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Making Sustainability Possible

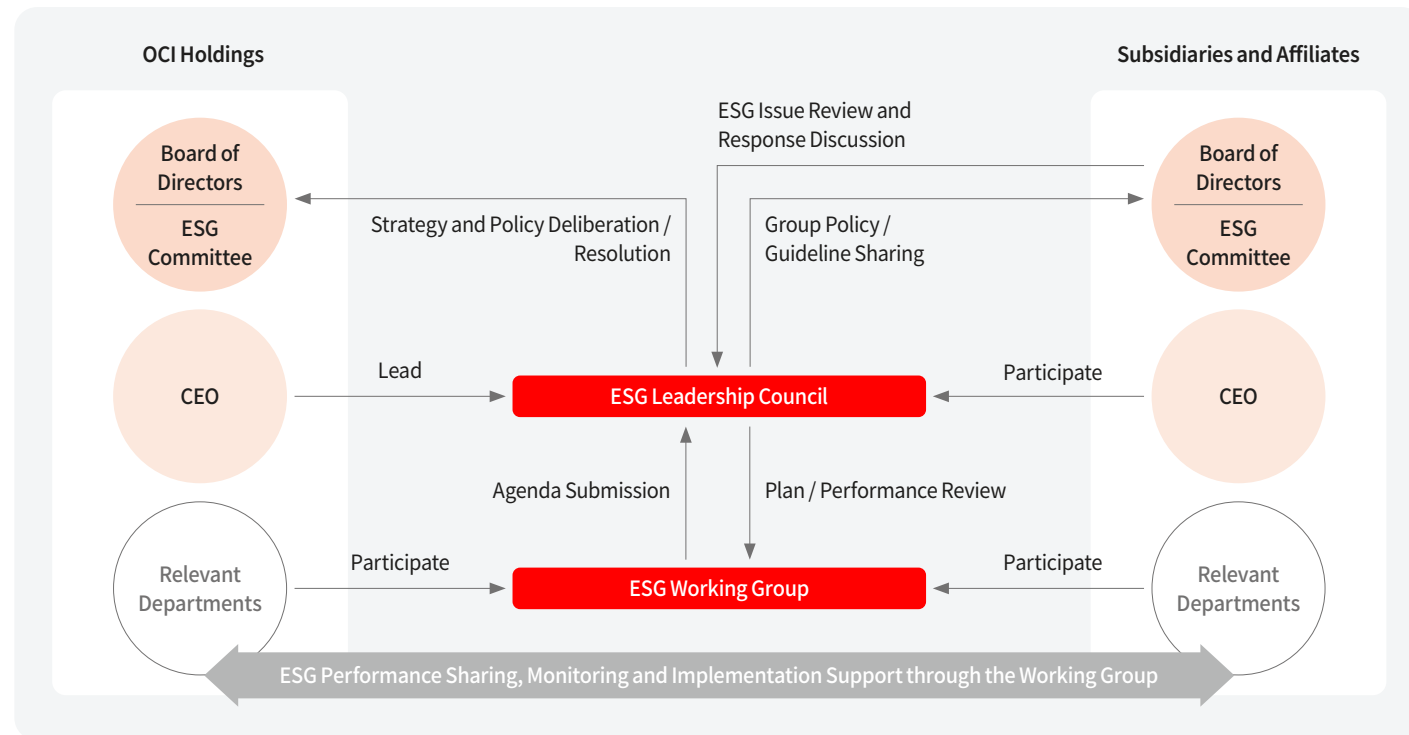
OCI Holdings ESG Management System

Since transitioning to a holding company structure in May 2023, OCI Holdings has established and operated an ESG management system that organically links the entire process of ESG strategy development, implementation, performance management, and reporting, enabling systematic management of key ESG matters at the Group level. Based on this system, OCI Holdings identifies material ESG issues that may have a significant impact on the Group, evaluates them from both risk and opportunity perspectives, derives appropriate response initiatives, and incorporates them into company-wide ESG implementation and performance management.

ESG-related performance and key issues identified by relevant departments across subsidiaries are shared and reviewed through the ESG Working Group, with the results reported to the ESG Leadership Council and reflected in the Group's ESG strategy and direction. Significant matters are subsequently reported to the ESG Committee under the Board of Directors, where they undergo final oversight, deliberation, and resolution.

