

InPost S.A Stakeholder Policy

Introduction

At InPost Group (also referred to as the “Group” or “InPost”), we strongly believe in open and transparent communication with our Stakeholders. We highly value the interests of all our Stakeholders and work to achieve a balance between our financial interests and social and environmental responsibilities, with respect for the protection of internationally proclaimed human rights.

This social dividend measures the direct and indirect impacts of the Group's activities included in its object for all of its Stakeholders in the economic, social, human rights (including employee matters), and environmental areas, and particularly its contribution to the achievement of the Sustainable Development Goals (“SDGs”) approved by the United Nations. The Group's Stakeholders also have a leading role in corporate reputation, which is understood as their set of perceptions regarding the Group.

This policy also corresponds with Universal Declaration of Human Rights, Ten Principles of the UN Global Compact and Fundamental Conventions prepared by International Labour Organization.

These perceptions are quite important, as they determine the decisions of the Stakeholders to invest, purchase the services and goods offered by the Group, enter into business relationships with the Group or make recommendations, which directly affect the long-term sustainability of a company or a corporate group.

Furthermore, appropriate management of the Group's Stakeholders decisively contributes to the achievement of the purpose of protection of human rights recognised under domestic and international law as well as United Nations guidelines, as expressed in the Group's principles and policies referring to the due diligence in the human rights area.

In fulfilling these responsibilities, and within the framework of the law and the By-Laws and the guidelines for conduct that take shape in the Purpose and Values of the InPost Group, the Board of Directors hereby approves this Stakeholder Engagement Policy (the “Policy”).

At InPost we engage with our Stakeholders at every stage of our value chain. We are open to feedback, and it serves us to improve our services and grow, meaning the flywheel approach is also applied to Stakeholder management. The frequency of communication with Stakeholders varies and depends on the group, but for most is conducted at least once a week. To provide a high level of transparency, we use InPost's social media, websites, and other digital channels.

The policy includes:

1. Scope of the Policy
2. Purpose
3. Objective
4. Our Values
5. The Company's Stakeholders
6. Regulatory framework
7. Engagement Consideration and Methodology

8. Stakeholder Engagement Responsibility
9. Stakeholder Engagement Risks
10. Guidance on evaluating and communicating the outcomes of the Stakeholder engagement

§ 1

Scope of the Policy

1. The Stakeholder policy is based on the AA100 Stakeholder engagement standard and applies to any type of interaction with all Stakeholders, referring to every individual, organization or group that has an interest in or is impacted by the activities of InPost Group.
2. The Stakeholder engagement activities covered in this Policy refer to all brands and service categories of InPost Group.
3. Stakeholders may be involved in defining the scope of the specific engagement activity (if applicable).
4. The timeframe of the Stakeholder engagement depends on the specific engagement activity and shall be defined by the related owner individually. In general, the Stakeholder engagement should be considered an ongoing process where input is generated continuously. Based on the timeframe of the engagement, it should be considered whether the engagement will look at long-term strategic issues, current concerns, or both.
5. This Policy shall also apply, to the extent relevant, to the joint ventures, temporary joint ventures and other equivalent associations, if a company within the Group assumes the management thereof. The contents of this Policy must also govern the conduct of entities in the nature of foundations linked to the Group.

§ 2

Purpose

1. The purpose of this Policy is to establish the general framework for the Group's relations with its Stakeholders (which are described in "The Company's Stakeholders" section) in all of its activities and operations, in order to:
 - build a caring, trusting, honest, ethical and open relationship that advance mutual co-existence and shared value creation with our Stakeholders. By thinking 'out of the box', we ignite the passion and professionalism that fuel our growth;
 - continue encouraging the engagement of the Stakeholders in the Group's business enterprise through a strategy of involvement in the communities in which it operates and the creation of shared sustainable value for all of them. We are committed to harnessing the potential of emerging technology to tackle climate change and reduce our environmental footprint;
 - continue supporting and respecting the protection of human rights and safeguarding the dignity of every human being;

- continue responding to the legitimate interests of the Stakeholders with which the Group interacts;
 - continue building trust through multilevel transparency among the Stakeholders in order to build long-lasting and stable relationships. We believe that creating and sharing value with our Stakeholders is about more than just financial returns;
 - contribute through all of the above to maintaining the corporate reputation in the various countries and businesses in which the Group operates.
2. Notwithstanding the foregoing, the Board of Directors may approve other corporate policies addressing specific Stakeholders.

