

Stakeholder Engagement Program



Stakeholder Engagement Program

Our objective is to contribute to the development of the populations around us, therefore, in each community or area in which we are located, we behave like a good neighbor, who cares about people and the development of their community. We live in a country with many challenges to face but also with multiple opportunities to achieve sustainable development. Therefore we engage in good practices like:

1. Conducting local stakeholder and community impact assessment
2. Setting clear communication channels for local stakeholders to communicate with the company and capacity building for local stakeholders to ensure they can communicate with us.
3. Conducting regular surveys/reviews of perceptions for local stakeholders on engagement strategy
4. Meeting with local stakeholders to identify emerging concerns and monitoring grievances
5. Making sure our stakeholder engagement programs are applied at all local operations

Our Assessment

As part of our social management, we conduct studies with a third party to identify the needs of our areas of influence and their perceptions regarding their quality of life and the work of our company. This allows us to develop strategic programs that truly promote social development.



Final report:
RelacionAR -
Pacasmayo





OBJECTIVE OF THE PROJECT

Provide information to guide actions to generate sustainable relationships with stakeholders in the direct and indirect areas of influence of Pacasmayo, Tembladera, Rioja and Piura, as well as to evaluate satisfaction with the actions already implemented.

Stakeholders to evaluate



FORMAL LEADERS



INFORMAL LEADERS



RESIDENTS

STAKEHOLDER: LEADERS



Methodology

		LEADERS																		
Methodology		Face-to-face interviews																		
Public target		<ul style="list-style-type: none"> • Men and women • Formal leaders: mayors, teachers, representatives of organizations (vaso de leche, soup kitchens, ronderos, etc.). • Informal leaders: community spokespersons (those people who are followed and listened to by the whole community). 																		
Sample size		<table border="1"> <thead> <tr> <th>Operations Center</th> <th>Formal leaders</th> <th>Informal leaders</th> </tr> </thead> <tbody> <tr> <td>Tembladera</td> <td>3</td> <td>2</td> </tr> <tr> <td>Pacasmayo</td> <td>3</td> <td>2</td> </tr> <tr> <td>Rioja</td> <td>3</td> <td>2</td> </tr> <tr> <td>Piura</td> <td>3</td> <td>2</td> </tr> <tr> <td>Total</td> <td>12</td> <td>8</td> </tr> </tbody> </table>	Operations Center	Formal leaders	Informal leaders	Tembladera	3	2	Pacasmayo	3	2	Rioja	3	2	Piura	3	2	Total	12	8
Operations Center	Formal leaders	Informal leaders																		
Tembladera	3	2																		
Pacasmayo	3	2																		
Rioja	3	2																		
Piura	3	2																		
Total	12	8																		
Field dates		June 23 to July 14, 2023																		

CEMENTOS PACASMAYO AND CEMENTOS SELVA RRCC EVALUATION



CEMENTOS PACASMAYO AND CEMENTOS SELVA RRCC EQUIPMENT EVALUATION

Very positive evaluation of the community relations team: representatives are empathetic, involved and efficient people.



"César Ruíz came because he invited me to get to know the reality and thanks to him I have been able to be heard. The last few years with the engineer were of a lot of work, of getting closer to the children in education, during the months of December we did the Christmas campaign, giving toys to the children, a children's show. We took food to the poor people, we attended to their needs. And lastly with Guillermo Sáenz Romero, we have shared a lot with the engineer, the problems of the rain, the dengue epidemic, visits to farmers" (Informal leader, Tembladera).

"She is an empathetic person, Ms. Fiorella Verau. She likes to be included in the team, she is jovial, and I think the company has placed her there with good criteria, because she is the one who goes out and searches. So, that is what is giving the company that image of arrival. There is an approach as a company at the same time". (Formal leader, Pacasmayo).

"She is a very professional, very neutral person who tells us that if she is going to support us she does, she has never closed her hand, she has never abandoned us, I tell her that she has Jerusalem in her heart, because now we have 50 families, she is a very tough and very professional woman, with whom we can work" (Formal leader, Rioja).

Team that **works in coordination** with the local authorities.

Team that **offers constant communication and a quick solution** to the community's problems.

Representatives channel the needs (they usually have contact with 1-3 people), who represent CP

Active, empathetic, charismatic representatives are found in all areas, **who make them feel listened to.**

People who are directly involved in the field work, either by participating in donations, community visits, among others.

"Here you have your representative who is Estrellita (...) her work is very active. It is a very good, coordinated and effective work. They are always listening to the needs of the organizations we have in the locality (...) It is a good approach to the population, because they do attend to them, they listen to them and they always work in a coordinated way to try to contribute to the solution" (Formal leader, Piura Sechura).

"Since 2019 I met Mrs. Casy Portugal and we introduced ourselves with our resolution and we had the first approach (...) Whenever I have needed her for some reason or another she has always been there" (Informal leader, Piura October 26).

