

# Stakeholder Engagement

Salik values the diverse perspectives of its stakeholders and is committed to fostering open communication channels to build constructive partnerships.

Stakeholders are individuals or groups whose interests or rights may be impacted by the Company's operations and services or who, in turn, significantly impact Salik. Engaging stakeholders is a fundamental process to ensure that the Company's actions align with the expectations and needs of its varied stakeholder groups. This proactive engagement fosters mutual understanding and builds trust.

Salik's [Stakeholder Engagement Policy](#) establishes a structured framework for engaging stakeholders, ensuring their concerns and viewpoints are regularly considered in the Company's decision-making processes. Salik's approach to stakeholder engagement is grounded in transparency and inclusivity. By prioritising open dialogue, Salik enables stakeholders to voice their concerns and opinions, which are integrated into the Company's strategic decisions. By systematically incorporating stakeholder feedback, Salik strengthens its ability to make sustainable decisions that reflect the interests of all parties involved.

## Stakeholder engagement priorities

01

### Thoroughly incorporating stakeholders into Salik's operations

This includes regular and meaningful engagements that cultivate a sense of involvement and dedication among stakeholders, ultimately transforming them into active promoters of the Company's mission.

02

### Adopting a targeted and personalised approach by conducting tailored individual meetings

This strategy recognises the uniqueness of each stakeholder and seeks to build deeper engagement through one-on-one interactions.

03

### Keeping stakeholders well-informed through transparent communication

This involves regular updates, relevant information-sharing, and creating an atmosphere of openness that enables deeper engagement to feel well-informed and engaged.

04

### Monitoring for changes and emerging topics

This includes continuously monitoring stakeholder perspectives and identifying changes and emerging issues that may impact their perspectives.

## Stakeholder engagement in 2024

Stakeholders	Communication channels
<b>External</b>	
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Smart Salik App</li> <li>Salik Customer Happiness Centres</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>
 <b>Regulators (the RTA, the Dubai Government, SCA, DFM)</b>	<ul style="list-style-type: none"> <li>Financial statements and other reports</li> <li>Investor events, calls, and presentations</li> <li>Conferences and workshops</li> </ul>
 <b>Local communities</b>	<ul style="list-style-type: none"> <li>Website</li> <li>News and press releases</li> <li>Social media</li> </ul>
 <b>Partners and suppliers</b>	<ul style="list-style-type: none"> <li>Procurement procedures</li> <li>ESG screening</li> <li>Whistleblowing Portal</li> </ul>
 <b>Rating agencies</b>	<ul style="list-style-type: none"> <li>Financial statements and other reports</li> <li>Rating reports</li> </ul>
<b>Internal</b>	
 <b>Shareholders and investors</b>	<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>
 <b>Employees</b>	<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>
 <b>The Board</b>	<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 and compliance reviews</li> <li>External auditor statements</li> </ul>