

Dialogue with stakeholders

GRI 2-29

For ALFA and its Business Units, it is important to know and understand the needs and interests of the audiences with which it relates, and which may be impacted by its business activities.

Maintaining constant dialogue with these groups allows ALFA to establish strategies and programs to meet their needs. This process identifies areas of opportunity that, if properly capitalized on, can drive economic and social value generation.



STAKEHOLDER	COMMUNICATION CHANNELS	RESPONSIBLE
Collaborators	Meetings	Human Capital
	Internal forums	
	E-mails	
	Intranet	
	Transparency helpline	
	Surveys and studies on organizational climate and commitment	
Investors	One-on-one meetings	Investor Relations
	Quarterly reports	
	Annual reports	
	Conferences and forums	
	Transparency helpline	
Authorities	Meetings	Institutional Relations
	Annual reports	
	Transparency helpline	
Suppliers	Audits	Services Area
	Training programs	
	Transparency helpline	
Community and Civil Society organizations	Program support	ALFA Fundación
	Volunteer work	Human Capital
	Transparency helpline	Corporate Communications
		Institutional Relations