***Shared perception for Cementos Pacasmayo and Cementos Selva RRCC teams.**

STAKEHOLDER: RESIDENTS



Methodology

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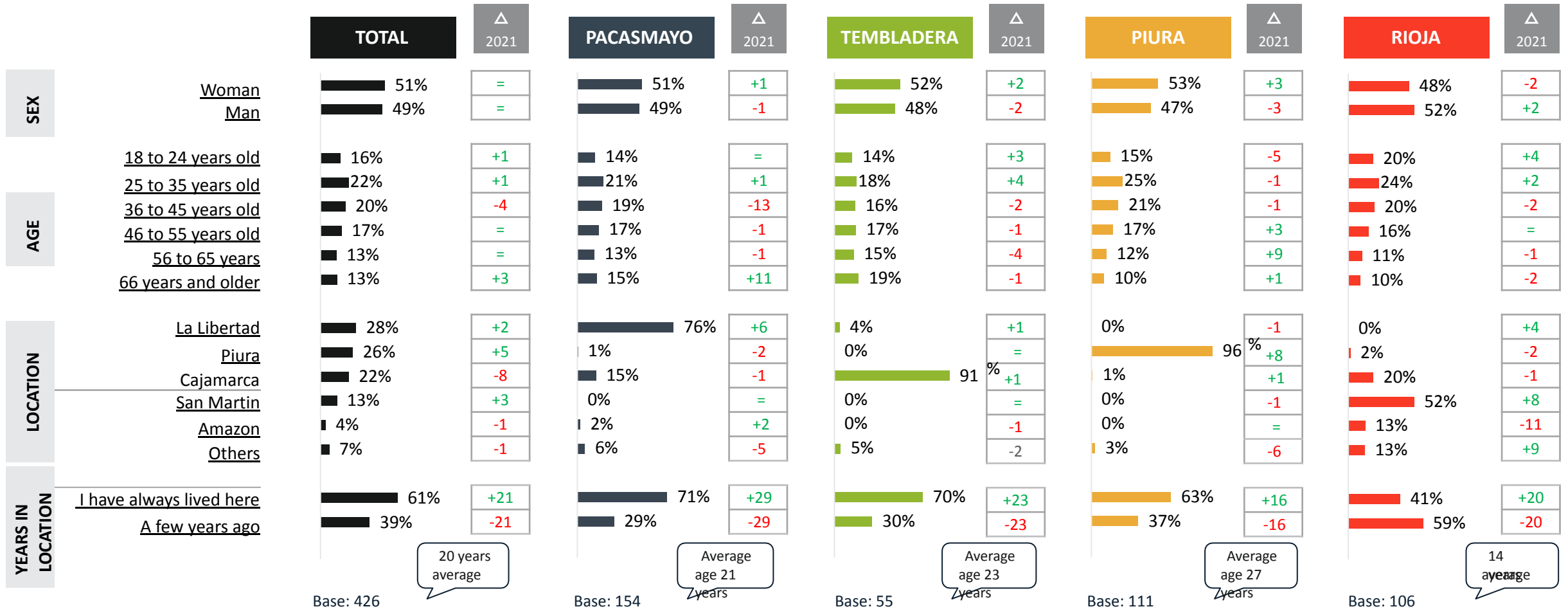
		RESIDENTS			
Methodology		Face-to-face surveys			
Public target		<ul style="list-style-type: none"> Residents of areas where Pacasmayo has operations: Pacasmayo, Tembladera, Piura and Rioja, with their relevant localities. 			
Sample size		Location	Locations	Quantity	TOTAL
	Pacasmayo		La Greda	21	154
			La Nueva Greda	10	
			El Progreso	30	
			La Palmera	20	
			Caso Urbano	43	
	Tembladera		El Porvenir	30	55
			Tembladera + Barrio Chinguión	45	
			Yonan Nuevo	5	
	Piura		Yonan Viejo	5	111
		October 26th	89		
Rioja		Sechura	22	106	
		Rioja	21		
		Segunda Jerusalén	70		
		Nueva Cajamarca	15		
		TOTAL		426	
Field dates		July 17 to 26, 2023			



Resident profile

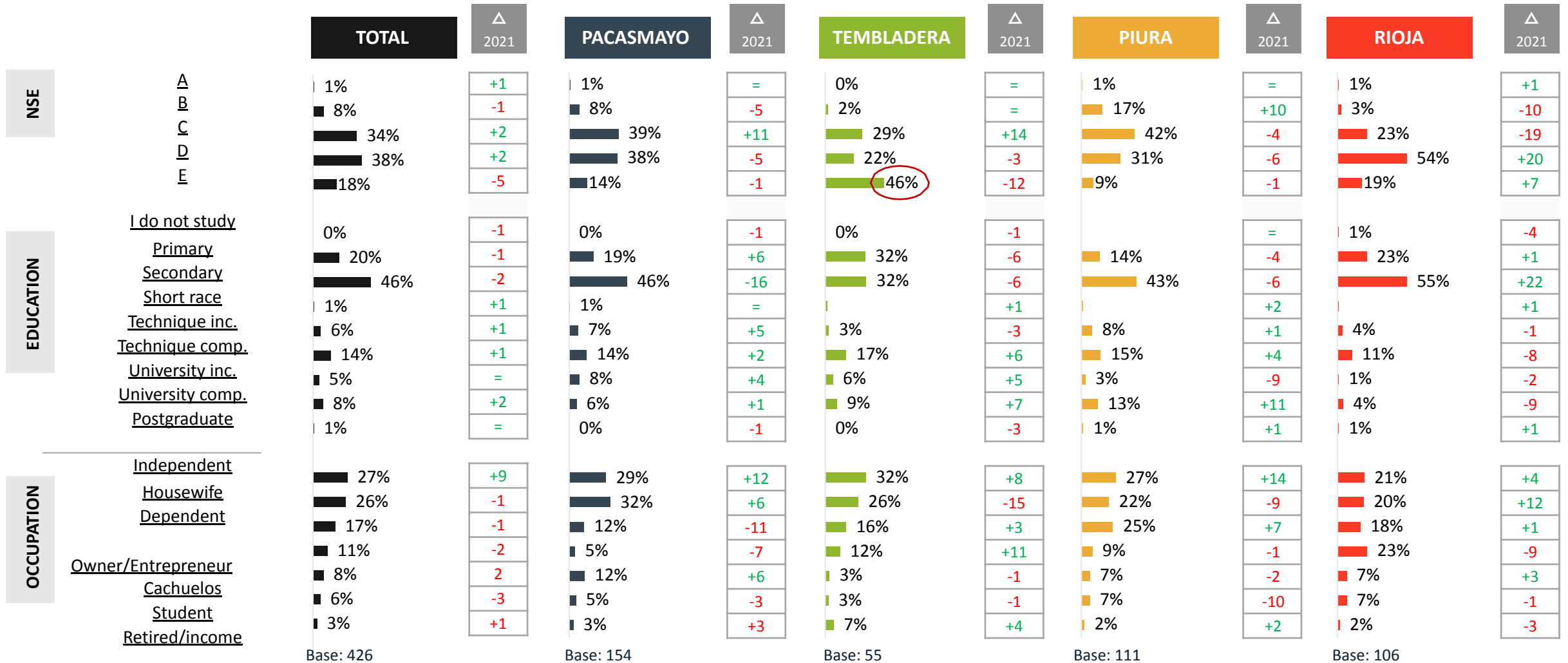
GENERAL DEMOGRAPHIC PROFILE

The residents have lived in their localities for many years, especially the residents of Piura, who are experienced in their area and know the past of their localities.



GENERAL DEMOGRAPHIC PROFILE

Residents belong to socio-economic level CDE and have basic education or less. Increase of independents versus previous measurement.



