

# STAKEHOLDER ENGAGEMENT

IVL is dedicated to building strong relationships with key stakeholder groups and committed to regular and proactive engagements with stakeholders, essential for our strategic management of sustainability. We leverage the insights of their pressing and emerging interests or concerns to increase our knowledge base, strengthen relationships, develop effective solutions and improve our business outputs. This helps us further nurture trust among stakeholder groups with diverse needs.

EMPLOYEES	
Topics of interest:	How we respond:
- Occupational health and safety	- A Safe and Healthy Workplace, pg. 127-134
- Human rights - Human capital development and recognition	- Workplace Human Rights, pg. 136-137 - Investing in Our People, pg. 138-149
How we engage and maintain our relationships:	The value we create:
- Our Global Employee Engagement Survey (GEE) seeks feedback from every employee regarding working at IVL. - Our Employee Health and Safety Policy, training programs and our ISO 45000/OHSAS 18001 certification. - Our Human Rights Policy, training is provided, and we implement a Workplace Human Rights Assessment Framework across our businesses.	<b>Better Growth</b> <ul style="list-style-type: none"> <li>- Talent attraction and retention</li> <li>- Responsible operations</li> <li>- Business potential</li> </ul> <b>Better Lives</b> <ul style="list-style-type: none"> <li>- Human capital development</li> <li>- Safe and conducive workplace</li> <li>- Health and safety culture</li> <li>- Fair compensation</li> <li>- Zero human rights violations</li> </ul>

  

CUSTOMERS	
Topics of interest:	How we respond:
- Good business ethics, supply chain management and compliance	- Responsible Business and Effective Governance, pg. 50-67 - Creating Strong Customer Relationships, pg. 90-91 - Supply Chain Management, pg. 92-95
- Recycling plastic waste, including a waste reduction target	- Continuous Improvements In Recycling, pg. 109-112
- Product stewardship	- Safe and Sustainable Products, pg. 83-87
- Net Zero Carbon target	- Decarbonization in Our Value Chain, pg. 102-108 - Special Report: IVL's Road to Net Zero Carbon, pg. 114-115
How we engage and maintain our relationships:	The value we create:
- We monitor and respond to our annual Customer Satisfaction Index (CSI) (which seeks qualitative customer feedback), Net Promoter Score (NPS) and Customer Retention Rate (CRR) by improving on any issues raised and opening dialogues as appropriate. - We develop innovative and sustainable products to meet our customers' commitments and our ambitions and have joined with our customers to collect PET bottles for recycling helping increase PET circularity.	<b>Better Environment</b> <ul style="list-style-type: none"> <li>• Accelerating PET circularity</li> <li>• Circular economy thought leader</li> <li>• Reduce and end PET plastic waste</li> </ul> <b>Better Growth</b> <ul style="list-style-type: none"> <li>• Sustainable products</li> <li>• Cost-effective offerings</li> <li>• New and innovative alternatives</li> <li>• Strong brand value</li> <li>• Strong relationships</li> <li>• Business potential</li> </ul> <b>Better Lives</b> <ul style="list-style-type: none"> <li>• Safe and sustainable products</li> <li>• Health, safety and well-being</li> </ul>

## COMMUNITIES

Topics of interest:	How we respond:
- Plastic waste and recycling	- Driving Circularity Through Stakeholder Partnerships, pg. 74-75
- Environmental preservation surrounding our areas of operation	- Towards Net Zero Carbon, pg. 98-121 - Special Report: Biodiversity, pg. 122-123
- Community engagement and human rights	- Empowering Our People and Communities, pg. 124-157
How we engage and maintain our relationships:	The value we create:
<ul style="list-style-type: none"> <li>- As a PET manufacturer, we educate our communities to properly separate plastic waste for recycling.</li> <li>- We comply with environmental laws and regulations and are ISO 14001 certified.</li> <li>- We engage with our communities on an ongoing basis and work collaboratively to seek multi-beneficial solutions.</li> <li>- We maintain a strong license to operate via proactive and vibrant community engagement, which is of fundamental importance to IVL.</li> </ul>	<p><b>Better Environment</b></p> <ul style="list-style-type: none"> <li>- Safe and environmentally friendly products</li> <li>- Improved circularity</li> <li>- Cleaner and safer surrounding environment through green projects</li> </ul> <p><b>Better Growth</b></p> <ul style="list-style-type: none"> <li>- License to operate</li> <li>- Responsible operations</li> <li>- Strong relationships</li> <li>- Business potential</li> </ul> <p><b>Better Lives</b></p> <ul style="list-style-type: none"> <li>- CSR programs for communities</li> <li>- Recycling education</li> <li>- Health and well-being</li> </ul>

