



ArcelorMittal

STAKEHOLDERS ENGAGEMENT PLAN OF PJSC ARCELORMITTAL KRYVYI RIH 2024

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Our activities in Ukraine are based on the core values of ArcelorMittal: Safe Labor, Leadership, Quality, and Sustainable Development. We exist not only to produce and sell steel. We are working to build a brand focused on the health, safety and well-being of our communities. And we do this through regular interaction with all our stakeholders. We want our communities to see us as partners you can trust in local social and economic development.

The reality we are currently living in presents us with challenge after challenge. However, our company and our people have never retreated or given up. Despite the war, we were able to preserve the plant, retain our team, remain a strong support for the city and continue to support Ukraine.

The company remains a partner of communities in eliminating the consequences of Russian aggression, humanitarian and social initiatives, and continues to restore and modernize production facilities to meet the needs of the times to continue to contribute to the state and local budgets. We believe in Ukraine's victory and stay with Ukraine.

Mauro Longobardo



1. Introduction.

PJSC ArcelorMittal Kryvyi Rih is the largest company in the mining and metallurgical complex of Ukraine and a part of the international corporation ArcelorMittal – No. 1 steel producer in the world. PJSC ArcelorMittal Kryvyi Rih activities cover the production chain from iron ore mining to the manufacture of finished steel products. It is an integrated steelmaking company that includes coke plant, mining (open pit and underground mining) and steel plant consisting of sintering, steelmaking, rolling, energy and transport departments, as well as auxiliary subdivisions that support the company's operations.

PJSC ArcelorMittal Kryvyi Rih is one of the largest producers of rolled steel in Ukraine. It specializes in the production of long products, including rebar and wire rod, from ordinary and low-alloy steel grades, and also produces sinter, concentrate, coke, hot metal, steel, sections and shapes.

More detailed information can be found on the website <https://ukraine.arcelormittal.com>.

During its activities, the company affects and feels the influence of a wide range of stakeholders. As a responsible business, we conduct our activities based on the principles of the open dialogue and interaction with all stakeholders and take into account their rights and priorities, which allows the company to implement specific projects to solve the most pressing problems of the local communities.

An important element of ArcelorMittal Kryvyi Rih interaction with the community is the provision of accessible and reliable information about the company's activities, as well as timely response to recommendations and expectations of both external and internal stakeholders.

The document contains a description of the methods of interaction with the stakeholders taking into account their expectations and interests, the procedure for considering complaints and appeals, and methods and frequency of disclosure of information about the company's activities.

2. Regulatory requirements and policies

The activity of interaction of PJSC ArcelorMittal Kryvyi Rih with the community is determined by the legislation of Ukraine and standards of ArcelorMittal. In addition, we use the experience of the best global practice in terms of providing information, conducting consultations and methods of establishing a dialogue with the local communities.

- Laws of Ukraine "On Information"; "On Access to Public Information" <https://zakon.rada.gov.ua>
- Law of Ukraine "On Environmental Protection" <https://zakon.rada.gov.ua>
- Law of Ukraine "On Environmental Impact Assessment" <https://zakon.rada.gov.ua>
- Law of Ukraine "On Appeals of Citizens" <https://zakon.rada.gov.ua>
- ArcelorMittal external stakeholder engagement procedure <https://storage.arcelormittalprod.blob.core.windows.net/media/r0rjbrzh/external-stakeholder-engagement-procedure-2012.pdf>

PJSC ArcelorMittal Kryvyi Rih is committed to the organization of efficient company activities. Our policies are an effective tool and rules for the effective work of our employees, which act in the interests of the company and minimize the risk of losses:

- Code of Business Conduct
- Health and Safety Policy
- Environmental Policy
- Quality Policy
- Sustainable Development Policy
- Code of Responsible Sourcing
- Anti-Corruption Guidelines
- Human Rights Policy, etc.

You can get acquainted with the policies on the website <https://ukraine.arcelormittal.com/index.php?id=418>

3. Stakeholders and communication methods

STAKEHOLDERS	BASIC EXPECTATIONS AND INTERESTS	INTERACTION METHODS AND COMMUNICATION CHANNELS
Employees	Remuneration Workplace safety Equal opportunities Social security Conditions for professional development	Meetings Hotlines Public reception office Surveys Corporate mass media and internal communication channels
Trade unions	CLA fulfilment	Labor collective conference Reconciliation Commission Commission on labour disputes
Suppliers and contractors	Conducting transparent auctions Safe working conditions Timely payment for the goods and services provided	Electronic procurement system Code of responsible sourcing Meetings Joint meetings
Customers and consumers	Quality and environmental friendliness of products, reliable supply chains	Negotiations International conferences Forums
Authorities and local government	Compliance with legislation and regulations Paying taxes, creating jobs Development of the city and region	Procedures for verifying compliance with laws and regulations Social partnership agreements Environmental programs
Local communities	Environmental impact Openness and transparency in activities performance Improving the quality of life	Public hearings Meetings, surveys Joint environmental initiatives/ programs Social projects
Mass media	Openness and transparency in activities performance	Press releases Press conferences Interview Newsletters Forums

4. Overview of actions implemented in 2023

4.1. Employees engagement

Any company success largely depends on the efficiency of its staff. The HR system is aimed to build a team of like-minded people who share the Company's values and strategic goals, personal development of employees, expanding their professional growth opportunities and social protection.

Employees are our key stakeholders. PJSC ArcelorMittal Kryvyi Rih internal communications system ensures timely information of the company's employees about the company's development strategy, its goals, objectives and performance results. This helps to understand the logic of management decision-making and the role of each employee in achieving business results.

Various methods of communication are used to interact with employees: individual meetings, surveys, hotlines, corporate publication Metalurh (metalurg.online), the website (<https://ukraine.arcelormittal.com>), Amkrr_bot in Telegram, Viber, etc.

Meeting with the CEO

In order to move away from the more familiar format of meetings or proximity meetings, the meeting in November 2023 was held in the format of a town hall, i.e. as a frank dialogue about goals, prospects, tasks for the next year, important and even painful matters that people are most interested in, and at the same time as an opportunity for managers to receive feedback from employees. Any employee of the company, regardless of age, position, or profession, could take part in the meeting by registering in advance. During the registration, the following questions could be asked to the CEO.

