

Stakeholder Engagement Policy

At KLK OLEO Europe, we operate in a global value chain and recognize that our impact goes beyond our own operations. We believe it is our responsibility to understand and manage this impact if we want to be a successful and sustainable business.

To maintain the highest standards of business conduct and make a positive impact, we believe that open and respectful dialogues and constructive and trustful relationships are essential. Furthermore, we strive to bring mutual benefits and long-term value to our stakeholders, and make a positive difference in the communities where we operate.

We define stakeholders as individuals, groups of people or organizations that have an interest in our organization, who can either affect or be affected by our business.

In order to achieve sound stakeholder engagement, we commit ourselves to the following:

- Recognize that stakeholder engagement is an ongoing process which provides opportunities to share knowledge, manage expectations and make informed business decisions.
- Identify and engage interested and affected stakeholders, to understand their perspectives and expectations, with special attention to vulnerable groups.
- Appreciate open and honest communication, and provide channels to communicate accurate and comprehensive information to stakeholders.
- Ensure a dialogue with stakeholders on an ongoing basis, to consult on the environmental and social impact of our operations and its mitigation.
- Provide stakeholders with a grievance mechanism to report concerns confidentially, anonymously and without fear of reprisal in line with the core criteria further defined in the OECD Guidelines for Multinational Enterprises. These criteria encompass legitimacy, accessibility, predictability, equitability, compatibility, and transparency.