

Corporate Social Responsibility

Stakeholder Engagement Plan

Table of Contents

1. Executive Summary	2
2. Identification and Analysis of Stakeholders	2
3. Stakeholder Engagement Strategy	2
4. Monitoring and Evaluation	2
5. Risk Management and Mitigation	2
Annex 1 – Stakeholders	3

1 Executive Summary

This CSR Stakeholder Engagement Plan outlines Zeno's approach to engaging with stakeholders for the Zeno CARES program. Zeno aims to align its CSR activities with stakeholder expectations, address their concerns, and create shared value for all parties involved.

2 Identification and Analysis of Stakeholders

Zeno has identified various stakeholders, including customers, employees, business partners, and regulatory bodies.

Through stakeholder mapping, Zeno has assessed the influence, interest, and potential impact of each stakeholder group. By identifying key stakeholders, Zeno can focus and prioritize its CSR efforts accordingly.

3 Stakeholder Engagement Strategy

Zeno aims to establish constructive relationships, foster dialogue, gather insights, and include stakeholder perspectives in its CSR decision-making processes.

Zeno will maintain regular and transparent communication with stakeholders through various channels, providing opportunities for stakeholders to voice concerns, provide input, and collaborate in shaping Zeno's CSR initiatives.

The company will allocate adequate resources, including personnel and budget, to support its stakeholder engagement efforts. This ensures the availability of skilled staff, appropriate technology, and financial support necessary for effective and meaningful engagement.

4 Monitoring and Evaluation

Zeno will continuously monitor and evaluate its stakeholder engagement activities to ensure their alignment with the company's objectives and adherence to best practices. The company will identify areas for improvement and make adjustments to enhance the effectiveness of its engagement strategies.

5 Risk Management and Mitigation

Zeno will constantly seek to identify and assess potential risks associated with stakeholder engagement, such as miscommunication, unmet expectations, or reputational risks.

Annex 1 – Stakeholders

The following stakeholders/groups have been identified:

Stakeholder	Position / Role	Interest Group
Internal		
Board of Directors	Strategic alignment of CSR with company goals and values	Corporate governance
CEO	Leadership in CSR initiatives	Executive leadership
Employees	Workplace, ethical conduct, community engagement	Employee relations
Legal	Compliance with CSR-related laws and regulations	Legal compliance
Finance	Budget allocation / cost control	Financial planning
Marketing / Branding	Branding / PR of CSR-related activities	Corporate communication
Managing Directors	Compliance with local legislation, customer requirements & expectations	Operational management
External		

Customers	Ethical business conduct, compliance with customer regulations	Client relations
Business Partners	Ethical sourcing, compliance with regulations, sustainable supply chain management	Supply chain management
Government / Legislative bodies	Source of relevant legislation and regulations	Regulatory compliance
Media	Perception, transparency, PR	Public relations