



Stakeholder Relation Policy

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Article (1): Overview

The Board of Directors is committed to applying the best ethical standards, as the Company seeks to ensure that the stakeholders have a strong commitment and confidence towards dealing with it. Stakeholders can be defined as individuals or a group of individuals who have a direct or indirect interest in the Company and can be affected by the Company's procedures, objectives and policies. The main stakeholders of the Company include "shareholders, administrative team, customers, creditors, banks, suppliers, government agencies, and society as a whole."

Article (2): Policy Objective

This Policy is to set the principles and guidelines that govern the Company's relations with the stakeholders who are related to the Company, and to enable them to raise complaints and grievances and report violations.

Article (3): General Principles

In order to develop successful relationships with stakeholders, the Company applies the following principles:

1. Stakeholders who are affected by the Company's business and activities have the right to be informed of its activities, subject to regulations and laws, and to participate transparently with regard to their interests, and the issues and opportunities that affect them.
2. Stakeholders should be provided with necessary and timely information regarding the Company's business, in a manner that does not conflict with the laws and regulations.
3. The Company will strive to obtain feedback from the stakeholders about the decisions it takes in relation to its business and activities, in a manner that does not conflict with the laws and regulations.
4. The Company seeks to encourage the stakeholders to determine the way and means by which they wish to communicate their views; and in light of this, the Company will strive to maintain flexibility and responsiveness regarding the choices of stakeholders.
5. The Company respects the values and culture of each stakeholder.

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6. The Company should ensure that its dealings with the Board members and Related Parties are carried out in accordance with the terms and conditions followed with stakeholders, without any discrimination or preference.

Article (4): Mechanisms for Resolving Stakeholder Disputes and Complaints

In the event that a complaint or dispute arises between the stakeholders and the Company, with the exception of employees, the stakeholders must contact the authorized person specified by the Company, or follow any other means specified by the Company. Once the authorized person is notified or the notification is submitted through the specified means, the matter will be referred to the Company's Audit Committee for guidance regarding the dispute or complaint, and appropriate measures and decisions will be taken in this regard. The Audit Committee must ensure that the matter has been addressed by the Company's Management by taking the required corrective measures or submitting a recommendation, in order to solve the problem in an appropriate manner that ensures fair investigations and procedures. The Company may develop a detailed additional policy or procedures, besides this Policy, to ensure the effectiveness of implementation.

In the event a dispute arises between the Company and any of its employees, the complains committee or the objections committee established by the Company for this purpose will handle the situation in accordance with the personnel grievance policy and procedures, alongside this Policy, for effective implementation.

