

External Engagements and Communication

Part 1/2

We are trained and approved before speaking to brokers, analysts, shareholders, media, government, NGOs, regulators, or trade associations.

Why is it important?

Communicating on social media or with external parties, including brokers, analysts, shareholders, media, governments, NGOs, regulators or trade associations carries risks. Mishandled communication can result in misinformation, legal risk, reputational damage and regulatory consequences. Responsible and transparent engagement builds trust and protects TMICC's ability to operate and grow.

What must I do?

External communication:

- Ensure the accuracy and truthfulness of all information shared.
- Avoid saying or doing anything that may, or may be perceived as seeking to, improperly influence decisions about TMICC by any government, legislators, regulators or NGOs (see the Code Policy on Anti-Bribery and Anti-Corruption).
- Consider TMICC's reputation when communicating externally, applying the rules set out in the Social Media Guidelines for Leaders and Employees.
 - **Do not** post on social media on behalf of TMICC without prior authorisation.
- Seek approval from the relevant teams before making contact on specific topics e.g. contact local **Finance** or **Legal** teams before discussing financial, legal, tax or pensions matters; **Regulatory Affairs** before contacting regulators about products, ingredients or regulatory compliance; local **Communications, Corporate Affairs and Sustainability Team** before contacting NGOs or for any media engagement; local or global **Corporate Affairs teams** before engaging with public policy makers (e.g., governments, politicians, officials).

External engagement:

- Engage only with external parties if I am appropriately trained and specifically authorised and briefed by the appropriate team.
 - **For Engagements** with Trade Associations, refer to the Fair Competition Policy.
- Comply with any authorisation conditions and keep a record of my contact and interactions with external parties. Wherever feasible, meet with authorities with another colleague present.
- Seek prior approval before making contact to represent TMICC's interests, and obtain ongoing clearance if contact is a regular part of my role.
- Follow site procedures for unannounced inspections and know who the designated responsible person is at my site.





External Engagements and Communication

Part 2/2

What I need to remember when using personal social media as TMICC employee?

- Make it personal.
- Be honest and humble.
- Keep confidential information confidential.
- Link to official sources only.
- Keep market talk off the table.

Where do I go for more information?

Communications, Corporate Affairs and Sustainability Team or Product Safety & Regulatory Affairs teams, Business Integrity Officer or Legal, Global Policy Portal.

TMICC Standard on Trade Association Memberships including the governance on trade associations.

