

## ROLE OF STAKEHOLDERS

We value the support and contribution of different stakeholders, including our shareholders, customers, business partners, employees, the communities around our developments and government, which are integral to the long-term success of our Company.

### Customers

- We acknowledge that our customers contribute significantly to the success of the Company.
- We ensure that our products and services are of highest quality and will perform their intended functions to the satisfaction and safety of our customers.
- We continuously strengthen customer focus and relationships by ensuring quality in our service.

### Suppliers

- The Company recognizes the rights of all of our suppliers and we strive to forge long-term and mutually-beneficial relationships through honest and fair dealings and observance of the highest level of moral and ethical business conduct.
- We grant equal opportunities to, and promote fair and open competition among, vendors and trade partners by encouraging the highest level of productivity, efficiency, quality, and cost-competitiveness.
- We accredit suppliers who share the same vision as the Company and implement our Vendor's Code of Ethics.

### Environmentally Friendly Value Chain

- We strongly adhere to best sustainable practices in the delivery of our products and services.
- We have adopted sustainable practices in our day-to-day operations and we look forward to partnering and accrediting suppliers who adhere to the same environmental sustainable philosophies and practices.

### Communities

- We are committed to improving the quality of life not only of our customers but also the families and people in the communities around our developments, and the society.
- We continuously strive to create significant impact in the areas where we operate.

### Shareholders

- We are committed to disclosing timely, accurate, and materially relevant information about the Company to our shareholders and the investing public.
- We endeavor to protect and promote the rights and interests of all shareholders.
- We maintain open communication lines by providing the contact details of our investor relations officer and other officers to address the information requirements of the investing community.

## **Employees**

- We recognize our employees as integral to our business and that their welfare is our primary concern. We ensure that our people are well-informed about our policies on hiring, employee conduct, training, health, safety and welfare.
- We strive to provide a suitable environment for the continuous learning and development of our employees. We offer quality training opportunities to enable employees to upgrade their skills and improve performance. The training programs cover the areas of technical knowledge, skills-building, values, ethics and corporate governance.

## **Creditors**

- We acknowledge the rights of creditors as stakeholders and are committed to honoring our contracted financial obligations and covenants.

## **Government**

- We actively ensure that the Company is compliant with all applicable laws and regulations imposed by regulators and government institutions.
- We work hand in hand with the government, both at the national and local levels, to address various environmental and social issues.

## **Sustainability**

- In transforming landscapes to sustainable business environments, we affirm our commitment to create value to our stakeholders in the communities where we are in.
- We continue to integrate sustainability practices in the way we do business. In protecting the environment, the communities and people that we serve, we make our environments sustainable for future generations.

## **Anti-corruption Programs and Procedures**

- We support the government's campaign against corruption and money laundering by adherence to the laws, rules and regulations imposed by the government and its agencies.
- We provide procedures and mechanisms for reporting of violations of Company rules and laws committed by our employees or business partners through our Whistleblowing Policy.

<https://www.ayalalandlogistics.com/wp-content/uploads/2020/03/Whistleblowing-Policy-revised-2019.pdf>

## **For Concerns and Complaints**

ALLHC provides contact details that stockholders may access in the event of concerns and/or complaints for possible violation of rights on the **Investor Relations FAQs and Contact Information** section of this website.