



شركة مهارة
للموارد البشرية
Maharah Human
Resources Company

Maharah Human Resources Company

Policy on Standards and Procedures for Membership in The Board of Directors

Version No. 2- January 2024

DISCLAIMER: This version is a translation of the original Arabic document, published to enhance the awareness of non-Arabic speakers of this document. Any discrepancies or misinterpretation of any text, clause or article, stated in this version, the text written in the original Arabic document shall prevail.

Document Information:

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Version No. 1	November 01, 2018	New policy	Executive Management - The Nominations and Remuneration Committee	Recommendation of the Board of Directors
Version No. 2	January 2024	Amended policy	Executive Management - The Nominations and Remuneration Committee	Recommendation of the Board of Directors

Review and Amendment Procedures:

The General Assembly shall have the authority to approve any addition or amendment to this Document based on the recommendation of the Board of Directors. The Governance Department shall be responsible for ensuring that these regulations is subject to the necessary review and approval by the General Assembly.

The Company's authority matrix shall be the basis, upon which amendments to this Document are made.

This Policy shall be reviewed two years as a minimum from the date, on which they are approved. However, the relevant department shall review and update this document if necessary, during those two years.



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Preamble:

This Policy was formed to comply with the requirements of Clause (3) of Article 21 of the Corporate Governance Regulations amended by Resolution No. (8-5-2023) dated 25/06/1444 H corresponding to 18/01/2023 G issued by the Board of the Capital Market Authority.

This Policy sets out the specific standards and procedures for membership in the Board of Directors adopted by:

1. The Nominations and Remuneration Committee;
2. Board of Directors;
3. Shareholders.

These standards and procedures or some of them shall not be amended, approved, or partly dispensed with except by the recommendation of the Nominations and Remuneration Committee and a decision of the Board of Directors according to its estimation and what it deems appropriate and with the approval of the General Assembly thereof, unless the relevant laws or regulations or a decision from the Board Capital Market Authority or a government entities stipulates that some of its provisions shall be mandatory or provisions shall be added to them.

Article (1): Standards for Membership in the Board of Directors:

The standards and conditions for membership in the Company's Board of Directors shall be determined in accordance with the Companies Law, the Company's bylaws, and the Corporate Governance Regulations issued by the Board of the Capital Market Authority and any amendments thereto, in accordance with the following:

1. A member of the Company's Board of Directors shall be honest and impartial, a good reputation, financial solvency, independence, sufficient knowledge of administrative issues and financial matters, knowledge of relevant regulations and legislation, and the necessary experience to perform its duties.
2. A member of the Company's Board of Directors may not be a member of the board of directors of another competing company.
3. A member of the Board of Directors shall not hold membership in the Board of Directors of more than five joint stock companies listed on the market at the same time.
4. If the nominee has previously been a member of the Board, his attendance at Board meetings during the period preceding the nomination shall be no less than 60% of the total number of meetings held over three years.
5. A nominee shall not be:
 - A. A person that has occupied the same position in a liquidized company may not be nominated for a membership in the Board of Directors;
 - B. A person convicted of a crime involving moral turpitude or dishonesty.
6. A nominee for membership in the Board of Directors shall submit the following documents:
 - A. Filling out the Company's nomination form;
 - B. Filling out the forms issued by the Capital Market Authority;
 - C. Filling out the forms issued by the Financial Market Company "Tadawul";
 - D. A statement of the companies or institutions in which he participates in management or ownership.

- E. A notification to the Company's management that includes a brief about the nominee in terms of his/her CV, qualifications and experience.
- F. A clear photocopy of the national's ID card and the nominee's contact numbers.
- 7. The nominee shall agree to a personal interview by the Nominations and Remuneration Committee, if requested to do so.
- 8. A nominee who previously worked as a member of the board of directors of a joint stock company shall submit a statement of the following:
 - A. The number of Board of Directors meetings that held during each year of the term and the number of meetings attended by the nominee;
 - B. The permanent committees in which the nominee participated and the number of meetings held by each of those committees during each year of the membership.

The Capital Market Authority may, as it deems necessary to protect investors, oblige the Company to adopt the rules it deems regulating its management, whether with regard to the qualifications of Members of the Board of Directors, Senior Management, the audit committee, the certified public accountant, or the eligibility, responsibilities, powers, or decision-making procedures of any of them.

