

# Annex 3: Stakeholders

We encourage transparent and constant communication with our stakeholders through the following initiatives:

Stakeholders	Action
Shareholders and partners	<ul style="list-style-type: none"> <li>• We publish quarterly and annual reports and online corporate presentations to keep shareholders abreast of the company's financial, operational, social and environmental performance and projects.</li> <li>• We have a dedicated helpline and email address for shareholders to raise questions or concerns and receive timely responses.</li> <li>• We organize regular general meetings to report on the company's financial and strategic performance.</li> </ul>
Employees and family members	<ul style="list-style-type: none"> <li>• We provide a variety of communication channels to listen and address issues of concern, including a Feedback and Transparency mailbox, as well as a whistleblowing helpline, as part of our commitment to compliance with our Code of Conduct.</li> </ul>
Clients and consumers	<ul style="list-style-type: none"> <li>• We encourage long-term relationships by maintaining transparent and fluid communication. Please refer to the Customer Satisfaction chapter for more details on our communication methods for each business unit.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• We are committed to maintaining fair and honest long-term relationships, with areas responsible for the relationship in each business unit.</li> </ul>
Society	<ul style="list-style-type: none"> <li>• We participate in social and volunteer programs in collaboration with various groups in society. Additionally, we have developed mechanisms to maintain constant communication with our neighbors.</li> </ul>
Authorities	<ul style="list-style-type: none"> <li>• We encourage respectful and constructive dialogue with governments in the regions where we operate.</li> </ul>
Civil Society Organizations	<ul style="list-style-type: none"> <li>• We maintain continuous communication and establish strategic alliances with civil society organizations.</li> </ul>