

**ILUNION**

**STAKEHOLDER  
RELATIONS**

**POLICY**

**SUSTAINABILITY**

**WAY**

# 1. Definition and scope

## 1.1 RELATIONS WITH STAKEHOLDERS FROM ILUNION'S PERSPECTIVE

At ILUNION we know that dialogue with our stakeholders is an essential condition for integrating sustainability in a strategic way, incorporating their demands and expectations into decision-making.

We want to be a benchmark as a model of a company that listens and is open to dialogue, which is why we have established a stakeholder relations policy within the framework of our commitment to Good Governance.

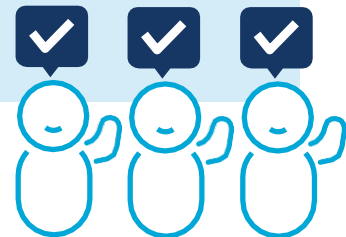
ILUNION's stakeholder relations policy (a) reaffirms the commitment to establish long-term relationships with stakeholders based on trust and (b) formalises a proactive and practical procedure to implement it.

The policy is applicable to all the Group's companies in their areas of interaction both at head office level and in the local communities in which they are present in Spain and abroad.

## 1.2 DEFINITION OF STAKEHOLDERS

In drawing up this Policy, we have taken into account recognised international standards such as AccountAbility's AA1000SES standard, which defines stakeholders as:

*“Those individuals, groups of individuals or organizations that affect and/or could be affected by an organization's activities, products or services and/or their associated performance with respect to issues that are important to them”.*



## 2. Procedure

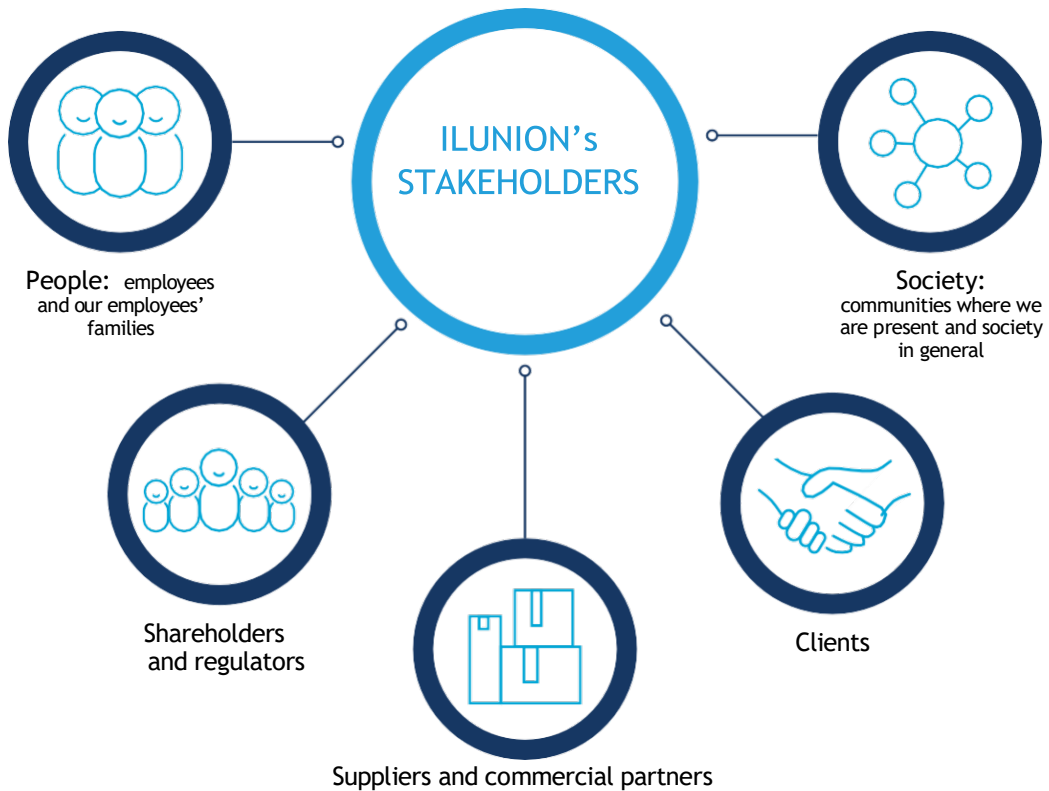
At ILUNION we have formalised a procedure that sets out the methodology for relations and dialogue with our stakeholders so that it can be known and thus applied by all professionals in each of the Group's companies.