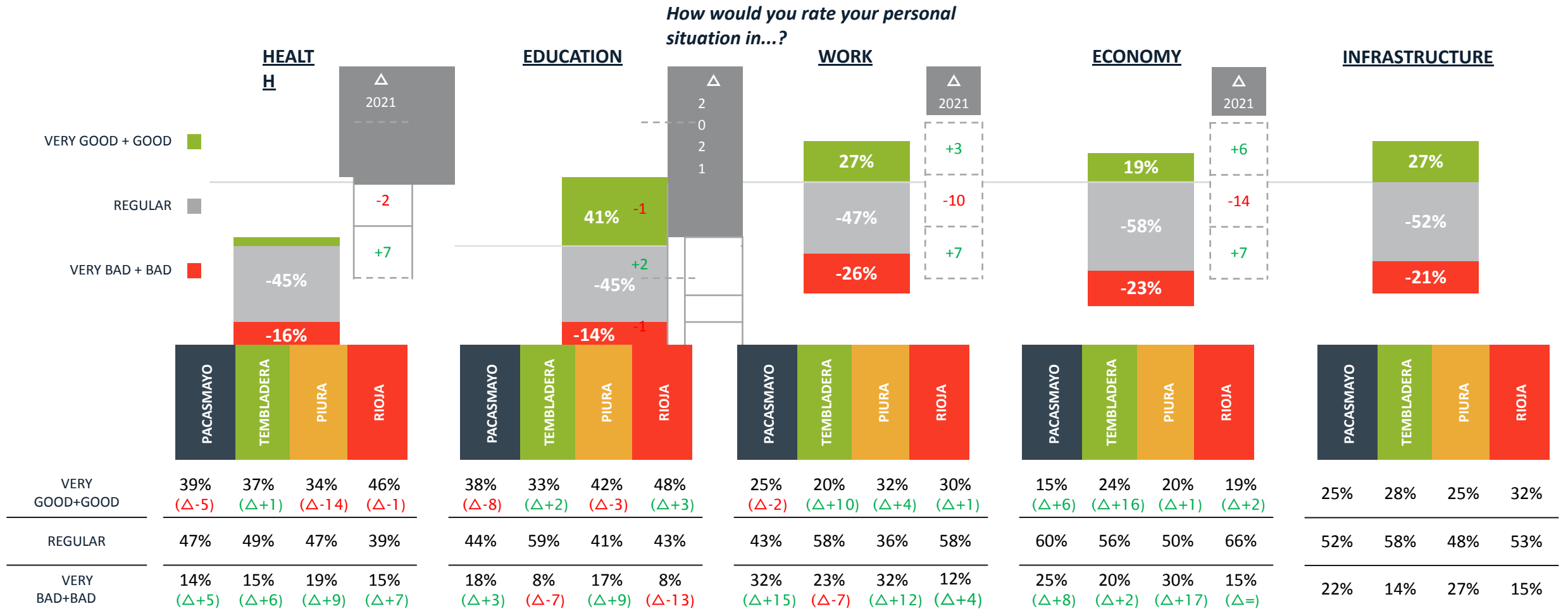


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3. **Current situation of the residents and the locality**
4. Attitude towards the industry
5. Pacasmayo Evaluation: Cement Pacasmayo and Cementos Selva

OVERALL PERSONAL SITUATION

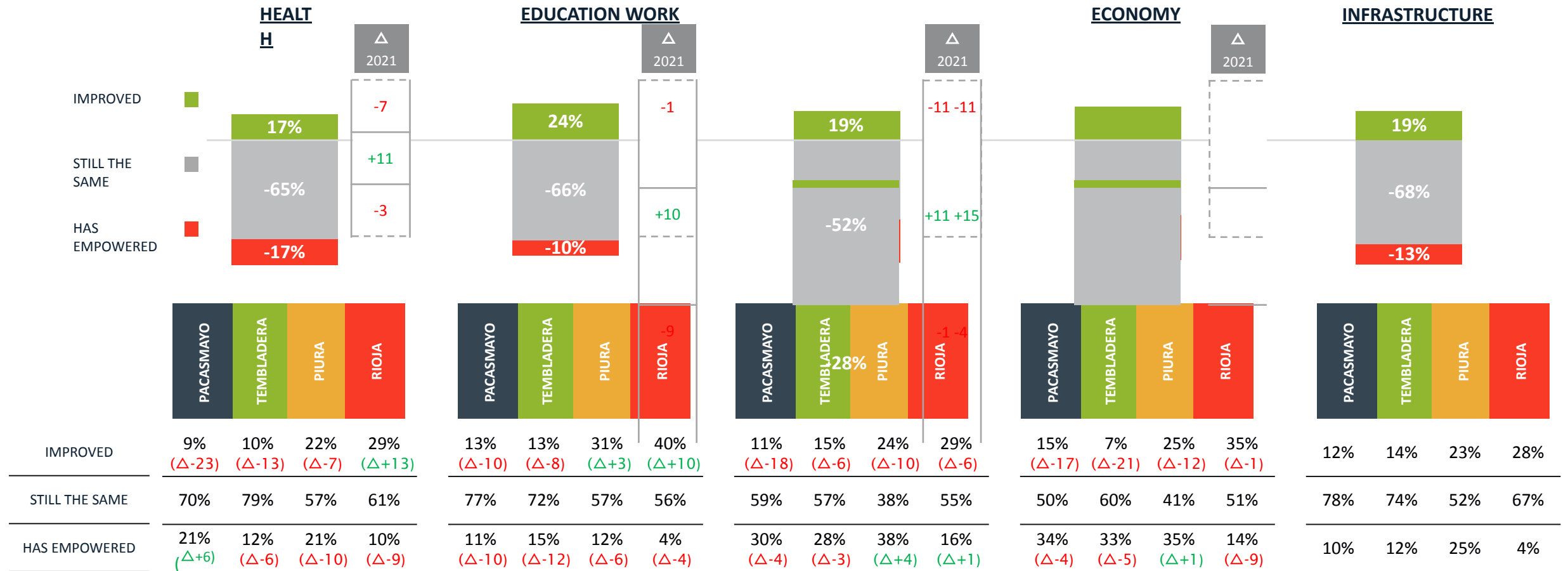
Personal perceptions of health and education range from regular to good; however, decreases considerably in the labor, economic and infrastructure sectors.



PERCEPTION OF CHANGE IN THEIR OVERALL PERSONAL SITUATION

There is little perception of improvement at the general level; the majority considers that their situation remains the same.

Two years ago, has your personal situation...?



