

Engagement model

[GRI 2-29] [GRI 3-1] [GRI 3-3]

The Organization establishes and strengthens in its day-to-day actions the relationships for building trust with its stakeholders based on a timely and bidirectional communication, in addition to the corresponding engagement and collaboration. This is done under principles of integrity, transparency and active listening, which are enabled by the sense of collectivity.

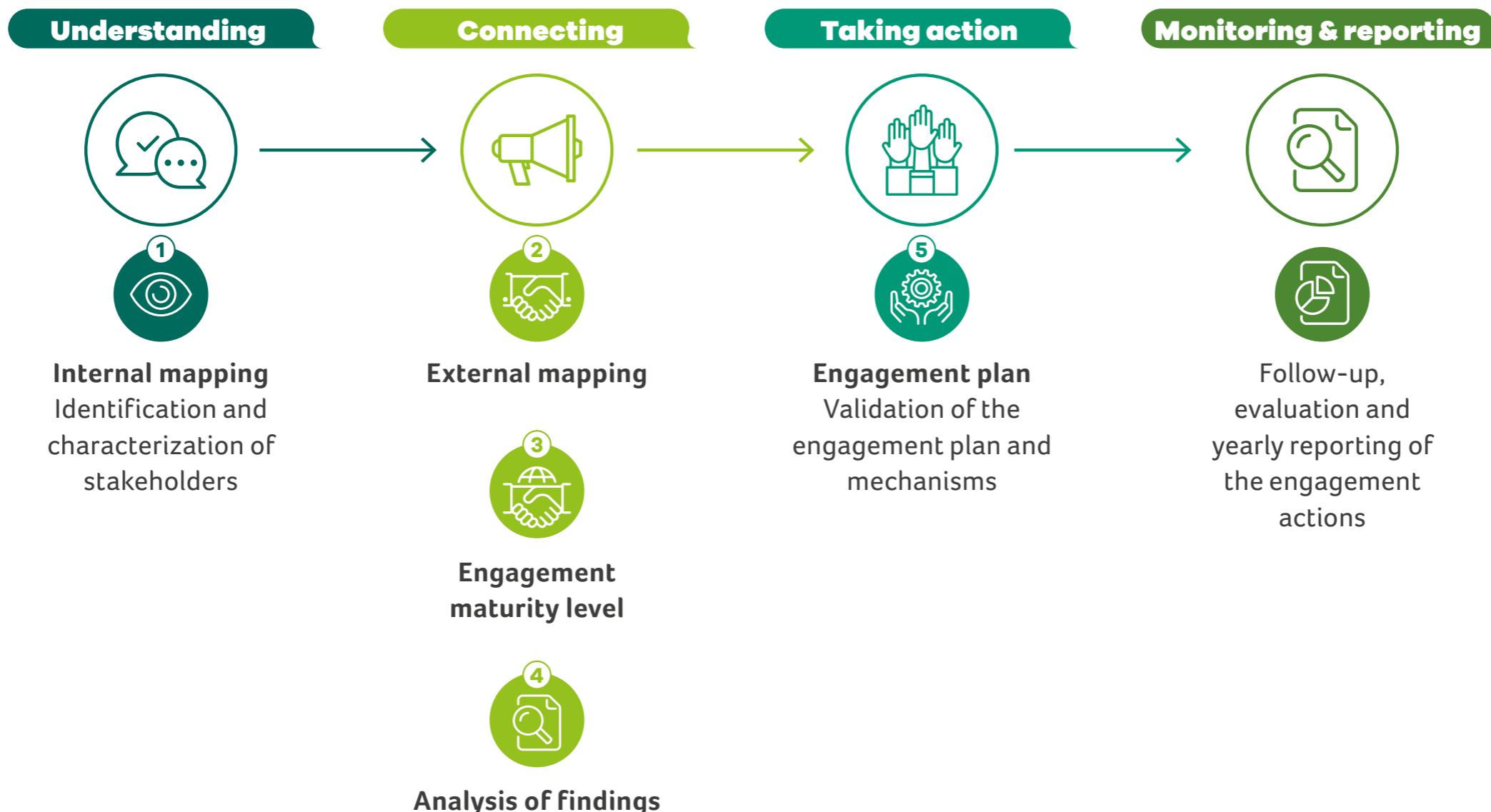
The engagement model has been an essential capability to establish long-term relationships, foster constructive and participative dialog, and identify new cooperation opportunities while reconciling the expectations of both the Organization and the stakeholders.

This model is aligned with the guidelines of the AA1000 International Standard, which defines requirements and leading practices for a high quality engagement and commitment by the Organization to its stakeholders.

Grupo Nutresa has been working on developing the capabilities of its employees with the purpose of strengthening their effective managerial skills in all its engagement processes. This is a constant and progressive work that enriches the materiality analysis and strengthens the sustainability management efforts, as well as the resilience of the organizational strategy.

Progress and implementation of the model

The Company advances in the implementation of multiple engagement actions through the following stages: understanding, connecting, taking action, and monitoring & reporting.





Cocoa farmer in Tolima, Colombia.

Since the creation of the model, the Organization has consolidated the following results:

19 active engagement committees.

182 active members in the engagement committees.

452 sub-stakeholders have been identified.

61 engagement plans have been recorded.

State of progress

Advanced

Engagement plans

Colombia



Comercial nutresa La Receta

Colombia and Costa Rica



Biscuits

Intermediate progress

Analysis of findings

Colombia



Pastas

Colombia and Costa Rica



Servicios nutresa

Chile and Mexico



Tresmontes
Lucchetti

Dominican Republic



Retail Food

Initial stage

Internal - external mapping

Colombia and Costa Rica



Retail Food

Colombia



OPPERAR
COLOMBIA

Panama



Cold Cuts

Results achieved in 2022

Through Fundación Nutresa, the Organization continued working on approaching the territories by means of diverse volunteering activities and conversations regarding education as means for creating opportunities. Key achievements:

19 territories in **10** countries.

97 participant leaders.

52 partner social organizations involved.

Conversations with approximately **340** young people, teachers, academic directors, representatives from the public and private sector, foundations and other civil society actors.