

Interaction with stakeholders

GRI 2-29

Kaspersky's approach is based on respect, open dialogue, and accountability, striving to maintain stable and trustbased relationships with all stakeholders.

Employees

Group interests

- Stable employment and career growth
- Fair wages and social security
- Comfortable and safe working conditions
- Training and development
- No discrimination

Methods of interaction

- Internal corporate communications system
- Meetings with the Company's management
- Joint conferences, cultural and sports events
- Corporate website

Results of interaction in the reporting period

For more information about the Company's interaction with its employees, see the ["People at Kaspersky"](#) section on page 55

Users

Group interests

- Personal data protection
- High quality products
- High level of service
- Reasonably priced products

Methods of interaction

- Feedback system and services
- Press releases, advertising and promotional materials

Results of interaction in the reporting period

For more information on the Company's interaction with users, see the ["Safeguarding users' trust"](#) section on page 107

Partners and suppliers

Group interests

- Transparency and openness in competitive procedures
- Product quality control
- Compliance with business ethics
- Anti-corruption measures
- Timely and accurate fulfillment of contractual obligations

Methods of interaction

- Open competitive procedures
- Prompt handling of claims
- Business meetings, conferences and exhibitions
- Information disclosure

Results of interaction in the reporting period

For more information on the Company's interactions with partners, see the ["Sustainable supply chain"](#) section on page 116

Government authorities and law enforcement agencies

Group interests

- Compliance with legal requirements and standards
- Timely payment of all applicable taxes and fees
- Investments in developing regions where the Company has a presence
- Employment assistance and support for entrepreneurs
- Protection of critical infrastructure
- Assistance in the fight against cybercrime

Methods of interaction

- Consultations with law enforcement officials
- Software development and licensing
- Consultations on legislative matters

Results of interaction in the reporting period

For more information on the Company's interactions with government and law enforcement agencies, see the ["How we combat cybercrime"](#) section on page 25

Local communities

Group interests

- Creation of jobs for local residents, development of human capital
- Contribution to developing social infrastructure
- Development of local production and supplier networks
- Charitable projects and social investments
- Minimizing negative environmental impact in areas where the Company has a presence
- Good communication and transparent operations

Methods of interaction

- Recruitment of staff from local communities
- Internships for students
- Development and professional growth programs for staff
- Training programs for a wide range of users
- Procurement from local suppliers

Results of interaction in the reporting period

For more information on the Company's interaction with local communities, see the ["Contribution to community development"](#) section on page 72

Groups vulnerable to information security threats

Group interests

- Internet safety

Methods of interaction

- Training activities to improve digital literacy

Results of interaction in the reporting period

For more information on the Company's interaction with vulnerable groups, see the ["Digital awareness"](#) section on page 86

Non-profit organizations

Group interests

- Assistance in organizing and implementing environmental and social programs

Methods of interaction

- Development, support and implementation of joint environmental and social projects

Results of interaction in the reporting period

For more information on the Company's interaction with non-profit organizations, see the ["Social and charitable projects"](#) section on page 74

