



YINSON HOLDINGS BERHAD

Stakeholder Communication

POLICY & PROCEDURE

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02	21/12/2020	Issue for Approval	JLWY	QRXI	Board
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Revision Details

Rev. No.	Section	Details
01	All	Stakeholder Communication Policy and Procedure created
02	Section 1, 5, 4 and 8	<ul style="list-style-type: none">▪ Adoption of new template▪ Section 1 - Expand on purpose of this Policy & Procedure▪ Section 4.1 – Update Shareholders meetings in line with updated requirements▪ Section 4.2 – Separate ‘Analyst and media briefings’ each onto their own sections▪ Section 4.4 – Update new Yinson website address▪ Section 4.5 – Extract ‘Contact Details’ into its own section and updated contact details from the previous ‘www.yinson.com.my’ domain to the new ‘www.yinson.com’ domain▪ Section 4.6 – Added new section on digital and social media▪ Section 5 – ‘Disclosure of information’ updated to reflect that the Policy should be read in conjunction with the Code of Conduct and Business Ethics▪ Section 8 – Updated privacy information in line with new Data Privacy and Protection Policy & Procedure



1 OBJECTIVE

1.1 Yinson Holdings Berhad (“**Yinson**” or “**Company**”) recognises that stakeholder engagement is a key factor contributing to the sustainability of its business. In line with its Core Values – Reliable, Open, Adaptable, Decisive, Sustainable – Yinson and its subsidiaries (“**Yinson Group**” or “**Group**”) is committed to developing and maintaining effective, high quality communication channels that facilitate open, ongoing dialogue and the provision of timely and accurate information to its stakeholders.

1.2 This Stakeholder Communication Policy and Procedure (“**SCPP**”) generally governs Yinson’s communications with its external stakeholders (“**Stakeholders**”) in order to include but not limited to the following purposes:

- Create shared value for Stakeholders;
- Represent Yinson accurately and fairly so that Stakeholders may make informed decisions about the Group and have a balanced understanding of the Group’s objectives;
- Encourage Stakeholders to provide feedback and engage positively in Yinson business operations;
- Respond effectively to the legitimate interests of Stakeholders;
- Build trust between the Company and our Stakeholders in order to build long-lasting, stable and robust relationships;
- Maintain a good corporate reputation in the various countries and businesses in which Yinson operate; and
- Comply with statutory and regulatory disclosure requirements including Main Market Listing Requirements (“**MMLR**”) of Bursa Malaysia Securities Berhad (“**Bursa Securities**”) with the recommendations promulgated by the Malaysian Code on Corporate Governance 2017 (“**MCCG**”) issued by Securities Commission Malaysia and Corporate Governance Guide – Third Edition issued by Bursa Securities.

1.3 Scope of SCPP

This Policy & Procedure is applicable to all Yinson personnel, contractors and visitors engaged in activities under or for Yinson Group.



2 OWNERSHIP

2.1 Approver: Board of Directors, Yinson Holdings Berhad

This document shall not be altered without the Approver's (or his delegate's) signature.

2.2 Checker: Corporate Communications

The ownership of this document lies with the Corporate Communications Department. Corporate Communications is responsible for promoting, monitoring and implementing the SCPP.

2.3 Continuous Improvement.

This Policy & Procedure is a 'living' document and will undergo periodic review and assessment of its effectiveness and where necessary alignment will be performed.

3 ABBREVIATIONS & DEFINITIONS

"Board" refers to Yinson's Board of Directors.

"Bursa Securities" refers to Bursa Malaysia Securities Berhad.

"General Meetings" refers to annual general meetings and other general meetings

"MMLR" refers to Main Market Listing Requirements

"MCCG" refers to Malaysian Code on Corporate Governance 2017

"SCPP" refers to Stakeholder Communication Policy and Procedure

"Shareholder" refers to shareholder of Yinson

"Stakeholder" refers to stakeholder of Yinson

"Yinson" or **"the Company"** refers to Yinson Holdings Berhad

"Yinson Group" or **"Group"** refers to Yinson and its subsidiaries.



4 METHODS OF COMMUNICATIONS

The Company disseminates timely and accurate material information to the stakeholders through various channels, primarily via the following:

4.1 Shareholder meetings

Annual general meetings and other general meetings (“General Meetings”) provide a forum for two-way communication between the Company and our Shareholders. Shareholders may appoint proxies to attend General Meeting not less than forty-eight (48) hours before the time for holding the meetings or any adjournment thereof in the event they are unable to attend in person. The Board encourages Shareholders to participate in all General Meetings and has adopted appropriate technology to facilitate electronic voting and remote shareholder participation. Yinson provides notice of General Meetings at least 28 days prior to each meeting in line with MMLR/MCCG for Shareholders to have sufficient time to consider the resolutions that will be discussed and decided at the General Meetings. The notice provides further explanation beyond the minimum content stipulated in the MMLR for the resolution proposed to enable Shareholders to make informed decisions in exercising their voting rights.