The CEO spoke about the current situation with production, the most acute problems facing the company and his forecasts for the next year. The war has affected all production and social processes, but despite all the challenges, the plant has resisted, continues to produce products and, most importantly, is making every effort to keep its team together. Currently, the main task for the company is to break even. Improvements in other areas, including the social sphere, salaries, provision of personal protective equipment, etc. will depend on this.





A special time at the townhall was allocated to answer the questions that employees asked during the registration, and there were more than 60 of them.

For convenience, all questions were grouped into sections, the largest of which were related to:

- Increasing wages and paying the 13th salary,
- provision of personal protective equipment,
- mobilization and personnel reservation

*All answers to the questions were published in corporate media and [metalurg.online](https://www.metalurgonline.com)

Mauro Longobardo, CEO of ArcelorMittal Kryvyi Rih: "I do believe that today's meeting is very important and useful. We've invited people from different positions. It's important for us to have more employee involvement and more feedback from them. This format is a good start. It's important that everyone understand that there are no obstacles for dialogue and interaction. We are open. We'll continue to hold such meetings in the future."



Online survey

It March 2023, an online survey was conducted with the participation of 3,545 employees of the company of all categories and citizens (in percentage terms **73%** of employees and **27%** of citizens), of whom **55.48%** were men; **58.57%** were aged 25 to 45; **77%** were blue collars.

The purpose of this survey is to determine level of perception of ArcelorMittal Kryvyi Rih and to identify issues of concern to the company's employees and city residents.

According to the survey:

81% have a positive perception of ArcelorMittal Kryvyi Rih activities, considering it as a city-forming company, a responsible employer and taxpayer. For **49%**, raising wages is the most important area; **16%** consider modernization, health and safety and working conditions as a priority areas for improvement, and another **2%** say it is necessary to attract young specialists and careers promotion.

86% of respondents are interested in information on company's plans and activities (e.g., social programs, charity, interaction with local governments, production targets and results); **18%** of respondents said that they would like to receive more information about company's activities.

34% of ArcelorMittal Kryvyi Rih employees singled out the "Manager" as a trusted source of information, who emphasizes trust of employees in their leadership. **46%** of respondents are proud to work at the company.

60% of respondents answered positively to the question of whether they have experienced environmental improvements over the past 3 years. Over **58%** are satisfied with the quality and quantity of social benefits provided by the company and its charity.

The main sources of information about ArcelorMittal Kryvyi Rih for respondents are social networks, weekly newspaper Metalurh and local media.

Based on the results of the survey a course of action was developed to improve level of satisfaction and awareness of the company's activities.

Since the beginning of the full-scale invasion, 3.5 thousand of ArcelorMittal Kryvyi Rih employees have joined the Armed Forces of Ukraine. To help purchase protection needed by the company's employees who went to defend the country, company joined forces with the Trade Union of Metallurgists and Miners of Ukraine and allocated more than 34 million UAH to purchase special protective equipment.

Unfortunately, 159 employees were killed during military actions. They are heroes who gave their lives for the sake of a better future for their free country. Company has provided financial assistance to the families of the fallen employees. Total amount of assistance amounted to over 76 million UAH.

Company also provides financial assistance to employees of ArcelorMittal companies located in Ukraine (PJSC ArcelorMittal Kryvyi Rih, PE Steel Service, Casting and Mechanical Plant LLC, JSC ArcelorMittal Beryslav) whose property was damaged as a result of the armed aggression of the Russian Federation. 148 employees have received one-time financial assistance totaling over 3.5 million UAH to restore their property.

Under martial law, the company also continues to operate the Commission for consideration of employees' applications for one-time financial assistance.

"Together with AMKR"

Families of the fallen soldiers overcome a lot of difficulties. They've lost their only support, they go through the pain of loss. Great psychological burden going through the families of missing people.

One of the current directions of the social company activities is supporting families of military men. After all, each of our employee-warriors who defend Ukraine with weapon in hand, first of all, protect their family and loved ones. It's extremely important matter to inform family members of the victims about existing social programs or activities.

A Viber group "Together with AMKR" was created to communicate with the families of killed and missing military personnel, provide support and exchange information.

The purpose of this group is to create a space of mutual support and assistance where families can sincerely and frankly share their thoughts and needs, to feel safe in this space.

It is important for the company not only to support families of those get killed and missing, but also to help them cope with emotional challenges, so we engage them in various activities to ease the pain of loss and to reduce psychological stress.

Currently this group unites 107 families.

Further on, we will continue to inform about events for the families of fallen and missing soldiers.

Veterans reintegration program

The number of employees returning to their jobs will increase after the victory. An important component for a veteran is an opportunity to return to their workplace where they worked before joining the army. Veteran full return to civilian life is primarily civilian responsibility. For businesses in particular, for which it is not only a moral duty but also a matter of survival under the circumstances of critical shortage of employees.

According to a survey by the consulting company Korn Ferry, in July 2023, 12% of employees of the largest Ukrainian companies joined the Armed Forces, of which 6% were demobilized. Which means that hundreds of employees are returning to work. Although the war has been going on for over a decade, its course has changed significantly since February 24, 2022. Consequently, many practices developed by companies since 2014 had to be quickly revised and updated. Among other things, to provide veteran with their jobs, psychological support, to offer them training and, sometimes, retraining.

All these matters are very relevant for PJSC ArcelorMittal Kryvyi Rih. War veterans need to be confident to feel that there's a prepared decent place for them in civilian life.

The process of transition from soldier to civilian is a complex life experience that includes a significant number of challenges: veterans need to get used to civilian life: to arrange housing, find their own vocation and job, build a new bond with their families and their community. Therefore, the process of adaptation of war veterans, as well as new employees is important, as it affects the speed of inclusion in work processes and the efficiency of a person in general.

Businesses also engage external assistance to ensure that these practices meet the needs of veterans.

In April of this year held in Kyiv, there was a conference dedicated to adaptation of combat veterans co-organized by European Bank for Reconstruction and Development (EBRD). Since the first months of the great war, the EBRD has been helping big business to develop new policies.

