

Responding to topics that matter to our stakeholders

We have conducted an analysis to identify and assess the most significant (material) impacts, risks and opportunities facing our business. We scored each topic based on its level of importance from an internal and external perspective. The process was facilitated by an external advisor and involved the following steps:

- Drawing on feedback from a broad range of external stakeholders such as customers, investors, employees, civil society organisations, and suppliers
- Taking guidance and insights from internationally recognised frameworks such as the United Nations Sustainable Development Goals
- Engaging internal experts from across the business to understand how the issues affect or potentially affect our operational or financial performance, such as opportunities for growth
- Presenting the analysis to the Board of Director's Reputation & Responsibility Committee

Prioritising topics in this way enables us to focus our efforts on effectively managing our positive and negative impacts and develop meaningful ongoing dialogue with our stakeholders.

Our Material Topics



In 2024, we embarked on a double materiality process to align with regulatory reporting requirements and to assess whether our material topics are still relevant and complete. This process is ongoing and will be completed in 2025.