



Telekom Malaysia Berhad

Stakeholder Engagement Statement

Version 1.0, 2024

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1 Introduction

1.1 Purpose & Scope of this Statement

At TM, we acknowledge the importance of stakeholder engagement in driving our business towards success, fostering trust, and generating value for all involved parties. Every decision we make is driven by our dedication to improve business and stakeholder outcomes.

We maintain open and consistent communications with our key stakeholders to stay aligned with their changing needs, allowing us to continue serving them in the long term.

TM's Stakeholder Engagement Statement outlines our commitment to engaging with stakeholders in a transparent, inclusive, and responsible manner, and is consistent with TM's core values and Code of Business Ethics.

The TM Stakeholder Engagement Statement applies to TM Group, and its subsidiaries.

1.2 Objectives of Stakeholder Engagement

1.2.1 Building Trust and Credibility

To foster trust and credibility among our stakeholders through transparent and consistent communications, while upholding ethical business practices.

1.2.2 Managing Stakeholder Expectations

To understand and manage the needs, expectations, and priorities of our stakeholders. Emerging risks that may compromise our corporate reputation or business outcomes are identified and integrated into our strategic planning and decision-making processes.

1.2.3 Enhancing Corporate Reputation

To enhance our reputation as a responsible organisation by engaging proactively with stakeholders, and contributing positively to the communities in which we operate.

2 Our stakeholders and why they are important

We identify and prioritise our stakeholders based on their importance, relevance, influence, and impact on our business operations.

Our key stakeholders consist of **employees, customers, investors and shareholders, government and regulators, suppliers, business partners, media, communities, and union**

Stakeholders	Why are they important
 <p>Employees</p>	<p>Our employees' are a crucial driving force for our long term success, hence ensuring their well-being and professional growth is extremely important to us.</p>
 <p>Customers</p>	<p>Our customers' support and trust in our products is key, as it fuels our growth and helps us achieve our nation building goals. Through our essential services, we enable our customers to excel in Malaysia's digitally evolving landscape, aligning their success with our own.</p>
 <p>Shareholders and Investors</p>	<p>Shareholders' and investors' trust in our financial stability is crucial for our operations and growth. It enables us to secure capital, pursue strategic goals, innovate, and achieve sustainable long-term success by delivering optimal financial returns.</p>
 <p>Government and Regulators</p>	<p>As a Government-Linked Corporation (GLC), and a licensed telecommunication service provider we maintain transparent, trust-based partnerships with the Government and regulators to advance our shared nation-building agenda. We engage in Government initiatives and align our commercial strategies to foster national development.</p>
 <p>Suppliers</p>	<p>Our operational resilience, sustainability, and growth depend on the quality of products and services from our suppliers. We assist them with financial and non-financial support, enhancing their development and success, thereby strengthening our entire value chain.</p>
 <p>Business Partners</p>	<p>We leverage our partners' technology and resources to enhance our products and solutions, ensuring we deliver superior value to our customers. In return, our partners rely on us for consistent and reliable delivery of cost-effective services.</p>
 <p>Media</p>	<p>The media serves as a vital link to our diverse stakeholders. Maintaining positive media relations is crucial for our corporate reputation and helps us to gain the support of other stakeholders.</p>
 <p>Communities</p>	<p>TM values community support for our strategic goals, building trust through strong relationships and demonstrating commitment to improving socio-economic conditions. We prioritise inclusive access to digital economy opportunities amongst local communities, including vulnerable groups such as rural communities, low-income families, small businesses, senior citizens, and people with disabilities.</p>
 <p>Unions</p>	<p>Unions are vital for improving communication, engaging the workforce, and proactively resolving workplace conflicts, thereby strengthening industrial relations.</p>

3 Engagement Approach

3.1 Our approach

Our [Code of Business Ethics](#) guides engagements with stakeholders and where necessary, these engagements are supplemented by specific internal policies and guidelines. Engagements with each stakeholder group is led by relevant business functions.