With the financial support of the EBRD, company has joined the Ministry of Economy program in conjunction with business and leading employers, began to work on Veterans Route for Returning to the Corporate Space and already has the first achievements and practical recommendations for business on how to help veterans to adapt at their workplace. To this end, Ukrainian offices of Korn Ferry and Kearney in conjunction with experts from the Ministry of Economy and representatives of leading employers, have developed a guidebook with recommendations for businesses on how to adapt veterans to the workplace. It reflects real-world practices that employers are already applying and also provides advice at all stages of an employee's service from the moment of his/her call-up for military service until his/her return to the workplace. The recommendations are focused on actions that do not require significant material resources but are important both for the veterans themselves and for the entire team.



As of the date of publishing of the Plan, company had begun to work on establishing a Coordination Center to provide assistance to defenders who will return to civilian life and work. This support will include psychological, legal and medical assistance, etc. It also includes preparing direct supervisors to work and communicate properly with war veterans through special training and mentoring programs.

Korn Ferry experts are providing consulting assistance in the creation of this center.

More information on the results of the Coordination Center's work will be provided in the next report to be published in 2025.

More than 776 employees of ArcelorMittal Kryvyi Rih, Steel Service and Casting and Mechanical Plant LLC were trained in first aid. This course was specially designed to comprehend the algorithm of actions that helps saving lives and health of victims in times of emergency.

This course program included seven topics people were taught to perform cardiopulmonary resuscitation, to provide assistance in case of a heat stroke, frostbite, seizures, dog and tick bites or other bugs, in case of thermal and chemical burns, etc. The course also provides an opportunity to master methods of blood stopping, treating wounds, bruises, fractures, etc. Trainers also teach how to properly use the contents of first aid kits. All of this will help save lives of the victims and will help to reduce time for their medical and vocational rehabilitation.

Training room was equipped with everything that needs to acquire life-saving skills.



For instance, people learned how to perform cardiopulmonary resuscitation on two manikins and how to treat wounds using wound simulators (silicone pads that look like real wounds or bruises). Trainees also mastered of use tourniquets, practiced the algorithm for stopping nodal bleeding and learned rules for tamping wounds to stop bleeding. The course participants themselves played role of victims.

Training is ongoing and anyone can take a part of it (both for the first time and once more).

Thematic festival "About Health"

The event was organized for the company employees, their families and citizens interested in their own well-being. After all, preserving and improving health of employees and improving the quality of life has always been and still is a priority for ArcelorMittal.

This event was organized with the participation of experts who have new information and have cases of effective practices in psychosomatics, healthy nutrition, mental health improving, etc. There were also a healthy snacks masterclasses, where chefs demonstrated how to make healthy and at the same time delicious smoothies, sweets, ciabattas, and oatmeal pancakes.



Many of the company employees are volunteers. During two years of full-scale invasion, they have been involved in supporting military and civilians.



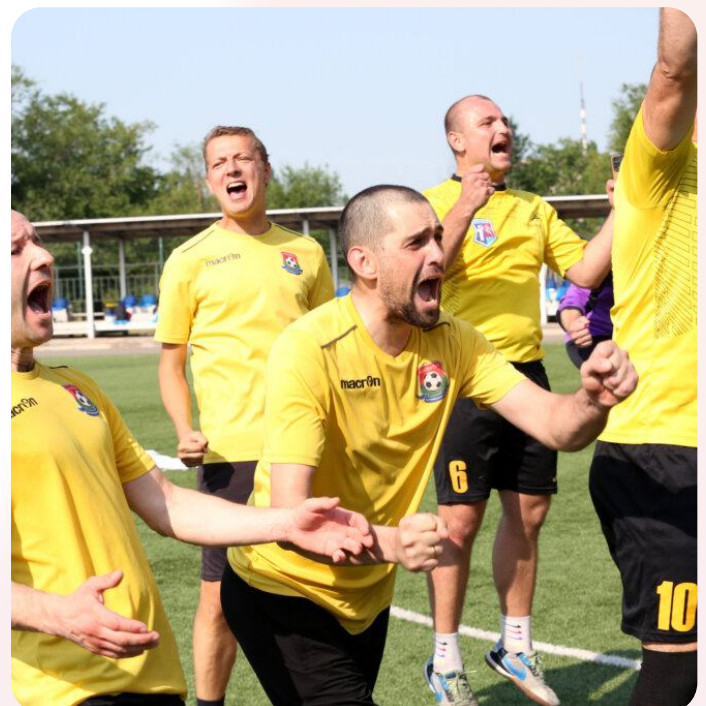
ArcelorMittal Kryvyi Rih workers are actively managed to collect assistance for citizens of Kherson region who suffered from inundation of the Kakhovka dam under the Russians.

Help to endure the flooding was urgently needed. The company was not deprived of all supplies, including gathering goods, hygiene products, antiseptic products, household items and other essential goods for injured people and food for animals. In a few days nearly 80 boxes were gathered which the company volunteers delivered to Kherson.

PJSC ArcelorMittal Kryvyi Rih mini-football cup

It was organized by the Department of Corporate Communications of ArcelorMittal Kryvyi Rih and the Kryvyi Rih Municipal Executive Committee. 12 teams from the Steelmaking, Motor Transport and Mining Departments, Finish Goods Production and Shipment Department and Process Automation Department, PE Steel Service and Casting and Mechanical Plant LLC also took part in this competition.

ArcelorMittal Kryvyi Rih mini-football tournament was also organized in memory of heroes-defenders on Defender Day of Ukraine.



A charity evening was organized on St. Nicholas Day eve for the children of families of employees of ArcelorMittal Kryvyi Rih, Steel Service and Casting and Mechanical Plant LLC who gave their lives for freedom and independence of Ukraine.



Entertainment and refreshments were organized for children and adults. Also, an interactive painting of delicious New Year's spice cake with colored glaze. And, by all means, each kid received a gift from St. Nicholas and could take a picture with him.

4.2. Interaction with Trade Unions

The interaction between the administration and trade union organizations of the company based on the fulfillment of the provisions of the section of the CLA "Relations between the company owner and primary trade union organizations" and requirements of the Law of Ukraine on "Trade unions, their rights and activity guarantees".

