

Stakeholder Engagement

We endeavor to maintain an active dialogue with stakeholders on a continual basis, whether consumers, investors, employees, regulators or civil organizations. In so doing, we use a range of communication channels that are most appropriate to their specific interests.

Historically, the most popular of our engagement programs has been the access we provide to the public at manufacturing facilities in Saudi Arabia. During the pandemic we made the decision to lock down all onsite facilities to ensure sustained production capabilities, restricting access for the public to visit our pioneering facilities. However, as our communities emerged to normality, we resumed our facilities visit program in the latter part of 2022.

	 Stakeholder Group	 Shareholders and Investors	 Consumers	 Employees
How we engage	<ul style="list-style-type: none">• Board meetings• Public reports• Disclosures• Shareholders' Rights Policy• Investor Relations• Almarai Code of Conduct• Reporting Violation Policy• Global Anti-bribery and Corruption Policy and Procedures• Investor day• Annual General Meeting (AGM)• Regular investors meetings	<ul style="list-style-type: none">• Social media channels• Visitor tours• Website• Call center• Email	<ul style="list-style-type: none">• HR Policy• Training and development program• Training needs analysis• Employee grievance mechanism• Employee relations WhatsApp number• Employee whistleblowing via Almarai website• Employee satisfaction surveys (ad-hoc)• Internal communication campaigns and programs	
How often we engage	<ul style="list-style-type: none">• Daily shareholder inquiries• Weekly and monthly analyst meetings• Quarterly disclosures• Annually IR day and Annual Report• Upon inquiry	<ul style="list-style-type: none">• Daily posting• Weekly tours• Annual website updates and publishing• Upon inquiry	<ul style="list-style-type: none">• Monthly Grievance Report and campaign communication• Daily responses to WhatsApp tickets• Monthly report on whistleblowing cases• Employee engagement survey shared yearly with employees• International and National Day's communications and events• Celebrating employees' personal achievements (e.g. promotions, childbirth, etc.)• Launched WE Ambassadors program• Launched employee wellbeing programs, under the pillar WE Care, such as a mental health campaign, WE Support programs, a marathon and fitness time agreement	

In addition to the above engagements, we recently published sustainability policies and position statements covering our aspirations on animal welfare, climate change, community investment, energy, environmental impacts of packaging, ethical sourcing, environmental policy, human rights, responsible marketing and water stewardship. This effort brings transparency for our stakeholders to everything we do. To enhance transparency and reliability for our stakeholder, Intertek Saudi Arabia Ltd, a third-party independent auditing firm, audited and assured our sustainability data and report as per ISAE 3000 standards.



Government and Regulatory Bodies

- Internal audit
- Stakeholder meetings and open dialogue
- Statutory reporting
- Working closely with regulators to develop improved standards of governance and reporting



Civil Society Organizations and Community

- CSR activities
- Student learning opportunities
- Food donations



Suppliers

- Identify and source suppliers against business requirements
- Business transactions
- Monitor and review performance through contract management
- Supplier relationship management programs
- Business review meetings and audits

- Annually, quarterly and ad-hoc, as required

- Weekly school activities
- Annual Almarai Awards
- Monthly sponsorships

- Daily business transactions
- Daily business communications
- Weekly reviews and meetings
- Monthly/annual visits and audits



Stakeholder Group



Shareholders and Investors



Consumers



Employees

Key areas discussed

- Financial results
- Production and growth
- Dividends
- Contribution to economic development
- Share price
- Data disclosure and credibility
- Material developments
- Market share
- Publicly disclosed data about Environmental, Social and Governance (ESG) performance, including strategies, targets and goals, methods for evaluation, policies and procedures

- Product and ingredients quality, freshness and safety
- Product nutritional value and health implications
- Product price
- Brand reputation
- Environmentally sound production practices
- Animal welfare
- Fair and ethical marketing
- International recognition and certificates
- Direct communication channels

- Fair payment and benefits
- Equal opportunity
- Engagement and motivation
- Transparent hierarchies
- Job security
- Training and career development
- Safe work environment
- Grievance mechanisms

Actions implemented

- Fully implemented and adopted best investor relations practice

- Fully implemented and adopted common practice

- Fully implemented and adopted common practice

How we create value

Keeping shareholders updated on all material developments, with high transparency through:

- Tadawul
- Investor Relations website
- Investor Relations Application

- Producing high quality products
- Ensuring availability of products
- Developing innovative new products based on consumer feedback and needs
- Keeping consumers informed and empowered by communicating key information and updates
- Resolving issues and providing a positive customer experience

- Ensuring that employees can raise their inquiries, requests and complaints easily and anonymously
- Enhancing employee engagement, productivity and overall satisfaction
- Creating a positive work environment, increasing employee retention and improving organizational performance
- Creating awareness and engagement with employees





Government and Regulatory Bodies

- Compliance with national legislation and regulation
- Food security
- Contribution to economic development
- Environmentally sound production practices
- GHG emissions and impact on climate change
- International recognition and certificates

- Full compliance with existing framework and working to develop regional and global standards

- Contributing to food security in Saudi Arabia and key international markets
- Championing key F&B innovations for Saudi Arabia
- Setting a standard for our industry and markets for compliance, transparency and reporting
- Timely update of changes and new information from regulatory regarding best practices related to food and health safety



Civil Society Organizations and Community

- Corporate Social Responsibility (CSR) and engagement
- Funds and financial support
- GHG emissions and impact on climate change
- Data disclosure and credibility
- Animal welfare
- Environmentally sound production practices
- Contribution to social and economic development

- Fully implemented and adopted common practice and included in annual planning process

- Raising public awareness and care for the supported community segments and their causes
- Supporting activities and segments with products and services that engage and empower them



Suppliers

- Price
- Delivery and performance
- Innovation and sustainability
- Ethical and financial compliance
- Procurement process compliance
- Quality and food safety compliance
- Complaints, grievances and feedback

- Implemented action plans
- Ongoing performance monitoring, routinely and as part of procurement engagement with suppliers

- Business continuity
- Improving business relationships
- Improving suppliers' business visibility and stability through sharing our business plans and forecasts
- Promoting ethical business practices
- Compliance to laws and regulations
- Compliance to contractual obligations

