

Stakeholder Engagement

IVL is committed to open and transparent communications with all stakeholders, including clients, investors, suppliers, and government officials, to keep them well-informed of our sustainability efforts, and we prioritize understanding their perspectives and priorities, which we consider when shaping our strategies. Internationally, we support the United Nations Global Compact (UNGC) to align our efforts with universal principles and participate in industry associations to establish industry-wide standards. In addition, we collaborate with the academic community and other groups to explore innovative solutions to address our sustainability challenges. Our goal is to build trust and enhance our reputation as we strive towards a more sustainable future together.

To guide our stakeholder relationships, we established internal policies and use feedback surveys, grievance processes, and employee training outcomes to support these interactions. We compile the results of these interactions, which are crucial for our ongoing improvement, and present them to relevant leaders within the organization for further action and follow-up.



Employees	
<u>Focus Areas:</u> <ul style="list-style-type: none"> ● Prioritizing health and well-being to provide a safe and healthy workplace for employees. ● Developing our talent pipeline by offering regular training, promoting diversity and inclusion, and providing opportunities for career growth ● Prioritizing fair wages and benefits, working hours, and labor standards, and ensuring ethical sourcing practices 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> ● Health and Safety ● Training and Development ● Employee Retention and Turnover ● Employee Engagement
	<u>Our Response:</u> <ul style="list-style-type: none"> ● Employee Engagement ● Sustainable Products - Our Approach Towards Product Stewardship (Customers) ● Providing a Safe Workplace ● Investing in our People ● Workplace Human Rights

Customers	
<u>Focus Areas:</u> <ul style="list-style-type: none"> ● Creating sustainable products that meet customer expectations which could potentially lead to increased sales revenue and improved customer relations ● Initiating collaborative projects with customers to develop new products ● Prioritizing decarbonization efforts, recognizing that this is vital for the business and for humanity ● Recycling post-consumer PET bottles and other plastic waste supports our sustainability efforts and those of our customers, in addition to serving as a starting point for future sustainability initiatives 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> ● Vitality Index ● Sustainable Product Portfolio ● Customer Satisfaction
	<u>Our Response:</u> <ul style="list-style-type: none"> ● Fulfilling our Customers' Needs ● Innovation Across our Portfolio ● Decarbonization Targets & Strategies ● Recycling and Circulate Feedstocks

Communities	
<u>Focus Areas:</u> <ul style="list-style-type: none"> Community development (good health and well-being, social needs) Raising awareness on plastic waste and PET circularity Educating communities (STEM and plastic waste separation and recycling) Environmental preservation surrounding our areas of operation. Local community engagement 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> Philanthropic Activities and Contributions Community Engagement Social Grievances Metrics - Community Grievances Environmental and Social Impacts Social Contributions
	<u>Our Response:</u> <ul style="list-style-type: none"> Giving Back to Society Driving Circularity

Suppliers and Vendors	
<u>Focus Areas:</u> <ul style="list-style-type: none"> Responsible sourcing by suppliers (ESG compliance) Supplier assessment and engagement Decarbonization in supply chain efforts could affect the products footprint supplied to IVL through Scope 3 emissions reduction. Supplier capacity building to meet IVL's ESG practices and compliance 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> Supplier ESG Assessment Performance (ESG and GHG) Supplier Engagement
	<u>Our Response:</u> <ul style="list-style-type: none"> Engaging with our Suppliers Decarbonization Targets & Strategies Value Chain Decarbonization Sustainable and Green Procurement

Government and Regulators	
<u>Focus Areas:</u> <ul style="list-style-type: none"> ● Compliance (regulatory, environmental and social) ● Licenses to operate ● Political contributions ● Trade associations and memberships ● rPET regulation approval ● Carbon tax and plastic tax, carbon border adjustment mechanism (CBAM) 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationship:</u> <ul style="list-style-type: none"> ● Sustainability and Environmental ● Government Bodies Engagement - adhoc ● Public Hearings through EIA and Community Engagement ● Community Relationships ● Intellectual Property and Patent Metrics (Trademark and Innovation)
	<u>Our Response:</u> <ul style="list-style-type: none"> ● Robust Governance ● Industry Associations and Memberships ● Driving Circularity ● Managing our Environmental Impacts ● EHS Management and Compliance Systems

Bankers, Investors and Fund Providers	
<u>Focus Areas:</u> <ul style="list-style-type: none"> ● Sustainable finance ● Demand for sustainable products is increasing and expected to continue growing ● Climate-related issues (net zero, water scarcity, biodiversity) are the most significant threat to the survival of economic and social activities, and a critical concern shared by both IVL and its stakeholders ● Commitment to the SDGs, e.g. climate actions, post-consumer PET bottle recycling and plastic waste while simultaneously enhancing IVL's own operations to effectively address this issue ● ESG ratings and scores 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> ● Debt-to-equity Ratio ● Return on Investment (ROI) and ROCE ● Credit Rating ● Stock Price and Dividends ● Investor Relations ● Innovation and Growth Metrics ● Sustainability and ESG Performance
	<u>Our Response:</u> <ul style="list-style-type: none"> ● Progressing Towards Net Zero Carbon ● Innovation Across our Portfolio ● Robust Governance

Consultants	
<u>Focus Areas:</u> <ul style="list-style-type: none"> ● Carbon credit and plastic credit ● Significant carbon footprint and decarbonization activities in compliance with regulations, maintain IVL's reputation, achieve operational efficiencies, and be a responsible operator ● Bio-based feedstocks and advanced recycling technology ● Sustainable products and IVL's LCA together with structured innovation management to support long-term product innovations and sustainability targets ● Customer satisfaction survey ● Supply chain collaboration program ● Cybersecurity ● Knowledge management 	<u>Metrics and Measures in Assessing the Quality of Stakeholder Relationships:</u> <ul style="list-style-type: none"> ● Number of Projects Engaged with Consultant(s) ● Value Creation from Projects (e.g. cost-effectiveness, expertise) ● Professionalism (e.g. responsiveness, communication, availability, timeliness) ● Compliance and NDA ● Recurrence of Utilizing their Services
	<u>Our Response:</u> <ul style="list-style-type: none"> ● Progressing Towards Net Zero Carbon ● Innovation Across our Portfolio ● Fulfilling our Customers' Needs ● Engaging with Suppliers ● Cybersecurity

Further information on stakeholder and engagement channels is available at:
<https://sustainability.indoramaventures.com/en/our-sustainability/our-stakeholders>