

Thematic Consultation 2021

The Metallurgy Business Unit of MYTILINEOS, taking into account the new conditions that have been created in the context of dealing with the consequences of the pandemic, chose to hold the Company's 7th annual thematic Consultation online, entitled: "Covid-19: Measures and actions for the effective management of the pandemic - Health protection and business continuity".

The Consultation had a two-fold purpose:

- Presentation of all the measures and actions implemented by the Aluminium plant for the effective management of the pandemic, during 2020-2021.
- Announcement and presentation of the new procedure for handling requests and complaints, which was recently approved in the Metallurgy Business Unit in order to improve communication with the local groups of the Company's Stakeholders, and to manage effectively all requests, comments and complaints regarding ESG and Responsible Entrepreneurship issues received by the Company.

Thematic Consultation 2021

"Covid-19: Measures and actions for the effective management of the pandemic - Health protection and business continuity"



37
Participants

Local Government,
Church,
Police,
Media,
Suppliers / Business Partners,
Trade and other Unions,
Associations,
Other committees,
NGOs



2
Topics to be developed

1. Management of the pandemic by the Metallurgy Business Unit
2. New procedure for managing requests and complaints from AoG's Stakeholders



Implementation of Consultation using technology (via Microsoft Teams) & **participation in 2 questionnaires** with responses given anonymously on a 5-level scale using a custom electronic platform (slido.gr).

- Questionnaire A: Consultation 2021 (8 questions on the evaluation of the Consultation).
- Questionnaire B: Communication of the participating organizations with the Metallurgy Business Unit (6 questions on how and why the participants communicate with the Metallurgy Business Unit as well as on the degree to which they were satisfied with the way they were treated)



37
Comments /
Proposals / Concerns
presented



77%
of the participants
acknowledged and
characterized the
topics discussed
as useful.

Results

The main objective of the Consultation was achieved, according to **76% of the participants**. At the same time, more than **70% of the participants said they were quite satisfied with the way the pandemic was managed**, as well as with the **management of their requests/complaints** by the Metallurgy Business Unit. No specific reports of issues requiring further improvement were noted.

The participants placed particular emphasis on the development of the Company's plan and the incentives for employees so as to increase vaccinations in MYTILINEOS units, on the continuation of checks by means of rapid tests, as well as on the management of the 4th wave of the pandemic and the actions for the transition to the next day.