

# Stakeholder Dialogue Policy

Version 1.0

5 December 2023

# 1. Introduction

- 1.1 This Stakeholder Dialogue Policy (the **Policy**) has been drawn up by the Management Board of Adyen N.V. and its affiliated enterprise (the **Company**) pursuant to best practice provision 1.1.5 of the Dutch Corporate Governance Code.
- 1.2 The Policy is subject to, and complementary to, the Company's Articles of Association, corporate documents and policies, and applicable laws and regulations.
- 1.3 The Policy will be published on the Company's website.

# 2. Purpose

- 2.1 The Company recognizes and acknowledges the importance of facilitating a meaningful dialogue with its stakeholders on the sustainability aspects of the Company's strategy (the **stakeholder dialogue**).
- 2.2 The Company considers the interest and concerns of relevant stakeholders when determining the sustainability aspects of its strategy. The Company is committed to this ongoing dialogue and seeks to facilitate it when it is in the interest of the Company. The Policy substantiates the identification of relevant stakeholders and the means of stakeholder dialogue.

# 3. Identification of stakeholders

- 3.1 Stakeholders are groups and individuals who, directly or indirectly, influence, or are or may be influenced by, the attainment of the Company's objectives and who have been acknowledged by the Company as such.
- 3.2 A list of the Company's key stakeholders has been included in **Annex I**. The list of key stakeholders will be re-assessed on an ongoing and case-by-case basis, based on the topics of the dialogue, relevant knowledge of stakeholders and developments over time. The stakeholder dialogue is context-sensitive.

# 4. Dialogue

- 4.1 The Company uses various methods and channels to engage in dialogue with its key stakeholders, depending on the nature, purpose and frequency of the interaction. This may include day-to-day interaction and regular feedback sessions with customers on products

and services, dialogues with employee resource groups and employee surveys, meetings with regulatory bodies and governmental organizations, and roundtables with policymakers. The Company interacts on a frequent basis with shareholders and investors. The dialogue on sustainability aspects of the strategy also takes place as part of meetings between the Management Board, Supervisory Board and ESG Working Group.

- 4.2 The Company may decide not to accommodate or accept any requests or invitations to enter into a dialogue with stakeholders, or to accommodate or accept such request or invitation under certain conditions. The Company continuously evaluates the quality of the stakeholder engagement.
- 4.3 The Company shall adhere to all legal obligations relating to confidentiality and shall only disclose publicly known information in dialogues with stakeholders. This Policy should be read in conjunction with the Company's Disclosure and Bilateral Dialogue Policy. In the event that inside information is inadvertently disclosed during any contact, the Company will publish as soon as possible.

# Annex I

## **Customers and partners**

Customers and partners are at the core of the Company's activities and help determine the sustainable long-term strategy of the Company.

## **Shareholders and investors**

Shareholders and investors are key stakeholders of the Company. The Company actively engages with shareholders and investors on its sustainable long-term strategy to enable them to make informed, long-term investment decisions.

## **Employees**

Employees and the Company's culture are the main drivers of the Company's sustainable long-term value creation.

## **Regulators**

Regulators are an important enabler for the provision of products and services of the Company to its customers, and to the stability of the financial industry, in which the Company operates, as a whole.

## **Vendors**

Vendors are essential to support the execution of the Company's business strategy and therefore to attribute to the sustainable long-term value creation.

## **Society**

The Company strives to contribute to the wellbeing of people and planet. This includes silent stakeholders, such as the natural environment.