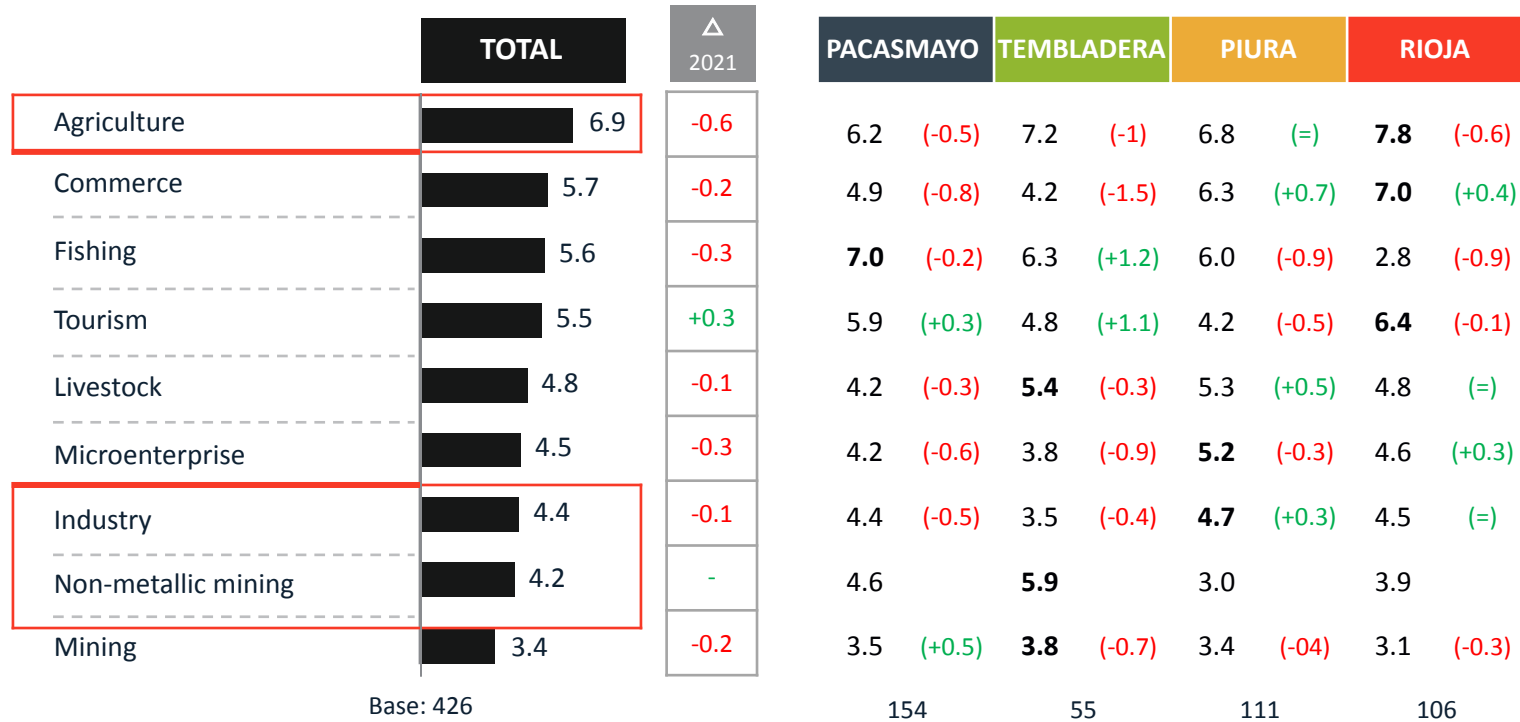


**Location of the
Communities**

LOCAL ACTIVITIES

Agriculture, commerce and fishing are the most important economic activities.

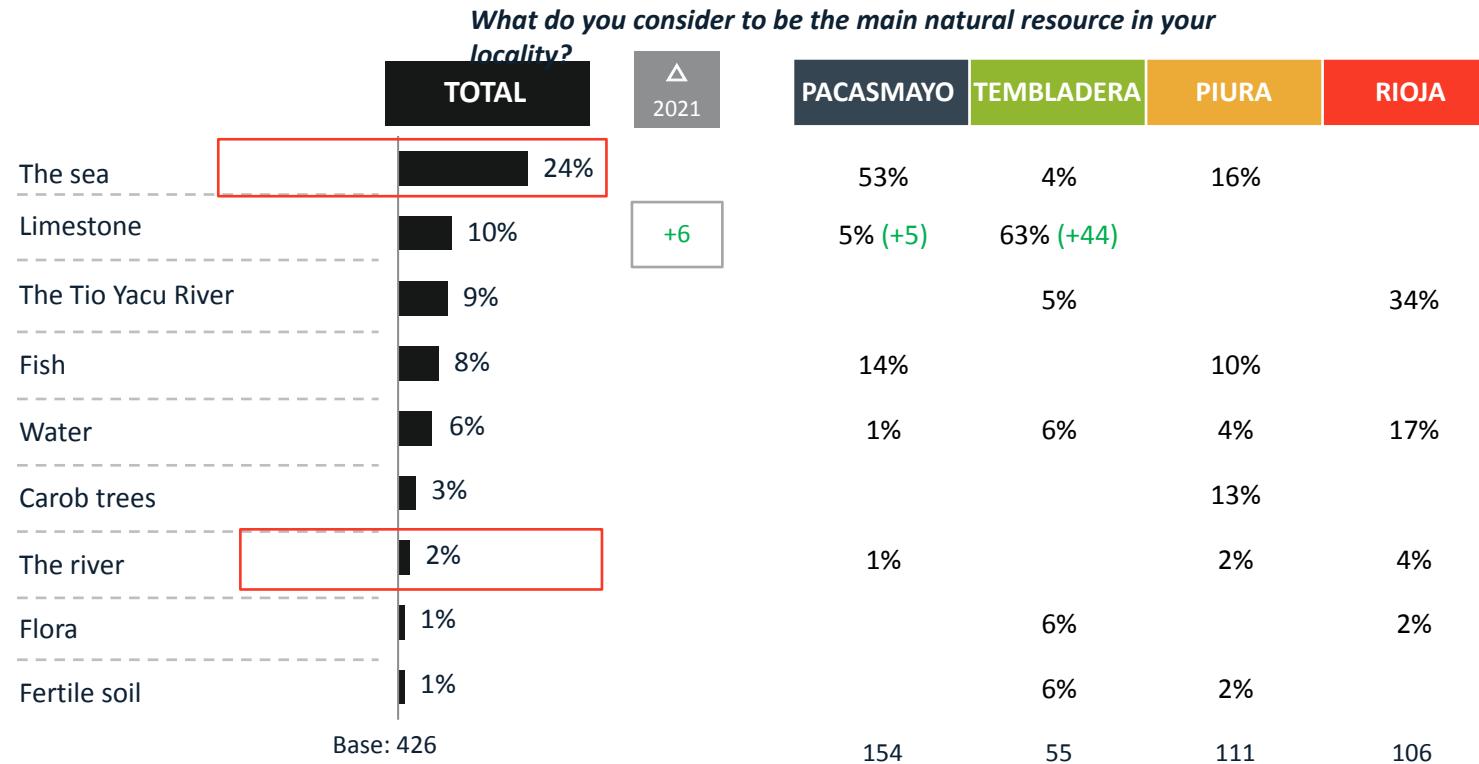
Activities of major economic importance for the locality (Ranking)



*In the 2021 measurement, the attributes mining and informal mining were evaluated separately. Non-metallic mining was not evaluated.