§ 3

Objective

The primary objectives of this policy are:

- to bring about consistency across the various business units in the various regions on issues relating to Stakeholder interests and engagement;
- to raise mutual awareness of InPost Group and Stakeholder interests and build trust-based relationships through effective engagements with all Stakeholders while ensuring transparent and honest communication to understand and address Stakeholder issues and concerns;
- to ensure regular, accessible and transparent consultation with Stakeholders;
- to provide the framework for development of constructive, long-term relationships, based on dialogue and communication, that are aimed at attaining broad support in impacted communities;
- to provide the framework for ongoing Stakeholder identification, analysis, mapping and prioritisation, consultation and engagement, risk and issue identification, information sharing, and documentation of engagement and required follow-up actions;
- having a positive impact on Stakeholders in the value chain resulting from ESG strategy

§ 4

Our Values:

1. We have a set of five core values that guide our behaviour as we engage with our Stakeholders:
 - Dialogue - we believe that in order to grow as a company, we must listen to the needs of our customers, employees and business partners. We break down barriers with technology. We want our vision of the future to be readily available. We want

to draw on the potential of technology to shape a new, more sustainable future together.

- Creativity - we want to shape the lifestyle of the future with creativity and innovation, change cities, contribute to combating climate change, drive people and businesses forward.
- Vision - we have a vision and our ideas respond to important social needs and climate challenges. We care about the environment and try to conduct our business in a way that minimizes our impact on it.
- Community - we are a community of employees and business partners who combine the desire to create sustainable services and products for people and the planet and operate with respect for human rights
- Innovation - we create a universe of technological innovations and unique customer-oriented solutions

§ 5

The Company's Stakeholders

1. This policy applies to all Executives and Managers and their respective teams in all countries where InPost Group is present, working with all key internal and external Stakeholders.
2. The InPost Group will make every effort to ensure the possibility of raising the qualifications of teams in their contacts with stakeholders.
3. The value chain made up of the activities carried out by the Group means that its Stakeholders are quite numerous. Therefore, for purposes of this Policy, the Stakeholders are grouped into the following categories:
 - Shareholders
 - Merchants
 - Customers
 - Couriers
 - Staffs;
 - Suppliers;
 - Local communities
 - Media;
 - City's internal departments
 - Municipalities
 - NGOs
 - Business Partners

Stakeholder	Channels of communication	Frequency of engagement	Key topics
Shareholders	Meetings, online communications, briefings	Daily	Business updates (performance, future financial expectations, capital allocation ect.).
Merchants	InPost social media and digital tools (websites, mailing, apps), advertising and educational campaigns, surveys, direct contact	Daily	Current information on services provided and the proposition.
Customers	Post social media and digital tools (websites, mailing, app, newsletter), traditional and online advertising campaigns, PR channels	Daily	Presentations of new products, services and initiatives. Handling complaints and suggestions.
Couriers	Morning briefings, direct contact, push notifications via dedicated app (branch and HQ level), Internet Messenger, surveys	Daily	Current information on the proposition. Trainings, test and reviews.
Staffs	Intranet, mailings, InPost News, InTalk, posters, screens	Daily	Business updates (financial results, targets, new projects ect.). New products and solutions launch. HR updates and new benefits.
Suppliers	Mailing, online meetings, direct meetings, fairs, informal networking	Daily	Current information the proposition. Terms of trade.
Local communities	Online meetings, phone calls, e-mail, direct meetings	Depending on entity, varies from a few times a week to	Establishing cooperation. Charity initiatives.

		several times a year	
Media	PR channels, InPost, social media and digital tools	Daily	Information on a new proposition, solutions, business results. Replies to media inquiries.
City's internal departments	Online meetings, phone calls, e-mail, direct meetings	Daily	Parcel machine deployment within projects, land selection, contentious urban locations, eco/smart initiatives, processes, contract workflow and signature, valuation of initiatives.
Municipalities	Online meetings, phone calls, e-mail, direct meetings	Daily	Broadly understood cooperation within the InPost Green City programme and beyond, servicing cities after they have joined the programme.
NGOs	Online meetings, phone calls, e-mail, direct meetings	Several times a month	Participation in working groups.
Business Partners	Online meetings, phone calls, e-mail, direct meetings	Daily	Project support, organising press conferences, valuation of event activities, valuations of initiatives.

Table 1: InPost's Group Stakeholders

4. InPost is proud to contribute to the communities in which we live and work. As well as helping with socioeconomic development, it makes an indirect contribution to the prosperity of our communities through various initiatives such as InPost Green City programme. It relies on close cooperation with municipalities in order to jointly develop an optimal model of InPost's presence in a given city, favourable to residents and in line with the smart city idea. InPost Green City stakeholders are also included in the table above.
5. The Group is attentive in guaranteeing a structured and continuous dialogue with its Stakeholders by means of various instruments which can operate continuously (for example, internal communication with staff) or consist in ad hoc initiatives. Amongst these, in particular, the Stakeholder engagement initiative represented

an important moment of discussion to set the basis for our InPost Group sustainability strategy.

