



Policy for Regulating the Relationship with Stakeholders

1. Introduction:

SHL Finance Company pays great attention to regulating the relationship with stakeholders and all parties it deals with, including shareholders, customers, suppliers, employees, labors, etc., in a way that ensures the protection of their legal and contractual rights and preserves the rights of the company as well. Accordingly, this Policy has been developed to manage and regulate the relationship with these parties in order to protect their interests by paying attention to their opinions and addressing complaints submitted by them in a timely manner to meet their satisfaction and continuation of the relationship between them and the company.

2. Definitions:

The words and phrases contained in this policy shall have the meanings shown in front of each of them unless the context requires otherwise:

- The Company: means SHL Finance Company.
- Policy / Policies: means the policy related to regulating the relationship with stakeholders.
- Stakeholders: means everyone who has an interest in the company, including but not limited to shareholders, customers, suppliers, creditors, employees, labors of the company and the community.

3. Objectives:

The objectives of the policy for regulating the relationship with stakeholders are based on building and strengthening positive and sustainable relationships with all stakeholders who influence the company in order to achieve a balance between various interests and meet the needs and expectations of different stakeholders, including:

- Build long-term relationships based on trust and respect with all stakeholders,
- Achieve a balance between conflicting interests, taking into consideration the interests of all stakeholders and seeking to find appropriate solutions that are compatible with relevant laws, regulations and bylaws.
- Promote a culture of transparency during the company's practice of its activities and business.

- A recommendation has been given by the Executive Committee meeting held on 30th April 2024.
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- Manage and resolve disputes with stakeholders in accordance with relevant laws, regulations and instructions and establish the necessary procedures and controls to limit them in the future.

4. Basic Principles:

SHL Finance Company is committed to respecting the rights of stakeholders and dealing with them fairly and equally, and also participating in the development of society and the environment so that the company can continue to develop its business in a sustainable manner, based on the following principles:

- 1) Responsibility: Act responsibly to build relationships based on trust, integrity and sustainable development, respect the rights of individuals, communities and entities.
- 2) Transparency: Ensure transparency in relationships with stakeholders, and share correct, sufficient, relevant, complete, clear and reliable information in a timely manner.
- 3) Communication: Facilitate and practice effective direct and indirect communication between the company and all stakeholders.
- 4) Continuous improvement: Strive for continuous improvement, and periodically reviewing communication mechanisms between the company and stakeholders to ensure their responsiveness and effectiveness.

5. Application:

The oversight and supervisory role of the company's Board of Directors is one of the most important components of an effective governance framework. Therefore, the Board of Directors assumes the primary responsibility for protecting the rights of stakeholders. Accordingly, and in order to regulate the relationship with stakeholders, the company has established the following:

- **Disclosure and transparency:** The company is committed to applying appropriate disclosure methods and procedures that will enable shareholders and other stakeholders to access financial and non-financial information related to the company's performance in accordance with the regulatory controls and procedures associated with share ownership and to obtain a comprehensive view of the company's position that enables shareholders and investors to make decisions in determining the future directions of the company's business and its strategic plans. Therefore, kindly refer to the

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company's policy in this regard, explained in more detail in the [Transparency and Disclosure Policy](#).

- **Protecting shareholders' rights:** The company aims primarily to maximize the benefit accruing to shareholders and investors, and is committed to protecting their rights as stipulated in the laws, regulations and instructions issued by the relevant supervisory authorities. The company is also committed to providing appropriate channels through which shareholders and investors can communicate with the company via the email IR@SHLFINANCE.COM or the dedicated toll-free number [8001221228](tel:8001221228), to receive and handle complaints or reports sent by the shareholders and investors, as this has been emphasized in detail in the [Shareholders' Rights Protection Policy](#).
- **Protecting Customers' Rights:** As customer confidence and satisfaction are the basis for the growth and development of the company's business, SHL Finance Company undertakes the task of providing products that suit customers' needs and seeks to provide high-quality services to gain their satisfaction. For this reason, the company invests in information technology to provide fast and effective means of serving its customers to facilitate their transactions and enhance the level of customer experience and service, while committing to protecting the confidentiality of their data and personal information to enhance their confidence and do not disclose it except in accordance with relevant regulations and rules.