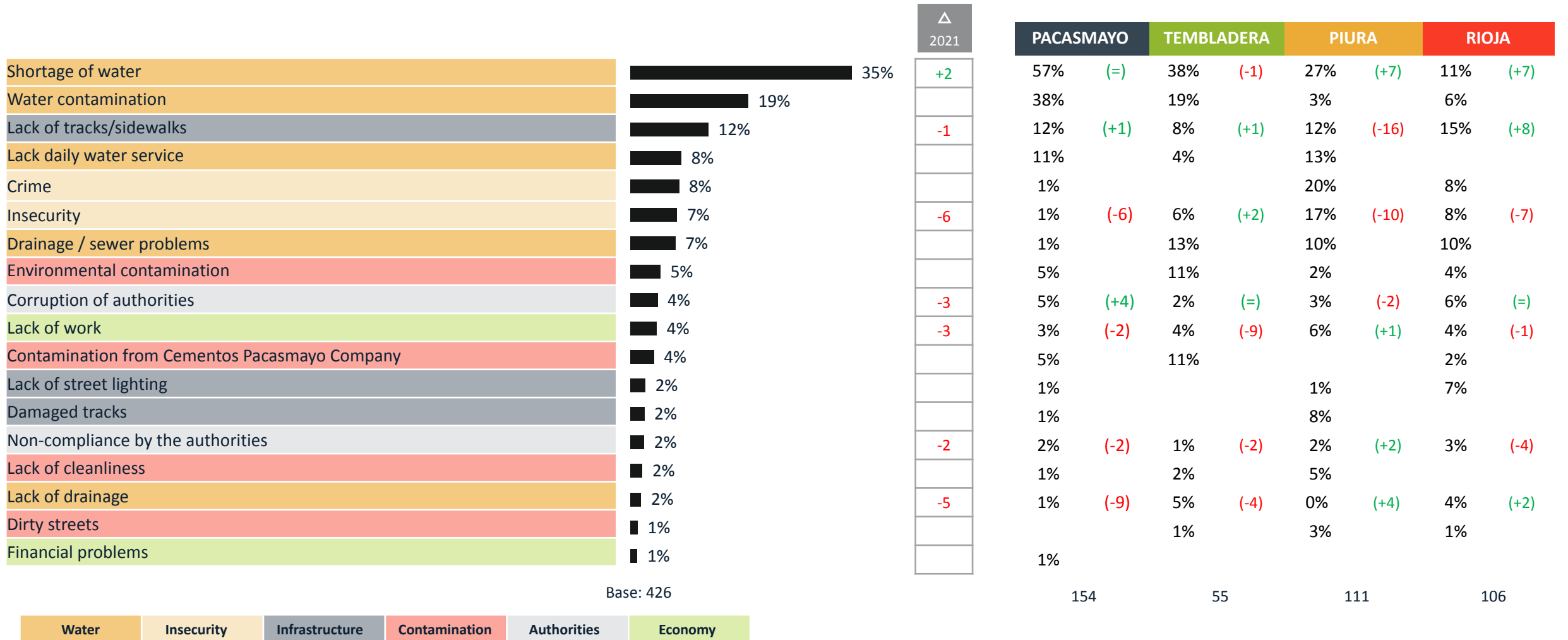
LOCAL RESOURCES

Agriculture and fishing are the most important economic activities, so water would be the main natural resource. Limestone is especially important in Tembladera.



WHAT IS THE MAIN PROBLEM IN YOUR LOCALITY?

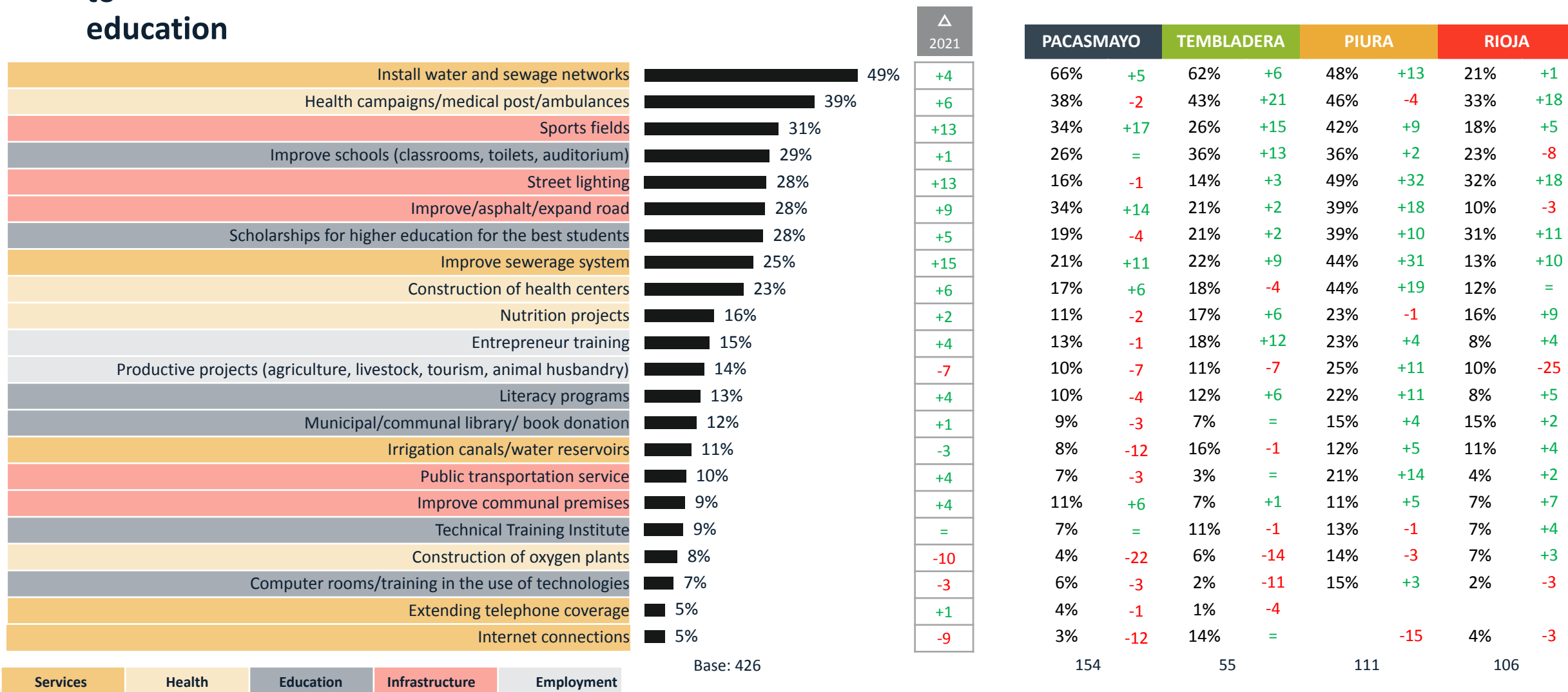
There is a main need for the installation of water and sewage networks. Also, there is a need for a variety of road infrastructure and citizen safety projects