Article (2): Conditions for Membership in the Board of Directors:

The Board member shall be required to do the following:

1. Required skills and qualifications:

- A. An appropriate level of qualifications, skills, knowledge and experience, to contribute to protecting the Company's profits and prosperity;
- B. The qualifications, skills and experience shall be distributed in a balanced manner among the members, to achieve effectiveness and provide sufficient experience to the Board. It is not necessary for each Member to have all the required skills.
- C. The Members shall have, foresight, a strategic perspective, good administrative perception, the ability to manage and supervise, knowledge of the legal and financial aspects, and knowledge of the Company's business and activities in particular.

2. Obligations:

- A. The Member shall perform all his/her duties and tasks with responsibility, good faith, seriousness and attention.
- B. The Member shall allocate sufficient time to carry out his/her duties and responsibilities, including preparing for the meetings of the Board and permanent and temporary committees, and ensuring his attendance.
- C. The Member shall represent all shareholders, and be committed to doing what is in the interest of the Company in general and not what is in the interests of the group he represents or that voted for his appointment.
- D. The Member shall maintain the confidentiality of all information related to his/her duties.

3. Independency:

- A. The number of Independent Members of the Board of Directors shall not be less than two members, or one-third of the Board members, whichever is more.



- B. The principle of independence generally aims to help members make their decisions, without the presence of economic or personal conflicts of interest, even if their decisions are not practically affected by them, which would exist if the following rules of independence were not taken into account:
- C. The Independent Member shall own five percent or more of the Company's shares or the shares of another company in its group, or be related to the person who owns this percentage;
- D. The Member shall a relative of any of the Board Members in the Company or in another company in its group.
- E. The Member shall a relative of any of the senior executives in the Company or in another company in its group.
- F. The Member shall have spent more than nine consecutive or separate years as a member of the company's Board of Directors.
- G. The Member shall be a member of the Board of Directors of another company from the group of companies whose Board of Directors nominee is nominated.
- H. The Member shall work or previously have worked as an employee during the past two years for the Company or any party dealing with it or another company in its group, such as auditors and major suppliers, or owning controlling shares in any of those parties during the past two years.
- I. The Member shall have a direct or indirect interest in the business and contracts carried out on behalf of the Company.
- J. The Member shall receive sums of money from the Company in addition to the remuneration for membership in the Board of Directors or any of its committees.
- K. The Member shall engage in a business that would compete with the Company, or trade in one of the activity practiced by the Company.

4. Ability to Lead:

The Member shall have leadership skills that qualify him/her to grant powers that lead to stimulating performance, applying best practices in the field of effective management, and adhering to professional values and ethics.

5. Competency:

The Member shall obtain the appropriate academic qualifications, professional and personal skills, an appropriate level of training, and practical experiences related to the Company's current and future activities, management, economics, accounting, law, or governance. In addition, the member shall have the desire to learn and train.

6. Ability to Guide:

The Member shall have the technical, leadership, and administrative capabilities, speed in decision-making, and understanding of the technical requirements related to the workflow. Also, the member shall be able to strategically direct, plan, and have a clear future vision.

7. Financial Knowledge:

The Member shall have the knowledge that enables him to understand the Company's financial reports, its financing structure, the various financial instruments, the risks of issuing each of them, and the risks of listing in the financial market.

8. Physical Fitness:

The Member shall not have health condition that prevents him from exercising his duties and responsibilities.

Article (3): Procedures for Membership in the Board of Directors:

1. Nomination:

- A. The Nominations and Remuneration Committee shall recommend opening nominations to elect a new Board of Directors in the upcoming General Assembly.
- B. The Nominations and Remuneration Committee shall undertake the necessary advertising duties to publish the decision to open nominations, taking into account allowing sufficient time to submit nomination applications for membership in the Board of Directors.
- C. The Nominations and Remuneration Committee shall supervise the process of receiving nomination applications for membership in the Board of Directors.
- D. The Nominations and Remuneration Committee shall review and examine nomination applications for membership in the Board of Directors (which includes all documents stipulated in the policies and standards approved by the Board of Directors and approved by the Assembly).
- E. The Nominations and Remuneration Committee shall determine the Independent Members.
- F. The Nominations and Remuneration Committee shall send nomination requests to the regulatory authorities to obtain regulatory approvals.
- G. The Nominations and Remuneration Committee shall recommend to the General Assembly that Members be elected in accordance with the approved policies and standards, taking into account the competencies and qualifications of the nominated persons and not to nominate any person who has previously been convicted of a crime involving moral turpitude or dishonesty.

