

WE ARE METINVEST

STAKEHOLDER ENGAGEMENT

GRI 102-43

Metinvest's activities affect a broad spectrum of stakeholders. Using a wide range of external communication channels, including digital ones, Metinvest builds open and supportive relations with all stakeholder groups in order to address environmental, social and economic issues together. Regular stakeholder engagement helps us to gain valuable insights on existing concerns and expectations, avoid misunderstandings and establish long-term cooperation on mutually beneficial grounds. It also enables us to account for stakeholder needs when defining corporate goals and strategic priorities.

GRI 102-40; 102-42

KEY STAKEHOLDERS

Our key stakeholders include employees, customers, suppliers and contractors, equity and debt providers, local communities and government authorities. Stakeholder

groups are determined based on Metinvest's level of impact on them, as well as their ability to influence the delivery of the Group's business goals.

GRI 102-21; 102-44

**STAKEHOLDER
GROUP**
KEY EXPECTATIONS AND INTERESTS
METINVEST'S STAKEHOLDER ENGAGEMENT MECHANISMS
Employees

- Fair wages.
- Workplace safety.
- Equal opportunities.
- Social security.
- Professional development.

- A Trust Line for employees to report on suspected violations of human and labour rights.
- Regular meetings of the Group's management and staff.
- Employee surveys.
- Corporate media and other internal communication channels, including digital channels.
- Employee training programmes.

Customers

- High-quality products.
- Minimum delivery times.
- Excellent customer service.

- Customer events.
- Technical site visits.
- Industry exhibitions.
- Customer management through the SAP CRM platform.

STAKEHOLDER GROUP	KEY EXPECTATIONS AND INTERESTS	METINVEST'S STAKEHOLDER ENGAGEMENT MECHANISMS
Suppliers and contractors	<ul style="list-style-type: none"> – A fair bidding process. – Transparent and open communication. – Safe working conditions. – Timely payments for products and services rendered. 	<ul style="list-style-type: none"> – A Trust Line for suppliers and contractors to report suspected violations of the Procurement Policy and Code of Ethics. – A procedure enabling suppliers to appeal the actions (or inaction) of the Tender Committee/ purchasing initiator to the Appeal Board. – An electronic trading system. – Occupational health and safety regulations and procedures for contractors. – Ongoing cooperation based on procurement principles.
Equity and debt providers	<ul style="list-style-type: none"> – Servicing of the Group's debt obligations. – Compliance with the conditions and requirements established by debt instruments. – Transparent disclosure of financial and non-financial information on the Group's activities. – Maintenance of the Group's corporate credit ratings from reputable international rating agencies. 	<ul style="list-style-type: none"> – Regular financial and non-financial reporting. – Information on Metinvest's corporate website. – Investor conferences. – Investor meetings with Metinvest's senior management.
Local communities	<ul style="list-style-type: none"> – Employment opportunities. – Payment of taxes to local and municipal budgets. – Openness and transparency in business activities. – Improvements to the environmental situation in Metinvest's regions of operation. – Improvements to local standards of living. – Enhanced investment appeal of the region. 	<ul style="list-style-type: none"> – Strategic social partnership programmes with city development funds. – Large-scale investment projects, including those involving major credit institutions. – Environmental projects and joint environmental initiatives. – Public opinion surveys of local residents.
Government authorities	<ul style="list-style-type: none"> – Compliance with laws and regulations. – Transparency and openness in business activities. – Payment of taxes and creation of reliable jobs. – Acknowledgement of corporate social responsibility and contribution to the country's development. – Expert assistance in matters related to reforms. 	<ul style="list-style-type: none"> – Procedures for validating compliance with laws and regulations on fair trade, occupational health and safety, and environmental protection. – Mandatory reporting of performance results. – Public meeting platforms.