

STAKEHOLDERS ENGAGEMENT

Indorama Ventures recognizes that proactive and transparent engagement with stakeholders is essential to driving sustainable growth and ensuring that our business decisions align with the expectations of those we impact. In 2024, we strengthened our approach by developing the [Stakeholder Management Guideline](#), aligned with the AA1000 Stakeholder Engagement Standard (AA1000SES). This framework enhances our stakeholder engagement process by providing a structured, standardized approach across all relevant departments. It also integrates stakeholder perspectives into corporate decision-making, fostering stronger partnerships and promoting long-term value creation.

For Indorama Ventures, stakeholder engagement is an essential part of ensuring ethical business practices and sustainable growth. A structured approach helps identify expectations, address concerns, and incorporate insights into business operations. The engagement process follows key phases, from planning and preparation to implementation and continuous improvement.

It begins with stakeholder identification and mapping, assessing key groups based on their influence, interest, and impact on operations. In 2024, the Stakeholder Management Guideline was followed to implement an engagement process for the Double Materiality Assessment, covering all group-wide activities and involving seven key stakeholder groups: employees, customers, communities, suppliers and vendors, bankers, investors, and fund providers, media, and government and regulators. The assessment considers factors such as dependency, responsibility, tension, influence, and diverse perspectives, ensuring a comprehensive approach.

Once identified, stakeholders are mapped and prioritized based on engagement needs, aligning with business and sustainability objectives. Engagement methods vary and may include direct consultations, surveys, forums, partnerships, and digital platforms. Regular monitoring, grievance mechanisms, and feedback loops help enhance transparency, strengthen relationships, and drive continuous improvement.

Focus Areas	Engagement Approach	Metrics and Measures
Employees		
<ul style="list-style-type: none">• Prioritizing health and well-being to provide a safe and healthy workplace for employees• Promoting employee safety, fair treatment, and equal opportunities across all operations	<ul style="list-style-type: none">• Employee engagement surveys and performance reviews• Town hall meetings and internal communication channels• Training, development, and career progression programs• Diversity, equity, and inclusion (DEI) and well-being initiative	<ul style="list-style-type: none">• Health, Safety and Well-being metrics• Number of violation cases and grievances reported and resolved in accordance with labor practices and health, safety and well-being• Training and development metrics• Employee retention and turnover metrics

<ul style="list-style-type: none"> • Developing our talent pipeline by offering regular training, promoting diversity, equity, and inclusion, and providing opportunities for career growth • Prioritizing fair wages and benefits, working hours, and labor standards, and ensuring ethical recruitment practice 	<ul style="list-style-type: none"> • Grievance mechanisms and feedback platforms • Employer branding and internal mobility opportunities 	<ul style="list-style-type: none"> • Global Employee Engagement score • Diversity ratio by gender, age, and nationality (across roles and leadership levels)
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Customers

<ul style="list-style-type: none"> • Creating sustainable products that meet customer expectations • Recycling post-consumer PET bottles and other plastic waste supports our sustainability efforts and our customers • Ensuring transparency around product emissions, recyclability, and compliance • Initiating collaborative projects with customers to develop new products, low-carbon and resource-efficient product innovation • Supporting customer decarbonization goals through shared climate commitments 	<ul style="list-style-type: none"> • Customer satisfaction surveys and direct feedback sessions • Joint product development and innovation initiatives • Collaboration on sustainability and circularity goals with external parties • Transparency information via product disclosures and by request • Participation in trade shows, conferences, and joint campaigns 	<ul style="list-style-type: none"> • Vitality index metric • Sustainable product portfolio metrics, including products from circular feedstocks (bio-based and recycled feedstocks) • Number of product certifications • Number of products with environmental/product carbon footprint information • Customer satisfaction metrics and feedback • Number of joint sustainability development projects with customers
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Communities

