



Cognni Limited
POL125 – Stakeholder Engagement
Policy

Introduction

We do not believe it is possible to achieve the social interest and develop a responsible and sustainable business model without the strong engagement of the Company's Stakeholders. These are defined as those groups and entities whose decisions and opinions may be affected by the Company's activities.

The Company makes the commitment to involve all of its Stakeholders in the sustainable contribution of value, both from the economic viewpoint and from the perspective of business ethics, the promotion of diversity, equality, and inclusion, as well as leadership in the fight against climate change.

In fulfilling these responsibilities, and within the framework of the law and the guidelines for conduct that take shape in the 'Mission and Values' of Cognni.

1. Purpose

The purpose of this Policy is to establish the general framework for the Company's relations with its Stakeholders in all its activities and operations, in order to:

- i. encourage the engagement of the Stakeholders in the Company's business enterprise through a strategy of strong involvement in the communities in which it operates and the creation of shared sustainable value for all;
- ii. respond to the legitimate interests of Stakeholders with which the Company interacts;
- iii. build trust among the Stakeholders in order to build long-lasting, stable and robust relationships;
- iv. encourage the awareness and participation of Stakeholders in the Company's commitment to the environment;
- v. encourage the recognition by all Stakeholders of the Company's commitment to equity, inclusivity and diversity; and
- vi. contribute through all of the above to maintaining the corporate reputation in all countries and businesses in which the Company does business.

The Board of Directors may approve other corporate policies addressing specific Stakeholders.

2. Scope of Application

This Policy applies to Cognni Limited.

3. The Company's Stakeholders

The value chain made up of the activities carried out by the Company means that its Stakeholders are quite numerous. Therefore, for purposes of this Policy, the Stakeholders are grouped into the following primary categories:

- Staff
- Regulatory entities
- Customers
- Suppliers
- Community groups
- The environment

4. Basic Principles

The Group accepts and promotes the following basic principles to engage and establish relations of trust with its Stakeholders:

- a) **Responsibility:** act responsibly and build relationships based on ethics, integrity, sustainable development, and respect for human rights and the communities affected by the various activities of the Company.
- b) **Transparency:** ensure transparency in relationships, and in financial and non-financial communications, sharing truthful, sufficient, relevant, complete, clear, reliable and useful information.
- c) **Active listening:** practice active listening, encouraging bi-directional and effective communication as well as direct, constructive, diverse and inclusive dialogue.
- d) **Participation and engagement:** encourage the participation and engagement of the Stakeholders in the Company's activities, promoting voluntary consultation processes or similar channels of interaction.
- e) **Collaboration:** promote collaboration with Stakeholders in order to contribute to compliance with the 'Mission and Values' of Cognni.
- f) **Continuous improvement:** seek continuous improvement, regularly reviewing Stakeholder engagement mechanisms to ensure that they respond in the most efficient way possible to meet needs as they evolve.

5. Responsibilities in the Management of Stakeholder Engagement

From the corporate governance standpoint, the Board of Directors is vested with the power to approve and supervise the general strategy on engagement with the Company's Stakeholders. Their role is to coordinate the actions required to comply with this Policy, as well as to promote best practices in this area. Those best practices are encapsulated within the Company's Code of Ethics.

6. Stakeholder Engagement Model

The stages of our Stakeholder Engagement Model are:

1. Identify and categorise our stakeholders in line with section 3 above
2. Define each group's level of engagement
 - a. collaboration
 - b. consultation
 - c. interaction
 - d. information
3. Establish processes for each group
4. Collate information to determine what issues, threats and opportunities arise
5. Monitor and report on the effectiveness of our engagement

Group (Engagement)	Members	Key interests	Engagement method/level?
Staff (a,b,c,d)	Current and potential employees	Employee wellbeing	Staff survey
	Coggni.org members	Career development opportunities and security	Company policies and handbook
		Corporate Social Responsibility	Quarterly performance summary
Regulatory entities (a,d)	B Corp	Company policies	As specified by regulators
	ISO	Information security	
	ICO		
Customers (a,b,c,d)	Existing customers	Pricing, product and service development	Customer Satisfaction Survey
	Potential customers	Corporate Social Responsibility Charitable objectives	Operational reviews, training and feedback
		Information security	Publication of quarterly highlights

Suppliers (c,d)	Existing suppliers	Compatibility with their own values and objectives	Checklist for onboarding
	New suppliers	Payment of bills Support for local business	Publication of quarterly highlights
Community groups (b,c)	Leeds Beckett University	Charitable work	Scheduled updates
	Local community causes	Corporate social responsibility Company policies	Direct interactions Publication of quarterly highlights
Wider society (d)	HMRC	Corporate social responsibility	Statutory disclosures
	Companies House	Filing obligations	Publication of quarterly highlights
	Environment	Climate positive	

The results of the Company's Stakeholder engagement are reported to the Board and primarily disclosed through the corporate website.