



# Guidelines for Stakeholder Engagement

Intouch Holdings Plc.

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### **1. INTRODUCTION**

Intouch Holdings Plc. (“the Company”) interacts with many stakeholders who influence/are influenced by its operations and activities. As part of its responsibility toward stakeholders, the Company is committed to disclosing the impacts and benefits of its activities, communicating the progress of its development programs to the public, and consulting its stakeholders over matters that impact them.

### **2. PURPOSE**

The Guidelines for Stakeholder Engagement (“these Guidelines”) are intended to:

- (1) Provide direction for building and maintaining good relationships between the Company and its stakeholders.
- (2) Develop and promote a good understanding of stakeholders’ needs, interests and expectations.
- (3) Set out a method of engagement with stakeholders who could influence or have an impact on the Company’s long-term resilience.

### **3. SCOPE**

These Guidelines apply to all executives and employees of the Company and its subsidiaries and associates in identifying, assessing and engaging with internal or external stakeholders.

### **4. PRINCIPLES**

The Company is committed to developing relationships with all its stakeholders based on the following principles:

- (1) Inclusivity: The Company strives to include in its engagement activities all stakeholders who are likely to impact or be impacted by its operations and activities.
- (2) Materiality: The Company is committed to identifying and prioritizing the relevant issues for stakeholders that have an impact on its operations and activities.
- (3) Collaboration: The Company works with its stakeholders to seek results that are mutually beneficial.

### **5. IDENTIFICATION OF STAKEHOLDERS**

5.1 The Company identifies relevant stakeholders by considering their particular attributes and scope of involvement. The relevant stakeholders are groups or individuals who are directly or indirectly impacted by the Company’s operations and activities, or have the potential to impact the Company.

5.2 The Company has defined the relevant stakeholders as follows:

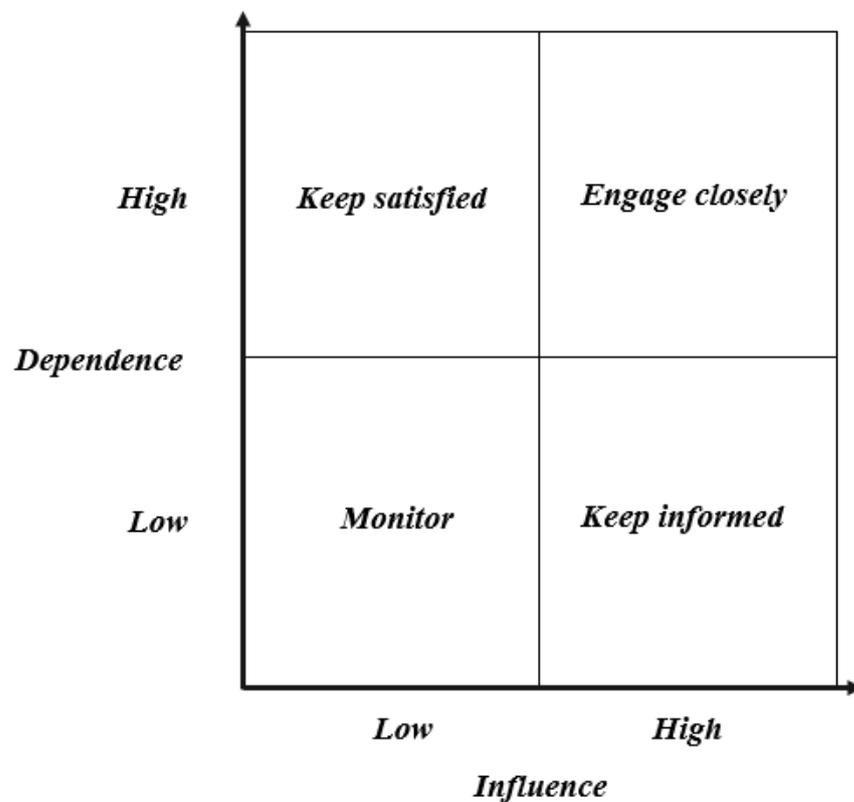
- (1) Employees

- (2) Shareholders and investors
- (3) Society and local communities
- (4) Business partners

## 6. STAKEHOLDER PRIORITIZATION

6.1 The Company prioritizes the relevant issues by using a stakeholders' matrix to map each stakeholder group based on its influence and dependence on the Company.

- (1) Highly influential stakeholder groups are most likely to impact the Company's achievement of strategic objectives.
- (2) Highly dependent stakeholder groups are more positively or negatively impacted by the Company's operations and activities.



6.2 Based on the stakeholder analysis, appropriate levels of engagement will be chosen as follows:

- (1) Stakeholders who have high influence and high dependence on the Company should be fully engaged with the greatest effort to respond to their needs.
- (2) Stakeholders who have high influence but low dependence on the Company should be kept adequately informed.
- (3) Stakeholders who have low influence but high dependence on the Company should receive a response to their needs and expectations.
- (4) Stakeholders who have low influence and low dependence on the Company should be monitored.

## **7. METHODS OF ENGAGEMENT**

7.1 The Company engages with its key stakeholders through a variety of means dependent on the nature of the relationship. The method of engagement should be selected to best meet the needs, capacity and expectations of the relevant stakeholders. More than one method may be selected for any given engagement.

Different methods may be used concurrently or sequentially. These may include the following:

- (1) Publications and documents, including the annual report
- (2) Press releases
- (3) The Company's website and topic-based sub-sites
- (4) Membership of industry bodies and organizations
- (5) Partnerships
- (6) One-on-one dialogues, consultations and surveys
- (7) Participation and representation at trade and industry events
- (8) Social media communications

## **8. HANDLING STAKEHOLDER ENGAGEMENT RISKS**

8.1 Owners of stakeholder engagement must identify and address any related risks, and draw up contingency plans to deal with unwanted situations. Engagement risks may include:

- (1) Conflict between participating stakeholders
- (2) Disruptive stakeholders, unwillingness to engage or participation fatigue
- (3) Creating an expectation that the organization is unwilling or unable to deliver
- (4) Disempowered or uninformed stakeholders.

## **9. MEASUREMENT**

The Company will measure and monitor stakeholder engagement by defining various KPIs for continuous improvement.

## **10. REPORTING VIOLATIONS**

Anyone who believes the Company is about to engage in activities or has engaged in activities that violate these Guidelines in any way, must report them immediately to their supervisor or communicate them through the reporting channels provided by the Company.

## **11. OWNERSHIP AND RESPONSIBILITY**

11.1 Stakeholder engagement activities are to be managed by the department that is responsible for the respective stakeholder group.

11.2 The Investor Relations Department and Corporate Public Relations Department shall oversee the Company's engagement activities with regard to Corporate Responsibility and Sustainability matters.

**12. RELATED POLICIES**

These Guidelines should be read in conjunction with the following documents issued by the Company:

- (1) Corporate Governance Policy
- (2) Code of Conduct

**13. REVIEW**

These Guidelines will be reviewed by the Board of Directors on an annual basis, taking into account the results of the stakeholder engagement and any concerns that may be raised.

These Guidelines became effective on May 24, 2016.

- Signed -

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(Mr. Philip Chen Chong Tan)  
Chief Executive Officer  
Intouch Holdings Plc.