In 2023, the negotiation process for the preparation of a draft of a new CLA became a key factor in the interaction with the trade unions, in the framework of which the administration and the joint delegate body of the trade unions of the company formed a Working Commission to conduct negotiations on the preparation of a new CLA. Working Commission included authorized representatives of all trade union organizations of the company and the company administration (Currently, 11 primary trade union organizations of different headcount are acting at the company. Despite the headcount according to the current legislation, all trade unions have equal rights to represent the interests of trade union members by affiliation).

Since the CLA applies to almost all areas of the company's activity, each member of working commission is responsible for obligations in the following areas: health and safety protection; organization and remuneration; working and rest time; employment security; social development of the team; relations between the owner of the company and trade union organizations.

The joint working committee had been discussing and preparing a draft CLA for five months. According to the joint decision of the negotiating parties the draft of this contract was posted on the company's internet portal in the "CLA" section for review and discussion, so that employees could submit their proposals.

During five month the joint working committee drafting the CLA. By a joint decision of the parties to the negotiations, the draft agreement was posted on a company's website in the "CLA" section for reviews and discussions, so that employees could make their suggestions.



At the time of publication, labour collective conference was held where 139 out of 149 delegates elected by the company's labour collectives as well as the invited representatives administration of the company took part in. By an overwhelming majority of votes the conference delegates approved the new CLA, which will be in effect from April 1, 2024, to June 30, 2026 (except for the clauses that were suspended due to martial law).

Answers to questions from conference delegates can be found at metalurg.online

4.3. Cooperation in Health and Safety

Safe working conditions are ArcelorMittal No.1 priority. Company has developed a safety tactics which includes a set of effective tools of improving work conditions at workplace, involving to this process as many people as possible – from workers in workshops to top managers.

The policy in the field of labour protection ensures the coordination of the activities of all subdivisions of the company regarding compliance with the norms and requirements of industrial safety.

Labor protection matter also reflected in the CLA. Funds are allocated annually to create safe work conditions, prevent industrial injuries and occupational diseases. However, we are not limited only to the requirements of the standards but work on the formation of safety culture at work.

“Take Care”

To form a new culture of occupational safety, the company is implementing Take Care project, which is based on a conscious attitude to one's own safety and uncompromising approach to hazards. Occupational safety should become a real value for every employee of PJSC ArcelorMittal Kryvyi Rih.

Goal of the educational project is to form a new health and safety culture so that a person works safely not because of the threat of punishment, but because of a desire to preserve their own and colleagues' life and health.

The “Take Care” program is designed for three years. At the preparatory stage, experienced and proven internal trainers were trained. Trainers should not only have a thorough knowledge of occupational safety matters, but they shall also be able to convey knowledge to everyone and lay the foundations for a conscious attitude to their own safety and uncompromising approach to hazards. They are the ones who train blue and white collars of the company. More than 2,000 blue and white collars of the company have already been trained under the Take Care program, and in general by the year 2025 about 15,000 of employees of these categories will complete the training course and will receive additional knowledge and skills in health and safety during training under this program.

The advantage of this course compared to other health and safety training programs is that one of the three training days is dedicated to practical courses. It implies that participants go to the production site of one of the workshops and immediately consolidate their knowledge on the spot, develop their skills to identify production risks and designing measures to eliminate them. All this under the guidance of an experienced occupational safety engineer. Therefore, they can immediately ask them questions in concern directly to a specialist.

Upon completion of the training employees fill out questionnaires where they can describe their own health and safety problems and suggest ways to solve them.



In order to create safe working environment systematic training in the field of health and safety is conducted not only for employees of the company, but also for employees of contractors.

In March 2023, an occupational health and safety forum was held where together with the employees of the ArcelorMittal Kryvyi Rih Occupational Health and Safety Department, representatives of contractors that perform work on the territory and for our company also took part.

The date of the forum almost coincided with one very significant achievement – employees of contractors worked 10 million man-hours i.e. actual worked hours without LTIs.

More than 20,000 contractors work on the territory of the company. Often they perform hot work, work at height and other increased danger work. Therefore, the indicator of 10 million man-hours is an excellent result – almost a year without serious injuries. Holding of forums where people exchange their experience of occupational safety is one of the effective tools to achieve zero injuries. With the start of a full-scale invasion meetings were temporarily brought to a halt. But in 2023 it was decided to restart this form of work on a quarterly basis.

Many examples of improvements in occupational safety were given during the forum. Many contractors regularly train their workers in safe work skills. Considerable funds were spent on the purchase of overalls, masks for hot work and safety belts of a high degree of safety for work at height. There were other important issues also raised. For instance, the fact that hazards and funds for overcoming them should be discussed and lay down at the tender stage but not when work has already begun.



They've also discussed safe work organization key tasks for 2023. This include creating hazard reporting systems, regularly conducting health and safety rounds with the participation of managers, replacing accusations and punishment with assistance and recognition of employees' achievements, not sacrificing safety to reduce time etc.



Director of Occupational Health and Safety and Environment Department Zhanbek Yesmakhanov: *"The most important reward is saved human lives and health. Nowadays, when Ukrainian soldiers die on the battlefield, when civilians die from terrorist attacks on civilian objects, we provide the rear. And we must do everything so that people do not die at work. For this together we're forming a new production safety culture. I'm grateful to the contractors who in these difficult times do not stop spending energy and resources to ensure that their workers will return to their families in good health after each shift".*

ArcelorMittal Kryvyi Rih also have held a thematic training on health and safety under the auspices of the Federation of Employers of Ukraine in March 2023.

The event was attended by more than 50 people from Kryvyi Rih and other Ukrainian cities. Among them were representatives of the Southeastern Interregional Department of the State Labor Service, the Federation of Employers of Ukraine, Southern, Northern and Central Iron Ore Beneficiation Plants, PJSC Kryvbasvibukhprom, JSC Dniprozot from Kamianske, JV Technical Supervision Society DIEX, LLC Metinvest Engineering as well as employees of various departments of our company.



“Safety analysis of work performance during maintenance of high-voltage electrical equipment” was the topic of the training. Maintenance of vacuum circuit breaker and cable assembly. This topic is more than relevant since every company has electrical installations and safe work with electrical equipment is an important component of preserving health and life of employees.

