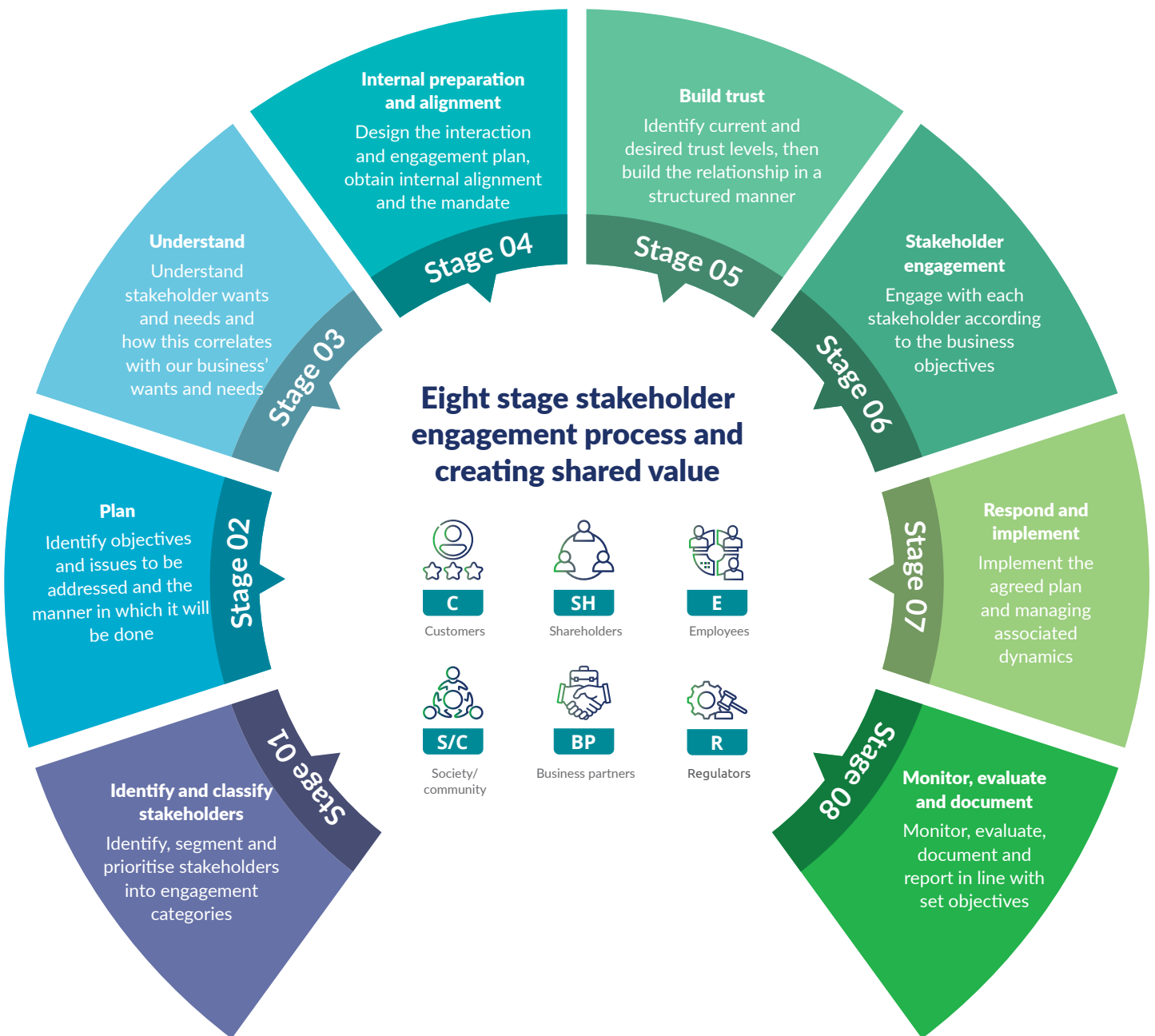


2 STAKEHOLDER ENGAGEMENT PROCESS

Company adopts a eight point stakeholder engagement model which supports a more proactive and integrated approach to stakeholder engagement. With the fast-changing financial environment and emerging social trends influencing our stakeholders' needs and expectations like never before, we see how important it is to constantly review our engagement methods and their frequency to make sure we capture the matters that are most concerning to our stakeholders as the world around them changes. In the year under review, we undertook a deep drive to assess if our existing engagement mechanisms are serving this purpose. Our findings led to further improvements that included integrating stakeholder engagement into every step of our value-creation process. To drive these efforts at an operational level, clear goals were set for each of our key stakeholders, accompanied by value-creation indicators to gauge the effectiveness of our engagement mechanism and also measure the quality of our relationships.

3 DRIVING SHARED VALUE FOR MUTUAL BENEFIT

As the world accelerates its transition to a lower-carbon environment, LBF continues to explore new ways to create sustainable value. One such strategy is to collaborate with our stakeholders to form mutually beneficial partnerships for shared sustainable value.



Right Solutions

Right Value

Right Direction

Right Experience

Right Vision

Right Strategy

Introduction