2. Elections:

- A. The General Assembly shall select the Members of the Board of Directors from among the nominees, provided that sufficient information is provided to shareholders about the nominees in advance of the Assembly meeting.
- B. The cumulative voting method shall be approved when voting in the General Assembly to appoint members of the Board of Directors, so that the right to vote per share may not be used more than once.

3. Notifications:

- A. After the election results are approved, a letter shall be sent to the Capital Market Authority, in which the formation of the Board is reported and the names of the Board members, the Chairman of the Board, Vice Chairman, and all of its committees, along with the membership status of each of them shall be stated.
- B. The Nominations and Remuneration Committee shall notify the elected Members, and officially provides them with their terms of reference, duties, the value of their remuneration, and all internal regulations in effect in the Company.
- C. The Nominations and Remuneration Committee shall acquaint the new board members with the Company's work, especially the financial, legal and administrative aspects, as well as training them if necessary.

Article (4): The Mechanism for Selecting the Chairman of the Board of Directors:

After approving the results of the Company's general assembly to elect members of the Board of Directors, the Board of Directors shall appoint, at its first meeting, a Chairman and a Vice Chairman from among its Members. The position of Chairman of the Board of Directors may not be combined with any executive position in the Company.

Article (5): Term and Conditions of Membership:

1. Board Members shall be appointed by the Ordinary General Assembly of shareholders for a term not exceeding four years. The Independent Member of the Board of Directors shall lose his independence after serving as a member of the Board of Directors for more than (9) years.
2. The membership term of the Chairman of the Board, the Managing Director, and the Secretary who is a member of the Board of Directors shall not exceed the membership term of each of them in the Board.
3. The majority of the Members of the Board of Directors shall be Non-Executive Members.
4. The Chairman of the Board of Directors shall not combine his position as Chairman of the Board of Directors with any executive position in the company (such as the position of Managing Director, CEO, General Manager, or any other executive position in the Company).
5. The number of Independent Members of the Board of Directors shall not be less than two or one-third of the Members of the Board of Directors, whichever is more.

Article (6): Termination of Membership in the Board of Directors, Dismissal and Retirement of Board Members:

1. Membership in the Board of Directors shall be terminated if:
 - A. the Board of Directors' term end;
 - B. the Member resignations;
 - C. the Member death;
 - D. it is proven to the Board of Directors that the Member has violated his duties in a manner that harms the interest of the Company, provided that this is accompanied by the approval of the Ordinary General Assembly;
 - E. the end membership in accordance with any law or instructions in force in the Kingdom;
 - F. the absence of more than three consecutive meetings or five non-consecutive meetings during the membership term without a legitimate excuse accepted by the Board of Directors;
 - G. the declaration bankruptcy or insolvent, or submission of a request for settlement with the creditors, or stops paying the debts;
 - H. the Member has become unconscious;
 - I. the Member suffers from a mental illness;
 - J. it is proven that the Member committed an act of breach of trust or morals or was convicted of forgery;
2. When the membership of a Member of the Board of Directors terminates in any manner, the Company shall notify the Capital Market Authority immediately, of the reasons for such termination.
3. In any case, the General Assembly may at any time dismiss all or some of the members of the Board of Directors.
4. When the position of one of the Board members becomes vacant, the Board may appoint a temporary Member to the vacant position. The Ministry of Commerce and the Capital Market Authority shall be notified thereof within fifteen working days from the date of appointment, provided that this appointment is presented to the Ordinary General Assembly at its first meeting and the new Member completes the term of his predecessor only.
5. If the number of Members of the Board of Directors is less than five (the quorum necessary for the validity of Board of Directors meetings), the Ordinary General Assembly shall be called within a period of sixty days to elect the necessary number of Members.



6. If the Chairman and Members of the Board of Directors resigns, they shall call the Ordinary General Assembly to hold a meeting to elect a new Board of Directors. The resignations shall not take effect until the new Board is elected, provided that the term of the Board, whose Chairman and Members resigned shall not exceed the period specified by the regulations.

Publication and Accessibility:

This Policy shall be effective from the date, in which it is approved by the Company's General Assembly. This Policy shall be considered valid unless it is canceled or amended by the Company's General Assembly or in accordance with the relevant laws and regulations.



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Dividend Distribution Policy

Version No. 3 – January 2024

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Document Information:

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First	September 26, 2018	New Policy	Executive Management	-
Second	January 2024	Revised Policy	Executive Management – Governance Committee	Nominations and Remuneration Committee

Review and Modifications Procedures:

The Board of Directors has the authority to approve any addition or amendment to this document based on the recommendations of the Nominations and Remuneration Committee. The Governance Department is responsible for ensuring that this policy is subject to the necessary review and approval by the Board of Directors.