Our stakeholder dialogue methodology seeks to track the channels through which we communicate and the frequency of dialogue with each stakeholder group to identify which issues are relevant to each stakeholder in their relationship with the company.

This procedure establishes different phases: (1) the identification of stakeholders, (2) the dialogue method, (3) the definition of matters, (4) the recording and monitoring of the relation and dialogue.

### PHASE 1: IDENTIFICATION OF MAIN STAKEHOLDERS

#### Map of ILUNION's stakeholders



## PHASE 2: THE DIALOGUE METHOD

The dialogue method takes into account two aspects, mainly the frequency and the channels. To be able to speak of true dialogue, it is important to keep track of the frequency with which we interact with our stakeholders. It is also necessary to use different communication alternatives to facilitate the relationship.

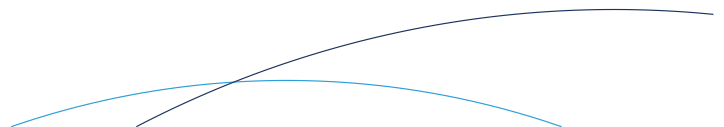
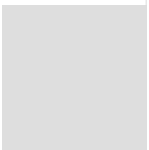


## PHASE 3: THE DEFINITION OF MATTERS: RELEVANT TOPICS

The definition of matters consists of the analysis and specification of what are considered to be relevant issues related to sustainability for ILUNION, in this case, ILUNION's companies and stakeholders.

Relevant topics include those issues that are important for the sustainable management of the company and those that can influence the decisions and behaviour of stakeholders in relation to our company.

Definition of matters is key for sustainability management.



## ILUNION key matters



### ENVIRONMENTAL

- Climate change mitigation
- Efficient use of resources
- Circular economy and waste management
- Protection of biodiversity
- Sustainable logistics and mobility



### SOCIAL

- Promotion of inclusive economy
- Commitment with social inclusion as a brand's attribute
- Universal accessibility
- Inclusive and sustainable products and services
- Client experience
- Digital transition and innovation
- Management of diversity and inclusion
- Quality employment
- Health and wellbeing of employees
- Attracting and managing talent
- Respect to Human Rights
- Responsible procurement
- Social action



### GOOD GOVERNANCE

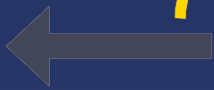
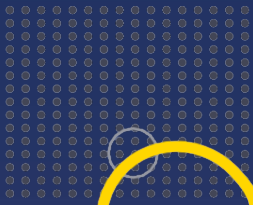
- Ethics and transparency
- Human Rights
- Responsible management of the value chain
- Corporate culture and values
- Risk management (ESG)
- Brand reputation: credibility and trust
- Responsible taxation and sustainable financing
- Raising awareness to promote sustainability
- Information security
- Strategic partnerships with stakeholders
- Innovation and digitisation

## PHASE 4: RECORDING AND MONITORING OF THE RELATION AND DIALOGUE

In order to keep a record of our relationship with stakeholders, a digital tool has been implemented: a digital app that helps us to register the necessary information to be able to run a data-based follow-up.

*We see this stakeholder engagement model as a dynamic process that can be reviewed and updated frequently to ensure compliance with best practices.*





SUSTAINABILITY

WAY

