

DIALOGUE WITH STAKEHOLDERS

Dialogue with stakeholders in the reporting process included a survey addressed to the employees and investors of Agora, and collecting feedback through other channels from industry organizations and other stakeholders.

DIALOGUE WITH EMPLOYEES

| 98

employees completed a questionnaire on CSR report
2019

Agora employees were asked to indicate the areas they find important and they believe should be covered in the report.

Climate protection, workplace relations and building trust in day-to-day dealings with stakeholders are key subjects of interest to the employees of Agora Group. In 2019 employees of Agora Group were invited to participate in the development of Agora Group Responsibility Report and to indicate topics they consider important. Nearly a hundred employees answered the survey.

SUMMARY OF FINDINGS:

- As areas of key importance the employees indicated **workplace** aspects, in particular **employee training and development** and **creating a workplace that welcomes diversity, grounded in respect and openness**, as well as **building trust in relations with stakeholders** and **high ethical standards**.
- When answering the open-ended question, respondents mentioned workplace relations and reporting on wrongdoings.
- Among Sustainable Development Goals, the most frequently indicated were - **Goal 13 (urgent action to combat climate change and its impacts)** and **Goal 4 (inclusive**

AGORA Report 2019

and equitable quality education and promote lifelong learning opportunities) –
more details below.

- Asked about the topics that should find their way into the report, the majority chose employee matters, including diversity, remuneration, training and development.
- There were also ideas about the layout of the website and graphics, especially infographics.

SELECTED RESPONSES:

1. Areas indicated by the employees as the most important for Agora Group's CSR strategy:

O raporcie - oceny

| (maximum - 5, minimum - 1) | Average rate |
|---|---------------------|
| Employee training and development | 4.8 |
| Building trust in day-to-day dealings with customers, business partners and employees | 4.7 |
| Fair fulfilment of obligations and adherence to high ethical standards | 4.7 |
| Creating a workplace that welcomes diversity, grounded in respect and openness | 4.6 |
| Dialogue and building lasting relations with the environment | 4.4 |
| Initiating and joining partnerships for social development and sustainable growth | 4.2 |
| Courage and innovation in business and social activities | 4.2 |
| Reaching a wide range of diverse groups with products and services | 4.2 |

| (maximum - 5, minimum - 1) | Average rate |
|--|---------------------|
| Appreciating diversity in the society and in the workplace | 4.1 |
| Non-financial reporting and transparency of the company | 4.0 |

2. The most frequently indicated Sustainable Development Goals* that should be adopted by Agora Group:

Najczęściej wybierane przez Was Cele Zrównoważonego Rozwoju

| SUSTAINABLE DEVELOPMENT GOALS, SDGS | No of indications |
|--|--------------------------|
| GOAL 13. Climate action. Take urgent action to combat climate change and its impacts. | 58 |
| GOAL 4. Quality education. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. | 52 |
| GOAL 3. Good health and well-being. Ensure healthy lives and promote well-being for all at all ages. | 40 |
| GOAL 8. Decent work and economic growth. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. | 39 |
| GOAL 12. Responsible consumption and production. Ensure sustainable consumption and production patterns. | 35 |
| GOAL 5. Gender equality. Achieve gender equality and empower all women and girls. | 32 |

| SUSTAINABLE DEVELOPMENT GOALS, SDGS | No of indications |
|---|--------------------------|
| GOAL 16. Peace, justice and strong institutions. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. | 27 |
| GOAL 7. Affordable and clean energy. Ensure access to affordable, reliable, sustainable and modern energy for all. | 26 |
| GOAL 6. Clean water and sanitation. Ensure availability and sustainable management of water and sanitation for all. | 23 |
| GOAL 2. Zero hunger. End hunger, achieve food security and improved nutrition and promote sustainable agriculture. | 22 |
| GOAL 1. No poverty. End poverty in all its forms everywhere. | 21 |
| GOAL 10. Reduced inequalities. Reduce inequality within and among countries. | 21 |
| GOAL 9. Industry, innovation and infrastructure. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation | 20 |
| GOAL 15. Life on land. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss. | 20 |
| GOAL 11. Sustainable cities and communities. Make cities and human settlements inclusive, safe, resilient and sustainable. | 18 |
| GOAL 14. Life below water Conserve and sustainably use the oceans, seas and marine resources for sustainable development. | 17 |

| SUSTAINABLE DEVELOPMENT GOALS, SDGS | No of indications |
|--|--------------------------|
| GOAL 17. Partnership for the goals. Strengthen the means of implementation and revitalize the global partnership for sustainable development | 9 |

***Sustainable Development Goals, SDGs** are a collection of 17 global goals indicated by United Nations General Assembly, that are to be adopted by states, businesses and societies and intended to be achieved globally by 2030.

DIALOGUE WITH INVESTORS

To collect investor feedback, representatives of the capital market - investors and analysts are asked to evaluate 2019 Responsibility Reports of Agora Group and Agora S.A. in a questionnaire.