



Aldar Properties PJSC

# **Stakeholder Engagement Policy**



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## Stakeholder Engagement Policy

### **INTRODUCTION:**

At Aldar, sustainability is about creating shared value for all stakeholders in the long-term. We hold ourselves accountable to operate responsibly and play a leading role in implementing sustainability practices across our value chain.

Across our diverse business, we engage with different stakeholders. We practice open, honest, two-way communication and recognise the mutual benefits for both our business and our stakeholders that result from genuine engagement.

Regular, systematic, and constructive dialogue with key stakeholder groups underpins our reputation as a trusted corporate citizen in the communities where we operate and play a vital role in developing Aldar's sustainability strategic direction. We use the results of these engagements to refine Aldar's materiality matrix which is used for shaping our sustainability strategy and guiding our sustainability communications.

### **OBJECTIVES:**

Through our stakeholder engagement policy, we aim to have inclusive stakeholder engagement practices that result in more informed decisions towards delivering improved shared value while managing relevant risks. The main objectives of this policy are:

- Encourage two-way stakeholder engagement of key stakeholder groups to remain informed about stakeholder priorities and maintain transparency of Aldar's performance and plans.
- Maintain and monitor Aldar's stakeholder engagement practices to ensure effectiveness.
- Ensure timely and proper response to stakeholders' priorities.
- Develop lasting relationships with key stakeholder groups that deliver improved reputation and customer loyalty.

### **POLICY COMMITMENTS:**

- Design inclusive stakeholder engagement techniques to engage with the different stakeholder across the different stages of our business.
- Always engage in responsible and ethical manner and maintain transparency.
- Proactive engagements and identification of stakeholder priorities.
- Develop action plans to respond to stakeholder priorities collaboratively.



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- Monitor the results of our action plans and the effectiveness of stakeholder engagement processes
- Advance our stakeholder engagement techniques and results delivered towards managing stakeholder expectations

### **STAKEHOLDER ENGAGEMENT CHANNELS:**

We define our stakeholder groups as any group of individuals or organizations that are directly or indirectly affected by our operations or who can directly or indirectly influence our operations. The key stakeholder groups identified as part of Aldar Sustainability Strategy 2020-2022 include the following:

Stakeholder Group	Engagement Channels
<b>Customers</b>	Customer portal and call centre; social media and WhatsApp groups; Connect Community portal; Surveys and events.
<b>Our people</b>	Town hall meetings; surveys; focus groups, Ibtikar; Youth Council; Awards; Whistleblower system.
<b>Shareholders and investors</b>	Market disclosures; quarterly and yearly investor presentations; Annual General Meeting; Annual, Governance and Sustainability Reports; roadshows; one-one meetings
<b>Government authorities</b>	Site tours; Annual General Meeting; representation on committees and boards of various authorities and industry bodies; Annual, Governance and Sustainability reports; conferences/forums; market disclosures.
<b>Communities</b>	CSR activities; procurement; civil society partnerships; community newsletters.
<b>Suppliers and contractors</b>	Tender and pre-award interviews and questionnaires; daily, weekly and monthly onsite meetings; environmental, safety, health and sustainability training sessions.
<b>Partner organisations</b>	Regular meetings on local topics Attendance at workshops and events
<b>Aldar subsidiaries</b>	Committees meetings; working groups.
<b>Rating Agencies and Media</b>	Rating agencies frequent ranking reviews; addressing enquiries on ESG; frequent spokesperson interviews; market disclosures; Sustainability, Annual and Governance reports.
<b>Banks and Lenders</b>	Market disclosures; Annual General Meeting; Annual, Governance and Sustainability Reports; one-one meetings.

### **IMPLEMENTATION AND EVALUATION:**

To be effective in our stakeholder engagement, we consider potential stakeholder engagement risks prior to selecting the level or method of engagement.



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Our Sustainability Council monitors and evaluates its application across our business and ensures that our stakeholders are engaged on all issues identified as material.

### **OWNERSHIP:**

The Policy is owned by the Management Committee of Aldar. The Committee is regularly briefed on stakeholder engagement activities and progress.

At an operational level, the leadership (including Development Management and Asset Management) is responsible for implementing the policy with the appropriate standards and procedures and is advised by the Chief Financial and Sustainability Officer.

### **SCOPE:**

This Policy applies to Aldar Properties and its subsidiaries.

### **DEFINITIONS:**

- **Management Committee:** Aldar Management Committee meets weekly to discuss and approve major initiatives and projects across Aldar. The members include senior leadership of Aldar such as, Chief Executive Officer, Chief Financial and Sustainability Officer, Chief Investment Officer, General Council, and the Executive Director of People, Culture and Performance.