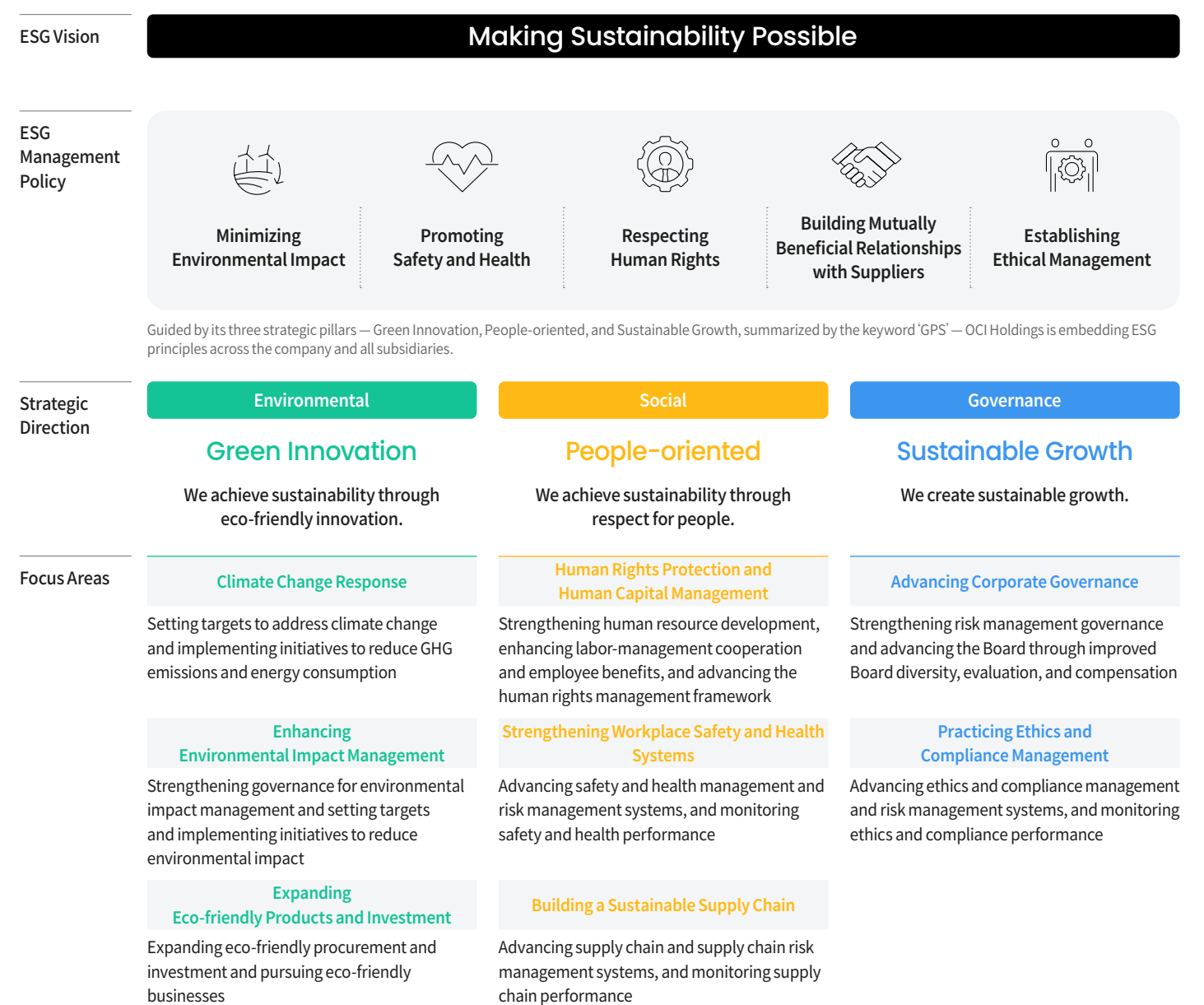
ESG policies and management standards established through this governance and decision-making system are cascaded across all subsidiaries for consistent application, while implementation results and performance are fed back into Group-level strategy and decision-making through a circular management structure that ensures ongoing oversight.

