

■ Dialogues with our stakeholders

Isdefe is committed to all our stakeholders, and a fundamental part of our business strategy is to actively listen to all of them, with whom we have different channels of communication to respond to any issues raised. We also include them in the strategic and operational development of the company.

MECHANISMS FOR COMMUNICATING WITH STAKEHOLDERS	Society	Shareholder/ Board of Directors	Employees	Auditors
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-Financial Information Statement (NFII)				
Isdefe Annual Report				
Marketing website: catalogue of products and services				
Generic mail accounts of the corporate website				
Media				
Best practices platforms of CSR leaders				
Social projects				
Partnership agreements and chairs with academia				
Alliances with associations/forums				
Monthly report to the Board				
Periodic meetings of the Board				
Shareholder meetings				
Corporate network				
Generic mail accounts				
Bulletin and Argos classroom				
Internal memos				
Regular internal meetings				
Employee representation				
Tele-innovation initiative				
R&D recruitment programme				
Committees				
Calendar of events				
Web/mobile apps				
TV screens in BDB3				
Social projects				
Employee portal				
Audit programmes				
Audit reports				

4. OUR STAKEHOLDERS

MECHANISMS FOR COMMUNICATING WITH STAKEHOLDERS	Receiving Clients/ Agencies	Vendors	Partners	Regulatory Bodies
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-Financial Information Statement (NFII)				
Isdefe Annual Report				
Marketing website: catalogue of products and services				
Partnership agreements and chairs with academia				
Periodic meetings of the Board				
Generic mail accounts				
Annual satisfaction survey				
Personal meetings of Isdefe directors with agencies that receive our services				
Regular meetings of Isdefe staff with agencies that receive our services				
Follow-up reports				
Conferences, Technical workshops, Courses				
Contracting profile on the State platform				
Opening of tenders				
Tactics Programme (Fundae)				