Training program consisted of theoretical and practical parts. Theory itself included presentations on “Electrical safety and practical compliance with its requirements” and “Risk-based approach. Risk Management”.

Practical training took place at one of the substations of Networks and Substations Shop, which supplies electricity to the company's production facilities. Guests and representatives of ArcelorMittal Kryvyi Rih watched one of the most difficult and dangerous moments in Network and Substation Shop personnel work - the preparation of the workplace and team's access to the substation's electrical equipment. Specially engaged trainer from DIEX commented on and explained the actions of the shop specialists. These operations have rather complicated algorithm with many safety measures, as this equipment is under voltage of 6000 volts in working condition.

After completing training practical part participants summarized the results. From their perspective this event was very useful, so this form of work on occupational safety which has been going on for several years shall be continued.

4.4. Educational institutions engagement

Over the past five years there has been a shortage of technical specialists worldwide, while demand for blue-collar jobs among employers has been growing. Therefore, company future planning to seek to get the younger generation interested in technical education and is actively working on STEAM education. STEAM education is the latest trend in the world's educational space. It covers natural sciences, technology, engineering, art, and mathematics.

ArcelorMittal Kryvyi Rih actively cooperates with the city's schools in STEAM education to popularize technical specialties among scholars and show them an interesting world of mining and metals professions from school. As a result, 42 events were held last year (ranging from events to popularize natural sciences, career guidance activities and excursions) and more than 1,000 scholars were involved.

For instance, throughout the year scholars could learn about metallurgy at the “Magic of Steel” webinars, to hold a piece of iron ore in their hands, test its magnetic properties and other physical phenomena on excursions to the company's museum and observe chemical phenomena at natural science picnics.

Company has also continued to maintain cooperation with the City Association of Children's Alliance and develop student government leaders at trainings on communication, team building, self-discovery, meetings with professionals, and student government leaders forum of the City Association of Children's alliance "Moi mrii – moi dii" (My Dreams – My Actions) which brought together about 100 young Kryvyi Rih leaders.

Children like excursions and communication with representatives of different professions the most. From one hand – to hear information about a particular profession or watch a movie, but from another one – to talk to a professional. Therefore, projects such as 100 Questions for a Professional and company tours are very motivating and truly help young generation decide their own future.



Career guidance event "Profession Fair"

In March, backed by the Department of Education and Science of the Executive Committee of the Kryvyi Rih City Council, the "Profession Fair" was held, which allowed more than 5,000 people to learn about professions, 30 educational institutions of the city, specialties and choose their profession in three days.

The main purpose was to show to the region's scholars city's educational institutions of all profiles and specialties and the city's leading companies where they can work after graduation.



Career guidance online event "ABOUT.OSVITA"

Additionally, company continued its unique online career guidance project "About.Osvita. Student Version", which involved 25 educational institutions of the city. Thanks to the project, more than 10,000 scholars, parents and students could learn about specialties required by company and taught in the city's educational institutions and choose their future profession.

The goal is to present all Kryvyi Rih educational institutions that train specialists in the mining and metal industry to scholars in the region and help them choose technical specialties to enter educational and professional institutions after graduation.

Participants of the event were provided with a unique platform to search for educational institutions and specialties in the city. Throughout the week, online meetings with representatives of educational institutions of the city were held, acquaintance with the specialties that can be applied for, exclusive webinars on a team adaptation of how to develop your student life, and webinars on the 2023 admission campaign in Ukraine, as well as the opportunity to ask questions about education, educational institutions, professions and student life online and get answers to questions from already enrolled students.



To ensure more effective communication with students, teachers of physics, chemistry, and geography from different schools in the city are the first to be invited to the plant for excursions. In the workshops, teachers get acquainted with the equipment, technological processes and generally immerse themselves in working atmosphere. Teachers are the first to tell children about everything, explaining how a particular subject can be useful in production. In addition, teachers have had the opportunity to visit the Emotional Stability Club, where psychologists shared tips on how to work effectively and "without stress" during the war. Additionally, the "STEAM on Dnipro" project included a presentation of opportunities for cooperation in STEAM education between the company and schools in Kryvyi Rih.

Youth development program

Young people have been studying online for more than four years in a row, which affects their teamwork and communication skills, they do not see real production processes, and therefore do not fully understand their profession and cannot decide on further employment, including choosing an employer. That's why company focused on creating a platform for communication, training and engaging young people in further work at the company. Over the year, ArcelorMittal Kryvyi Rih managed to unite more than 5,000 students who had the opportunity to meet professionals in their specialty, learn about their profession on excursions to the museum and the company, and participate in other events and career guidance meetings.

For scholars and students, topic of career guidance always remains relevant, as it concerns the choice of their future life path. ArcelorMittal Kryvyi Rih always helps young people to decide on their future, directing their attention to professions that will help them not only to find their place in the job market but also to be flexible in a world of constant change.

One of the company's events at the Vocational Education Week was a webinar titled "How to become a perfect candidate for a dream job."

Its participants were students of educational institutions from all over the Dnipropetrovsk region. ArcelorMittal Kryvyi Rih specialists told young people about benefits of working professions at our company and gave useful advice to newcomers, such as how to write a CV correctly, how to get ready and how to behave during the interview. ArcelorMittal Kryvyi Rih cooperation with vocational education institutions has been systematic and well-coordinated for many years, encouraging young people to undertake internships.

Representatives of ArcelorMittal Kryvyi Rih took a part in graduation ceremonies, job fairs, and open days at educational institutions and created interesting events to form a youth community among educational institutions in our city.

Company provides students with internships and traineeships.



Due to the war and the constant threat of shelling, practice has moved into online format. For this purpose, 27 courses have been created in the most common working professions, including electrician, electrician, welder, metallurgist, miner, etc. As well as in auxiliary specialties: economics, law, IT, etc.

Only in the first half of 2023, 908 students from 18 educational institutions in the city and across Ukraine started online internships, and 68 people have joined the team of trainees.

Nova Fabryka (New Plant)

Two years ago, ArcelorMittal Kryvyi Rih has made a commitment to train new generation of metallurgists and employ young specialists. Since then, things have changed a lot in Ukraine, and student training program has changed accordingly. In new realities, the organizers were forced to transform the project, adjust the curriculum and change learning process, first in a full-time format and then in a distance format. At the same time, they managed to fulfill the main task of the project - to maintain the quality of student training at a high professional level, regardless of the form of education.