OCI Holdings ESG Management System



OCI Holdings ESG Strategy Framework

OCI Group ESG Management Policy



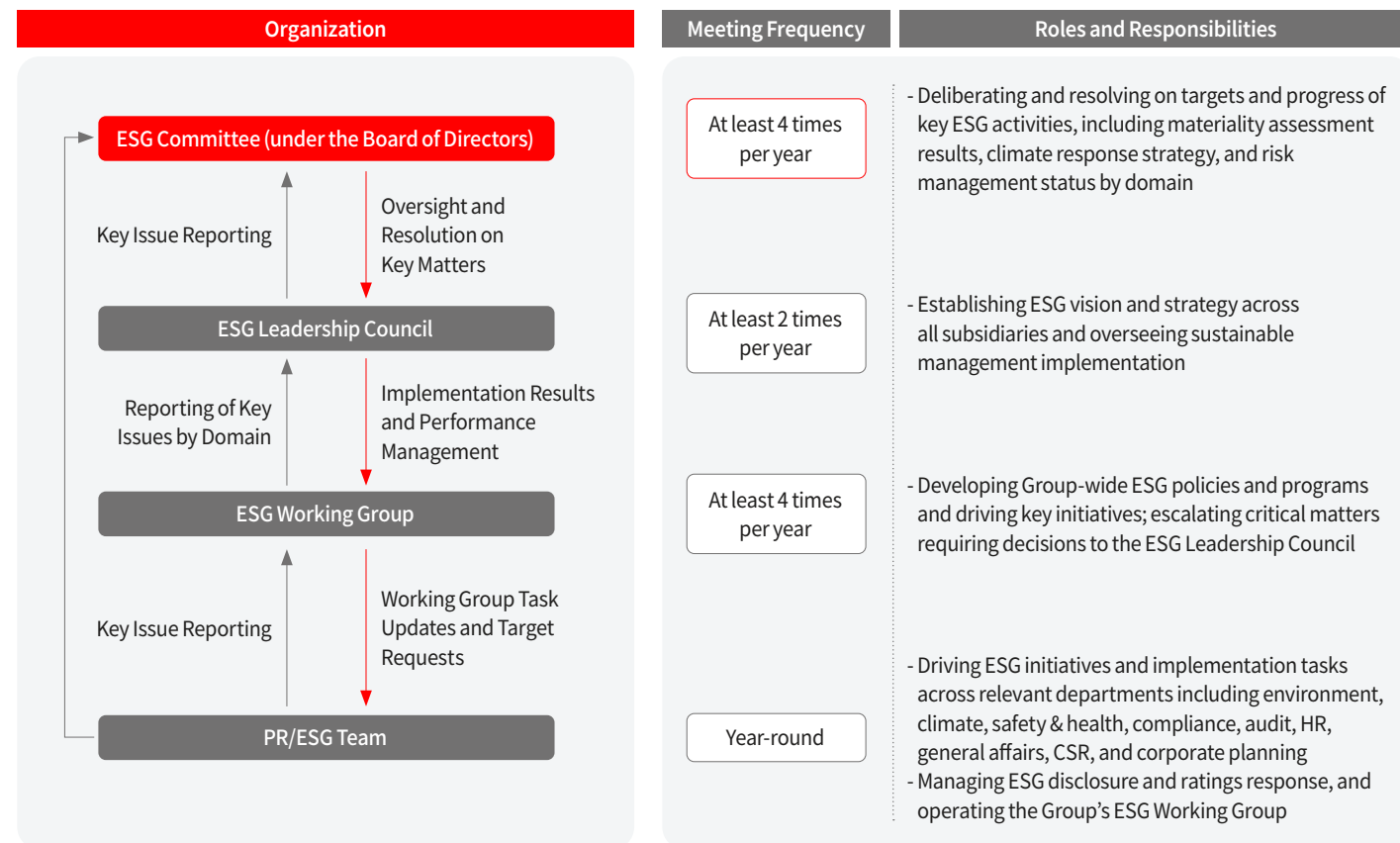
Making Sustainability Possible

OCI Holdings ESG Governance & Roles

To effectively drive ESG management at the Group level, OCI Holdings operates an ESG organizational structure comprising the Board of Directors, senior management, and working-level teams. The ESG Committee under the Board — OCI Holdings’ highest ESG decision-making body — consists of four outside directors and one inside director. It is responsible for reviewing and overseeing the company’s ESG strategic direction and key related matters, and holds deliberation and resolution authority. The OCI ESG Leadership Council, composed of the CEOs of all subsidiaries, discusses the direction of key ESG initiatives and targets for the year and oversees major ESG issues and risks at the Group level.

The OCI ESG Working Group, operating under the ESG Leadership Council, brings together ESG representatives from each subsidiary to coordinate and manage ESG implementation tasks and monitor progress across the Group. Through this structure, the Working Group ensures that each subsidiary’s ESG activities are carried out in line with consistent Group-wide standards, while continuously monitoring key implementation progress. The relevant departments of each subsidiary serve as the primary execution bodies responsible for carrying out ESG initiatives across environmental, social, and governance areas, implementing ESG activities and managing performance at the site level. The OCI Holdings PR/ESG Team serves as the control tower overseeing Group ESG policy and strategy development, ESG disclosure and ratings response, and data management, as well as the operation of the ESG Leadership Council and Working Group — managing the Group’s overall ESG governance.

ESG Organization and Roles



ESG Committee Composition and Charter

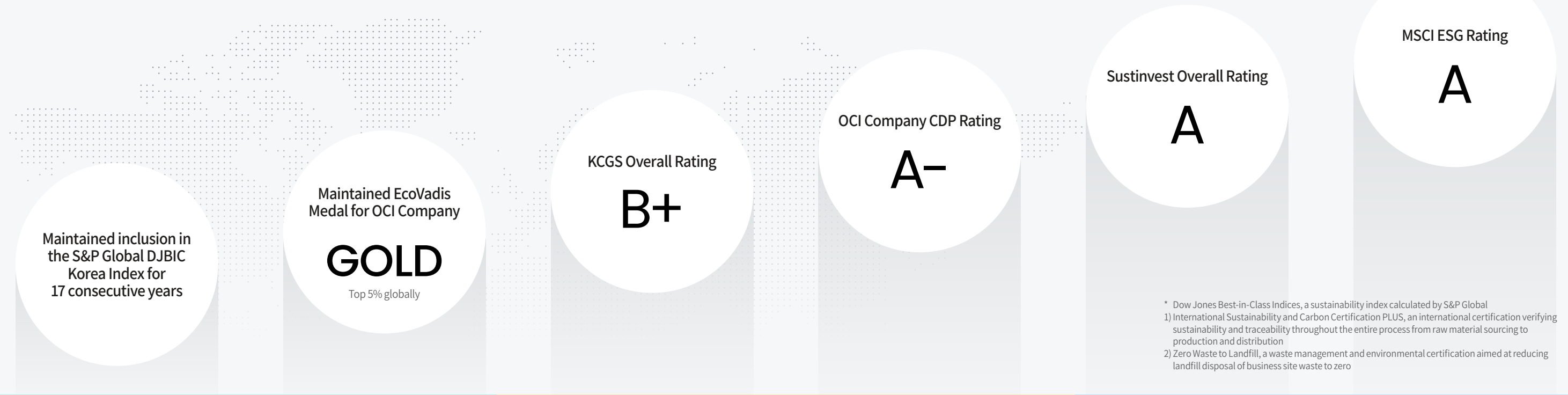
ESG Committee Charter	
Board Activity Overview	<ul style="list-style-type: none"> · 1 inside director (Lee Su Mi¹⁾) · 4 outside directors (Kim Ok Jin, Lee Hyun Seung, Shin Woo Sung, Kim Pil Nam)
Duties and Authority	<ul style="list-style-type: none"> · Deliberating on strategies and key matters related to the company’s ESG affairs · Deliberation results may be reported to the Board, which may conduct a re-review
Agenda Items	<ol style="list-style-type: none"> ① Reviewing eco-friendly policy activities such as GHG and hazardous substance reduction, and deliberating on policy targets ② Reviewing workplace improvement activities including data privacy, occupational safety, and gender equality, and deliberating on internal human rights policies ③ Reviewing policy activities for fulfilling social responsibilities such as fair competition and mutual cooperation, and deliberating on policy targets ④ Reviewing shareholder feedback to enhance shareholder value and deliberating on shareholder return policies ⑤ Reviewing ESG assessment results and improvement measures ⑥ Other matters determined by the Committee or the Board to require review

1) ESG Committee Chair

Key ESG Committee Deliberations and Discussions in 2025

Meeting Date*	Agenda	Report / Resolution
Mar. 26, 2025	· Appointment of ESG Committee Chair	Approved
	· Sustainability Materiality Assessment	Reported
Jul. 24, 2025	<ul style="list-style-type: none"> · Key Findings of the 2024 Integrated Report · Risk Management System Development Plan · Human Rights Management Progress and Plans 	Reported
Dec. 15, 2025	· Amendment of Risk Management Policy	Approved
	<ul style="list-style-type: none"> · Key ESG Assessment Results (KCGS, S&P CSA, Sustainvest) · Human Rights Management Improvement Activities in second half 	Reported