§ 6

Regulatory framework

1. This policy is drafted in accordance with the InPost Group policies, procedures and best practice to ensure compliance with relevant legislations. If local laws or regulations establish stricter requirements, we will comply with such stricter requirements.
2. InPost Group will adopt a Stakeholder-inclusive approach that balances the needs, interests and expectations of the material Stakeholders with the interest of the company through a Stakeholder-inclusive approach.
3. InPost Group will observe, respect and comply with diverse regulatory frameworks, protocols and guidelines in various operating jurisdictions that are legal, ethical and consistent with its values and governance.

§ 7

Engagement Consideration and Methodology

1. Specific engagement methodologies to be employed are discussed for each of the key engagement areas below. Necessarily, specific methodologies chosen have been, and will continue to be, country- and context-specific. As such, they are not articulated in the high-level Stakeholder Engagement Strategy.
2. However, each Stakeholder-facing function in each country, while determining the appropriate engagement techniques to be used for a given engagement objective and type of Stakeholder, will take into account the following:
 - when engaging with Stakeholder representatives, verify that they are legitimate advocates of their constituents' views and can be relied upon to accurately communicate the results of engagement with InPost Group;
 - special engagement efforts may be required to ensure that vulnerable Stakeholders are reached and engaged with meaningfully;
 - engagement methods should be diversity-sensitive
 - engagement needs to happen in such a way that Stakeholders feel free of manipulation, interference, coercion, or intimidation.

§ 8

Stakeholder Engagement Responsibility

1. Every Staff member and Stakeholder are a goodwill ambassador to the InPost Group. Communication and engagements with various Stakeholders are encouraged within the guidelines of the policies, capacity and mandates.

2. The various operations across all countries of operation will have country- and operations-specific Stakeholder engagement plans and the Business Unit Managers will be responsible for engagement at site level.
3. Anyone acting on behalf of the company in Stakeholder engagements should first ensure that they are duly authorised to do so. This includes the sharing of company information on social media platforms by Staff members, suppliers or contractors that have not been specifically authorised to act on behalf of the Company.

§ 9

Stakeholder Engagement Risks

1. InPost Group recognises that there are risks associated with poor Stakeholder relations and expectation gap management at different levels of the business and its value chain including intra- and inter-Stakeholder conflicts. While some of these Stakeholder conflicts may be indirect, their impact may be direct to the business operations. Structured proactive Stakeholder relations management is key to sustainable shared value-based outcomes.
2. Capacity to effectively manage Stakeholder relations may be constrained either at Stakeholder level or within InPost Group. Executive and General Managers of InPost Group companies must ensure that InPost Group is appropriately resourced and provide necessary support to facilitate capacitated Stakeholders in engagement processes.
3. Our commitment to conduct operations in accordance with our values and proactively build awareness among our Staff members and Stakeholders about risks of corruption, conflict of interest and other forms of misconduct is reflected in the Group's Anti-Corruption Policy which provides practical guidance on licit and ethical behaviour.
4. We follow a Risk-Adjusted Approach to Stakeholder mapping, resource allocation and engagement. This ensures that Stakeholder interests/influences of high impact receive highest attention.

§ 10

Guidance on evaluating and communicating the outcomes of the Stakeholder engagement

1. In order to ensure successful Stakeholder engagement, generate all benefits, and identify potential improvement areas, it is essential to evaluate the quality of Stakeholder engagement. The organization shall systematically monitor and evaluate the overall quality of the Stakeholder engagement. Therefore, the Business Unit Manager needs to evaluate the quality of individual engagements including monitoring and evaluation of:
 - commitment and integration with Stakeholder;

- purpose, scope and Stakeholder participation;
 - process (planning, preparing, engaging, acting, reviewing and improving);
 - outputs and outcomes related to the established KPI's;
 - reporting.
2. The quality evaluation should be used to adjust the current engagement activities, if applicable. The outcomes and implications (KPI's) for InPost Group should be communicated externally and internally.
 3. Communicating to Stakeholders on the value and impact of engagement should go beyond providing feedback to Stakeholders who participated in specific engagements.
 4. InPost Group will publicly report on the engagement activities to demonstrate their value contributions to the InPost Group strategy and operations (reference to the annual report and the website – CSR pages).