

STAKEHOLDERS ENGAGEMENT

Stakeholder engagement remains a core element of ethical and sustainable business practices at Indorama Ventures and underpins our double materiality assessment (DMA). We have further improved our stakeholder engagement approach through the implementation of our Stakeholder Management Guideline, which aligns with the AA1000 Stakeholder Engagement Standard (AA1000SES). The guideline provides a consistent framework across the organization to structure engagement activities, integrate stakeholder input into decision-making, and support long-term value creation through stronger partnerships.

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. 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"> Strengthening health and safety culture to reduce workplace incidents and improve employee well-being across operations Enhancing employee capability, career growth, and talent retention to remain competitive in attracting and developing skilled workforce Promoting diversity, inclusion, and equal opportunities while fostering open communication and employee engagement culture Advancing sustainability awareness, innovation mindset, and digital workforce readiness to support long-term business growth 	<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 Grievance mechanisms and feedback platforms Employer branding and internal mobility opportunities Sustainability awareness activities, innovation initiatives, and digital capability development programs 	<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 Global Employee Engagement score Employee participation and capability development metrics Employee retention and turnover metrics Diversity ratio by gender, age, and nationality

Customers		
<ul style="list-style-type: none"> • Promoting diversity, equity, and inclusion to strengthen innovation, decision-making, and long-term competitiveness across the value chain • Upholding human rights, fair labor practices, and ethical business conduct across operations and supply chains • Supporting customer climate goals through environmental compliance, reducing GHG emissions, water stewardship, and operational efficiency • Advancing circular economy practices and sustainable product innovation to reduce waste, improve resource efficiency, and create long-term value 	<ul style="list-style-type: none"> • Customer satisfaction surveys and direct feedback sessions • Human rights due diligence, supplier assessments, and sustainability collaboration • Collaboration on decarbonization, environmental programs, sustainability disclosures and circularity goals with external parties • Transparency information via product disclosures and by request • Joint product development and circular economy initiatives with customers 	<ul style="list-style-type: none"> • Customer satisfaction metrics and feedback • Number of suppliers assessed for ESG compliance and risks • Number of products with environmental or carbon footprint information • Sustainable product portfolio metrics, including products from circular feedstocks (biobased and recycled feedstocks) • Number of joint sustainability development projects with customers • Sustainable product classification metrics
Communities		
<ul style="list-style-type: none"> • Promoting circular economy awareness, environmental education, and biodiversity restoration to create positive environmental and social impacts in local communities • Supporting local communities through internships, skills development, equal opportunities, and inclusive community programs • Strengthening health, safety, transparency, and responsible operations to maintain community trust and minimize negative impacts on surrounding communities • Building strong community relationships through impactful CSR initiatives and sustainable business practices to enhance trust and long-term business resilience 	<ul style="list-style-type: none"> • Community education programs, reforestation initiatives, site visits, and environmental awareness activities • Internship programs, community outreach activities, and DEI initiatives • Community dialogue, grievance mechanisms, EHS programs, and transparent communication channels • Open houses, local dialogues, and partnership with local authorities • CSR programs aligned with local community needs • CSR programs and stakeholder engagement initiatives 	<ul style="list-style-type: none"> • Community engagement and outreach metrics • Social grievances metrics - community grievance • Environmental and social impact metrics
Suppliers/Vendors		
<ul style="list-style-type: none"> • Collaborating with suppliers to reduce GHG emissions, improve resource efficiency, and promote sustainable and 	<ul style="list-style-type: none"> • Supplier engagement, sustainability collaboration, and decarbonization initiatives 	<ul style="list-style-type: none"> • Supplier ESG assessment and environmental performance metrics

<p>bio-based feedstocks across the value chain</p> <ul style="list-style-type: none"> • Strengthening environmental management practices to prevent pollution, manage wastewater responsibly, and minimize impacts on surrounding communities and ecosystems • Promoting responsible business practices, product safety, and compliance with evolving environmental and social regulations across operations and supply chains • Building long-term supplier partnerships through innovation, transparency, sustainable procurement, and strong corporate governance practices 	<ul style="list-style-type: none"> • Supplier assessments, product stewardship initiatives, and compliance engagement activities • Environmental compliance programs, supplier audits, and sustainability monitoring activities • Participation in Tfs (Together for Sustainability) to enhance the sustainable supply chain • Engagement through capacity building and training programs 	<ul style="list-style-type: none"> • Environmental compliance and incident metrics • Number of suppliers assessed with substantial actual/potential negative impacts • Number of suppliers in capacity building programs • Supplier engagement and partnership metrics
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Bankers/Investors/Fund providers

<ul style="list-style-type: none"> • Strengthening ESG transparency, emissions disclosure, and externally verified reporting to improve investor confidence and access to sustainable finance • Advancing circular economy practices, lifecycle management, and sustainable product solutions to reduce environmental impacts and improve ESG performance • Enhancing climate, biodiversity, and environmental management practices to reduce pollution, protect ecosystems, and support long-term sustainability goals 	<ul style="list-style-type: none"> • ESG disclosures, investor communications, sustainability reporting, and external assurance activities • Collaboration on circular economy initiatives, product stewardship, and sustainability programs • Climate and biodiversity initiatives, environmental risk assessments, and sustainability engagement activities 	<ul style="list-style-type: none"> • ESG ratings, sustainable finance metrics, and investor engagement metrics • Sustainable product portfolio and environmental performance metrics • Innovation and R&D investment, and market growth metrics
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Media

<ul style="list-style-type: none"> • Managing transparent communication and regulatory compliance to maintain stakeholder trust and manage reputational risks associated with the plastics industry • Enhancing operational safety and environmental management to minimize 	<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, 	<ul style="list-style-type: none"> • Media sentiment and reputation metrics • Number of media clippings or published articles • Estimated PR value of earned media coverage • Health, safety, and environmental incident metrics
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<p>negative impacts on surrounding communities and maintain public confidence</p> <ul style="list-style-type: none"> • Communicating tangible sustainability initiatives and measurable impacts to strengthen credibility and long-term stakeholder confidence • Improving media relations and strategic communication efforts to improve business exposure and public awareness 	<p>strategic milestones, and sustainability progress</p> <ul style="list-style-type: none"> • Media briefings, interviews, press releases, and communication campaigns • Monitoring media coverage and analyzing feedback to optimize engagement 	<ul style="list-style-type: none"> • Number of sustainability communications and stakeholder engagement metrics
Government and Regulators		
<ul style="list-style-type: none"> • Maintaining compliance with environmental, social, and industry regulations to reduce legal, operational, and reputational risks • Promoting ethical business conduct, transparency, and human rights practices across operations and the value chain • Advancing circular economy practices, eco-friendly innovation, and sustainable product stewardship to support evolving regulatory expectations • Improving water conservation, wastewater management, and pollution prevention to minimize impacts on communities and ecosystems 	<ul style="list-style-type: none"> • Regulatory compliance programs, policy engagement, and transparent reporting activities • Human rights due diligence, governance programs, and stakeholder engagement activities • Sustainable product initiatives, circular economy programs, and sustainability collaboration activities • Environmental monitoring, water management programs, and environmental risk assessments 	<ul style="list-style-type: none"> • Regulatory compliance and non-compliance metrics • Alignment with regulatory disclosures aligned with global standards (CSRD, IFRS, EU Taxonomy) • Governance, ethics, and grievance metrics • Sustainable product and recycling metrics • Water, wastewater, and environmental incident metrics

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