

## 3- 9 Stakeholders Engagement

In this year, First Milling Company has set out towards new horizons of growth at an accelerated pace. The Company continued its efforts to organize and strengthen its relations with all stakeholders and relevant authorities in a way that creates sustainable value, and ensures continued effective communication to enhance trust and transparency.

### Stakeholders

#### Shareholders and Investors

- The Company held an Ordinary General Assembly meeting with shareholders as part of its commitment to transparency and governance rules.
- The Board of Directors approved the distribution of cash dividends by 70% of the net profit for the year of 2023G.
- The Company has maintained an active relationship with the Capital Market Authority (CMA) and "Tadawul", which contributed to the success of the Company's IPO and listing in the main market.
- The Company organized a number of conference calls with financial analysts and investors to discuss its business results during the periods of 2023G.
- Working to strengthen the relationship between the Board of Directors and shareholders; to keep abreast of any developments or changes that may affect the shareholders' orientations.
- Activating the role of investor relations in the Company to enhance continuous communication with shareholders, investors and regulatory bodies through various communication channels.

#### Community

- The Company is committed to implementing social responsibility programs with the aim of creating a sustainable society.
- The Company's aspirations on climate change, energy rationalization, water consumption, heat treatment and reducing the environmental impact of the business to support its sustainability efforts.
- The Company is keen to invest in community and increase its contribution to the growth of the national economy.
- Maintaining ethical practices in the supply of materials, and responsible marketing of products.
- The Company has started applying and discussing the implementation criteria for its sustainability program targets.
- The Company has organized many events related to the health and safety of employees, such as World Health Day, Medical Day, among others.
- Cooperation with "Kiswat Alsayyida Aisha" endowment to prepare and distribute 1,000 food baskets for needy families before the holy month of Ramadan with the participation of the Company's employees.

#### Customers and Suppliers

- The Company acquires a share exceeding 30% of the local market, and aims to gradually increase it in the coming years.
- The Company targets different regions in the Kingdom, and seeks to reach a large segment of customers from various categories.
- The Company establishes strategic partnerships with its key customers in each of the sales channels.
- The Company is keen to establish strong relationships and partnerships with suppliers and vendors in order to become their preferred partner.
- The Company adheres to the systems and contractual relations with all parties without prejudice to its legal rights.
- Launching the updated version of the Company's website and mobile application, which will positively contribute to developing and improving the customer experience in obtaining information, submitting purchase orders, and following up on their implementation.



#### Government and Regulatory Authorities

- First Milling Company is a reliable partner for the government and regulatory bodies, including GFSA and SFDA.
- The Company adheres to the rules of fair competition, and fully complies with all relevant laws and regulations issued by the General Authority for Competition in the Kingdom.
- The Company is always keen to comply with all applicable government regulations, and submit detailed reports to the competent authorities in accordance with the requirements of these authorities.
- The Company has settled all lawsuits and fines prior to the privatization period, which were previously disclosed in offering prospectus.
- The Company's commitment to applying necessary systems to implement the electronic billing system in cooperation with the Zakat, Tax and Customs Authority (ZATCA).
- Continuous cooperation with HRSD through various programs to support the achievement of the Company's goals.
- Participation in many events and conferences in cooperation with many local and international entities.
- Cooperation with both the Culinary Arts Commission, Monsha'at and the National Center for Social Responsibility within the Saudi bakery program.

#### Employees

- First Milling Company attracts graduates, qualified technicians and skilled workers with competence and provides them with 7,474 hours of training.
- The Company provides an attractive and professional work environment for all employees by preventing discrimination, harassment, and violence. This was reflected in high results scored in employee satisfaction surveys, making it one of the highest according to Glint's classification at 87%, compared to the sector's average of 75%. The participation rate in the survey also reached 93%, which was provided in four different languages.
- The training of all the Company's employees on the Code of Conduct policies applied in First Milling Company, with an average of 13.5 training hours per employee.
- Hiring female cadres in various fields in parallel with the Company's transition from the public to the private sector.
- Achieving 100% of the annual employment plan, in order to provide the appropriate human cadres to achieve the Company's goals for 2023G.
- Providing an employee support program that includes psychological, family and educational counseling.
- Periodic medical examination in the workplace in cooperation with accredited health authorities.
- Working on renovating and developing workers' housing in all of the Company's facilities.