

## COMPANY-WIDE HOTLINE

To help maintain its high standards of business ethics, Rusagro Group launched a company-wide hotline in October 2022. The Rusagro hotline enables employees and other stakeholders to leave messages about existing, suspected, or planned violations of the rules of business conduct and ethics, security breaches, theft or other irregularities via anonymous communication channels.

### Hotline contact details

#### Phone number

8 (800) 600-28-57

#### Email

rusagro@csi-hotline.ru

### Operating principles of the hotline

#### Confidentiality

Each report of an offence may be dealt with anonymously.

#### Independence

Incoming information about violations is processed by CSI Group LLC, an outsourced provider unrelated to Rusagro, which ensures complete impartiality

#### Reward

Each message is evaluated by the provider; after that the applicant is entitled to a monetary reward of RUB 10,000 to 500,000 (10% of the Company's damage identified).

## DEALING WITH STAKEHOLDERS

Rusagro Group understands how important it is that its employee can ensure amiable interaction and effective and transparent communication with customers, partners and contractors. Rusagro employees adhere to the principles of mutual respect, professionalism, honesty and openness, subject to the constraints imposed by the Group's internal documents. The Company endeavours to actively support feedback and take into account the needs of its partners and customers. Rusagro employees follow ethical standards and internal corporate standards, helping to build up trust and improve the Group's reputation. Provisions regarding the Group's approach to collaborating with stakeholders from a staff standpoint are intended to be incorporated into the Code of Business Conduct and Ethics.