

Internal Communications

The Group's internal communications system forms a single information space for employees in different regions and ensures an effective dialogue with them. Due to the various COVID-19 restrictions and preventative measures introduced in 2020, Metinvest has suspended large staff meetings at its entities. The Executive Team and department line managers meet via the Microsoft Teams platform. They then share information with the workforce at shift meetings under strict observance of all pandemic-related measures. In 2020, such online meetings helped to inform employees about key issues and changes within the Group. Metinvest's Executive Team also held live question-and-answer sessions for employees using Microsoft Teams.

In 2020, Metinvest created a new communication channel called Territory of Health. This electronic corporate news digest regularly updates employees about the current status of COVID-19, pandemic-related measures that have been implemented, medical recommendations to avoid contracting the disease, as well as what to do in case of infection. During the year, the digest was published 45 times.

To minimise the spread of COVID-19 among employees, additional corporate communication channels were used to provide regular information about pandemic safety measures, including flyers in corporate newspapers, posters on information stands at the Group's assets, as well as videos on the Metinvest TV corporate broadcasting system.

In 2020, all the Group's Ukrainian assets were connected to a single corporate portal. Employees also gained access to the portal's content using the My Metinvest mobile application. The corporate portal's average daily traffic exceeded 12,000 users.

We also continued to scale the Metinvest TV corporate broadcasting system by connecting new assets to the channel and installing additional video monitors at our divisions, which allowed us to increase the daily coverage from 7,000 to 11,000 employees.

Employee surveys are an additional feedback tool that gives our people an opportunity to openly voice their opinion about key processes within the Group and helps us to meet their expectations. In 2020, a feedback service was launched on the corporate portal and in the My Metinvest mobile application. We also developed an online analytical dashboard for requests that Metinvest employees submit to electronic communication channels at Azovstal, Ilyich Steel, Northern GOK and Metinvest-Promservice. In 2021, the analytical system is being scaled to all Ukrainian assets within the Group. In 2020, due to quarantine restrictions, we held corporate events online using the Yammer internal social network. To provide a comfortable and convenient environment for those employees working remotely, we used this format to celebrate Metinvest's birthday, hold a Week of Ethics and Compliance to promote basic corporate culture principles, as well as organise our While Everyone is At Home online corporate knowledge marathon.