Three exam sessions, hundreds of hours of English, production intensives, more than 30 production tours and a 6-month internship at ArcelorMittal Kryvyi Rih production sites, shops and departments. Even despite the war, 91 students took part in the internship. 33 students chose the Mining Department. The majority of students, 37, were trained in metallurgical production. Another 21 students chose other areas of work at the company. In addition to gain professional skills in the workshops, students additionally learn technical English and attend trainings to help them to develop at work environment.

In spring, another 185 ambitious students started the academic year under the dual education program Nova Fabryka from ArcelorMittal Kryvyi Rih.



These are students from 9 educational institutions in Kryvyi Rih: Kryvyi Rih Professional Lyceum, Kryvyi Rih Professional Transport and Metallurgical Lyceum, Kryvyi Rih Professional Mining and Metallurgical Lyceum, Kryvyi Rih Center for Vocational Education in Metallurgy and Engineering, Kryvyi Rih Metallurgical Vocational College, Polytechnic Vocational College of Kryvyi Rih National University, Polytechnic College "Polytechnics" of State University Of Economics And Technology, Kryvyi Rih National University, and State University of Economics and Technology.

Kateryna Zaloznykh, Head of Strategic Development Department of ArcelorMittal Kryvyi Rih: "We looked at the professions that are most in demand now and those that we know will be in demand after the war or, say, in two or three years. These are the professions we focused on and that's why we needed to find new partners. That is, educational institutions that offer training in these particular programs and professions."

For the next 2 years, students will study for free in technical specialties and upon completion of the project, they will receive a junior bachelor's degree and their first job at ArcelorMittal Kryvyi Rih.

Future specialists will be trained in specialties and professions:

- Industrial Engineering and Applied Mechanics;
- Metallurgy;
- Electrical energy industry, electrical engineering and electromechanics;
- Automation and computer-integrated technologies;
- Mining;
- Wireman;
- Electric and Gas Welder;
- Diesel Locomotive Driver Assistant;
- Fitter-repairman

Furthermore, to train under the program of PJSC ArcelorMittal Kryvyi Rih offers additional bonuses:

- studying at an optional course dedicated to the production of ArcelorMittal Kryvyi Rih;
- scholarships to the best students;
- learning English on professional level;
- trainings to develop soft skills (team building, communication skills, time management, etc.) during the internship;
- bright events and excursions to the production site.



4.5. Local communities engagement

One of the key issues of local communities engagement is solving problems of the local population. In cooperation with local authorities and communities, company implements many social projects aimed at developed residential population.

In 2023, ArcelorMittal Kryvyi Rih continued to be a reliable partner to Ukraine and Kryvyi Rih, to the communities around the company and to the company's employees.

While in 2022, company focused its social and charitable activities on charitable assistance to war victims and support for the Kryvyi Rih defense forces, in 2023 the priority areas of assistance were urgent large-scale infrastructure projects related to the elimination of terrorist attacks by the Russian aggressor and assistance to the Ukrainian defense forces and communities.



In 2023, ArcelorMittal Kryvyi Rih allocated 269 million UAH to help combat Russian aggression and war affected.

In total, since the beginning of the war, ArcelorMittal and the company have allocated more than 650 million UAH to help combat Russian aggression and the war affected.

After Russian terrorist aggressors destroyed the Kakhovka hydroelectric power plant dam in June 2023, causing a large-scale environmental and humanitarian disaster, there was a threat of a complete termination of water supply to Kryvyi Rih and the company.

Large industrial city with a population of more than 800,000 people could have been left without water, as it was supplied by 70% from the Kakhovka reservoir through Pivdenne reservoir.

ArcelorMittal Kryvyi Rih in close cooperation with the city authorities, completed two large-scale infrastructure projects in shortest possible time.

The first task was to expand water intake canal of Saksahan River to increase capacity of water transportation from the KRES reservoir to Pivdenne reservoir.

Second project was the construction of a 4-kilometer water pipeline from the Inhulets River to Pivdenne reservoir from scratch using ArcelorMittal Kryvyi Rih network. This step helped to provide water to almost a third of the city.

The construction was carried out round-the-clock by employees of the plant and contractors and was completed in a record of 20 days. This pace was achieved because the pipes and pumps used for work were intended for the implementation of the company's major investment project, Karta 3 TSF. However, ArcelorMittal Kryvyi Rih deliberately postponed the operation for the benefit of Kryvyi Rih citizens.



Overall, ArcelorMittal Kryvyi Rih allocated 225 million UAH for the water supply system at all stages. After the launch of the new waterway, the priority in restoring water supply was given to the city's residents. First, the company filled Pivdenne reservoir, as city was losing tens of thousands of cubic meters of water every week due to heat and evaporation. When this stage was completed, the selection process for the steel plant began so that it could resume production of steel and rolled products. [Перший міський \(one.kr.ua\)](https://one.kr.ua)

Company has also provided more than 4,000 tons of construction materials and fuel, as well as electrical equipment to the Ukrainian defense forces.

As in the first year of the war, ArcelorMittal Kryvyi Rih continued to provide humanitarian assistance to war victims and internally displaced people.

Kindergarten and townlet council buildings restoration in Arkhanhelske, Kherson region.

Company took care of the residents of Arkhanhelske townlet, an urban-type settlement located almost next to Kryvyi Rih just over 60 kilometers away. We are related with it because one of our companies ArcelorMittal Beryslav is located in there. Limestone is mined there for steel plant and the construction industry.



Company helped to restore a kindergarten in Arkhanhelske townlet, an urban-type settlement that was damaged by explosions and shelling during the occupation by Russian invaders. ArcelorMittal Kryvyi Rih allocated more than 250 thousand UAH to restore the "Teremok" kindergarten. This helped to install new double-glazed windows, doors and replace the corrugated board roof. Now the kindergarten preparing to repair the interior and after that it'll be ready to take children.

ArcelorMittal Kryvyi Rih also helped to rebuild the administrative building of the Arkhanhelske Chief District in Arkhanhelske townlet which was damaged during the occupation by Russian invaders due to numerous shelling and explosions.

