

# STAKEHOLDER ENGAGEMENT

The Group strives to maintain a clear and open channel of communication with our stakeholders to optimise the value creation of our business. We acknowledge the significant role of stakeholders in our business, we engage with them to understand and address the specific interests and concerns of each group. This approach helps foster long-term value for all parties involved.

Our key stakeholders are categorised into 8 groups, found in the engagement table below.

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
<b>Customers</b>	<ul style="list-style-type: none"> <li>Product features and design</li> <li>Product quality and reliability</li> <li>Sustainable considerations</li> <li>Surrounding amenities and facilities</li> <li>Customer service and support</li> <li>Warranties, defect liabilities and claims</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Customer Support Channel (Corporate website and project microsites)</li> <li>Tropicana 360 mobile app</li> <li>T Privilege loyalty program</li> <li>Meetings and interactions (through our property sales galleries)</li> <li>Print, digital and social and digital media</li> <li>Direct communication (SMS, WhatsApp and email correspondence)</li> </ul> <p><b>Bi-monthly</b></p> <ul style="list-style-type: none"> <li>Tropicana lifestyle magazine</li> </ul> <p><b>Quarterly</b></p> <ul style="list-style-type: none"> <li>Marketing campaigns and events</li> <li>Roadshows and property expo</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>Customer Satisfaction Survey (by project)</li> </ul>	<ul style="list-style-type: none"> <li>Create quality and innovative products and services that benefit the customers, purchasers and community in the area where we operated</li> <li>Adhere to quality standards (QLASSIC, GBI, GreenRE &amp; ISO 9001: 2015)</li> <li>Introduction of a mobile app for prompt response to customer enquiries, vacant possession appointments, defect submission, facility booking, and visitor registration</li> <li>Introduction of T Privilege loyalty program to provide rewards and benefits to purchasers (membership points, merchant discount, e-vouchers, property rebate on next purchase and earn rewards by referring new customers)</li> <li>Adhere to Personal Data Protection Act 2010 and ISO 27001</li> </ul>
<b>Government Authorities</b>	<ul style="list-style-type: none"> <li>Compliance with regulations including environmental and social compliance</li> <li>Corporate governance practices</li> <li>Policies and frameworks applicable to operations</li> <li>Fair and transparent practices</li> <li>Obtaining all required operating licenses and regulations</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Participation in government and regulatory meetings and events</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>Scheduled/ad hoc meeting</li> <li>Pre-consultations meetings</li> <li>On-site inspection</li> <li>Safekeeping and availability of records for audit</li> </ul>	<ul style="list-style-type: none"> <li>Strive towards continuous compliance with regulatory requirements to uphold accountability and integrity</li> <li>Full compliance with regulatory requirements</li> <li>Adoption of practices outlined in the Malaysia Code on Corporate Governance</li> <li>Support government initiatives</li> </ul>

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
<b>Suppliers, Contractors &amp; Consultants</b>	<ul style="list-style-type: none"> <li>Fair and transparent supply chain and tendering process</li> <li>Quality and reliability of products or services with assurances</li> <li>Contract availability</li> <li>Project management approach</li> <li>Timeline and timeliness in delivery</li> <li>Warranties, defect liabilities and claims</li> <li>Specific standards and compliance</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Meetings and discussions</li> <li>Continuous quality control on suppliers'/contractors'/consultants' work-in-progress and products or services</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>Training and coaching for compliance</li> <li>Local and global supply/contractor sourcing</li> <li>Supplier/contractor performance review</li> </ul>	<ul style="list-style-type: none"> <li>Cultivate and sustain a strong relationship with our service providers, vendors and suppliers that meet the Group's quality and performance standards</li> <li>Improve efficiency by digitalisation of procurement processes</li> <li>Ensure contractors' compliance with the Group's Health and Safety Policies and Procedures</li> </ul>
<b>Board of Directors</b>	<ul style="list-style-type: none"> <li>Corporate strategy</li> <li>Regulatory compliance</li> <li>Investment strategy</li> <li>Property portfolio</li> <li>Long-term growth potential and profitability</li> <li>EES-compliant and initiatives</li> <li>Current and projected growth opportunities and threats</li> </ul>	<p><b>Monthly</b></p> <ul style="list-style-type: none"> <li>Pricing and Investment Committee meetings*</li> </ul> <p><b>Quarterly</b></p> <ul style="list-style-type: none"> <li>Board of Directors, Audit Committee, Risk Management &amp; Sustainability Committee meetings*</li> </ul> <p><b>Annually</b></p> <ul style="list-style-type: none"> <li>Nomination Committee and Remuneration Committee meetings*</li> </ul> <p>* Additional meetings are held as and when required</p>	<ul style="list-style-type: none"> <li>Foster strong leadership practices to achieve operational efficiency and make sound strategic decisions that ensure business success</li> </ul>
<b>Shareholders, Financiers &amp; Investors</b>	<ul style="list-style-type: none"> <li>Return on investment</li> <li>Current and projected growth, revenue, opportunities and risks</li> <li>Integrating ESG factors into investment decision</li> <li>Business strategy and direction</li> <li>Financial performance</li> <li>Property portfolio</li> <li>Corporate governance</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Corporate website</li> <li>Corporate announcements</li> <li>Meetings with financiers, analysts, fund managers and other investors</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>Investors presentations and briefing</li> <li>Extraordinary General Meeting</li> </ul> <p><b>Quarterly</b></p> <ul style="list-style-type: none"> <li>Financial performance results</li> </ul> <p><b>Annually</b></p> <ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Tropicana Annual Report and Interim financial reports</li> </ul>	<ul style="list-style-type: none"> <li>Ensure long-term sustainable returns by transforming Tropicana into a future-ready group with a strong purpose of achieving sustainable growth</li> <li>Uphold good governance practices across the Group, and supply chain</li> <li>Update on the group's website especially on the investor relation segment and report and presentation update</li> <li>Disclosure of sustainability performance and results</li> <li>Continue to expand and improve our ESG policies, engagement and practices</li> </ul>

