



InPost Group

# Stakeholder Engagement Policy

# Policy information

<b>Owner of the Policy</b>	Chief Marketing & ESG Officer
<b>Approval Authority</b>	Management Board
<b>Version</b>	2.0
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<b>Policy objective</b>	A document defining the general principles of InPost Group's activities in the area of the Stakeholder Management

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## Introduction

At InPost Group (also referred to as the “Group”, “InPost” or “InPost Group”), we highly value the interests of all our Stakeholders.

We strongly believe that only open and transparent communication with our stakeholders can allow us to be a socially responsible and sustainable company.

Through an open dialogue and active engagement with the Group’s stakeholders, we strive to identify impacts of InPost Group, to maximise positive impacts and minimise or bring to an end any negative impacts on stakeholders the Group may have, with particular focus on impacts related to **human rights**. (For more information on protection of human rights, please see the **InPost Group Human Rights Policy**.) Furthermore, through its activities, InPost Group strives to contribute to achieving the **Sustainable Development Goals (“SDG”)** approved by the United Nations United States. Moreover, this policy corresponds with the **Universal Declaration of Human Rights, the Ten Principles of the UN Global Compact, the UN Guiding Principles on Business and the Human Rights and Fundamental Conventions prepared by International Labour Organization**. At InPost Group, we realize that appropriate management of the Group’s stakeholders is key for achievement of protection of human rights, as recognized under domestic and international law.

In fulfilling these responsibilities, and within the framework of the law, the articles of association and the guidelines for conduct of the InPost Group, the Management Board of InPost S.A. (the “Management Board”) has adopted this Stakeholder Engagement Policy (the “Policy”).

The Policy includes:

1. Scope of the Policy
2. Policy Objectives
3. Stakeholder Engagement Principles
4. Purpose of Stakeholder Engagement
5. The Company's Stakeholders
6. On-going Dialogue
7. Annual Stakeholder Dialogue Session
8. Considerations Regarding Engagement Methods
9. Stakeholder Governance Structure
10. Assessment of Effectiveness of Stakeholder Engagement

## § 1. Scope of the policy

1. This Policy is based on the **AA100 Stakeholder engagement standard** and the **Dutch Corporate Governance Code**, and applies to the process of interaction with one or more stakeholders, referring to **every individual, organization or group** that has an interest in, impact on or is impacted by the activities of InPost Group, or activities of entities in InPost Group's value chain.
2. This policy applies to all companies within the InPost Group.
3. This Policy shall also apply, to the extent relevant, to 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 foundations linked to the Group.

## § 2. Policy objectives

The primary objectives of this policy are:

- to provide a framework for and ensure development of constructive, trust-based dialogue between InPost Group and its stakeholders, based on transparency and open communication;
- to establish clear guidelines for employees to follow when conducting dialogue with InPost Group's stakeholders;
- to bring about consistency across different business units and various areas of InPost Group's business operations regarding engagement with stakeholders.

### § 3. Stakeholder Engagement Principles

Following five core principles guide our behaviour as we engage with our stakeholders:

1. **Openness** – we are open to learn about stakeholder's opinions, views and perspectives, regardless of what they might be, as we believe it will allow us to understand the issues which are important to them and become better partners.
2. **Respect** – when conducting dialogue with stakeholders, we treat all of our stakeholders with respect.
3. **Accessibility** – we maintain multiple communication channels with our stakeholders and we ensure that they are available to them at all times.
4. **Regularity** – we ensure that stakeholder dialogue is conducted on a regular basis. This means that stakeholders can contact us at all times, but we also make sure to initiate engagement with key stakeholders at least once a year.
5. **Transparency** – we believe that being transparent towards our stakeholders will allow us to build relationships built on trust.

### § 4. Purpose of Stakeholder Engagement

The purpose of conducting dialogue with InPost Group's stakeholders is to:

- learn about stakeholder's opinions and expectations regarding InPost Group;
- identify material topics and areas of impact across InPost Group's value chain;
- identify risks and opportunities related to Group's stakeholders;
- find out whether the actions InPost Group implements to prevent or minimize its negative impacts are effective;
- build a relationship of trust with InPost Group's stakeholders.