Note: Certain options in open-ended questions without pre-coding do not count with tracking 2021 due to different answers in both measurements (they cannot be compared).

WHAT WOULD YOU MOST LIKE FOR YOUR LOCATION?

There is a desire for the installation of water and sewage networks. As well as aspects related to infrastructure and education





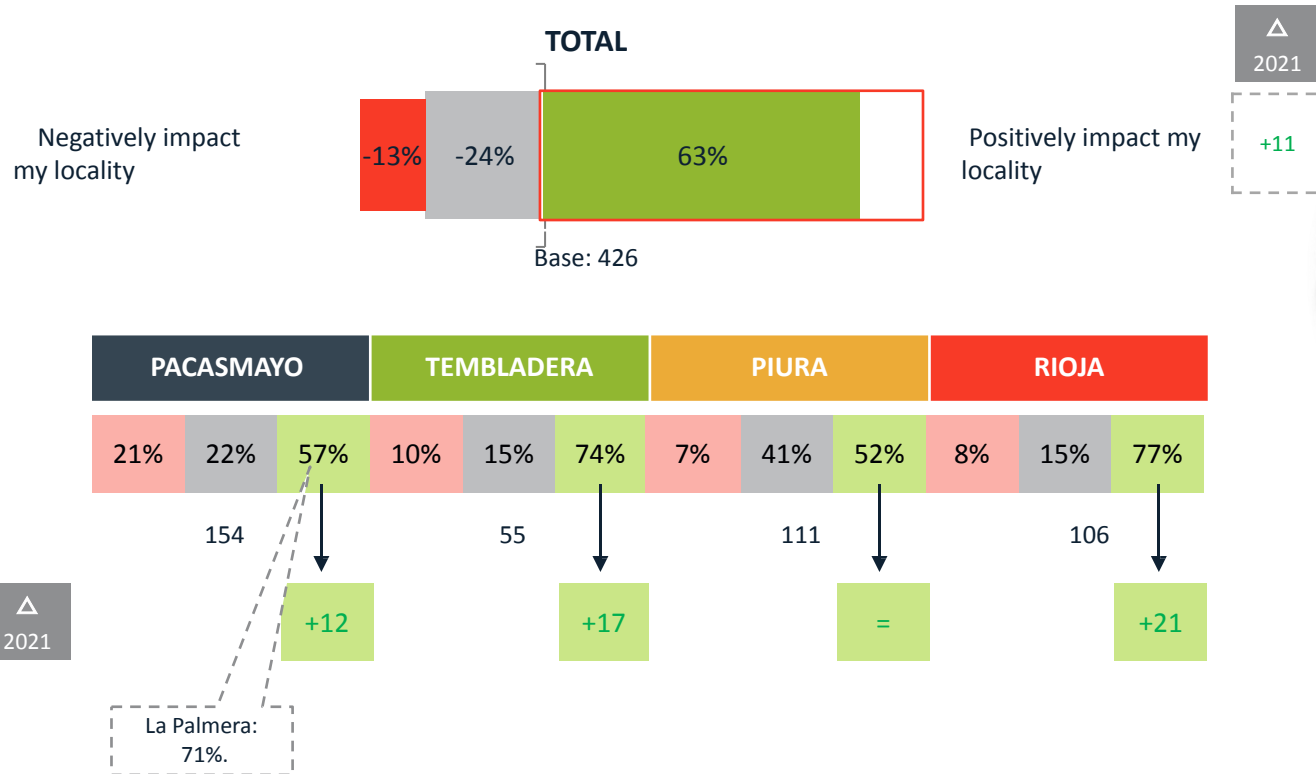
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5. **Pacasmayo Evaluation: Cement Pacasmayo and Cementos Selva**

PERCEPTION OF PACASMAYO'S IMPACT

It is perceived that the impact of the company on the locality is important. There was a significant increase in this positive perception, with Rioja standing out.

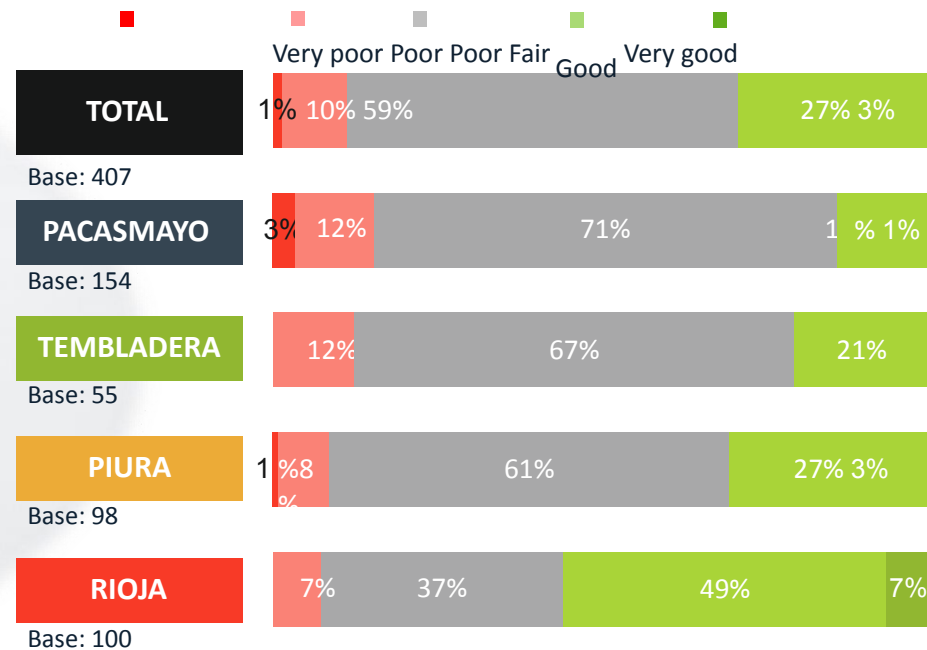
Impact on the locality
What is your perception about Cementos Selva/Cementos Pacasmayo?



