

# Stakeholder Engagement

Salik depends on trusted relationships with stakeholders to deliver on its purpose. Ongoing collaboration and regular interaction help the Company understand stakeholder needs, interests and expectations, strengthening decision-making and long-term value creation.

Salik's Stakeholder Engagement Policy provides a structured framework to ensure stakeholder concerns and viewpoints are heard and routinely reflected in decisions. Engagement is expected to be conducted in good faith, free of manipulation, interference, coercion and intimidation, and based on timely, relevant, understandable and accessible information, communicated in a culturally appropriate format.

Salik's Stakeholder Engagement Policy applies across all divisions and covers both Salik's own operations and its supply chain. The Policy is administered and reviewed on a formal cadence.

## Stakeholder Engagement Priorities



## Stakeholder Engagement in 2025

Stakeholders	Communication Channels
<b>External</b>	
Customers	<ul style="list-style-type: none"> <li>SMS</li> <li>Smart Salik App</li> <li>Salik Customer Happiness Centres</li> <li>Official Salik WhatsApp channel</li> <li>Website</li> <li>News and press releases</li> <li>Customer surveys</li> <li>Whistleblowing Portal</li> <li>RTA's customer centre</li> <li>Social media</li> </ul>
Regulators (the RTA, the Dubai Government, Capital Market Authority (CMA), DFM)	<ul style="list-style-type: none"> <li>Financial statements and other reports</li> <li>Investor events, Earnings release, calls and presentations</li> <li>Regular meetings with RTA, conferences and workshops</li> </ul>
Local communities	<ul style="list-style-type: none"> <li>Website</li> <li>News and press releases</li> <li>Social media</li> <li>SMS and WhatsApp</li> </ul>
Partners and suppliers	<ul style="list-style-type: none"> <li>Procurement procedures</li> <li>ESG screening</li> <li>Whistleblowing Portal</li> </ul>
Rating agencies	<ul style="list-style-type: none"> <li>Financial statements and other reports</li> <li>Meeting with rating agencies</li> </ul>
<b>Internal</b>	
Shareholders and investors	<ul style="list-style-type: none"> <li>Annual general meeting</li> <li>Investor relations communications</li> <li>Financial statements</li> <li>Annual and sustainability reports</li> <li>Website</li> <li>News and press releases</li> <li>Investor events, presentations, and conference calls</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Code of Conduct and other policies</li> <li>In-person communications</li> <li>Emails</li> <li>Training</li> <li>Employee satisfaction surveys</li> <li>Grievance channels</li> <li>Whistleblowing Portal</li> </ul>
The Board	<ul style="list-style-type: none"> <li>Senior executives' reports to the Board</li> <li>Materials for the Board meetings</li> <li>Financial statements, annual and sustainability reports, and other reporting</li> <li>Accounting data</li> <li>Internal audit, ERM review and strategy review</li> <li>External auditor statements</li> </ul>