It took over 800 thousand UAH to restore the building. The funds were spent on replacing windows and doors, restoring the roof, which was almost completely destroyed. Before the war, this building housed the Chief's office. People used to come here to apply for social assistance, solve communal and administrative issues.



On a New Year's Eve, company handed over gifts to students of Arkhanhelske Secondary School, and food packages: stewed meat in cans and tea for residents of Arkhanhelske townlet and ArcelorMittal Beryslav employees.

The company has helped to restore rural roads in the Hrechanopodivska community. The residents of the villages of Svystunova, Hrechani Pody, Myroliubivka and Chervoni Pody needed to be saved from impassability of the road. This is almost 1800 residents. Technical condition of the roads resembled a survival test. This section of the road, which was in dire need of repair, is used by the community to get to Kryvyi Rih educational institutions by housewives to go to the market and make household purchases, by people to go home in their own vehicles and by ambulances and emergency services.

Company has provided not only construction materials but also equipment for road improvement, and the management of the mining department helped to ensure that everything was done quickly and efficiently.



For several years in a row ArcelorMittal Kryvyi Rih has been visiting rural communities in Kryvyi Rih with sweet gifts for children on Christmas eve and New Year holidays.

In 2023, representatives of the company brought 784 sweet gifts to the Christmas trees of the Hrechanopodivska and Novalativska rural communities, like those received by the children of the company's employees.



Support to Donetsk State University of Internal Affairs

Due to the full-scale invasion of Ukraine by the occupation forces of the aggressor country, Kryvyi Rih Educational and Research Institute of Donetsk State University of Internal Affairs is training specialists to record criminal acts committed by Russia in the de-occupied territories and collect evidence of war crimes.

To fulfill these tasks, it became necessary to create a multifunctional tactical camp.

ArcelorMittal Kryvyi Rih assisted the Donetsk State University of Internal Affairs in building a model of a facility (apartment) to practice on-scene tactics during the advance in the de-occupied territories in the conditions of locality and private premises.



Since 2014, Invictus Games, international sports competitions in the Paralympic style, have been held among wounded servicemen and war veterans where our country has participated since 2017, and representatives of our city have participated in the qualifying all-Ukrainian competitions Invictus Games since 2018.



The Invictus team of the city consisting of 23 servicemen was one of the largest among the regions of Ukraine at the qualifying competitions in Lviv in April 2023. The athletes competed in seven out of nine sports. These included athletics, archery, powerlifting, sitting volleyball, swimming, table tennis and cycling.

To further train city's Invictus team and improve physical rehabilitation of servicemen and war veterans, company purchased a lift for the 50-meter swimming pool of the Water sports palace of "Children's and Youth Sports School No. 1" of Kryvyi Rih City Council, which is a sports rehabilitation center for war veterans and the city's Invictus team.

Internally displaced people and internal refugees engagement

As part of the Razom volunteer project, a master class was organized for the Easter holiday, where more than 50 displaced children from different regions of Ukraine, aged 5 to 16, created handmade festive baskets and decorations. Sweets for the basket were a gift from the company.



Children from Ternivskiyi, Saksahanskyi, Zhovtnevyi and other districts where they are living temporarily took a part in the festive workshop. It was kind of tour of the city, as not all of them had traveled around and seen its sights. Volunteers wanted to add mood to the children's holiday and get them to know each other.

On New Year holidays eve, ArcelorMittal Kryvyi Rih presented sweet gifts to new residents of Kryvyi Rih. Representatives of the company visited 11 centers where internally displaced people are currently living and greeted them with New Year holidays.

For several years in a row company helps NGOs that bring together children from privileged categories. On Christmas and New Year holidays eve, more than 500 sets of sweets were given to children from Suziria Center for children with hearing difficulty and severe speech malfunction, NGO Union of Disabled People, NGO United Hearts Foundation", Kryvyi Rih City Organization Sunny Children of Kryvyi Rih and students of Kryvyi Rih Gymnasium No. 98.



Environmental campaigns

ArcelorMittal Kryvyi Rih making a lot of efforts to implement the measures of the City Program for Solving Environmental Problems in Kryvyi Rih and Improving the Environment for 2016–2025. That's despite the difficulties caused by the Russian Federation aggression against Ukraine.

Overall, company has been declared 71 actions to be implemented by City Program. Investments for their implementation in 2016–2023 amounted to more than 3.6 billion UAH, including 687 million UAH in 2023. From the beginning of the program until 2023, 30 measures have been fully implemented. 23 measures are being implemented on an ongoing basis, including the landscaping and greening of the territories.

On April 08, 2023, ArcelorMittal Kryvyi Rih has planted sakura, cherry, plum and amber trees in Metalurhiv Park near Youth and Students Palace and in Health and Safety minipark in Inhuletskyi district.

More than 50 employees and managers of the company and their families, as well as representatives of the district and city authorities, joined the event.

A total of 34 saplings were planted in Metalurhiv Park and 18 saplings in Inhuletskyi district.



ArcelorMittal Kryvyi Rih employees, trainees, participants of two seasons of Nova Fabryka program and common citizens took a part in cleaning activity from garbage to make the autumn city more pure and comfortable. Almost two hundred participants gathered on the pond to work on environmental cleanliness.



Cleaning site near the first pond weren't chosen by chance, as it is located next to the road leading to the company. This road with its view of the cooling towers is a kind of business card of our company and Kryvyi Rih. In addition, the ponds are a popular place for local fishing, as well as for recreation for Kryvyi Rih residents and visitors.

In November 2023, as a part of the project for the reconstruction of a complex of buildings and structures (sinter strands No. 1-3) of Sinter Shop No. 2, employees of ArcelorMittal Kryvyi Rih and Sanservice has planted 20 maples and as many linden trees in Inhuletskyi district in a park on Zbahachuvalna Street, near our company checkpoints.



The type and number of trees for the woodlands were recommended by experts from the housing and public utilities department of Inhuletskyi District Council. The selected tree species grow rapidly, have lush crowns, cleaning the air perfectly, neutralizing harmful substances, protecting from the wind and, most importantly, long-livers.

