

OUR APPROACH TO SUSTAINABILITY

AN INSIGHT INTO OUR STAKEHOLDERS' PERSPECTIVES

Stakeholder engagement, assessment, and feedback are fundamental to our organisation. We continuously strive to enhance our engagement approaches through various communication channels to ensure that we connect with our stakeholders, understand their needs, and respond to their key concerns.

THOSE WHOM WE ARE ACCOUNTABLE

How We Engage	Areas of Interest	Our Commitment
Shareholders <ul style="list-style-type: none"> Provide updates and gather feedback through meetings, reports and disclosures Clients <ul style="list-style-type: none"> Provide products, tools, education and insights through our trading platforms, mass media channels, events, emails, websites and social media channels Respond to queries, and gather input and feedback through social media channels, helplines and email 	<ul style="list-style-type: none"> Cyber security and data protection Portfolio performance Financial inclusion Financial literacy Digitalisation Responsible investing New products and services Market outlook Enhanced client experience 	<ul style="list-style-type: none"> Ensure our investors and shareholders are kept updated on how we embed ESG into our business strategy and operations Incorporate feedback to create long-term, sustainable value for our stakeholders Leverage innovation and technology to enhance the client experience

THOSE WHO WE COLLABORATE WITH

How We Engage	Areas of Interest	Our Commitment
Regulators and Government Bodies <ul style="list-style-type: none"> Participate in industry discourse and ensure adherence to applicable law, regulations and policies Employees <ul style="list-style-type: none"> Engage through internal policies, meetings, emails, dialogues, training programmes, special events and performance appraisals Remisiers and Agents <ul style="list-style-type: none"> Engage through policies and procedures, training programmes and special events Vendors <ul style="list-style-type: none"> Collaborate through meetings, policies and procedures 	<ul style="list-style-type: none"> Compliance culture Cyber security and operational resilience Training and development 	<ul style="list-style-type: none"> Create a safe, inclusive and high-performing work environment Embed our values of ethics, integrity and compliance throughout the organisation to drive a responsible business operations

THOSE WHOSE LIVES WE ENRICH

How We Engage	Areas of Interest	Our Commitment
Community Partners <ul style="list-style-type: none"> Contribute to various social causes, particularly by supporting social enterprises Encourage employee volunteerism and philanthropy Public <ul style="list-style-type: none"> Disseminate investing knowledge through roadshows, social media channels and webinars 	<ul style="list-style-type: none"> Community empowerment Financial literacy 	<ul style="list-style-type: none"> Create a positive impact on communities in need through targeted social investments and employee volunteerism Enhance financial literacy in our communities empowering them to make decisions about their investments and financial resources