

Response to COVID-19

GRI 102-15; GRI 103-2

In 2020, COVID-19 was one of the most pressing challenges facing the international community. Metinvest joined the global fight against the virus and took unprecedented measures to prevent its spread. Since the beginning of the pandemic, we have focused on protecting the health of our employees and supporting local communities in the regions where the Group operates.

Metinvest's pandemic-related risk management measures are overseen by its anti-crisis headquarters, headed by the Group's CEO. The headquarters has been operating at the Group level since 2017 to rapidly respond to crisis situations of strategic importance. The anti-crisis headquarters applies international experience in battling the spread of the virus and studies the experience of other companies in managing this risk. Its main tasks are monitoring COVID-19 infection rates within the Group and finding timely solutions to counter the pandemic.





THE NEW NORMAL FOR WORKING IN 2020

Metinvest reviewed its approach to organising work processes to ensure the seamless operation of its assets during the pandemic.

- We transferred almost 80% of the Group's administrative personnel to remote work
- We introduced time tracking tools and briefings, and developed a motivation system for remote workers
- We introduced video conferencing for employee meetings and gatherings
- We made online tools and phone calls the primary means for communicating with business partners and customers
- We restricted all but the most crucial business trips
- We cancelled social events for employees or switched to online format
- We suspended the operations of the Group's two rolling plants in Italy from late March to late April 2020 after public authorities ordered the country's metallurgical plants to shut down because of COVID-19



CARING FOR THE WELLBEING OF OUR EMPLOYEES

Metinvest took special measures to prevent the spread of COVID-19 and protect the health of its employees.

- We informed the Group's employees about our pandemic-response measures
- We introduced a procedure to monitor the spread of COVID-19, offered medical examinations for employees and provided briefings on the number of infected employees through internal corporate resources
- We arranged for the transportation of production personnel by buses using additional transport units in full compliance with all established sanitary standards
- We ensured the regular disinfection of our facilities and personnel transport vehicles
- We conducted temperature screening
- We fully supplied our assets with disinfectants and regularly distributed masks and gloves
- We switched the catering facilities at our assets to providing packaged meals and replaced the drinking fountains with bottled water
- We launched a 2021 vaccination campaign for all Metinvest employees



PROVIDING ADDITIONAL CARE TO OUR PERSONNEL

Metinvest reviewed and updated its employee social benefit packages.

- We extended Metinvest’s voluntary health insurance to include compensation for the costs of COVID-19 diagnosis and treatment, provide free seasonal flu vaccinations and reimburse employees’ COVID-19 testing costs
- We decided not to open the Group’s recreation facilities in 2020. Metinvest provided its employees with an opportunity to either receive monetary compensation or postpone their planned holidays until the following year
- We changed the training and development options within our individual social benefit packages for employees and their children. During the lockdown period, we moved in-person training to online formats and extended other options for the duration of the lockdown period
- We continued to pay wages to all Group employees in full



HELPING LOCAL COMMUNITIES

Metinvest increased its investments in health initiatives to counter the spread of COVID-19 among local communities.

- Metinvest provided food packages to more than 2,000 of its retired employees who live in Mariupol, Zaporizhia, Kryvyi Rih, Avdiivka and New York (formerly Novhorodske). The Group allocated around US\$54,000 for this purpose
- Together with the charitable initiatives of its shareholders, the Rinat Akhmetov Foundation and Vadym Novynskyi’s International Charitable Foundation, Metinvest provided COVID-19 rapid tests, artificial lung ventilators, protective equipment and disinfectants to hospitals all over Ukraine
- Metinvest supported projects to install oxygen infrastructure in the hospitals of Mariupol. Moreover, Zaporizhstal invested US\$223,000 in a project to install a new oxygen station at the Zaporizhia Regional Infectious Diseases Hospital
- In 2020, the Group’s metallurgical assets in Mariupol supplied 11 healthcare facilities with 260,000 cubic metres of oxygen
- Metinvest supported the major repair of the Childcare Centre for Infectious Diseases in Mariupol at the facilities of Ivan Matsuk City Hospital No. 4. The Group allocated US\$370,000 for this purpose
- Metinvest arranged and financed the delivery of humanitarian supplies with personal protective and medical equipment worth more than US\$1 million from China to Ukraine
- Metinvest waived the offer of a tax holiday provided under Ukrainian legislation

 For more information about the initiatives that the Group has taken to protect its employees and support local communities during the pandemic, see the Health and Safety, Employees and Local Communities sections.