2025 ESG Key Achievement



Environmental

OCI Holdings

- Reviewed environmental information management status of key subsidiaries and improved management system
- Conducted scenario analysis to quantify the financial impacts of climate change's physical risks across the portfolio
- Identified portfolio nature capital (TNFD) risks
- Identified and analyzed water-related risks for physical assets across the portfolio using the WWF Water Risk Filter

OCI Company

- Conducted climate change scenario analysis across major domestic business sites
- Obtained ISCC PLUS¹⁾ certification for carbon black
- Obtained ZWTL²⁾ certification

Social

OCI Holdings

- Conducted Group-wide human rights impact assessment and identified improvement initiatives (9 areas, 155 detailed indicators; achievement rate 87%, scoring 215 out of 246)
- Strengthened Group-wide information security system (comprehensive overhaul of information security policy, personal data protection policy, and related sub-regulations in May 2025)

OCI Company

- Established mid-to-long-term safety and health management roadmap
- Conducted supply chain ESG risk assessments for 20 suppliers
- Obtained ISO 27001 Information Security Management System certification (2025) and maintained certification (2026)

Governance

OCI Holdings

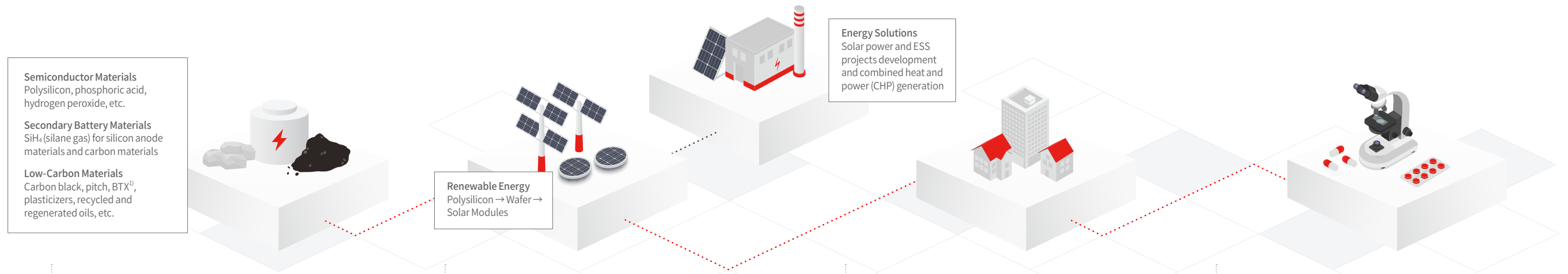
- Achieved 30% or higher female representation on the Board
- Strengthened independence of Board committees (all members of the Compensation Committee and Outside Director Nomination Committee (now Director Nomination Committee) changed to outside directors)
- Built Enterprise Risk Management System (ERM System)

OCI Company

- Maintained ISO 37301 Compliance Management System and ISO 37001 Anti-Bribery Management System certifications
- Reviewed 1,078 Group-wide risk management items
- Composed Compensation Committee and Outside Director Nomination Committee (now Director Nomination Committee) entirely of outside directors (March 2025)

Sustainable Business Portfolio

OCI Holdings is strengthening its sustainable growth foundation through a business portfolio spanning renewable energy, advanced materials, urban development, and Life Science. Each business segment contributes to climate change response, industrial advancement, community value creation, and quality of life improvement, while building long-term corporate value together. Through portfolio management that integrates business competitiveness with an ESG perspective, OCI Holdings will continue to expand sustainable solutions that society demands for the future.



	Advanced Materials	Renewable Energy & Energy Solutions	Urban Development	Life Science
Key Achievements	<ul style="list-style-type: none"> - Maintained stable production and supply of key semiconductor materials, including polysilicon, phosphoric acid, and hydrogen peroxide. - Benefited from the recovery in semiconductor demand, led by HBM, driven by the expansion of AI data centers. - Initiated pilot supply of monosilane (SiH₄) for secondary battery applications. 	<ul style="list-style-type: none"> - Established a Non-PFE³⁾ solar value chain - Stabilized polysilicon production at OCI TRS - Developed a U.S. solar and ESS⁴⁾ pipeline of approximately 7 GW - Achieved 303 MW capacity at the Saemangeum combined heat and power (CHP) plant 	<ul style="list-style-type: none"> - Achieved approximately 80% completion of the City O-Ciel land development - Recorded an approximately 75% pre-sale rate for residential units - Disclosed the waste remediation process and engaged with stakeholders - Contributed public infrastructure to local authorities 	<ul style="list-style-type: none"> - Expanded the drug pipeline in the central nervous system (CNS) and Parkinson's disease areas - Achieved global out-licensing milestones and expanded R&D investment
Mid-to-Long-Term Plans	<ul style="list-style-type: none"> - Transition toward high-value specialty materials - Expand long-term supply for global top-tier customers in the semiconductor and secondary battery industries - Increase the share of low-carbon materials 	<ul style="list-style-type: none"> - Expand the "Power as a Service" model through long-term PPAs for AI data centers - Expand biomass co-firing - Expand power infrastructure assets in North America through 2030 	<ul style="list-style-type: none"> - Transition to mixed-use development encompassing commercial, cultural, and office facilities following the completion of residential sales in 2026 - Expand into similar projects based on ESG-driven urban regeneration references 	<ul style="list-style-type: none"> - Expand the global R&D network - Evolve into a healthcare solutions company in the AI-driven era
ESG Impact	<ul style="list-style-type: none"> - Reduce the environmental impact of products by increasing the share of low-carbon materials - Enhance energy efficiency across industries through the supply of high-efficiency, high-performance materials 	<ul style="list-style-type: none"> - Reduce carbon intensity in polysilicon manufacturing through the use of hydroelectric power - Build a responsible solar supply chain free from forced labor risks - Contribute to the expansion of renewable energy in the global energy transition 	<ul style="list-style-type: none"> - Remediate contaminated sites and restore the environment - Provide approximately KRW 700 billion worth of public infrastructure to local communities - Ensure transparent decision-making through engagement with external stakeholders 	<ul style="list-style-type: none"> - Advance therapies for unmet medical needs in CNS and Parkinson's disease - Improve public health and expand access to healthcare