Across all our stakeholder groups, we carry out structured and transparent methods to foster meaningful interactions with all stakeholders via the following approaches:

- i. Establish relevant **engagement and feedback mechanisms** based on the diverse needs and nature of our stakeholders. These include but are not limited to meetings, surveys, forums, social media, events, and where relevant, dedicated communication channels.
- ii. **Track the frequency** of engagement for each stakeholder group – for example, weekly, monthly, quarterly, annually, bi-annually, or as and when required
- iii. Compile **expectations and engagement topics** frequently raised by each stakeholder group
- iv. **Address stakeholder expectations** via relevant strategies, initiatives and communications mechanisms.
- v. Establish and track **metrics to measure the outcome of** TM's engagement with each stakeholder group
- vi. **Disclose the progress** of our engagement with stakeholder groups at least annually via our Integrated Annual Report

Details of annual approaches to address stakeholder priorities can be found in our [Integrated Annual Report](#)

Stakeholder Engagement Mechanisms

Employees

- Emails, internal social media posts
- Engagement sessions
- Performance reviews
- Surveys

Customers

- Feedback & surveys
- Customer touchpoints
- Social media listening
- Loyalty programmes
- Engagement sessions and meetings
- Sales conference / networking
- Notifications through digital platforms

Shareholders and Investors

- Engagement sessions, meetings & conferences
- Site visits
- Emails and Phone
- Quarterly result announcement, report, presentation, briefing
- Annual general meeting
- Integrated Annual Report

Government and Regulators

- Industry working groups
- Emails, phone and digital platforms
- Site visits
- Consultation and engagement sessions

Suppliers

- Strategic and Operational Meetings
- Emails
- Site visits and audits
- Strategic development programs
- Engagement sessions

Business Partners

- Progress Reports
- Business Reviews
- Collaborative meetings
- Sessions with key partners
- Trade events

Media

- News releases, advertorials, op-eds, press conferences, announcements/updates
- Media engagement
- Emails, phone and social media

Communities

- Social media platforms
- Events, engagement sessions and social impact programmes
- Emails, phone and digital platforms
- Surveys

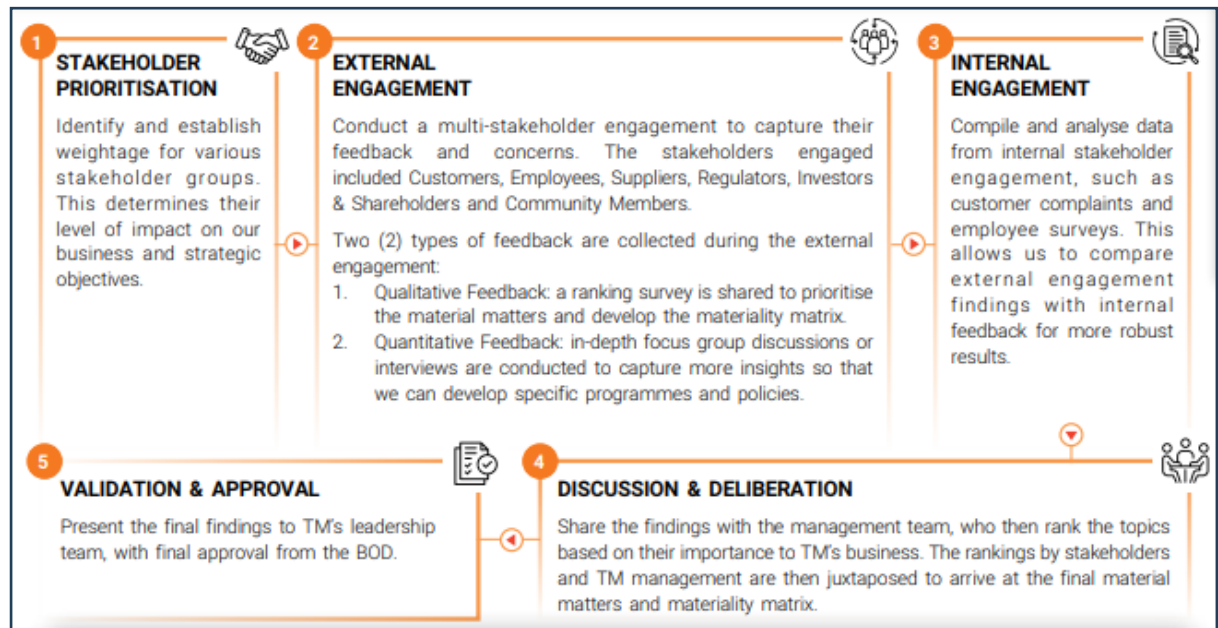
Unions

- Engagement sessions & meetings
- Roundtable discussions

4 Materiality Assessment Process

Over and above regular engagements with stakeholders, we also conduct a structured process to identify matters that are material to our stakeholders once every three (3) years. These material matters guide our sustainability strategies as encapsulated in TM's [Sustainability Framework](#).

Our materiality assessment process is as follows:



The findings of our most recent materiality assessment can be found [here](#).

5 Contact information

Each stakeholder group may share their feedback directly via the relevant email addresses posted on our website [contact page](#).

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