During the General Meetings, Shareholders may seek clarification on matters pertaining to the Group’s business and financial performance. The Board, relevant Senior Management personnel, auditors and advisors (if required) are present at General Meetings to provide clarification on Shareholders’ queries.

All resolutions set out in the notice of General Meetings are voted by poll and observed by independent scrutineers, the outcome of which will be announced to Bursa Securities on the meeting day.

4.2 Analyst briefings

The Company holds briefings with institutional investors, fund managers, analysts and research houses in conjunction with the release of its quarterly financial results and occurrence of material events pursuant to MMLR. The Company will submit announcements to Bursa Securities on or before commencement of analyst briefings.

4.3 Press releases and press conferences

The Company disseminates information via press releases and holds press conferences if required. All media requests and enquiries are directed to Corporate Communications Department and responded to in consultation with Investor Relations Department and Management.



4.4 Corporate website

Yinson website at www.yinson.com provides information on Yinson to the general public. An investor relations portal is maintained on Yinson website, providing access to regularly updated resources such as:

- financial, stock, corporate governance information and policies;
- a corporate calendar which sets out important dates for Stakeholders pertaining to General Meetings, upcoming engagement sessions and any other business updates;
- official announcements;
- notices and minutes of General Meetings;
- press releases, annual and quarterly reports; and
- circulars.

These are updated as soon as practicable following their release to Bursa Securities.

4.5 Contact details

The Company has a dedicated email addresses, info@yinson.com for general queries; and ir@yinson.com for investor relations queries. The visiting address, contact number and email address of each office is provided on the Yinson website.

4.6 Digital and social media

The Company maintains several digital and social media platforms that serve to provide timely information about Yinson and engage with the general public. The Corporate Communications Department is responsible for updating these platforms and responding to queries and comments received.

5 DISCLOSURE OF INFORMATION

- 5.1 Disclosure of material information that may be price sensitive is strictly governed by the relevant regulatory guidelines. Such material information includes financial reports, material acquisition/ disposal and other material corporate proposals/ events.
- 5.2 The Board will, to the best of its ability and through internal policy and procedures, protect all non-published material information from unauthorised use for personal gain.
- 5.3 This SCPP should be read together with Yinson Corporate Disclosure Policy and Procedure, which sets out how sensitive and material information is determined and disseminated; and Yinson Code of Conduct and Business Ethics, which outlines how Yinson fulfil its responsibilities to the Shareholders in terms of handling confidential information, public



disclosures, insider trading, information technology systems, and internal and external communications.

6 UNAUTHORISED INFORMATION AND ENDORSEMENT OF INFORMATION

- 6.1 Any information published from sources not officially designated by the Company is deemed unauthorised. The Company may respond to enquiries raised by Stakeholders verbally or in written form. However, such responses shall not denote the Company's endorsement on the information/matter raised. The Company reserves its rights not to provide a response to any unauthorised information unless it is required under applicable laws or regulations.
- 6.2 The Company may clarify, confirm or deny any circulating market rumours upon becoming aware of the presence of any erroneous material information. Any clarification provided shall be in a published format, for the purpose of dissemination to the public.
- 6.3 The Company is strictly refrained from endorsing any forward-looking reports as may be published or made by market analysts. Any circulation of such reports by the Company is solely to illustrate the analysts' view of the Company and shall not be regarded as an endorsement of its contents.

7 INVESTMENT MARKET COMMUNICATION

- 7.1 The Company welcomes enquiries and feedback from Stakeholders. Authorised personnel are appointed by the Company to manage communications between the Stakeholders.
- 7.2 Stakeholders may direct questions, request for publicly available information and provide comments or suggestions to the Directors or Management at any time through the communication channels listed in 'Methods of communications' above
- 7.3 Communication with shareholders and analysts will primarily be led by the Group Chief Executive Officer and/or other person(s) authorised by him from time to time. Concerns regarding the Company may also be conveyed to the Senior Independent Non-Executive Director.
- 7.4 Information that may be regarded as undisclosed material information about the Group will not be given to any Stakeholder unless it is published.



8 STAKEHOLDER PRIVACY

- 8.1 We view it as our duty, as an international corporation, to comply with various legal regulations around the world that govern the management of personal data. Yinson Data Privacy Policy & Procedure sets a globally applicable data protection and security standard for the Company and regulates the sharing of information between Yinson Group.

9 STAKEHOLDER COMPLAINTS AND GRIEVANCES

- 9.1 The Company will ensure all grievances or complaints received from Stakeholders are addressed objectively and free from elements of reprisal or retaliation.
- 9.2 Stakeholders may lodge their grievances or complaints to the Investor Relations / Corporate Communications Department through the contact information provided in the Yinson website.
- 9.3 The Company shall endeavour to respond directly to Stakeholders on their concerns within thirty (30) days. Response may be in writing or verbal form, issued by a designated representative. Depending on the magnitude of the grievance or complaint, the Company at its discretion, shall evaluate whether a face-to-face meeting is needed to resolve the concerns raised.
- 9.4 All grievances or complaints, including resolutions or actions taken by the Company, shall be documented in a register and maintained by the Investor Relations / Corporate Communications Department.