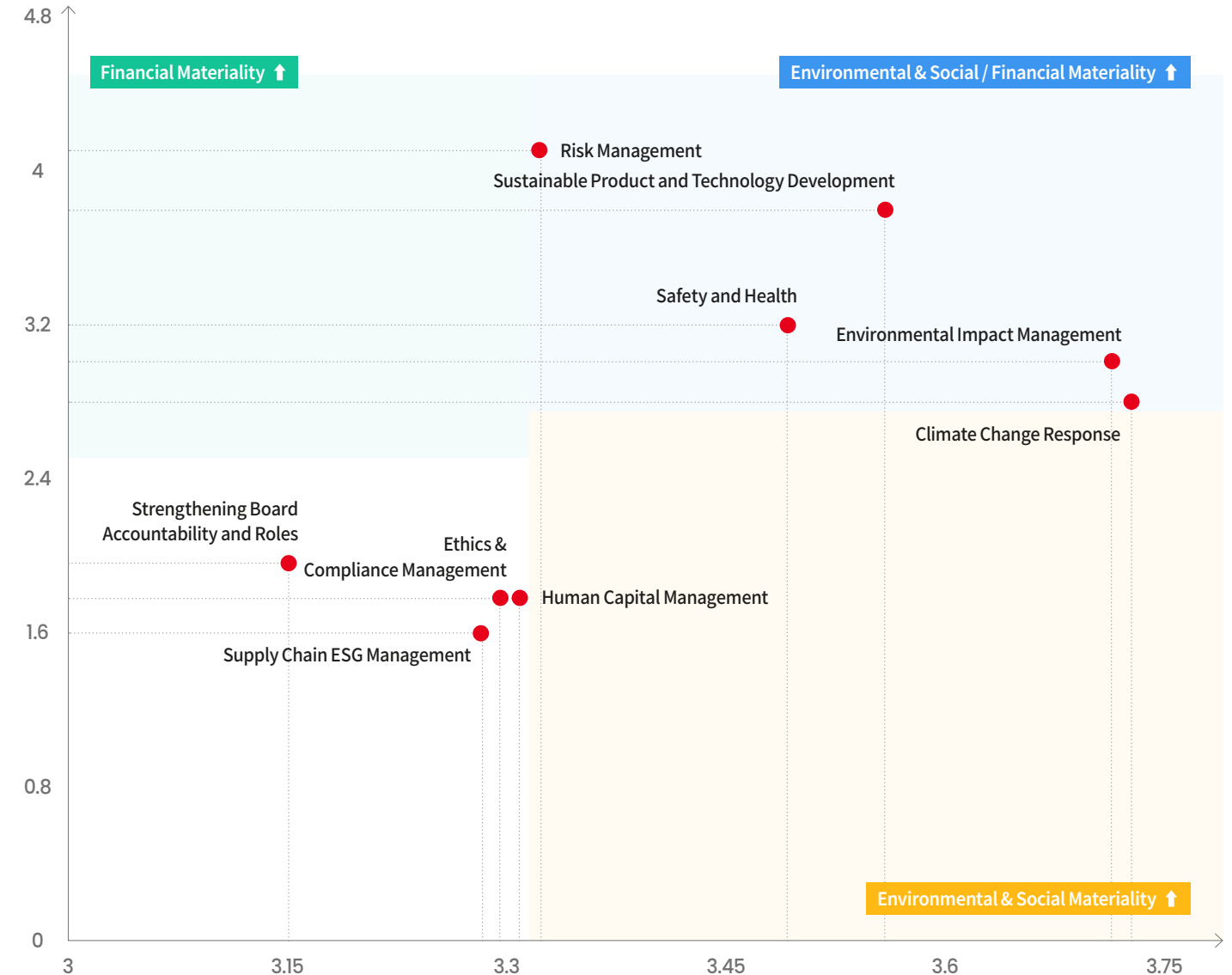
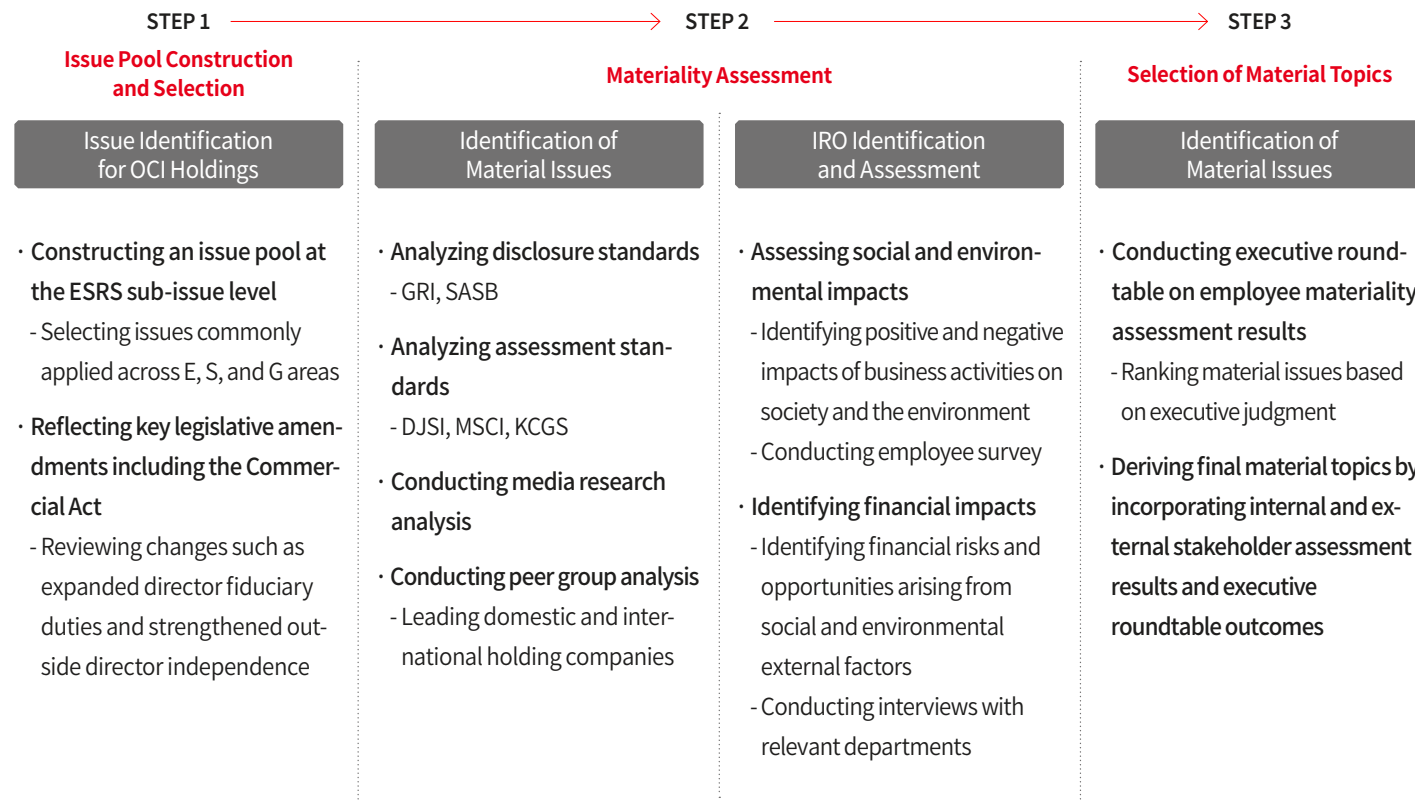
Green Revenue	<p style="color: #ff0000;">Low-Carbon Materials</p> <hr/> <p>KRW 3.5 billion</p> <p>Production and sales of pyrolysis oil</p>	<p style="color: #ff0000;">Renewable Energy</p> <hr/> <p>KRW 429.5 billion</p> <p>PV-grade polysilicon, solar modules</p>	<p style="color: #ff0000;">Energy Solution</p> <hr/> <p>KRW 183.9 billion</p> <p>Solar power generation, REC sales⁵⁾</p>	<p>1) BTX: An acronym derived from the first letters of the hydrocarbon compounds Benzene, Toluene, and Xylene</p> <p>2) HBM: High Bandwidth Memory (HBM), a type of high-bandwidth memory semiconductor offering ultra-fast, high-performance capabilities</p> <p>3) Non-PFE: Non-Prohibited Foreign Entity; materials produced or supplied by companies not designated as a Prohibited Foreign Entity (PFE) by the U.S. government</p> <p>4) ESS: Energy Storage System is a large-scale energy storage system that stores generated electricity in batteries or other storage media and supplies it when needed.</p> <p>5) RECs from CHP generation utilizing biomass</p>
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Double Materiality Assessment