The Company's delegation of authority matrix shall be the basis upon which amendments to this document are made.

This policy shall be reviewed at least every two years from the date of its adoption. However, the relevant department shall review and update this document if necessary, during the two years period.



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Preamble:

1. The Company's dividend distribution policy was formed in accordance with the requirements of Article (9) of the Corporate Governance Regulations issued by the Capital Market Authority.
2. The dividend distribution policy determines the Company's policy and procedures regarding the distribution of dividends, their declaration, and the date of distribution.
3. The Company's bylaws shall expressly specify the percentage of net profits to be distributed to shareholders after allocating reserves for specific purposes and other reserves.
4. The shareholder shall be entitled to its share in the profits in accordance with the resolution of the General Assembly issued regarding the distribution of dividends to shareholders, or the resolution of the Board of Directors stipulating the distribution of interim dividends. Such resolution shall indicate the due date and the date of distribution, provided that the resolution is to be implemented in accordance with the regulatory controls and procedures issued in implementation of the Companies Law for listed joint stock companies.

Article (1): Declaration of Dividend Distribution:

1. The Company shall declare dividends in a manner that determines the amount of distribution and the method of payment upon the General Assembly's approval of the interim distribution of the Company's net profits for the year based on the recommendations of the Board of Directors.
2. The declaration of dividend distribution includes the following:
 - a) Date of recommendation or resolution of the Company's Board of Directors.
 - b) The class of shares for which dividends are distributed.
 - c) Dividend payment period.
 - d) Total amount distributed.
 - e) The number of shares entitled to dividends.
 - f) Dividend ratio to nominal share value.
 - g) Due date, provided that entitlement is for the shareholders registered in the shareholders' register at the end of the due day.
 - h) Distribution date - If a specific date for distribution is not specified, the declaration shall state that (the distribution date will be announced later).



3. Dividends shall be distributed in accordance with applicable laws and regulations and in accordance with the Company's Bylaws.
4. The Company may not declare the distribution of dividends in the event of insolvency or bankruptcy, or if such a declaration would result in insolvency or bankruptcy.

Article (2): Sources and Amount of Dividends Distribution:

1. Dividends shall be paid from the Company's net profits and distributed to shareholders based on the number and class of shares they own.
2. The allocation of dividends or common shares to be distributed shall be determined based on the recommendations of the Board of Directors.
3. The Company's net annual profits shall be distributed after deducting all general and other expenses and allowances, including zakat and other allocations.
4. The Ordinary General Assembly has the authority to form other reserves, to the extent that serves the interest of the Company or ensures the distribution of fixed profits as much as possible to shareholders. The Assembly may also deduct amounts from the net profits to establish social institutions for the Company's employees or to assist existing ones.
5. The General Assembly shall determine the percentages of profits to be distributed to shareholders after deducting all amounts allocated to the reserves formed by the General Assembly for specific purposes, retained profits, and distributable reserves formed by profits (if any).
6. The allocation of dividends on preferred shares, if any, shall be determined in accordance with the Companies Law and the Company's Bylaws.

Article (3): Shareholders Entitled to Receive Dividends:

Shareholders that are registered in the shareholders register and owning shares at the end of the meeting on the day of the General Assembly shall be entitled to receive dividends. Shareholders owning shares on the due date specified in the Board of Directors' resolution shall also be entitled to interim dividends distributed semi-annually or quarterly as publicly declared on the Saudi Stock Exchange (Tadawul) website.



Article (4): Payment of Distributed Dividends:

1. The start date of the annual distribution of dividends shall be no later than fifteen (15) days from the date of the resolution to distribute dividends.
2. The Company shall continue to pay the declared dividends on shares whose owners have not received the distributed amounts during the above-mentioned period.
3. No distributions that have not been claimed or received by the relevant shareholder shall accrue interest.
4. The Company shall be responsible for paying the declared dividends. Accordingly, the Company shall be legally liable to shareholders for failure to pay the dividends.
5. The Company shall inform the shareholders of the date, place, and procedures for paying dividends by publishing such information in the same manner used to announce/ publish the invitation to attend the General Assembly meeting, in accordance with the relevant regulations.
6. For the purpose of organizing and completing the distribution process, the Company may request assistance from an external party called the "Paying Agent", being one of the banks with which the Company deals. However, the external party's assistance does not relieve the company of its legal liability to shareholders regarding the distribution of dividends.
7. The Company shall handle any matters related to the payment of declared dividends that are not provided for in the Companies Law, the Company's bylaws, or this Policy, all in the interests of shareholders.

