/regulators
- Stakeholder appreciation programmes
- Scheduled courtesy call



WHY WE ENGAGE

Our strong relationship with the government and regulators enables us to effectively manage our operation within legal frameworks and stay abreast of emerging and changing regulations.

KEY CONCERNS

- Regulatory compliance
- Economic impact
- Safety and environmental management
- Human rights

RESPONSE

- Establish transparent communication with relevant bodies
- Collaborate with relevant agencies with common objectives
- Establish frequent scheduled engagement sessions

VALUE CREATED FOR STAKEHOLDER

- Enhanced regulatory collaborations for improved plant operations by periodically engaging with relevant state and national authorities
- Submitted regular and required reports to authorities
- Ensured plant operations are equipped with appropriate safeguards and monitoring tools
- Guaranteed that commercial operations had adequate safeguards and monitoring tools
- Supported Foreign Direct Investment (FDI) through strategic collaborations with government bodies
- Continues compliance to regulatory framework

R For more information, please refer to our Sustainability Report on page 34 to 39.

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STAKEHOLDER ENGAGEMENT



COMMUNITIES

The long-term health of our business is linked to the health of the communities we serve. We strive to create meaningful and inclusive contributions for everyone impacted by our operations.

Amount of Contribution:

RM3.0 million

ENGAGEMENT PLATFORM

- Social Impact programmes
- Briefings and engagement



WHY WE ENGAGE

Our operations may directly or indirectly impact communities; therefore, community engagement is important for us to understand their concerns. This will also highlight our social citizenship and instil public trust.

KEY CONCERNS

- Safety of plant operations
- Quality of air and water emissions
- Jobs and other income-generating opportunities

RESPONSE

- Adopt stringent HSE best practices at PCG manufacturing plants
- Regularly monitor air and water quality surrounding operations
- Local vendor development and employment
- Invest in social impact community programmes through collaboration with local communities, NGOs nationwide and international

VALUE CREATED FOR STAKEHOLDER

- Provide assurance to the local communities on the HSE aspects of our operations, which ensure that the surrounding environment and ecosystem are safe and free of industrial contamination, through regular interaction with local communities. This provides the local communities with a broader understanding of our operations and impacts
- Generated employment opportunities for surrounding communities



MEDIA

Our media partners help share essential and transparent information with our other stakeholders, such as the public, investors, regulators and others, protecting our business from misinformation and unfair perceptions.

Media Mileage:

RM34.5 million

ENGAGEMENT PLATFORM

- Press releases
- Media engagements
- Interviews



WHY WE ENGAGE

The media is an integral communication link between our business and our stakeholders. It is a key player when it comes to distributing significant information about our business and brand reputation.

KEY CONCERNS

- Company reputation
- Business performance
- Environmental management and sustainability efforts
- New innovation and technology
- Development and progress of key projects

RESPONSE

- Foster open and transparent communication with the media
- Provide a speedy response to media enquiries on business developments
- Organise rapport-building activities to enhance relationships with the media

VALUE CREATED FOR STAKEHOLDER

- Garnered readership for key media by strategically sharing PCG's news on media platforms
- Provided accurate and latest updates to the media on key company news and information for public consumption
- Maintained good relationships with media through engagements or festive celebrations

R For more information, please refer to Community Engagement on pages 78 to 79 in the Sustainability Report.

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