



Stakeholder Consultation Process

The Stakeholder Consultation process (or Dialogue) is the implementation of METLEN's long-standing commitment to responsible entrepreneurship and systematic social dialogue, as a key element of the social resources it utilizes, to ensure its sustainability and to contribute, within its sphere of influence, to the creation of added value to the wider society.

Due to its multi-level business activity, METLEN deals with a wide range of social groups, which are identified, prioritized and classified as key groups of Social Partners based on specific, internationally recognized criteria. This process is part of the Social Partner Consultation, a two-way and continuous dialogue practice governed by the **principles of the AA1000** standard. METLEN's approach is based on the **five fundamental criteria of the standard** – Dependence, Responsibility, Impact, Influence and Perspective – which ensure that the identification and prioritisation of stakeholders is carried out in a consistent, transparent and evidence-based manner. More specifically, these criteria are:

1. Dependency: the extent to which the interested party is dependent on METLEN to meet its needs or achieve its objectives (e.g. employees, customers, suppliers).
2. Responsibility: the legal, moral or social obligations that the Company has towards stakeholders (e.g. regulators, local communities).
3. Impact: the intensity and nature of the impact that METLEN may have on the life, activity or functioning of the parties concerned, positively or negatively.
4. Influence: the ability of stakeholders to influence the Company's strategies, decisions, or operations.
5. Perspective: the diverse perspective, experience, or knowledge that each stakeholder can contribute, enhancing the Company's understanding of social, market, or regulatory trends.

The stages of this process are:

- The systematic review (every 2-3 years) of the Social Partners' groups with specific criteria (AA1000 SES).
- To understand the business case and the individual motivations of METLEN's Business Units for the implementation of the dialogue. The Consultation of the Social Partners should have a specific purpose and cover specific needs each time. No consultation of the Social Partners should be organised without first defining the purpose.
- The topics and design of the structure of the Consultation.
- The implementation of the dialogue and the feedback framework on behalf of the Stakeholders.
- The evaluation of results, the response to Stakeholders' basic expectations, as well as the maintenance of dialogue.

Consultation Principles

- ✓ Consultation open to all
- ✓ Emphasis on Material Issues (based on the ESRS Thematic Standards*)
- ✓ Consistency of implementation
- ✓ Ongoing evaluation
- ✓ Balanced response.

* ESRS-E1: Climate Change, ESRS-E2: Pollution, ESRS-E3: Water and marine resources, ESRS-E4: Biodiversity and ecosystems, ESRS-E4: Resource use and circular economy, ESRS-S1: Own Workforce, ESRS-S2: Workers in the Value Chain, ESRS-S3: Affected Communities, ESRS-S4: Consumers and End-Users, ESRS-G1: Business Conduct

The **main long-term Consultation goals** are:

- understanding and responding to the expectations of the key groups of the Stakeholders with whom METLEN communicates, cooperates and interacts in the context of its activity;
- the verification of the Essential Sustainable Development issues and the dissemination of corporate values and the concept of responsible entrepreneurship
- the continuous effort to enhance transparency and maintain the social acceptance of the company's operation,
- the identification and bridging, in the most appropriate way, any differences between the company's policies and the perceptions of its Social Partners on the essential issues of Sustainable Development,
- the emergence of new ways of partnership, where possible, to improve and strengthen existing relationships by strengthening METLEN's breakthrough mechanisms, but also the recognition of economic, environmental and social risks and opportunities.

At the level of implementation, the institution of Consultation, in addition to local or central thematic workshops, has other formal and informal forms such as: a) bilateral information meetings, b) electronic consultations, c) quantitative and qualitative surveys, d) individual and working meetings, e) participation in events, f) hierarchy meetings, g) regular and extraordinary meetings between the management and the collective bodies of the employees which take part in the country in accordance with the central strategy and the specificities of the individual Business Sector of METLEN, and are used to ensure the open and constructive exchange of views in the context of a continuous dialogue with all its Stakeholders.

The Stakeholder Consultation, **as an institution of METLEN**, is carried out on an annual basis. The efficiency and transparency of the process is ensured through the sustainable development governance system, according to which the Sustainable Development Division of METLEN records and evaluates all the proposals, ideas and concerns of the Social Partners. The most important issues are then forwarded to the respective General Divisions of the Business Sectors of the main subsidiaries and the central services, in order to make decisions on how to respond to them as well as decisions that allow, where possible, their integration into the corporate strategy.

The **results of the Consultation** contribute to the assessment of the Company's impact on sustainable development, and consequently to the development of appropriate policies, objectives and practices of corporate responsibility of METLEN at local, national and international level.

Note: The Consultation of the company with its Stakeholder groups is a fundamental practice of corporate responsibility. Although the Stakeholder Groups are instrumental in METLEN's effort to identify the relationship between specific issues and its decisions and activities, these groups do not replace the wider society in determining patterns and expectations of behaviour. An issue may be related to METLEN's corporate responsibility, even if it is not explicitly identified in the consultation of the Stakeholders.

The Stakeholders Consultation process is structured in the framework of the CSR international Standard ISO 26000 and the AA1000 Standard, regarding the definition of the Stakeholder groups.

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