### § 5. The Company's Stakeholders

1. The stakeholders of InPost Group may include (and may not be limited to):
  - Employees, including couriers
  - Customers
  - Affected communities
  - Suppliers
  - Merchants
  - Representatives of PUDOs
  - Workers in the value chain
  - Regulatory authorities

- Non-governmental organizations
  - Financial institutions
  - Media
2. InPost Group conducts an **annual revision of the list of InPost Group key stakeholders**. They are identified through the process of mapping, during which management-level employees, representing different areas of company's business operations, assess what groups of stakeholders have the greatest interest in, impact on or are most impacted by InPost Group.
  3. Despite the process of the mapping of the key stakeholders, Management Board retains the ultimate authority to decide at its discretion on a case-by-case basis who the relevant stakeholders of the Group are and who to enter into dialogue with.
  4. After the identification of key stakeholders, the Group conducts dialogue with them during the **annual stakeholder dialogue session**.

## § 6. On-going Dialogue

1. InPost Group conducts continuous dialogue with its stakeholders using a variety of methods and instruments that operate on a continuous basis, as part of daily business operations (for example, internal communication with staff, interaction with clients via mobile app, etc.) or undertaking *ad hoc* initiatives (for example, meetings with representatives of communities).
2. The channels of communication with Group's stakeholders include:
  - Websites
  - Mobile application
  - Targeted surveys
  - Social media
  - Emails
  - Phone calls
  - Mail
  - In-person meetings

## § 7. Annual Stakeholder Dialogue Session

1. Apart from the on-going dialogue with stakeholders that takes place as a part of daily operations of InPost Group, an annual stakeholder dialogue session is conducted.
2. The dialogue session may involve a variety of dialogue methods, including **survey research, focus groups or in-depth interviews**. The methods applied each year may differ, depending on what methods are possible to implement, availability of resources, or needs of targeted

stakeholder groups. The company may also combine different methods in one annual dialogue session.

3. The main objective of the annual dialogue session is to ensure that the voice of stakeholders is being heard and they bring new issues to the Group's attention. Therefore, if conducting focus groups or in-depth interviews it not possible, it is important to ensure that the surveys contain open-ended questions.
4. The **ESG Communication and Projects Team** is responsible for coordination of the annual stakeholder dialogue session on a Group-level, while **local market coordinators** are responsible for execution of the dialogue with stakeholders in different countries of operation of InPost Group.
5. The results of the annual stakeholder dialogue session, together with the reports from the on-going dialogue later inform the process of identification and assessment of impacts, risks and opportunities of the company.

## **§ 8. Considerations Regarding Engagement Methods**

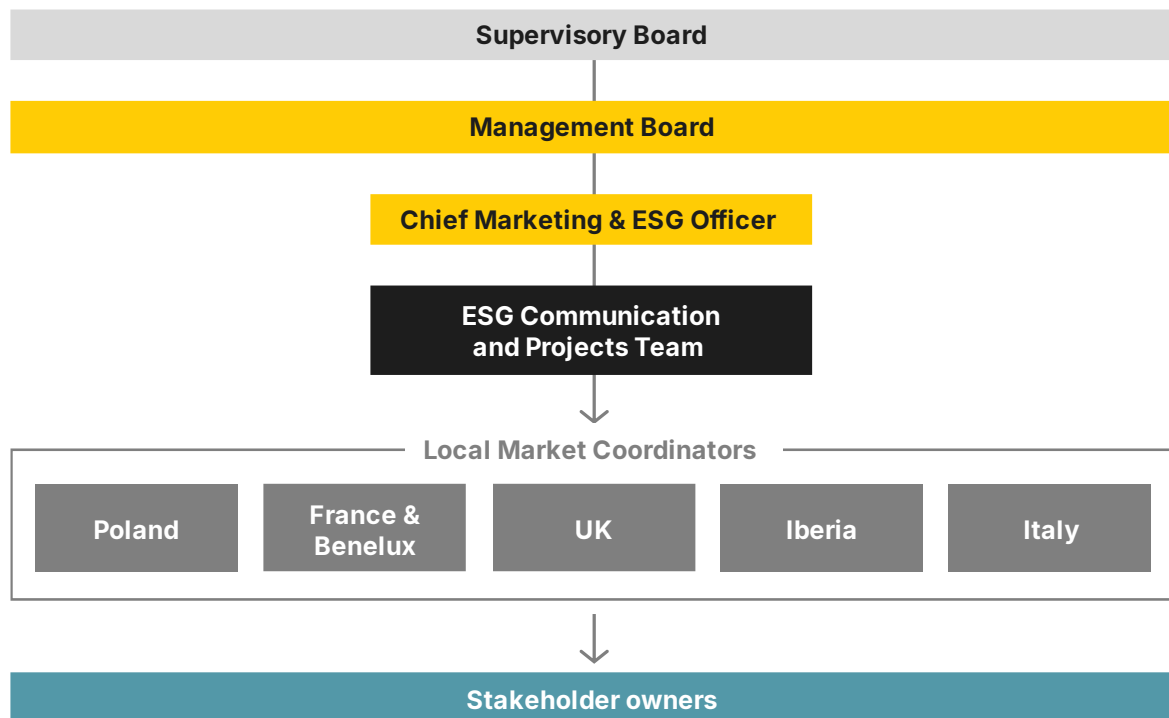
1. Specific stakeholder engagement methods which are applied as part of the on-going dialogue or the annual stakeholder dialogue session should be chosen carefully. They may depend on different factors, including:
  - the target stakeholder group;
  - accessibility of the used method or channel of communication;
  - time constrains;
  - geographical constrains;
  - cultural and language barriers;
  - the objective of the given engagement, as different methods serve different purposes.
2. While organizing stakeholder engagement, the following should be taken into consideration:
  - anyone acting on behalf of the Group in stakeholder engagements should first ensure that they are authorized to do so;
  - 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.