## SUPPLIERS AND PARTNERS

Topics of interest:	How we respond:
- Good business ethics, supply chain management and corporate governance	- Responsible Business and Effective Governance, pg. 50-67 - Supply Chain Management, pg. 92-95
- Recycling and plastic waste	- Circularity Across Our Value Chain, pg. 72-73
- Occupational health and safety	- A Safe and Healthy Workplace, pg. 127-134
How we engage and maintain our relationships:	The value we create:
<ul style="list-style-type: none"> <li>- Many of our supplier relationships have endured for many years and we are proud of our partnerships.</li> <li>- We seek formal assurances upon signing contracts and conduct regular supplier ESG assessments.</li> <li>- Engaging with our suppliers and partners in developing new circular products, e.g. PPE suits.</li> <li>- Ensuring a safe working environment for our suppliers and contractors.</li> </ul>	<p><b>Better Environment</b></p> <ul style="list-style-type: none"> <li>- Improved circularity</li> <li>- Reduce and end PET plastic waste</li> </ul> <p><b>Better Growth</b></p> <ul style="list-style-type: none"> <li>- Fair and transparent partnership opportunities</li> <li>- Fair and timely compensation</li> <li>- Promote sustainability via our Supplier Code of Conduct</li> <li>- Responsible operations</li> </ul> <p><b>Better Lives</b></p> <ul style="list-style-type: none"> <li>- Health, safety and well-being</li> <li>- Recycling education</li> </ul>

## GOVERNMENT AND REGULATORS

Topics of interest:	How we respond:
- Regulatory compliance, risk management, corporate governance	- Emerging Risks and Opportunities, pg. 45 - Major Industry Associations and Memberships, pg. 47 - Responsible Business and Effective Governance, pg. 50-57
- Legislation and policy advocacy	- Driving Sustainable Value Creation and Growth, pg. 68-97
- Circular economy	- Towards Net Zero Carbon, pg. 98-123
- Energy intensity and emissions	
- Net Zero Carbon	
- Health & Safety	- Empowering Our People and Communities, pg. 124-157
- Community engagement	
How we engage and maintain our relationships:	The value we create:
<ul style="list-style-type: none"> <li>- Maintaining strong relations with regulators is essential as we operate in multiple regions with various types of legislation.</li> <li>- We regularly participate in global forums and summits to support new policies towards a sustainable future.</li> </ul>	<p><b>Better Environment</b></p> <ul style="list-style-type: none"> <li>- Input for policy development</li> <li>- Partnerships and collaborations to support sustainable regulatory policies</li> </ul> <p><b>Better Growth</b></p> <ul style="list-style-type: none"> <li>- Thought leadership</li> </ul>

## BANKERS, INVESTORS AND FUND PROVIDERS

Topics of interest:	How we respond:
<ul style="list-style-type: none"> <li>- Regulatory compliance, risk management, good business ethics, customer relationship management and corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>- Emerging Risks and Opportunities, pg. 45</li> <li>- Responsible Business and Effective Governance, pg. 50-67</li> <li>- Special Report: Securing Sustainable Financing, pg. 96-97</li> </ul>
<ul style="list-style-type: none"> <li>- Recycling and plastic waste</li> </ul>	<ul style="list-style-type: none"> <li>- Driving Sustainable Value Creation and Growth, pg. 68-97</li> <li>- Continuous Improvements in Recycling, pg. 109-112</li> </ul>
How we engage and maintain our relationships:	The value we create:
<ul style="list-style-type: none"> <li>- Ongoing engagement through face-to-face and group sessions, participation in events, presentations, reporting and responding to information requests provides a diverse and continuous approach to ensuring strong relationships. This transparency also builds trust and provides a foundation for favorable loans and loan terms.</li> </ul>	<p><b>Better Growth</b></p> <ul style="list-style-type: none"> <li>- Return on investment</li> <li>- Strong business performance</li> <li>- Sustained and long-term profitability</li> <li>- Transparency via regular and timely reporting</li> </ul>

## CONSULTANTS

(In the areas of business, finance, sustainability, the environment, and IT)

Topics of interest:	How we respond:
<ul style="list-style-type: none"> <li>- Corporate governance and good business ethics</li> </ul>	<ul style="list-style-type: none"> <li>- Responsible Business and Effective Governance, pg. 50-67</li> </ul>
<ul style="list-style-type: none"> <li>- Recycling and plastic waste</li> </ul>	<ul style="list-style-type: none"> <li>- Driving Sustainable Value Creation and Growth, pg. 68-97</li> </ul>
<ul style="list-style-type: none"> <li>- Climate change</li> </ul>	<ul style="list-style-type: none"> <li>- Towards Net Zero Carbon, pg. 98-123</li> </ul>
<ul style="list-style-type: none"> <li>- Occupational health and safety</li> </ul>	<ul style="list-style-type: none"> <li>- Empowering Our People and Communities, pg. 124-157</li> </ul>
How we engage and maintain our relationships:	The value we create:
<ul style="list-style-type: none"> <li>- We enlist the support of industry and subject leaders when developing policies, procedures and frameworks and share best practices within our industry groups.</li> </ul>	<p><b>Better Growth</b></p> <ul style="list-style-type: none"> <li>- Shared growth in industry specific sustainability knowledge through engagements</li> <li>- Agile and resilient business</li> </ul> <p><b>Better Lives</b></p> <ul style="list-style-type: none"> <li>- Strong communications and collaborations</li> </ul>

Please refer to Our Stakeholders for more information on the stakeholder engagement process and a full list of the utilized engagement channels.