Overview of the Double Materiality Assessment

OCI Holdings conducts an annual double materiality assessment to identify sustainability-related issues from an enterprise risk management perspective and disclose material information. The double materiality assessment is an approach that simultaneously considers the impact of the company’s business activities on the environment and society (Impact Materiality), and the impact of sustainability-related external factors on the company’s financial performance (Financial Materiality). OCI Holdings conducts its double materiality assessment in accordance with the guidance set out by the European Sustainability Reporting Standards (ESRS). The assessment process involves a comprehensive review of sustainability issues specified in ESRS alongside various internal and external sources, from which material issues highly relevant to OCI Holdings are identified.

Double Materiality Assessment Process



Double Materiality Assessment

Priority Material Issues

OCI Holdings identified a total of five key material topics through its double materiality assessment process, considering both environmental and social impacts and financial impacts. As a holding company, OCI Holdings plays a critical role in identifying and responding to financial, non-financial, and potential risks, making 'Risk Management' a key material topic. With regard to 'Sustainable Product and Technology Development,' the company is expanding and advancing beyond basic materials into areas including renewable energy, energy solutions, and life science. In addition, OCI Holdings is advancing 'Strengthening Board Accountability and Roles' in line with the expanded scope of director fiduciary duties under the amended Commercial Act. Furthermore, as requirements for industrial accident prevention and worker protection have intensified, 'Safety and Health' was selected as a key material topic, and with the growing importance of preventing environmental incidents such as hazardous chemical leaks, 'Environmental Impact Management' was also identified as a material topic. OCI Holdings plans to regularly monitor changes in key material topics and continuously improve implementation tasks through its Group-wide management system.

