

I&M GROUP PLC STAKEHOLDER ENGAGEMENT POLICY EXTRACT

1. INTRODUCTION

I&M Group PLC (IMGP or the Company) recognizes and appreciates that engagement with and active cooperation of its stakeholders is essential for the Group's strong business performance on a sustainable basis as well as to achieve and maintain public trust and confidence in the Group. This policy outlines the Group's commitment to proactively engage with stakeholders to seek their input; listen to their perspectives; and consider, prioritize and integrate the input received, where possible

2. SCOPE

This stakeholder engagement policy outlines IMGP's overarching approach to engagement with our stakeholders, and the coordination of such. This policy has been put in place to ensure that stakeholder engagement is applied consistently across all IMGP operations.

3. PURPOSE

The purpose of the policy is:

- 3.1 to set out a method of engagement with stakeholders who impact and influence our long-term resilience
- 3.2 to develop and promote a good understanding of stakeholders needs, interests, and expectations
- 3.3 to provide guidance on how the Group should be engaging with its stakeholders so as to strengthen and maintain relationships with its stakeholders
- 3.4 to identify the opportunities and threats arising from stakeholders' material issues;
- 3.5 to assist with strategic, sustainable decision-making.

4. STAKEHOLDERS

Stakeholders are those individuals, groups of individuals or organizations that impact and/ or could be impacted by our organization's activities, products or services and associated performance.

5. STAKEHOLDER ENGAGEMENT PRINCIPLES

- Development of a responsible business model.
- Maintain strong involvement in the communities in which it operates
- Allocation of the necessary resources to the proactive, continued, and systematic establishment of fluid channels for dialogue with Stakeholders
- Promotion and coordination of responsible actions with Stakeholders
- Commitment in business ethics and corporate social responsibility and in particular, the principles of integrity, fairness and transparency
- The Group companies establish relations with their Stakeholders in accordance with the principle of subsidiarity
- The Group regularly disseminates significant and reliable information on its performance and activities

6. ACCOUNTABILITY & GRIEVANCE PROCEDURE

Should a stakeholder not be satisfied with the service or assistance that they receive from their I&M Group point of contact, there are a number of opportunities that allow for anonymity (if desired) as well as independence to ensure a voice for concerned stakeholders. These include our client call centre that is the first point of call for all clients' requests and the section "Contact us" on the Group's corporate website.

7. DISCLOSURE

In alignment with IMGP's commitment to transparency, we report on our stakeholder engagement activities annually in the Integrated Report.

Policy approved by the Board of Directors.