



بسم الله الرحمن الرحيم

Article (10) of the Conflict of Interest Regulations

Policy regulating the relationship with stakeholders

Al khaleej Training and Education Company

(Saudi joint stock company)

Approved by the decision issued by the Board of Directors on 02/12/1444 AH corresponding to 20/06/2023

Article Ten: Policy regulating the relationship with stakeholders

The company seeks to resolve all disputes and problems that may arise with the parties involved in dealing with it through amicable, consensual methods in a way that does not conflict with its rules, regulations, and interests as much as possible, while its stakeholders are compensated if those disputes lead to the judicial process (God forbid) in accordance with what Judicial authorities and committees issue decisions and rulings after exhausting the legal and legal procedures regarding them. As for the friendly treatment aspect of the company, it is done according to the following:

- **First: Violations related to employees:**

- The direct head of the Department of Administrative Affairs and Human Resources or the Committee of Grievances, Complaints, and Suggestions (Employee Voice Committee)

- How to address complaints:

The person responsible for receiving complaints registers the complaint and refers it to the competent department for study and opinion and then presents it to the authorized person to take a decision on it in accordance with the company's internal rules and regulations and the Saudi Labor and Labor Law.

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Third: Complaints of Shareholders:

- **Shareholders' complaints are received through:**

Postal, telephone, telegram, e-mail, or through the company's complaints and suggestions box or through the Capital Market Authority's shareholder complaints website

- How to address shareholders' complaints:

The person responsible for receiving complaints registers the complaint and presents it to the competent department to study it and express an opinion on it and then present it to the competent person to take a decision thereon in accordance with the company's and the Capital Market Authority's regulations and regulations.

Fourth: Customer Complaints:

-Customer complaints are received by:

Postal, telephone, telegraph or through the company's e-mail or through the customer or his representative who attends in person for the company

-Consideration of customer complaints:

The person responsible for receiving complaints registers the complaint and presents it to the competent department to study and express an opinion on it and then presents it to the competent person to make a decision on it in accordance with the laws and regulations in force in the company.



Fifth: Complaints related to suppliers:

- **Supplier complaints are received by:**

-Suppliers' complaints are received by:

Postal, telephone, or telegraphic letters or through the company's e-mail or through the supplier's representative who attends in person to the company.

- To consider supplier complaints:

The person responsible for receiving complaints registers the complaint and presents it to the competent department to study and express an opinion on it and then presents it to the competent person to take a decision on it in accordance with the laws and regulations in force in the company.

Sixth: Complaints related to subsidiaries:

- Affiliates' complaints were received by:

- Postal, telephone, telegraphic, or through the company's e-mail

- Consideration of complaints of subsidiaries:

The person responsible for receiving complaints registers the complaint and presents it to the competent department to study and express an opinion on it and then presents it to the competent person to take a decision on it in accordance with the laws and regulations in force in the company.