CEMENTOS PACASMAYO'S RELATIONSHIP WITH THE LOCALITY

Although Pacasmayo is perceived as having a positive impact on the localities, the relationship between them is neutral. The main opportunities for improvement are in Pacasmayo and Piura.

In general, how do you rate Cementos Pacasmayo's relationship with the locality?



TTB	(Δ) TTB
30%	+4
15%	-4
21%	+1
30%	-1
56%	+14



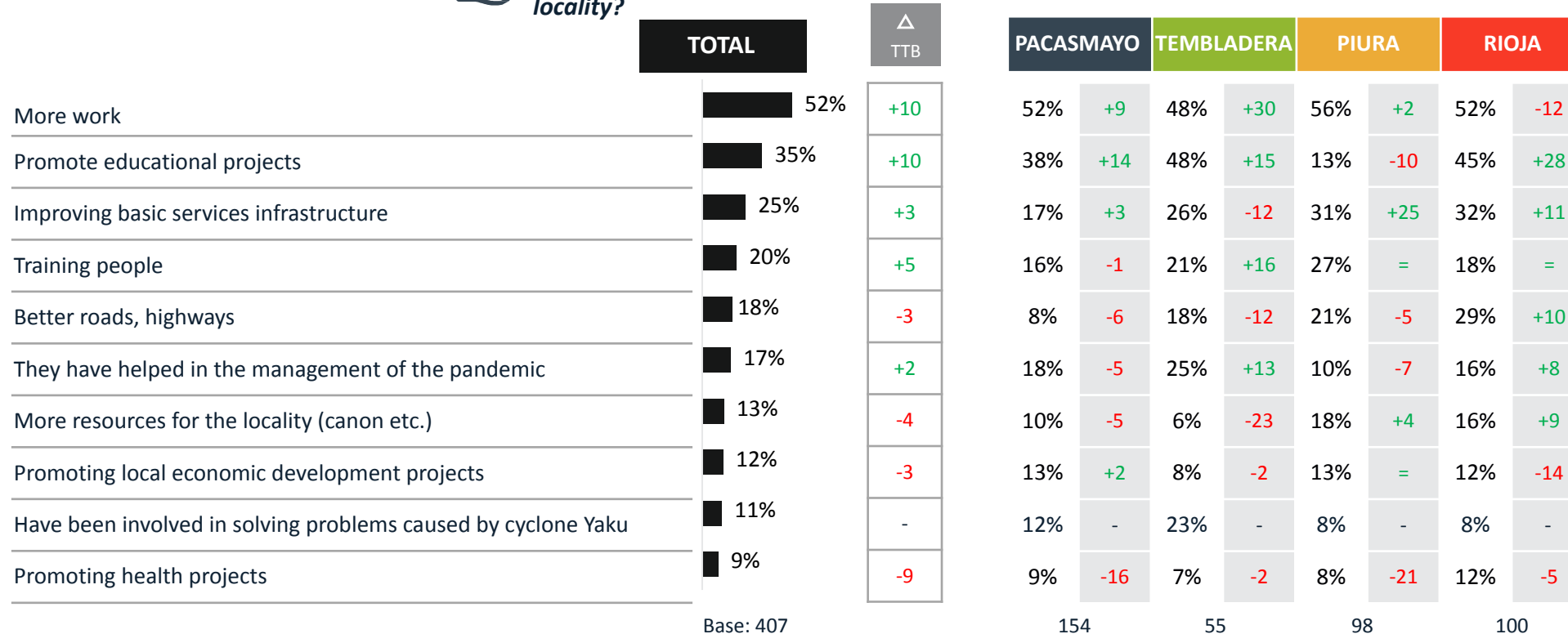
(Δ) Comparison 2021

POSITIVE IMPACT OF CEMENTOS PACASMAYO IN THE LOCALITY

The positive perception of Pacasmayo is mainly due to the generation of employment. Also, to a lesser extent, they highlight support for education and infrastructure projects.



How does Cementos Selva/Cementos Pacasmayo contribute to your locality?



*Bases of less than 30 cases are not representative.



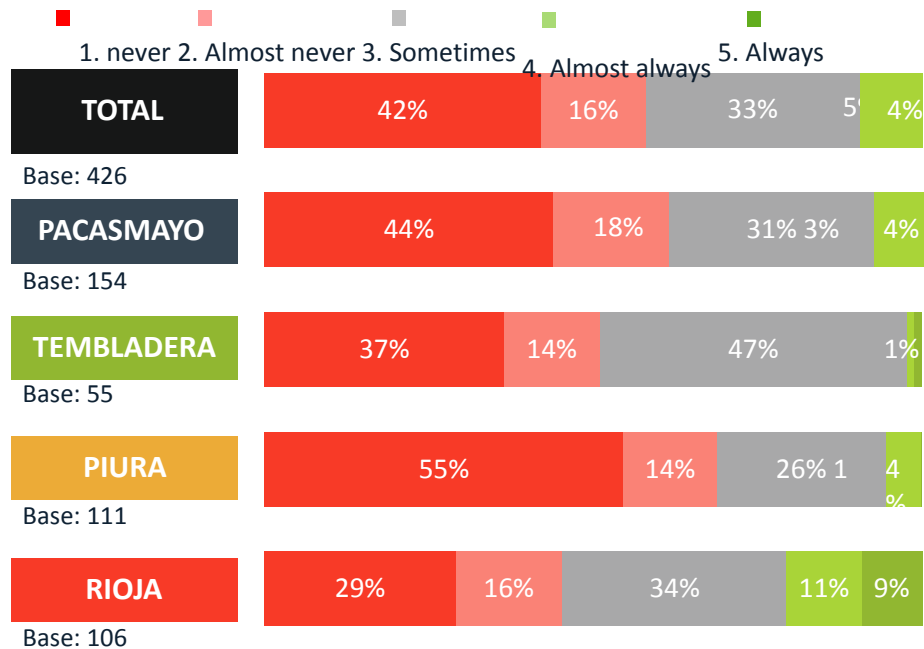
Pacasmayo Communication

INFORMATION ABOUT THE COMPANY PACASMAYO

In general, respondents are not receiving the information disseminated by Pacasmayo to the localities.

