

Stakeholder Engagement

GRI 102-42; 102-43

Fostering a constructive dialogue with a wide range of stakeholders is extremely important to us. This encourages us to regularly inform stakeholders about the Group's ESG activities using external communication channels, as well as to seek feedback, which is of crucial importance for improving future operations and establishing long-term partnerships.

We support the right of any interested person to express concerns about the results of their cooperation with us and report inappropriate behaviour through the Trust Line.

 **For more information on the Trust Line, see the Ethical Standards section.**

Metinvest shares important information with stakeholder through updates on its [corporate website](#), which also serves as a platform to receive their inquiries. To reach a wider audience, the Group also actively uses social media platforms ([Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#), [YouTube](#)).

GRI 102-40; 102-44

Based on their ability to influence the Group's operations, we distinguish the following key stakeholder groups: employees, customers, suppliers and contractors, equity and debt providers, local communities, government authorities and media².



² Since 2020, Metinvest has added media to the list of key stakeholder groups.

Key stakeholders and engagement mechanisms

	 Employees	 Customers	 Suppliers and contractors	 Equity and debt providers	 Local communities	 Government authorities	 Media
Metinvest's stakeholder engagement mechanisms	<ul style="list-style-type: none"> - A Trust Line for employees to report suspected violations of human and labour rights - Regular meetings of the Group's Executive Team and staff - Employee surveys - Corporate media and other internal communication channels, including digital channels - Employee training programmes - SAP Innovation Management proposal system 	<ul style="list-style-type: none"> - Customer events - Technical site visits - Industry exhibitions - Customer management through the SAP CRM platform 	<ul style="list-style-type: none"> - A Trust Line for suppliers and contractors to report suspected violations of the Procurement Policy, Code of Ethics and Code of Business Partnership - 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 	<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 Executive Team - Dedicated function to communicate with the financial community 	<ul style="list-style-type: none"> - Strategic social partnership programmes with NGOs and local authorities - Large-scale investment projects - Environmental projects and joint environmental initiatives - Public opinion surveys of local residents 	<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 	<ul style="list-style-type: none"> - Press releases on important topics - Briefings, press conferences, presentations and interviews - Site visits - The Group's public reports
Key expectations and interests	<ul style="list-style-type: none"> - Fair wages - Workplace safety - Equal opportunities - Social security - Professional development 	<ul style="list-style-type: none"> - High-quality products and solutions - Minimum delivery times - Excellent customer service 	<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"> - Servicing 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 and ESG ratings from reputable international rating agencies 	<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 the regions where Metinvest operates - Improvements to local standards of living - Enhanced investment appeal of the region 	<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"> - Transparent and open communication and provision of public information - Involvement in CSR initiatives - Influence on other stakeholder groups

During the reporting period, the Group participated in a number of important events to engage with various stakeholder groups.

These projects offered Metinvest's experts the opportunity to provide recommendations for improving the remote work legislation in Ukraine, amending some legislative acts that

govern the functioning of Ukraine's national qualifications system and developing a new law on vocational training.

We also participated in the development and discussion of several draft resolutions on professional qualifications, education and related standards proposed by the Ukrainian government.