

Stakeholder Engagement

elm is dedicated to fostering meaningful engagement with its key stakeholders, ensuring their needs, concerns and contributions are consistently addressed and valued. By proactively collaborating with employees, customers, suppliers, communities and investors, elm builds strong, transparent relationships that drive mutual success. Through continuous feedback, tailored initiatives and a commitment to creating long-term value, elm ensures that every stakeholder plays an integral role in its journey of growth and innovation.

63

studies were conducted in 2024 to monitor customer satisfaction

Sponsored

20

conferences during 2024



	Our Employees	Our Customers		Our Suppliers	Our Community	Our Investors and Analysts
Engagement Approach	<ul style="list-style-type: none">Annual Employee Engagement Survey with continuous follow-up on improvement effortsMonthly meeting with the Chief Executive OfficerHR committees focused on improving communication for complaints, events, suggestions and other concernsQuarterly Employee Voice meetings to address employee suggestions and concerns with relevant departmentsInternal company forums that allow communication and participation, such as "Diwan" and "Yamer"	<ul style="list-style-type: none">Continuous monitoring and evaluation of customer satisfaction levels63 studies were conducted in 2024 to monitor customer satisfaction11 customers from the public and private sectors were visitedOn a quarterly basis, 15 studies and 4 visits were conducted to understand customers and get clarity on their feedback		<ul style="list-style-type: none">Daily communication with suppliers through the supplier portal and the elm websiteRegistered more than 900 new suppliers in 2024 on the elm procurement portalConducted Vendor Day to engage with elm suppliersParticipated in one external event to meet with suppliers and develop relationships	<ul style="list-style-type: none">Sponsored 20 conferences during 2024Donated ﷲ 1.5 million in 2024 as community investmentsPartnered with schools and universities to train more than 134 studentsOffered a range of free services to various organizations in order to support the community	<ul style="list-style-type: none">Conducted two virtual General Assembly MeetingsConducted semi-annual Earnings callsParticipated in 10 local, regional and international investor conferencesParticipated in 93 meetings with local and international investors and analysts
Key Items Discussed	<ul style="list-style-type: none">Workplace culture and work environmentEmployee feedback and suggestionsCompany goals and updatesCompensation and benefitsHealth and safety concernsTraining and development needsConflict resolution	<ul style="list-style-type: none">Overall customer satisfactionUnmet expectationsThe perceived value of elm's services and productsActionable ideas to better support customers' success		<ul style="list-style-type: none">Supplier registration processTendering processNew regulationsContract terms and conditionsInvoicing lifecycle supportOverall relationship with suppliers	<ul style="list-style-type: none">Supporting local communitiesDigital accessibility for community developmentPromoting job creationEconomic empowerment	<ul style="list-style-type: none">Latest announced newselm's strategic outlookOperational overview and performanceFinancial performance and guidanceSustainability initiatives and objectives
Key Actions Taken	<ul style="list-style-type: none">Provide training and development opportunitiesOffer competitive compensation and comprehensive benefitsSupport career growth and advancementCultivate a positive and inclusive work environmentPrioritize employee well-being and mental healthEnsure clear expectations with continuous feedback	<ul style="list-style-type: none">Maintain proactive communication, actively listen to customer feedback, and use their suggestions to drive continuous improvements in the customer experienceImprove customer experience by addressing key pain pointsWork with cross-functional teams to implement solutions that enhance service delivery and overall satisfaction		<ul style="list-style-type: none">Invite new suppliers for upcoming opportunities with elmBuild strong relationships and understand their challengesSupport SMEsMitigate risks, ensure compliance and foster smooth project progression and completion	<ul style="list-style-type: none">Contribute to the community through donations and sponsorshipsInvest in Saudi manpowerProvide services to help charitable organizations achieve their goalsSet a positive example by supporting the community	<ul style="list-style-type: none">Improve transparent communication with investors, analysts and global agencies through regular updates via emails, phone calls and conferencesEnsure a clear understanding of the Company's strategy, operational performance and financial results, which would help investors make informed investment decisionsRevamp the Investor Relations (IR) pages and the IR app with interactive tools and the latest informationLaunch elm's first Sustainability Report, along with its dedicated webpage on elm's website