In general, do you usually read, listen to or watch the information disseminated by the company?

Cementos Pacasmayo/Cementos Selva to the residents of the localities?



TTB (Δ) TTB	
9%	-5
7%	-6
2%	-11
6%	-9
21%	+6



Good Neighbor Index

ÍNDICE
de BUENA
VECINDAD

GOOD NEIGHBOR INDEX

The results are fair to good, with some room for improvement. Piura is the area where the company has the greatest opportunities for improvement, while Rioja is the locality with the best rate of improvement.

THE COMPANY PROVIDES WORK
THE COMPANY RESPECTS HUMAN RIGHTS
THE COMPANY TREATS RESIDENTS WELL
THE COMPANY IMPROVES THE LOCAL ECONOMY
COMPANY HELPS WITH PANDEMIC MANAGEMENT
COMPANY PROMOTES PROJECTS TO IMPROVE LOCAL EDUCATION
THE COMPANY COMMUNICATES WELL
THE COMPANY ACTIVELY LISTENS TO PEOPLE'S OPINIONS
THE COMPANY HAS RELIABLE AND EFFECTIVE CHANNELS FOR COMPLAINTS.
THE COMPANY FULFILLS ITS AGREEMENTS AND COMMITMENTS
THE COMPANY CARRIES OUT WORKS
THE COMPANY HAS INTERVENED TO SOLVE PROBLEMS CAUSED BY THE YAKU CYCLONE.
THE COMPANY DONA VIVIERES IN THE LOCALITY
THE COMPANY HAS BEEN INVOLVED IN INFRASTRUCTURE IMPROVEMENT PROJECTS.
THE COMPANY HAS TAKEN ACTION TO DEAL WITH DENGUE FEVER IN MY LOCALITY
THE COMPANY PROTECTS THE ENVIRONMENT



GLOBAL INDICES

TOTAL		PACASMAYO		TEMBLADERA		PIURA		RIOJA	
3.39	=	3.28	-0.1	3.20	-0.1	3.27	-0.1	3.77	=
3.34	=	3.30	+0.2	3.29	-0.1	3.02	-0.4	3.70	-0.1
3.30	-0.1	3.08	-0.1	3.28	-0.3	3.18	-0.3	3.74	+0.1
3.24	-0.1	3.06	-0.3	3.23	+0.1	3.11	-0.1	3.65	+0.1
3.20	-0.1	3.14	=	3.02	-0.3	2.77	-0.3	3.86	+0.2
3.19	=	3.02	=	3.36	-0.1	2.82	-0.3	3.67	+0.3
3.15	=	2.98	-0.1	2.96	-0.2	3.03	-0.2	3.61	+0.5
3.13	=	2.85	=	2.99	-0.5	3.09	-0.1	3.63	+0.5
3.11	+0.2	3.00	+0.2	2.94	=	2.92	-0.1	3.58	+0.4
3.11	=	2.88	=	3.09	-0.1	3.04	-0.2	3.51	+0.4
3.11	-0.1	2.88	-0.3	3.11	=	2.95	-0.2	3.62	+0.2
3.08		3.01		3.25		2.57		3.57	
3.06		3.03		3.30		2.39		3.67	
3.03		2.76		3.07		2.72		3.67	
2.85		2.73		2.83		2.38		3.44	
2.65	+0.2	2.24	=	2.73	+0.2	2.77	-0.3	3.08	+0.8
3.12	=	2.95	-0.1	3.10	-0.1	2.88	-0.3	3.61	+0.3

Very Bad	1.4 - 1.9
Bad	2.0 - 2.4
Regular	2.5 - 2.9
Good	3.0 - 4.4
Excellent	4.5 - 5.0

Communication and Citizen participation

5.5. ATTENTION TO COMPLAINTS, DENUNCIATIONS AND SUGGESTIONS

As part of our social management strategy, we are attentive to the public's perception of our projects, operations and actions. In this section of the Social Management Strategy we refer to the key definitions and channels we have established to receive, classify, register, investigate and resolve complaints, denunciations and/or suggestions on social and environmental issues, also guaranteeing the protection of the complainant/complainant.

5.5.1. GENERAL OBJECTIVE

Establish a procedure to manage the Complaints and Suggestion Attention Program consistent with Pacasmayo's Corporate Social Responsibility policy.

5.5.2. SCOPE

This procedure applies to all Pacasmayo's operating units and projects.

5.5.3. PUBLIC

This procedure applies to all Pacasmayo's operating units and projects.

CHANNELS

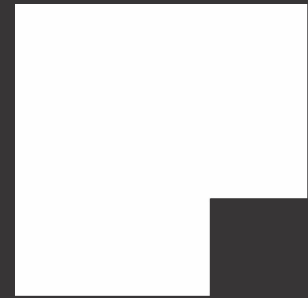
Channel	Description	Reference
Web Page	Complaints, denunciations or suggestions are registered on the web page.	https://www.cementospacasmayo.com.pe/canal-de-inquietudes-y-denuncias/registre-su-denuncia
Sentry Box / Complaints Box	Complaints, denunciations or suggestions are received at the booth located on each of the floors.	Pacasmayo Plant Panamericana Norte Highway Km. 666 Pacasmayo - La Libertad Piura Plant Piura Paita Highway km 3 Rioja Plant Carretera Fernando Belaúnde Terry Km 468 Segunda Jerusalén
Direct	Complaints, denunciations or suggestions are received through the Community Relations Officer. This reception can take place during field work, or by means of calls, text messages and/or mail(s).	Not applicable.

Stakeholder engagement programs

Operations with local community involvement programs, impact evaluations and development

Operation	Location	Community
Piura Plant	Piura	ENACE III, ENACE IV, Villa hermosa
Pacasmayo Plant	La Libertad	La Greda, El Progreso, La Palmera, El Porvenir
Rioja Plant	San Martín	Segunda Jerusalén
Tembladera Quarry	Cajamarca	Tembladera, Yonan Nuevo

Operation	Location	2019	2020	2021	2022	2023
Piura Plant	Piura	100%	100%	100%	100%	100%
Pacasmayo Plant	La Libertad	100%	100%	100%	100%	100%
Rioja Plant	San Martín	100%	100%	100%	100%	100%
Tembladera Quarry	Cajamarca	100%	100%	100%	100%	100%
Note	All areas have local development programs					



Pacasmayo