Article (5): Distribution of Interim Dividends During the Financial Year:

1. The Company may distribute interim dividends to its shareholders on a semi-annual or quarterly basis, if permissible in its bylaws, upon fulfilling the following requirements:
 - a) The Ordinary General Assembly authorizes the Board to distribute interim dividends according to a resolution that is renewed annually.
 - b) The Company enjoys good and regular profitability.
 - c) The Company has reasonable liquidity and can reasonably predict the level of its profits.
 - d) The Company has distributable profits according to the latest audited financial statements, sufficient to cover the profits proposed to be distributed, after deducting distributed and capitalized profits after the financial statements date.



2. The Board of Directors shall include the percentages of profits distributed to shareholders during the various periods of the financial year, in addition to the percentage of profits proposed to be distributed at the end of the financial year and the total thereof in its annual report submitted to the Company's General Assembly.
3. The distribution of profits shall be recorded on the account of the accumulated retained profits from previous years, the agreed reserves, or both. The Company shall consider the sequence and regularity in the manner and proportions of the distribution according to the capabilities and liquidity available to the company. The Board of Directors shall disclose the percentage of the regular periodic profits that shall be paid out to shareholders on their relevant dates.
4. If the Company issues a resolution to distribute interim dividends, the Company shall announce and declare such distribution immediately and provide the Authority with a copy of the resolution immediately upon its issuance.



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Social Responsibility Policy

Version No. 1- January 2024

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Document Information:

Document Type	Policy
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Document Approval Record:

Version	Approval Date	Description of Inputs and Amendments	Prepared by:	Reviewed by:
Version No. 1	January 2024	New policy	Executive Management - Governance Department	Reviewed by The Executive Committee and based on the recommendation of the Board of Directors

Review and Amendment Procedures:

The General Assembly shall have the authority to approve any addition or amendment to this Document based on the recommendation of the Board of Directors. The Governance Department shall be responsible for ensuring that this Policy is subject to the necessary review and approval by the General Assembly.

The Company's authority matrix shall be the basis, upon which amendments to this Document are made.

This Policy shall be reviewed two years as a minimum from the date, on which they are approved. However, the relevant department shall review and update this document if necessary, during those two years.



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Preamble:

The Social Responsibility Policy of Maharah Human Resources Company (“the **Company**” or “**Maharah**”) has been formed to comply with Article (84) and Article (85) of the Corporate Governance Regulations amended by Capital Market Authority Board Resolution No. 8-5-2023 dated 25/06/1444H corresponding to 18/01/2023G, and based on the Companies law issued by Royal Decree No. M/132 dated 01/12/1443H. The Social Responsibility Policy was approved by the General Assembly of the Company based on a recommendation of the Board of Directors, so as to ensure the establishment of a balance between the vision and objectives of the Company and the objectives that society aspires to achieve, for the purpose of developing the social and economic conditions of society.

Article (1): Policy Objectives:

The following are the main objectives and basis that the Company pursues in establishing and implementing its Social Responsibility Policy:

1. Achieve balance among the Company’s objectives and the objectives that society aspires to in the Kingdom of Saudi Arabia;
2. Focus on and developing the principle of sustainability in social, environmental and governance practices and ensuring the disclosure of future initiatives and visions that the Company plans in such practices;
3. Act with responsibility towards the Company’s employees, clients, shareholders, and the community within which the Company and its subsidiaries operate;
4. Focus on the highest values in the society and contribute to build a distinguished society and future generations;
5. Contribute to meet the community’s members need towards jobs, businesses and participation in connecting the community with job opportunities;
6. Provide development and training programs and raising the level of the Company and Subsidiaries employee’s skills;
7. Contribute to the Saudization of suitable jobs, in line with what the Kingdom aims to achieve in light of Vision 2030 and the programs prepared by the Ministry of Human Resources and Social Development;
8. Engage with the community and the public regarding social responsibility programs and initiatives planned by the Company that will work on and adopt through relevant periodic reports.

Article (2): Public Policy:

Based on the Company’s vision to become the first choice for providing highly qualified workforce in various fields to contribute to achieving social and economic objectives in the Kingdom of Saudi Arabia, in addition to contributing to the sustainability of the local community and its service and making a positive impact in building a developed and vibrant society, the Company aims to be at the forefront of leading companies in achieving direct and indirect social impact in a sustainable manner through the best practices of companies contributing to their role in social responsibility in the Kingdom of Saudi Arabia.