<ul style="list-style-type: none"> • Supporting education, health, and economic development to enable initiatives in local communities. • Raising awareness and educating communities on plastic waste and PET circularity, and STEM 	<ul style="list-style-type: none"> • Community development projects focused on health, education, and well-being • Environmental preservation and awareness campaigns • Circular economy education program 	<ul style="list-style-type: none"> • Community engagement and outreach metrics • Social grievances metrics - community grievance • Environmental and social impact metrics
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<ul style="list-style-type: none"> • Preserving the environment surrounding our areas of operations and communities • Engaging with local community 	<ul style="list-style-type: none"> • Open houses, local dialogues, and partnership with local authorities • CSR programs aligned with local community needs 	<ul style="list-style-type: none"> • Social contribution and SROI metrics
Suppliers and Vendors		
<ul style="list-style-type: none"> • Promoting the Responsible Sourcing practices by engaging with suppliers for ESG compliance • Enhancing the supplier assessment and engagement • Partnering with suppliers to reduce GHG emissions and enhance circularity • Building suppliers' capacity building to meet ESG practices and compliance 	<ul style="list-style-type: none"> • Integration of responsible sourcing principles in procurement • ESG screening and supplier sustainability assessments • Collaboration on decarbonization and Scope 3 emission reductions • Engagement through capacity building and training programs • Participation in TfS (Together for Sustainability) to enhance the sustainable supply chain 	<ul style="list-style-type: none"> • Number of suppliers assessed ESG compliance and risks • Number of suppliers assessed with substantial actual/potential negative impacts • Percentage of suppliers with substantial actual/potential negative impacts with agreed corrective • Percentage of corrective actions from ESG audits • Number of suppliers in capacity building programs
Bankers, Investors, and Fund providers		
<ul style="list-style-type: none"> • Securing sustainable finance • Increasing demand for sustainable products is increasing and expected to continue growing • Driving sustainable innovation through R&D and strategic partnerships • Having action plans for climate-related issues (net zero, water scarcity, biodiversity) • Having commitment to the SDGs to effectively address our contributions 	<ul style="list-style-type: none"> • Regular disclosure via investor presentations, fact sheets, and reports • ESG ratings, climate-related disclosures, and SDG-linked reporting • One-on-one and group investor engagements • Transparency on sustainable finance practices • Active participation in investor dialogues on climate and circularity 	<ul style="list-style-type: none"> • Amount of sustainable financing (green, transition, ESG-linked loans or bonds) • Financial performance metrics • Sustainability-related financial performance metrics • Investor relations activities metrics • Innovation and R&D investment, and market growth metrics • Sustainability and ESG metrics and activities • Performance ESG ratings (e.g., DJSI, Sustainalytics, FTSE)

Media		
<ul style="list-style-type: none"> • Updating the business performance • Communicating on future business strategy and new investment • Excelling on the ESG and sustainability initiatives • Developing new innovations and technologies • Presenting thought leadership in global and national events such as World Economic Forum 	<ul style="list-style-type: none"> • Proactively strengthening relationships through direct engagement activities, such as visiting media organizations, participating in their events • Responding to media requests and communicating key corporate developments, strategic milestones, and sustainability progress • Monitoring media coverage and analyzing feedback to optimize engagement 	<ul style="list-style-type: none"> • Media engagement metrics • Number of media clippings or published articles • Estimated PR value of earned media coverage • Share of voice compared to industry peers • Number of media engagements (e.g., visits, briefings, interviews)
Government and Regulators		
<ul style="list-style-type: none"> • Maintaining compliance (regulatory, environmental and social) and securing the licenses to operate • Advocating and supporting policy and regulations development on issues of plastics, circularity, and climate change • Participating in the government, trade associations and memberships • Preparing readiness on new regulation implementation 	<ul style="list-style-type: none"> • Compliance with legal, environmental, and social regulations • Participation in industry associations and regulatory consultations • Advocacy through working groups and public policy forums • Engagement on emerging regulations (e.g. rPET, CBAM, carbon tax) • Transparent reporting and licensing coordination 	<ul style="list-style-type: none"> • Regulatory compliance and non-compliance metrics • Alignment with regulatory disclosures aligned with global standards (CSRD, TCFD, EU Taxonomy) • Government body and associations engagement metrics • Advocacy report development • Public hearing through EIA and community engagement • Community impact monitoring

For more information about our stakeholders, please visit [Our Stakeholders | Indorama Ventures](#)