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
<p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>• Update on the current and future directions of the Group</li> <li>• Career development opportunities</li> <li>• Benefits and remuneration</li> <li>• Conducive working environment</li> <li>• Human rights</li> <li>• Welfare considerations</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• Meetings and interactions (management and departmental meetings)</li> <li>• Internal communications (Tropicana Employee Portal, emails, print, social and digital media)</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>• Staff induction program</li> <li>• Internship program</li> <li>• Staff engagement events</li> <li>• Learning &amp; development program</li> <li>• Corporate announcement</li> <li>• Employee feedback survey</li> </ul> <p><b>Annually</b></p> <ul style="list-style-type: none"> <li>• Employee handbook</li> <li>• Employee performance appraisal</li> </ul>	<ul style="list-style-type: none"> <li>• Protect the welfare of employees while cultivating a continuously learning culture to achieve targeted objectives set by the group or each division</li> <li>• Promote transparent communication with employees</li> <li>• Provide equal employment opportunities without discrimination</li> <li>• Offer good benefits and remuneration packages</li> <li>• Provide relevant upskilling and development opportunities</li> <li>• Ensure compliance with the Occupational Safety and Health Act (“<b>OSHA</b>”) 1994 and the Employment Act of 1955</li> </ul>
<p><b>Community &amp; NGO</b></p>	<ul style="list-style-type: none"> <li>• CSR program (underprivileged and underserved community)</li> <li>• Health and environmental initiatives</li> <li>• Community investments and engagement projects</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• Corporate website</li> <li>• Meetings and interactions with NGOs and partners</li> <li>• Social and digital media</li> <li>• Direct communication (SMS, WhatsApp and email correspondence)</li> </ul> <p><b>Bi-monthly</b></p> <ul style="list-style-type: none"> <li>• Tropicana lifestyle magazine</li> </ul> <p><b>Quarterly</b></p> <ul style="list-style-type: none"> <li>• CSR campaigns and events</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>• Ad-hoc charity events</li> </ul>	<ul style="list-style-type: none"> <li>• Reach out to the local communities in the area in which we operate</li> <li>• Engagement or dialogue with local communities and NGOs to address concerns</li> <li>• Investment in education, health, sports and welfare to improve community well-being</li> </ul>
<p><b>Media</b></p>	<ul style="list-style-type: none"> <li>• Updating information on business performance, launches, ESG initiatives, strategic partnerships and growth progress</li> <li>• Financial performance</li> <li>• Business continuity</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• Press releases and media engagement</li> </ul> <p><b>As needed</b></p> <ul style="list-style-type: none"> <li>• Product launches and corporate events</li> <li>• Advertorial placement</li> </ul> <p><b>Annually</b></p> <ul style="list-style-type: none"> <li>• Media engagement events</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with media regularly through our communication channels such as email, social media and website</li> <li>• Respond in a timely manner to media enquiries via the Group Corporate Communication department</li> </ul>