

# What are ESG principles?

## Social



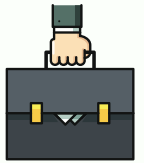
- Customer satisfaction
- Gender equality and diversity
- Support for vulnerable groups and social assistance
- Health and safety
- Contribution to the community
- Training
- Human rights



## Environmental

- Climate change and emissions reduction
- Rational use of water
- Biodiversity
- Energy efficiency
- Reforestation
- Waste management
- Circular economy

## Governance



- Corporate governance system
- Remuneration
- Cyber security
- Responsible supply chain
- Compliance system