Environmental & Social and Financial Impact of Key Material Issues

Rank	Topic	Environmental & Social Impact		Financial Impact		Rank Change(YoY)	Reporting Page
		Description		Description			
1	Risk Management	· Proactively preventing incidents and regulatory violations through systematic risk management	Positive	· Accumulation of unexpected losses, legal sanctions, and reputational damage from subsidiary risks cascading to the consolidated level, leading to increased financial volatility	Risk	1 → 1	p.88~92, p.115
		· Regulatory violations and ethical misconduct resulting in negative impacts on internal and external stakeholders	Negative	· Stabilization of cost of capital and improved investor confidence, contributing to mid-to-long-term enhancement of corporate value and financial performance	Opportunity		
2	Sustainable Product and Technology Development	· Contributing to reduced environmental burden for customers and accelerating the energy transition through eco-friendly technology development and renewable energy products	Positive	· Delays in subsidiary investment recovery and increased earnings volatility during eco-friendly technology transition, leading to greater consolidated financial volatility and deteriorating investor assessments	Risk	4 → 2	p.7~13, p.17
		· Increased raw material usage and waste generation during the production, installation, and disposal of eco-friendly and renewable energy transition products, resulting in a greater environmental burden	Negative	· Expanding the share of subsidiaries with eco-friendly and low-carbon technologies and transitioning the portfolio to enhance mid-to-long-term growth potential and sustainable portfolio value	Opportunity		
3	Strengthening Board Accountability and Roles	· Protecting the rights and interests of relevant stakeholders including shareholders, and contributing to the maintenance of market stability	Positive	· Erosion of shareholder confidence, increased stock price volatility, higher litigation and dispute costs, and rising cost of capital	Risk	6 → 3	p.93~97, p.113~114
		· Reduced transparency and accountability in decision-making, infringing upon the rights of shareholders and stakeholders and undermining market trust	Negative	· Strengthening investor confidence and improving capital-raising conditions, contributing to mid-to-long-term corporate value stability and reduction in cost of capital	Opportunity		
4	Safety and Health	· Contributing to the prevention of occupational accidents, illness, and fatalities for workers across the value chain, and protecting their physical safety and health	Positive	· Repeated serious safety incidents at key subsidiaries leading to worsening insurance conditions, intensified regulatory sanctions, and growing mid-to-long-term financial burden	Risk	5 → 4	p.55~62, p.112
		· Serious accidents and occupational injuries arising from inadequate management of hazardous chemicals and high-risk processes, threatening the safety and health of workers across the value chain	Negative	· Structurally reducing the likelihood of large-scale loss events to stabilize cost risk	Opportunity		
5	Environmental Impact Management	· Contributing to the prevention of soil and water contamination and preservation of environmental integrity through systematic management of substances of concern and waste	Positive	· Environmental incidents resulting in costs being reflected in the consolidated financials, or undermining Group-level reputation and investor confidence	Risk	8 → 5	p.24~36, p.52, p.104~106
		· Inadequate management of substances of concern and waste leading to hazardous chemical leaks and leachate generation, causing soil, water, and air pollution	Negative	· Proactively managing subsidiary environmental risks to prevent consolidated financial risks and strengthen capacity to respond to environmental regulations	Opportunity		

Double Materiality Assessment

Priority Material Issues

OCI Holdings established business strategies centered on priority material issues that affect value creation and business operations, and continuously manages performance by setting targets and indicators. In addition, for key management issues that affect external stakeholders, OCI Holdings monitors management performance through output and impact indicators.

Priority Material issues from a Business Perspective

Issue	Business Case	Business Strategies	Types of Impact	Targets and Metric	Progress and Achievements
Risk Management	Failure to manage financial, non-financial, potential, and tax risks leading to financial losses, regulatory and legal sanctions, business disruption, and reputational damage, resulting in deterioration of profitability and corporate value	<ul style="list-style-type: none"> Analyzing the impact of financial, non-financial, and potential risks and implementing corresponding response measures Monitoring tax authority policies Complying with and applying disclosure regulations 	Risk, Cost	<ul style="list-style-type: none"> Financial: Maintaining credit rating of A+ or above Non-financial: Conducting LCA for 30% or more of OCI Company products Tax: Disclosing regulatory compliance 	<ul style="list-style-type: none"> Financial: Maintained credit rating of A+ Non-financial: Conducted LCA for 43.78% of products Tax: Prepared consolidated and country-by-country reports
Strengthening Board Accountability and Roles	Proactively managing key risks through strengthened Board oversight and accountable management, thereby enhancing corporate value and sustainable growth	<ul style="list-style-type: none"> Strengthening Board oversight of ESG strategy Ensuring Board-level decision-making on material ESG issues Protecting corporate value and securing a sustainable growth foundation through enhanced management accountability 	Risk, Cost	<ul style="list-style-type: none"> Strengthening Board independence and expertise Strengthening shareholder protection and Board fiduciary duties 	<ul style="list-style-type: none"> Conducted 5 Board expertise training sessions Established shareholder return policy in February 2026
Sustainable Product and Technology Development	An opportunity to convert existing product risks into competitive advantages as both a regulatory response mechanism and a growth driver	<ul style="list-style-type: none"> Building a Non-PFE solar value chain Supplying precision chemical materials for core processes in the advanced materials sector 	Opportunity, Revenue	<ul style="list-style-type: none"> Completing the value chain spanning polysilicon, wafers, cells, modules, and projects Expanding materials lineup across semiconductor, display, secondary battery, and mobility applications 	<ul style="list-style-type: none"> Built a U.S. solar and ESS pipeline of approximately 7 GW Commenced pilot supply of monosilane(SiH₄) for secondary batteries

Priority Material Issues from an External Stakeholder Perspective

Issue	External Stakeholders Affected by the Issue	Relevance between External Stakeholders and Material Topics	Output Metric	Impact Valuation Description	Impact Metric																				
Safety and Health	Suppliers	Impact on safety and health of supplier employees	Fatal Accident Rate per 10,000 Workers in 2025	<p>Social Cost Generated</p> <p>According to a study on the economic costs of industrial accidents¹⁾, the average loss per fatality of one worker at a company is KRW 2 billion, and the loss per non-fatal serious industrial accident is KRW 10.2 million per person. The number of work-related fatalities in 2025 is 0.</p>	(Formula) Number of work-related fatalities x cost of loss per fatality ¹⁾ KRW 0																				
Environmental Impact Management	Local communities, government and associations	Risk of environmental rights infringement for residents near business sites and impact on ecosystems	Air and Water Pollutant Emissions	<p>Social Cost Avoided</p> <p>Through environmental impact management activities, OCI Holdings avoided social costs by reducing air pollutant emissions. The 2025 average unit price of emission permits for NOx, SOx, and dust by region from the Business Site Air Pollutant Management System was applied.²⁾</p> <table border="1"> <caption>2025 Average Emission Permit Unit Price by Region</caption> <thead> <tr> <th>KRW/kg</th> <th>Seoul Metropolitan Area</th> <th>Central Region</th> <th>Southern Region</th> <th>South-Central Region</th> </tr> </thead> <tbody> <tr> <td>NOx</td> <td>99</td> <td>55</td> <td>81</td> <td>42</td> </tr> <tr> <td>SOx</td> <td>127</td> <td>143</td> <td>166</td> <td>39</td> </tr> <tr> <td>Dust</td> <td>1,381</td> <td>1,587</td> <td>2,000</td> <td>1,149</td> </tr> </tbody> </table>	KRW/kg	Seoul Metropolitan Area	Central Region	Southern Region	South-Central Region	NOx	99	55	81	42	SOx	127	143	166	39	Dust	1,381	1,587	2,000	1,149	KRW 598,161
KRW/kg	Seoul Metropolitan Area	Central Region	Southern Region	South-Central Region																					
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
1) Based on a study on the economic costs of industrial accidents (Park Chan-im, Lee Hae-chun, Korea Labor Institute, 2018), the estimated direct and indirect loss costs per average of 0.43 casualties are KRW 2.45–2.46 million.