SHL Company is keen to address its customers' complaints and improve communication with them by developing procedures for receiving, processing and responding to complaints within the specified time. SHL Company is also keen to deal with its customers in a fair and honest manner through free and effective means of communication and submitting periodic reports to the executive management to directly assess the effectiveness of the services provided and the extent of customer satisfaction with them, and then direct the necessary improvements and hired the required human resources to improve the level of services. Therefore, kindly refer to the company's policies in this regard, explained in more detail in the [Customer Service Policy and Customer Complaints Handling Policy](#).

- **Financial institutions (lenders):** SHL Finance Company pays great attention to implement and honor its obligations towards the banks and financial sector institutions with which it deals, by providing creditors and financiers with the necessary undertakings and guarantees in accordance with the relevant laws and instructions. It also discloses all its obligations towards its lenders transparently and is committed to not breaching these undertakings and

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conditions in fulfillment of the concluded contracts and in order to preserve the company's reputation and maintain its credit rating. The company also seeks to develop these relationships continuously to ensure the sustainability of the financial resources necessary for its main activities.

- **Employees and labors of the company:** SHL Finance Company is keen to employ national competencies and develop their skills by focusing on providing and offering the necessary training programs and directing efforts to attract the best national competencies, by achieving a safe and stable work environment and dealing with all its employees fairly and equally without discrimination in accordance with the labor laws and regulations, in addition to developing periodic training programs and holding workshops covering wide areas of business that aim to educate and raise awareness of employees to gain the necessary skills. The company is also keen to establish standards of rewards and incentives based on key performance indicators. The company has also developed internal policies and procedures that will create an appropriate work environment such as [rules and standards of professional conduct](#) as well as the [policy for reporting violations i.e. Speak up Policy](#).
- **Social Responsibility:** SHL Finance Company aims to contribute to the development of the communities in which it operates and practices its business by diversifying initiatives related to social responsibility in various fields such as social care, professional development, health care, education and the environment. The extent of its commitment to this is evident through the [Social Responsibility Policy](#) approved by the General Assembly of Shareholders, and the company directly supervises its implementation and measures its effectiveness periodically.
- **Suppliers and external service providers:** The company is keen to build good relationships with all suppliers and external service providers by paying their dues and payments on the specified dates as per the contracts in exchange for the services provided and respecting and protecting their intellectual property rights. SHL Finance Company is governed in this by adhering to the applicable laws, regulations, instructions, policies and the Code of Business Ethics. The company is also keen to adhere to the confidentiality of information and to protect the personal information and data of suppliers and external service providers based on the [Data Protection Laws and Regulations](#).

6. Compensation:

The company makes every effort to limit the damages that the stakeholders may be exposed to when dealing with the company. The company is also committed to

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providing appropriate compensation to every interested party who has been harmed by his dealings with the company in accordance with the applicable laws and instructions, taking into consideration the following:

- That the two parties seek to resolve the dispute amicably between them in a manner that preserves their common interests, taking into Consideration the application of the procedures stipulated in the contracts and agreements signed between them for settlement and compensation.
- Negotiation between the parties to discuss the possibility of reaching a compensation mechanism and its amount if the contract or agreement does not stipulate a specific mechanism or amount in a way that ensures the protection of the interests and rights of the company.
- The company being the direct cause of the claimed damage and the person claiming the damage must prove that the breach or negligence that resulted in the damage is proven by a written statement issued by the company or by a final judicial ruling issued by the competent judicial authorities in which the company was properly represented specifying the damage and the amount of compensation.
- The affected party must notify the company immediately upon any damage to him and the affected party must make all reasonable efforts and measures to limit the effects of the damage and prevent its exacerbation.

7. Enforcement:

This Policy has been approved by the Board of Directors on the date shown below and shall enter into force from this date and shall replace any previous policy in this regard.

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