

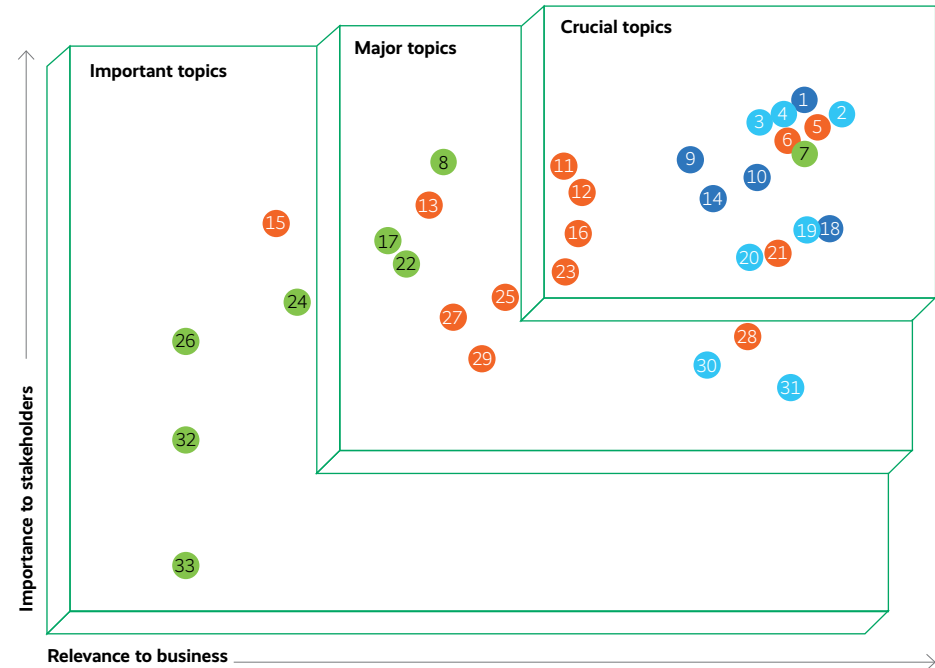


Materiality

Our business activities simultaneously affect the environments where we operate, the communities that we interact with and the stakeholder universe that is invested in us. For this reason, it is imperative to periodically assess the issues that are material to our business and stakeholders so that we can adopt sustainable practices, transparently carry on our business and keep creating value.



Materiality matrix



Material topics

Most critical

- 1 Economic performance and profitability
- 2 Order fulfilment
- 3 Fair business operations, business ethics and good governance
- 4 Compliance
- 5 Customer satisfaction
- 6 Brand and reputation
- 7 Transport and logistics
- 8 Waste management and circular economy
- 9 Interest payment
- 10 Tax and economic contribution
- 11 Benefits fair compensation and social security

- 12 Occupational health, well-being and safety
- 13 Employees work-life balance and human rights
- 14 Return on investment
- 15 Local economic value creation
- 16 Employee relations and engagements
- 17 Climate and energy
- 18 Business growth
- 19 Customer acquisition
- 20 Technology and process innovation
- 21 Distribution presence
- 22 Responsible consumption

Critical

- 23 Employee training and development
- 24 Responsible sourcing and alternate raw materials
- 25 Social responsibility and engagement
- 26 Biodiversity management
- 27 Vendor engagement and training
- 28 Quality and reliability of suppliers
- 29 Supplier engagement
- 30 Risk management
- 31 Public policy and advocacy
- 32 Sustainable land use, relocation and rehabilitation
- 33 Renewable energy