

RELATIONSHIP BETWEEN ITÍNERE GROUP AND ITS STAKEHOLDERS








Stakeholders are defined as entities or individuals that can reasonably be expected to be significantly affected by the reporting organization's activities, products, or services; or whose actions can reasonably be expected to affect the ability of the organization to implement its strategies or achieve its objectives.

The key stakeholders are:



For all of them, different dialogue mechanisms are established to understand the needs and expectations of stakeholders with the objectives of:

- ✓ Analyzing, evaluating and responding to the different stakeholders's views
- ✓ Being able to manage the risks and opportunities identified
- ✓ Improving sustainability practices

Stakeholders	Dialogue mechanisms
Current Investors (Partners) 	General Shareholders' Meeting
Potential investors €	Business Development Department
Employees 	Whistleblower Channel HR Department Internal Communications Performance assessment
Unions 	Trade union meetings
Customers (Users) 	Whistleblower Channel Claims Management
<u>Suppliers</u> 	Whistleblower Channel Purchase Department
Financial Institutions 	Whistleblower Channel Finance Department
Media 	Whistleblower Channel
Society 	Whistleblower Channel

The key means of engagement with them all are periodic face-to-face meetings.

The Group also has a Whistleblower Channel, which guarantees absolute confidentiality, available to any agent.