

Stakeholder Engagement

Creating Value Through Strategic Partnerships and Insightful Collaboration





As one of the Middle East, North Africa and Turkey (MENAT) region’s strategic investors in the food and retail sector, we account to a wide range of stakeholders. These include the Group’s subsidiaries, workers, suppliers, local community, partners, consumers, customers, investors, shareholders and the government. Each has specific interests and expectations from Savola Group.

Engaging with our Stakeholders

At Savola, we try to add value to the communities in which we live and work. Consequently, we respect our stakeholders’ feedback and participate in regular dialogue to ensure that their requirements and expectations are met. Cultivating and maintaining a two-way dialogue is crucial for mutual understanding and strategic decision-making thus stakeholder engagement provides critical insights that contribute to the development and implementation of our sustainability plan.

	<div> <div>Investors and Shareholders</div> </div>	<div> <div>Suppliers</div> </div>	<div> <div>Operating Companies</div> </div>	<div> <div>Employees</div> </div>	<div> <div>Community</div> </div>	<div> <div>Consumers and Customers</div> </div>
Stakeholders	<p>To achieve long-term, profitable growth, we collaborate closely with investors and shareholders within a framework of responsible and ethical business practices</p>	<p>Investing in long-term relationships with our suppliers and forming strategic supplier alliances guaranteeing value generation at every level of our extended value chain</p>	<p>To focus on synergies while simplifying decision-making and resource allocation, and to strengthen our position as the leading investment holding firm</p>	<p>To work consistently to foster a work culture that encourages open communication, camaraderie and great performance for our valued workers</p>	<p>To collaborate with community members, non-profit organizations, charity institutions, workers, suppliers, and other stakeholders on innovative projects and long-standing programs that have a positive impact and improve community wellness</p>	<p>To prioritize understanding and addressing the requirements of customers while also exceeding their expectations. By putting them at the centre of our operations and supplying excellent items through trusted brands, we can support our customers’ lifestyle choices</p>
Key Concerns	<ul style="list-style-type: none"> Positive return on investment Reputation management Risk management 	<ul style="list-style-type: none"> Transparent bidding process. Smooth invoicing and payment processes 	<ul style="list-style-type: none"> Board of Directors. Subsidiaries, Boards and Committees Regular meetings for strategic and operational direction 	<ul style="list-style-type: none"> Job security Fair compensation and benefits Opportunities to develop. Ethical conduct 	<ul style="list-style-type: none"> Engagement and involvement in decision making Investment in local communities Supporting local enterprises 	<ul style="list-style-type: none"> Fair prices Ethical business conduct. Creating value for society's 5 different economic segments by providing value for money products and services, and world-class quality experiences
Engagement Type	<ul style="list-style-type: none"> Participate in shareholders’ General Assembly and Extraordinary General Assembly Meetings Investor relation programs for investors Financial results Financial and non-financial reports on Tadawul website and in the published media Department for shareholders’ affairs 	<ul style="list-style-type: none"> Strengthening relationships with business partners Integrated social and environmental considerations into the supplier selection process Adherence to the Code of Conduct and ethical values Support local suppliers in the Kingdom of Saudi Arabia 	<ul style="list-style-type: none"> Clear CSR guidelines from HQ. CSR champions assigned across all functions Clear goals, direction and strategy Support and tools for improving performance <div>Cooperating and supporting other social institutions to design educational, health and social programs.</div>	<ul style="list-style-type: none"> Program for training and employing people with disabilities Initiatives to measure employee engagement, enhance the work environment and bring employees and their families together Programs for women empowerment and employment Employee assistance. Health benefits and seminars. Volunteering opportunities 	<ul style="list-style-type: none"> The “Leave the Change for Them” charity initiative allows Panda customers to donate the small change from their purchases to charities across the Kingdom of Saudi Arabia Makeen program to train and employ people with disabilities Cooperating and supporting other social institutions to design educational, health and social programs Internship opportunities for undergraduates Board of Trustees of Savola World 	<ul style="list-style-type: none"> Business development process Market and satisfaction surveys Customer care departments. Traditional media channels, social media and online portals Website

Stakeholder Engagement continued

	 Board of Directors	 NGOs	 Partners	 Government and Regulators
Stakeholders	To take the lead in sustainability and consistently uphold the Group's principles			
Key Concerns	To help meet unfulfilled social needs among the most disadvantaged elements of society.			
Engagement Type	To develop solid ties with recognized partners, with whom we may collaborate to produce good value.			
	To comply with national and international rules and regulations; to work in a responsible manner that contributes to the progress of the country and business performance, allowing us to benefit the community while also contributing to a healthy environment			
	<div> <ul style="list-style-type: none"> Positive return on investment Reputation management Risk management </div>			
	<div> <ul style="list-style-type: none"> Supporting local causes </div>			
	<div> <ul style="list-style-type: none"> Fair dealings Openness and transparency Creating value through mutually beneficial dealings </div>			
	<div> <ul style="list-style-type: none"> Compliance with laws and regulations Local employment opportunities Support Saudi Vision 2030 and SDGs </div>			
	<div> <ul style="list-style-type: none"> Board of Directors meetings Shareholders General Assembly Board Committees Engagement with Executives Financial and non-financial reports Setting the company's strategic direction and plans Approving policies and procedures including Corporate Governance Code </div>			
	<div> <ul style="list-style-type: none"> Funds and financial support. Partnerships to contribute to social and economic development Volunteering activities Social and environmental initiatives </div>			
	<div> <ul style="list-style-type: none"> Participate in innovative sustainability initiatives Develop new programs and solutions Utilize strengths to make a positive impact Collaboration agreements (MoUs) </div>			
	<div> <ul style="list-style-type: none"> Strong management and governance systems Respond to government requests and participate in government programs Collaborate with government stakeholders to advance common citizenship goals Publish quarterly financial results Support government efforts and enhance national food security </div>			



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