

Our stakeholder ecosystem

This year, more than ever, we felt the value of working closely with partners and supporting every one of our stakeholders in our ecosystem. Our continued success and positive impact on the world will be driven by the strength of these relationships with others.

“...our success and our positive impact on the world are dependent on how we work with all of our stakeholders.”

Anita Frew

Chair of the Board of Directors

Our customers

We work in partnership with our customers to provide our innovative and sustainable ingredients in a way that meets their commercial and sustainability goals whilst delivering on our Purpose. Selling more than 7,000 ingredients to over 17,000 customers gives us significant exposure to customers ranging from multinational companies to regional and independent brands.

The strength of our customer partnerships provides immediate insights and fuels our continuous innovation. The output from these relationships benefits our customers, consumers and industries globally. We create ingredients that help these customers to meet their own sustainability goals, by providing greater transparency on the origin, composition and environmental impact of the ingredient, together with sustainable benefits in use.

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Our people

We have over 5,600 employees across 30 manufacturing sites and many more offices and laboratories worldwide. Our mix of scientists, engineers, sales, customer services, production and support function experts work together with a clear, shared Purpose, to use Smart science to improve lives™.

The Croda culture and our shared values of 'Responsible', 'Innovative' and 'Together' focus and enable our people to drive our authentic Commitment to become Climate, Land and People Positive by 2030. This is through both their work and their involvement with local sustainability groups and initiatives. We call this our Difference.

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Our shareholders

We maintain a two-way dialogue with our shareholders, so that they understand and support our strategy and can assess our Environmental, Social and Governance (ESG) performance.

We continue to increase engagement on ESG topics with both non-holders and long-standing shareholders and see an increasing proportion of specialist investors on our register. In October, we held a Virtual Investor Sustainability Seminar updating investors on our 2030 Commitment and progress. The event was well received, with great engagement during the live Q&A session.



Our communities

Employees at our sites worldwide are active members of their local communities. Understandably, our neighbours expect us to act responsibly, safely and sustainably. We take our commitment to our communities seriously, going further to make a positive difference and support them at times of need.

Through the Croda Foundation we aim to improve the lives of one million people in relevant communities by 2030, a key part of our Commitment to be People Positive.

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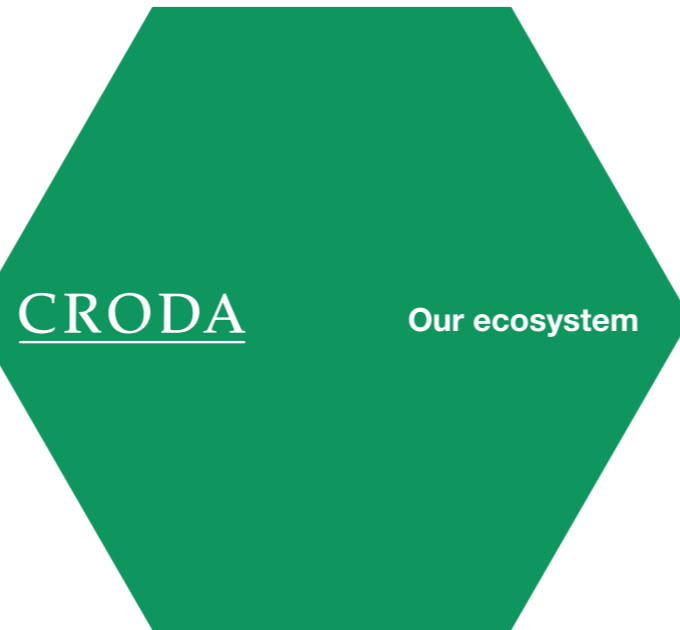


Photo Courtesy of Karène Volpato / UEBT

Our suppliers

Supply chain integrity is critical to delivering a sustainable business. In addition to the usual criteria of quality and reliability, we choose suppliers who share our standards for ethics, labour and human rights, the environment and sustainable sourcing. We work closely to help them understand and align with our values and standards, providing them with best practice guidance and tools to measure, improve and promote their sustainability efforts.

Our choice of suppliers will continue to be fundamental in helping us achieve our 2030 targets. We did not let the challenges of 2020 distract us from our Commitment as we have continued supplier engagements with RSPO certification, CDP Supply Chain and EcoVadis assessments. This work will continue into 2021 and beyond until we have full transparency in all aspects of our supply chains.

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Non-Governmental Organisations

NGOs rightly engage with businesses to encourage them to take responsibility for their impacts. Understanding their perspective helps us support our consumer-facing customers, maximise our positive sustainability impact and protect our reputation.

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Regulators and Trade Associations

The Regulators and Trade Associations we work with are an essential part of our ecosystem. We collaborate and share expertise to ensure that our ingredients are compliant and aligned with regulations worldwide while providing a true and sustainable benefit to consumers.

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Our innovation partners

Our R&D advances are increasingly driven by our innovation partnerships. These partners include leading international universities, SMEs, biotechnology companies, research institutes and our customers. Our Smart Partnerships and Open Innovation projects enable collaborations that focus on our commitment to sustainability so that we can improve lives together.

All of our open innovation partnerships focus on improving processes and ingredients as part of our Commitment to be Climate, Land and People Positive by 2030. Each project aims to either improve the way we manufacture our ingredients or create new ingredients that deliver sustainability benefits for our customers and consumers. For example, our smart partnership with Entekno will enable us to improve more lives through innovation in solar protection.

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