## § 9. Stakeholder Governance Structure

The governance structure is designed to ensure that stakeholder views and needs are communicated to the Management Board and their input is integrated into strategic processes if and as appropriate.

Governance body/position	Responsibility	Reports to:
<b>Stakeholder owners</b>	<ul style="list-style-type: none"> <li>maintain relationships with stakeholders;</li> <li>contact stakeholders on an on-going basis</li> <li>if needed, are responsible for execution of engagement that is part of the annual stakeholder dialogue session</li> <li>conduct evaluation of engagement methods</li> <li>report on the results of dialogue with stakeholders</li> </ul>	Local market coordinators
<b>Local market coordinators</b>	<ul style="list-style-type: none"> <li>collect reports on results of the on-going dialogue with stakeholders in given markets;</li> <li>coordinate the annual stakeholder dialogue session</li> <li>conduct evaluation of engagement methods</li> <li>report on the results of dialogue with stakeholders</li> </ul>	ESG Communication and Projects Team
<b>ESG Communication and Projects Team</b>	<ul style="list-style-type: none"> <li>collects reports on the results of the on-going dialogue from local market coordinators</li> <li>conducts annual revision of the list of key stakeholders of InPost Group</li> <li>coordinates the annual stakeholder dialogue session across all markets</li> <li>conducts annual reporting of results of stakeholder dialogue, as input for strategic and risk management processes</li> </ul>	The Chief Marketing and ESG Officer
<b>The Chief Marketing and ESG Officer</b>	<ul style="list-style-type: none"> <li>supervises and reviews the stakeholder engagement processes</li> <li>reviews annual results of stakeholder dialogue</li> <li>approves the input to be included in the strategic and risk management processes</li> <li>keeps the Management Board informed about new kinds of negative impacts or risks related to stakeholders</li> </ul>	Management Board
<b>Management Board</b>	<ul style="list-style-type: none"> <li>is informed on the stakeholder engagement process and its results</li> <li>approves the input to be included in the strategic and risk management processes</li> </ul>	Supervisory Board





## § 10. Assessment of Effectiveness of Stakeholder Engagement

1. In order to ensure effectiveness of stakeholder engagement, to fully benefit from the stakeholders' input and to identify potential areas for improvement, it is essential to evaluate the quality of stakeholder engagement methods.
2. InPost Group shall systematically monitor and evaluate the overall quality of its stakeholder engagement. The local market coordinators and stakeholder owners should evaluate the quality of individual engagements including monitoring and evaluation of:
  - willingness of stakeholders to participate (response/participation rate);
  - suitability of used methods for achieving the objectives of the engagement;
  - process optimization (planning, preparing, engaging, acting, reviewing and improving);
  - findings of stakeholder engagement related to company's actions and targets.
3. This quality evaluation should be used to adjust the current engagement activities, if needed.

## § 11. Policy Review and Update

1. This Policy is subject to periodic review and, if necessary, appropriate update to ensure compliance with current legal requirements.
2. This Policy is reviewed and updated by the Chief Marketing & ESG Officer at least once every two years.