

# Global Stakeholder Dialogue Policy

**Number:** M5. RHIM.248999  
**Revision:** 000/12.2023  
**Status:** Released  
**Valid from:** Release

**Scope:** Global  
**Exception:** none

**Responsible:** Corp Sustainability  
**Approved by:** Corp Sustainability  
**Confidentiality:** **Public**

## Aim

The Global Stakeholder Dialogue policy provides overarching approach for engaging with RHI Magnesita's stakeholders.

# Stakeholder Dialogue Policy

## 1 Purpose

RHI Magnesita is committed to creating sustainable and shared value for its stakeholders. Customers, employees, shareholders, debt lenders, authorities, suppliers, and communities expect companies to make a positive contribution to the economy, society, and the environment.

RHI Magnesita's transparent engagement with stakeholders helps to better understand their needs and opinions, thereby informing the strategy and enabling the Group to meet their expectations. Engagement with stakeholders also enables the Group to communicate its own expectations externally in the context of an open and fair dialogue.

Engaging with stakeholders and diverse social groups enhances mutual comprehension and supports RHI Magnesita's ability to anticipate risks and identify opportunities for value creation and deliver key aspects of the company's strategy and sustainability approach. By maintaining an effective and regular dialogue with stakeholders, the Group not only enriches its own understanding and perspectives but also stimulates public debate on contemporary societal demands and concerns.

## 2 Scope

The main objective of the Global Stakeholder Dialogue Policy (the "Stakeholder Policy") is to set out RHI Magnesita's stakeholder dialogue commitment. The Stakeholder Policy applies to RHI Magnesita N.V. and its subsidiaries ("RHI Magnesita" or "the Group"). Stakeholder engagement taking place across the Group's locations is required to be in accordance with the principles of this policy and subsidiary undertakings are expected to nurture and maintain positive relationships with the Group's stakeholders.

## 3 Commitments

- Promote a culture of continuous, candid engagement with all stakeholder groups, actively collecting and addressing their valuable feedback and explaining RHI Magnesita's business;
- Seek to settle any stakeholder grievances in a fair, equitable and timely manner;
- Align the Group's strategy, goals and actions with stakeholders' long term priorities based on internal assessment; and
- Communicate and report the outcome of the stakeholder engagement to internal and external stakeholder groups through various channels as appropriate, including, but not limited to, the following: annual report, sustainability report, press releases, internal Townhalls, one-to-one meetings.

## 4 Stakeholder Engagement Process

The Group's key stakeholders include shareholders, debt holders and lenders, employees and employee participation bodies, customers and innovation partners, suppliers, industry associations, government authorities and communities.

The methods of engagement include multiple channels and means of communications reliant on each specific stakeholder group and can be grouped under the following broad categories: (i) monitoring, (ii) informing, (iii) consulting and (iv) collaborating. A more detailed list of common modes of engagement deployed for major stakeholders is provided in stakeholder engagement table below:

<b>Stakeholder Group</b>	<b>Methods of engagement (not exhaustive)</b>
Shareholders	Annual shareholder meeting Quarterly investor presentations and conference calls Face to face meetings Investor conferences Press releases and newsletters Double materiality survey
Debt holders and lenders	Conferences Face to face meetings Regular interaction through phone, e-mail and in person Double materiality survey
Employees	Employee Mobile App Intranet Portal Trainings and performance management system Functional and cross-functional committees Emails, written communication Cultural and social events Works councils Double materiality survey
Customers and innovation partners	Direct calls, face to face meetings Customer satisfaction surveys Net Promoter Score Digital channels such as customer relationship management system, customer portal, social media channels Complaint handling & feedback Marketing and Advertising Collaboration through cross-sectors innovation platforms Accelerator, start-up forums Training sessions Conferences Double materiality survey
Suppliers	Face to face meetings Digital channels such as SAP ARIBA or similar Regular interaction through phone, e-mail and in person EcoVadis platform Supplier Audits Supplier Innovation Day Conferences Double materiality survey
Communities	Community meetings, surveys and consultations CSR projects and initiatives Community development through various events, awareness campaigns Double materiality survey
Government and authorities	Annual reports Communications and filings with regulatory bodies Formal dialogues Face to face meetings Through Chambers, Associations, Technical Working Groups Double materiality survey
Industry associations	Association meetings, Sub-committee work Digital channels

## 5 Governance

The governance and responsibility of this policy lies with the Global Sustainability team that reports to the Corporate Sustainability Committee. The execution of the above-mentioned engagement is within the scope of line functions of the organisation to deliver. Global sustainability team takes responsibility for updating the policy as required.

## 6 Transparency and Reporting

The Group will use the Group's annual reporting methodology and topic-specific disclosures to primarily monitor and report on stakeholder dialogue. The monitoring will be performed on a yearly basis.

For more information on RHI Magnesita's approach to stakeholder dialogue, please consult the stakeholder section of annual reports available on its website: [LINK](#)

For consulting the key policies related to ESG matters/sustainability, please visit RHI Magnesita's policy library on its website: [LINK](#)

## 7 Stakeholders' concerns

Should stakeholders have any queries, concerns or require any clarifications relating to the Group, they are encouraged to communicate in writing through the Group's [Compliance Helpline](#).

## 8 References

Code of Conduct

Human Rights policy

Anti-discrimination policy

Diversity charter

Community Investment Guideline

IMS Policy - Policy of Quality, Health & Safety, Environment and Energy

Stakeholder Expectations QEEHS

## 9 Review and Approval

The Group will conduct periodic evaluations of this policy to ensure its currency, enforce compliance, and foster continuous improvement. RHI Magnesita values feedback and promotes open dialogue with all stakeholders. All feedback and comments on this policy should be sent to [sustainability@rhimagnesita.com](mailto:sustainability@rhimagnesita.com)

All policies pertaining to ESG matters undergo an approval process overseen by the Corporate Sustainability Committee on behalf of the Board of Directors.