

STAKEHOLDER ENGAGEMENT

At Galaxy, we engage with various stakeholders to drive meaningful improvements across our business. We understand that even small actions can lead to significant, long-term impacts.

Our engagement with stakeholders from employees to investors, suppliers, customers and local communities forms the foundation of our growth and success.

Through consistent dialogue, collaboration and transparency, we ensure that each stakeholder's needs are understood and met, fostering trust, sustainability and innovation. We are committed to creating positive change for all, strengthening the mutually beneficial relationships we foster through active and meaningful engagement.



Stakeholder	Purpose of Engagement	How We Seek Meaningful Engagement
 Employees	- To foster a productive and motivated workforce that forms the foundation of Galaxy's success - To encourage transparency, participation in decision-making and build a culture of trust - To ensure employees concerns and suggestions are listened through regular feedback mechanisms	- Conduct monthly feedback meetings and use our internal communication platform, VIBE - Celebrate employee contributions through events like Foundation Day - Address concerns via the Employee Welfare Council (EWC), ensuring employees are listened
 Shareholders and Investors	- To provide transparency and build trust around financial performance and growth - To ensure alignment with long-term sustainability goals and responsible value creation - Communicate based on investors queries	- Engage through one-on-one meetings, annual investor conferences and plant visits - Provide clear and regular updates to strengthen trust and support investor decision-making - Share insights into growth strategy and sustainability commitments
 Government and Regulatory Bodies	- To ensure alignment with legal and compliance frameworks at local and international levels - To contribute to and stay updated on evolving industry regulations and best practices - To engage stakeholders identified through regulatory and compliance mechanisms	- Conduct regular compliance checks, licence renewals and policy participation - Collaborate on environmental and safety regulations and share key compliance information - Engage quarterly to ensure our practices remain compliant and forward-thinking

Stakeholder Engagement

Stakeholder	Purpose of Engagement	How We Seek Meaningful Engagement
 Local Communities	• To foster responsible growth through community support and inclusion • To address local needs through outreach programmes and partnerships • To improve community well-being by identifying stakeholders via local initiatives	• Execute CSR projects, community forums and beneficiary feedback loops • Collaborate closely with community representatives to ensure alignment and effectiveness • Engage throughout the year based on project cycles and local needs
 Customers	• To ensure customer satisfaction, loyalty and ongoing product/service improvement • To gather feedback for innovation and development • To identify customers through sales channels, surveys and market research	• Collect feedback via surveys, industry events and social media platforms • Incorporate insights into product development and customer service enhancements • Engage continuously through multiple touchpoints and feedback channels
 Suppliers	• To ensure smooth and sustainable sourcing of materials and services • To select suppliers based on their value chain contribution and compliance with standards • To build long-term, quality-focused partnerships	• Conduct regular meetings, reviews and the annual GALSUSTAIN programme • Conduct annual supplier sustainability Survey and Oil Palm Traceability Survey • Promote transparency and shared sustainability goals

The frequency of engagement  Monthly  Quarterly  Year  As Needed



Stakeholder

Purpose of Engagement

How We Seek Meaningful Engagement



Non-governmental Organisations (NGOs)

- To address social and environmental priorities through collaboration
- To enhance the impact of CSR and social responsibility efforts
- To identify NGOs aligned with our values and community impact
- Collaborate on CSR needs and project planning throughout the year
- Maintain regular communication and gather execution feedback
- Engage NGOs quarterly to ensure responsiveness and effectiveness



Industry Associations and Trade Unions

- To stay informed about industry standards, regulatory shifts and employee rights
- To advocate for fair working conditions and ethical practices
- To engage stakeholders influencing sector-wide developments
- Attend meetings, participate in training and collaborate with industry associations
- Engage in dialogues related to employee welfare and workplace fairness
- Involve trade unions as needed to ensure transparency and fair treatment

The frequency of engagement

Monthly

Quarterly

Year

As Needed