

IMCD

# Stakeholder Dialogue Policy

Version 1.0 - December 2023

**TABLE OF CONTENTS**

1	Introduction.....	3
2	Objectives of Stakeholder engagement.....	3
3	Stakeholder groups and relevant interests .....	3
4	Grievance mechanism .....	4

## 1 INTRODUCTION

As a leading global speciality chemical and ingredients distributor, IMCD engages with a variety of stakeholders on local, national, and international level. To ensure that the interests of the relevant stakeholders of IMCD are considered when the sustainability aspects of the strategy are determined, the outlines for an effective stakeholder dialogue are provided in this policy.

This policy is drawn up under responsibility of the Management Board pursuant to best practice provision 1.1.5 of the Dutch Corporate Governance Code (the “Code”). It is made available on IMCD’s website.

## 2 OBJECTIVES OF STAKEHOLDER ENGAGEMENT

IMCD recognises and acknowledges the importance of having a meaningful dialogue with its stakeholders on their interests, concerns, and expectations for IMCD.

The insights that IMCD gathers through stakeholder engagement are considered in the materiality assessment that is carried out and updated on a regular basis. In this materiality assessment, the material topics for IMCD’s strategy, including the sustainability aspects thereof are defined. The materiality assessment process and outcomes are reported on in IMCD’s Annual Report.

Stakeholder engagement is also used to strengthen long-standing relationships and enact on the values that are embedded in IMCD’s culture (*entrepreneurship, freedom to act, partnership, integrity and trust, financial discipline*). Through maintaining an open dialogue, taking in suggestions, and providing transparency on our processes and outcomes, IMCD aims to build trust with stakeholders and seeks to create opportunities for all through collaboration.

## 3 STAKEHOLDER GROUPS AND RELEVANT INTERESTS

Interaction with relevant stakeholders takes place when this is deemed appropriate and in the interest of the local IMCD company and/or the IMCD Group. With most stakeholder groups IMCD interacts on a regular basis, from day-to-day contact to annual engagement appointments.

The table below provides an overview of stakeholders and the main topics of engagement, as well as an explanation through what form engagement takes place.

Before accepting new invitations for a stakeholder dialogue, IMCD may request further details on the views of the stakeholders requesting a dialogue and the envisaged purpose for such dialogue.

Stakeholders	Represented groups	Main / relevant topics	How we engage
<b>Our people</b>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Temporary workers (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Attractive working environment and conditions</li> <li>• Training &amp; skills / personal development</li> <li>• Performance</li> <li>• Business ethics</li> </ul>	Contact on day-to-day work matters; global, regional, and local townhalls; team meetings, roundtable discussions; employee engagement survey; all-employee intranet; global and local training sessions; personal development plans; social media; telephone and email
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Business customers</li> <li>• Consumers (end-users)</li> </ul>	<ul style="list-style-type: none"> <li>• Product sale and delivery</li> <li>• Added value services</li> <li>• Sustainable solutions and formulations</li> <li>• Samples / service question</li> </ul>	Key account management; trade shows; marketing campaigns; customer service channels; customer visits; education sessions; collaboration projects (for example on sustainable formulation); questionnaires
<b>Business Partners - Principals</b>	<ul style="list-style-type: none"> <li>• Speciality chemicals and/or Ingredients producers</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial and ESG performance</li> <li>• Market development and trends</li> <li>• Collaboration on innovation and sustainable formulation</li> </ul>	Key account and product management; annual and quarterly business reviews; trade shows; marketing campaigns; visits; business simplification projects; collaboration projects (for example on sustainable formulation); regulatory & supply chain meetings; questionnaires

Stakeholders	Represented groups	Main / relevant topics	How we engage
<b>Business Partners</b> - downstream suppliers & services providers	<ul style="list-style-type: none"> <li>• Third party logistic service providers</li> <li>• Transport companies</li> <li>• Warehousing companies</li> <li>• IT and cloud services providers and consultants</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial and ESG performance</li> <li>• Collaborations to simplify logistics / save costs</li> <li>• Labour market and working conditions (ESG screening)</li> </ul>	Account management; periodic business reviews, screening and auditing processes (for example through EcoVadis); joint improvement projects; consultancy projects; telephone and email
<b>Investors &amp; Financial markets</b>	<ul style="list-style-type: none"> <li>• Investors / Shareholders</li> <li>• Capital providers</li> <li>• Analysts</li> <li>• Financial rating agencies</li> <li>• Sustainability / ESG rating agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Business model and strategy</li> <li>• ESG related performance</li> <li>• Risk management</li> <li>• Reporting</li> </ul>	Annual and Extraordinary General Meetings; roadshow participation by management; investor meetings / conference calls; Analysts calls; engagement and feedback / evaluation meetings with rating agencies (financial and non-financial / ESG focused); participate in rating processes.
<b>Government &amp; Regulators</b>	<ul style="list-style-type: none"> <li>• Policy makers (local, regional / international)</li> <li>• Regulators / Supervisory bodies (financial market supervisor, tax authorities)</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory environment and developments</li> <li>• Compliance with laws and regulations</li> </ul>	Meetings with (local) governments / governmental bodies; meetings and formal communication with regulators (financial market supervisor, tax authorities, data privacy authorities), topical stakeholder dialogue meetings or seminars; telephone and email
<b>Communities &amp; Society</b>	<ul style="list-style-type: none"> <li>• Local communities</li> <li>• Academic and research institutions</li> <li>• NGOs</li> </ul>	<ul style="list-style-type: none"> <li>• Social / Societal issues</li> <li>• Market trends / collaborations</li> <li>• Specific topics (e.g. education, diversity, sustainability, etc)</li> </ul>	Contributions to local community projects through IMCD Cares; employee volunteering; company donations; collaboration in research programs; ad hoc stakeholder dialogue meetings; topical seminars; roundtables
<b>Industry partners &amp; Peers</b>	<ul style="list-style-type: none"> <li>• Other distributors / market players</li> <li>• Branch organisations / Industry initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Industry developments</li> <li>• ESG practices</li> </ul>	Topical seminars; roundtables; industry association meetings; expert groups; panel discussions.
<b>Media</b>	<ul style="list-style-type: none"> <li>• Traditional media</li> <li>• Social media</li> </ul>	<ul style="list-style-type: none"> <li>• Business events</li> <li>• Corporate news</li> <li>• Opinions about IMCD</li> </ul>	Periodic and ad hoc press releases; interviews; engagement on social media channels; telephone and email

#### 4 GRIEVANCE MECHANISM

IMCD recognises the relevance of understanding any negative impacts from the perspectives of stakeholders affected by IMCD’s business activities and is prepared to engage in a dialogue. In addition to the engagement fora set out in the table above, stakeholders can use the **IMCD Ethics and Compliance Hotline** to communicate any concerns, with the option to do so anonymously and in their own language.

This Hotline is also open to third parties, as communicated to all IMCD business partners in the ESG Standards for IMCD Business Partners. IMCD will promptly investigate the facts and circumstances of any report and, where applicable, take appropriate corrective or preventive measures.

In accordance with best practice provision 4.2.2 of the Code, IMCD also has a policy on bilateral contacts with shareholders, which is posted separately on IMCD’s website.

\*\*\*