2) Based on the average unit price (KRW/kg) of regional emission permits for NOx, SOx, and dust from the Business Site Air Pollutant Management System > Public Disclosure > Emission Permit Price Trends. Calculated for domestic business sites.

Stakeholder Engagement

[OCI Holdings Stakeholder Engagement Policy](#)

OCI Holdings systematically identifies key stakeholders who are directly or indirectly affected by its business activities and manages them across seven stakeholder groups, including customers, shareholders, and employees. To protect stakeholder interests and create sustainable value, OCI Holdings operates diverse communication channels tailored to each stakeholder group, and incorporates key issues and expectations identified through these channels into its materiality assessment and management decision-making processes. In particular, this year OCI Holdings established a Stakeholder Engagement Policy to strengthen the consistency and systematization of stakeholder engagement, and has more clearly defined its stakeholder communication and engagement procedures accordingly.

	Customers	Shareholders	Employees	Communities & NGOs	Suppliers	Government & Associations	Media
							
Key Issues	<ul style="list-style-type: none"> Enhancing product safety and quality Designing and developing eco-friendly products Improving customer management systems and customer satisfaction 	<ul style="list-style-type: none"> Expanding market reach and diversifying business portfolio Protecting shareholder rights and establishing sound governance Strengthening financial soundness 	<ul style="list-style-type: none"> Improving work environment and organizational culture Fair performance evaluation and compensation Protecting human rights and promoting diversity Strengthening employment stability and capability development 	<ul style="list-style-type: none"> Providing eco-friendly energy and carrying out biodiversity conservation activities Preventing environmental and safety incidents in communities Invigorating local economy and supporting disadvantaged groups 	<ul style="list-style-type: none"> Establishing an ecosystem for shared growth and collaboration Reinforcing mutual awareness of ethics and compliance 	<ul style="list-style-type: none"> Legal and regulatory compliance Enhancing tax transparency Promoting academia-industry collaboration 	<ul style="list-style-type: none"> Transparent information disclosure Building trust and managing communication channels
Key Communication Channels	<ul style="list-style-type: none"> Customer satisfaction surveys Face-to-face & remote consultation channels 	<ul style="list-style-type: none"> General shareholders' meetings Disclosures and IR Integrated Report 	<ul style="list-style-type: none"> Labor-management councils, group-wide consultative groups Position-specific meetings and workshops Management status briefings 	<ul style="list-style-type: none"> Industry·academia·government MoUs Social contribution activities Community councils Scholarships / OCI Art Museum 	<ul style="list-style-type: none"> Supplier workshops and meetings Electronic procurement system 	<ul style="list-style-type: none"> Participation in government agency meetings Engagement in public policies and investments Joint research and development Participation in industrial associations 	<ul style="list-style-type: none"> Website Press releases and communication with journalists Marketing activities
Communication Frequency	<ul style="list-style-type: none"> Customer satisfaction surveys: at least once a year, varies by subsidiary Consultation channels: open all year round 	<ul style="list-style-type: none"> General shareholders' meetings and Integrated Report: annually Disclosures: as needed IR: quarterly 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> Workshops: annually Meetings: as needed 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> As needed
Responsible Department	<ul style="list-style-type: none"> Corporate Planning Team 	<ul style="list-style-type: none"> Corporate Planning Team IR Team 	<p>Shared Service</p> <ul style="list-style-type: none"> Employee Relations Team HR Management Team HR Development Team Safety & Health Policy Team 	<ul style="list-style-type: none"> Social Contribution Team PR/ESG Team 	<ul style="list-style-type: none"> PR/ESG Team <p>Shared Service</p> <ul style="list-style-type: none"> SCM department 	<ul style="list-style-type: none"> PR/ESG Team Accounting Team <p>Shared Service</p> <ul style="list-style-type: none"> Tax Team 	<ul style="list-style-type: none"> PR/ESG Team IR Team
Communication and Response	<ul style="list-style-type: none"> Improving product quality through customer feedback VOC management 	<ul style="list-style-type: none"> Transparent sharing of management information and regular financial updates Reflecting shareholder feedback in management decisions Strengthening shareholder rights and governance Sharing mid-to-long-term strategy and ESG performance 	<ul style="list-style-type: none"> Creating business value through shared vision and collaborative initiatives Strengthening on-site communication on management issues Building a harmonious labor-management culture Labor-management joint corporate culture initiative Fostering a family-friendly corporate culture 	<ul style="list-style-type: none"> Collaborating on eco-friendly activities (biodiversity conservation, etc.) Preventing local safety incidents and strengthening community co-prosperity Supporting disadvantaged groups Education and cultural support 	<ul style="list-style-type: none"> Building mutually beneficial relationships by addressing supplier concerns Improving unfair trade practices Collecting feedback on contract terms and conditions 	<ul style="list-style-type: none"> Strengthening legal and regulatory compliance Enhancing tax transparency Expanding policy cooperation Academia-industry and research collaboration 	<ul style="list-style-type: none"> Transparent information disclosure Strengthening regular media communication Managing external messaging