Liudmyla Rudnieva, Director of Environment Protection Department of ArcelorMittal Kryvyi Rih: "Greenery will protect environment by improving the temperature and humidity conditions, reducing noise levels and creating a new recreational area for the residents of the district. We run such environmental activities each year. It is both our initiative and fulfillment of our duty to the city to plant greenery to reduce the anthropogenic impact of production on residential areas."

4.6. Local governments and regulatory authorities engagement

One of the company's ways of local governments and regulatory authorities engagement is through meetings, forums and joint commissions in its key activity areas.

In 2023, PJSC ArcelorMittal Kryvyi Rih interacted with government and regulatory authorities on environmental issues both in person and via video conferencing.

Specialists of Environment Protection Department took a part in meetings of the working group of the City Executive Committee on the development and comprehensive solution of issues related to the implementation of state policy in the field of environmental protection in Kryvyi Rih to consider issues related to the implementation of the City Environmental Program for 2016-2025 and environmental indicators; in meetings of the Environmental Planning Council of the City Executive Committee, which considered issues related to improving the environmental situation in the city, automated monitoring of the environmental condition of the city.

During the year following committee meetings were held of the Commission for State Monitoring of Air Protection and Air Quality Management in the Kryvyi Rih metropolitan area; several meetings and forums of the Kryvyi Rih City Council on the organization of wastewater disposal, research into the state of the Kryvyi Rih iron-ore basin, local waste management development plan and Saksahanske Reservoir condition.

4.7 Communities and NGOs engagement on environmental issues

Meetings with NGOs help to detect problems that concern citizens and discuss opportunities to solve them.

Environment Protection Department specialists took a part in the event:

- webinar session "Environmental International Standards at the Company and Environmental Management Systems" organized by Association of Environmental Professionals PAEU;
- industry forum "ECOTRANSFORMATION OF OIL AND GAS USE-2023: Legislation, Solutions, Best Practices" under the auspices of the PAEW Association of Environmental Professionals and the Office of Sustainable Solutions together with the National Association of Extractive Industries and the Association of Gas Producers of Ukraine;
- Youth forum ZeMolodizhka Kryvyi Rih on institutional opportunities for engaging young people in overcoming the consequences of armed aggression: "Environmental and Infrastructural Aspects";
- discussion on the implementation of the best available technologies and methods for managing and monitoring air and water emissions together with representatives of the public, business, the Ministry of Environment, and international partners.

4.8 Public hearings and consultation

In accordance with the Law of Ukraine "On Environmental Impact Assessment", the company holds public hearings on the planned activities of new and reconstructed facilities.

Currently, in accordance with Article 17 of the Law of Ukraine No. 2059-VIII of 23.05.2017 "On Environmental Impact Assessment":

2-2. Temporarily, due to the time of martial law on the territory of Ukraine, enacted by the Decree of the President of Ukraine "On the Introduction of Martial Law in Ukraine" dated February 24, 2022 No. 64/2022, approved by the Law of Ukraine "On Approval of the Decree of the President of Ukraine" "On the Introduction of Martial Law in Ukraine" dated February 24, 2022 No. 2102-IX, public hearings provided for in Article 7 of this Law shall be held via video conferencing.

5. Grievance procedure

Grievance, appeals, claims or proposals procedure is regulated by the Law of Ukraine "On Citizens' Appeals".

Stakeholder representatives shall present their issues in verbal form or writing. Written appeals shall be signed by the applicant(s) and dated.

In accordance with the Law of Ukraine, appeals without indication of the place of residence that are not signed by the applicant(s) are considered anonymous and may not be considered.

Also, repeated appeals from the same citizen on the same issue may not be considered if the first appeal was resolved by merits.

Complaints, appeals from local residents sent by mail, as well as notifications from regulatory authorities or local governments are registered in the company's office and forwarded to an official for consideration in accordance with the area of activity.

All appeals or complaints from citizens (verbal and written form) are to be addressed and resolved within no more than 30 days from the date of receipt.

Calls received on "hotline" are recorded on voicemail machine. They are reviewed in the same way as verbal and written appeals.

In 2023, company has not received any calls to the environmental "hotline" from city residents.

Company received 23 appeals from local authorities, including from:

- City Executive Committee - 13 appeals;
- Metalurhiinyi Metallurgical District Council of the city - 8 appeals;
- Inhuletskyi District Council in the city - 2 appeals

22 appeals were related to air quality, 1 to the water resources protection.

Appeals were addressed in accordance with the requirements of company standards 192-02:2016. In accordance with the established procedure, responses were prepared and submitted by local authorities with information on the production and environmental activities of the company.

Public reception office, which had been suspended at the beginning of the war, was restarted to receive complaints from the company's employees. Reception was held twice a month by ArcelorMittal Kryvyi Rih top managers in charge of health and safety, environment, human resources and labor organization, and legal services.

Each employee had the opportunity to register for an appointment in the @Amkrr_bot chatbot in Telegram or by the numbers of the Single Window Contact Center: 0564 99 19 00, 067 628 52 96, 067 562 04 30

During the year, 23 appeals from employees of the company were received through the Public Reception. They were considered in accordance with the current legislation.

6. Monitoring and reporting

Despite the martial law in Ukraine, extended in 2023, PJSC ArcelorMittal Kryvyi Rih will continue to inform stakeholders and post information on its main activities.

The company will track and provide appropriate feedback through communication channels such as the website, media, surveys, Amkrr_bot on Telegram, and individual meetings,.

In addition, Commission reviewing applications for one-time financial assistance considers issues related to the financial assistance of employees and retiree for medical treatment and other urgent needs.

Social Affairs Committee determines basic principles of charitable activities in accordance with the Charitable Activities Policy of PJSC ArcelorMittal Kryvyi Rih and makes decisions on budget expenditures for social needs and charitable assistance.

After the martial law is cancelled and/or abolished, the company will continue to report on sustainable development. In addition, under the EU Corporate Sustainability Reporting Directive (CSRD), the company plans to report according to the European Sustainability Reporting Standards (ESRS).

ESRS standards are EU sustainability reporting standards that cover a range of areas related to the environment, social and corporate governance (ESG) including climate change, biodiversity, human rights, etc. The standards are an integral part of the CSRD directive.