



STAKEHOLDER GROUP	DIALOGUE CHANNELS	INTERESTS AND CONCERNS
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Regular interaction, for example via key account management and customer services</li> <li>• Customer interviews, innovation workshops, joint brainstorming as part of marketing and innovation initiatives</li> <li>• Exchange of best practice examples</li> <li>• Annual review meetings (CEO/EVPs)</li> <li>• Sharing of sustainability expertise</li> <li>• Trade fairs and international conferences</li> </ul>	<ul style="list-style-type: none"> <li>• Goods delivered on time and in full</li> <li>• Quality</li> <li>• Reliability</li> <li>• Innovative products</li> <li>• Achievement of sustainability targets</li> </ul>
<b>Consumers</b>	<ul style="list-style-type: none"> <li>• Consumer services</li> <li>• Market research</li> <li>• Consumer tests</li> <li>• Focus group discussions</li> <li>• Concept tests</li> <li>• Co-creation workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Quality</li> <li>• Enjoyment</li> <li>• Healthy eating</li> <li>• Price</li> <li>• Transparency</li> <li>• Responsible treatment of people and the environment</li> <li>• Innovation concepts &amp; ideas</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Personal dialogue</li> <li>• Intranet, newsletter, Emmi TV, employee magazine</li> <li>• Town halls, shop floors</li> <li>• Employee surveys</li> <li>• Annual review meetings, business reviews</li> <li>• Employee Committee, Works Councils</li> <li>• Assessment of education and training programmes</li> <li>• Employee events</li> </ul>	<ul style="list-style-type: none"> <li>• Salaries and social benefits</li> <li>• Workwear</li> <li>• Pension fund</li> <li>• Employment conditions</li> <li>• Competence building, further development</li> <li>• Leadership qualities</li> <li>• Health, safety and wellbeing in the workplace</li> <li>• Integrity</li> <li>• Teamwork</li> <li>• Diversity</li> <li>• Performance and health of the company, business division</li> <li>• New products</li> <li>• Projects</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Annual Report, Half-year Report</li> <li>• Sustainability Report</li> <li>• General Meeting</li> <li>• Presentations at analyst conferences and roadshows</li> </ul>	<ul style="list-style-type: none"> <li>• Share price performance</li> <li>• Dividend performance</li> <li>• Financial performance (growth, profitability, cash flow)</li> <li>• Financial outlook</li> <li>• Strategy</li> <li>• Management forecasts</li> <li>• Contribution to environmental, social and governance improvements</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Monthly newsletter</li> <li>• Annual producer conferences</li> <li>• Monthly board meetings</li> <li>• Close collaboration with Emmi farmer ambassadors</li> <li>• Regular interactions with producers and farmers' organisations</li> <li>• Supplier assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive milk prices</li> <li>• Quality requirements</li> <li>• Reliability</li> <li>• Milk collection</li> <li>• Emmi's corporate policy</li> <li>• Emmi's product portfolio</li> <li>• Label requirements</li> <li>• Animal welfare, feed, biodiversity</li> <li>• Importance in agricultural policy</li> <li>• Representation of interests</li> </ul>
<b>Political decision-makers, NGOs and the general public</b>	<ul style="list-style-type: none"> <li>• Involvement in associations and organisations</li> <li>• Direct dialogue with political opinion leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Governance and compliance</li> <li>• Sustainable dairy</li> <li>• Climate change and energy transition</li> <li>• Circular economy</li> <li>• Bio-economy</li> <li>• Contribution to economic prosperity</li> <li>• Jobs</li> </ul>