The sustainability principles of the Company revolve around five main pillars:

1. Become a responsible national Company;
2. An environmentally responsible Company;

3. Care of the employees;
4. Apply the highest standards of ethics and governance;
5. A trusted company by its stakeholders.

Article (3): The Scope of Policy Application:

This Policy shall apply to social work for the benefit of the local community, the environment surrounding the Company, and government authorities. It also shall apply to the Company's shareholders, employees, customers, and stakeholders.

Article (4): The Company's Social Responsibility Towards Society:

1. Directly and indirectly contributing to social work aimed at eradicating poverty by providing direct and indirect contributions to government initiatives and platforms and to charitable, social and development institutions in order to improve the standard of living of members of the community, in which the Company works, including, but not limited to: the Ehsan platform, the Association for Children with Disabilities, the Charity Orphans Care Foundation (Ekhaa), and the Down Syndrome Charitable Association "DSCA".
2. Fulfill its obligations towards society by improving the standard of living of its members through the establishment of sustainable and long-term development projects and initiatives that are commensurate with the nature of the Company's business that it provides to its customers and to society.
3. Participate and contribute to increase job opportunities for members of the community through preparing programs to qualify members of the community who wish to join the Company or its subsidiaries, in addition to providing training courses for members of the community.
4. Initiate and work to increase and develop the professional and technical skills of community members within the framework of the Company's business fields to enable them to prepare and increase their level of professionalism to present their contributions in the local market, and the ability to provide their services to the public or private sector, or to establish their own businesses and projects.

Article (5): The Company's Social Responsibility Towards Community Occasions and Events:

1. Contribute directly and indirectly in national occasions and events such as the Saudi National Day, and Founding Day through participation by the community in these events;
2. Participate in direct and indirect support for charitable institutions in organizing religious events for the community, such as supporting Iftar programs for fasting people during the month of Ramadan and supporting pilgrims while performing Hajj;
3. Engage in a sufficient manner in events, exhibitions and conferences held in the Kingdom with the aim of supporting employment for community members, and other events related to the Company's activities.

Article (6): The Company's Social Responsibility Towards the Environment:

1. Actively contributing and implementing the best practices in climate measures, and identifying direct and indirect, positive and negative impacts on the environment;
2. Contribute to support direct and indirect efforts aimed at developing clean or environmentally friendly methods and application software, afforestation, waste recycling and electronic devices (green offices);

3. Manage energy and water consumption and activating and adopting a mechanism and approach to reduce their use in the Company headquarters and its subsidiaries buildings to comply with zero emission targets;
4. Increase the application and sustainability of paperless work environment in the Company and its subsidiaries;
5. Adopt environmental initiatives to work on achieving future objectives and continuous positive results that comply with international standards for environmental conservation, while documenting them periodically in social responsibility reports, or including them in the Company's annual report.

Article (7): The Company's Social Responsibility Towards Employees:

1. Working to implement and apply human capital transformation programs to enable our resources and employees to develop and grow to keep pace with major developments in the Kingdom in light of the Kingdom's Vision 2030;
2. Build and develop an enabled and stimulated work environment of employee performance and raising the level of enthusiasm for work with great positivity through community, health and entertainment programs and events for employees and their families;
3. Provide continuous training and development programs throughout the year for all employees, to contribute and improve their professional, technical and personal abilities and skills;
4. Encourage the Company's employees to comply with the provisions, the laws and regulations in force in the Kingdom;
5. Activate the principle of justice, fairness and non-discrimination among the Company's employees, their genders and ethnicities.

Article (8): The Company's Social Responsibility Towards Customers:

1. Enhance and activate an effective and sustainable mechanism and methods for communicating with clients to meet their requirements, listening to their feedback, and conducting questionnaires to develop and improve the services provided through various channels, including the Maharah electronic application, the unified communication number, and social media;
2. Work on sustaining distinguished services provided to the Company's clients by providing a highly qualified national and foreign workforce in hundreds of professions, in addition to providing innovative solutions to human resources departments in various sectors.

Article (9): General Provisions:

The Company and its subsidiaries shall implement and comply with this Policy as of the date of approval by the General Assembly. This Policy shall be published on the Company's website for the public, shareholders and stakeholders. This Policy shall be reviewed as needed or if any laws or regulations are amended by the relevant regulatory authorities, provided that any amendments thereto are approved by the General Assembly.