

STAKEHOLDER ENGAGEMENT

Engaging our stakeholders for sustainable success

At Jahez, we are committed to creating meaningful connections and delivering tangible value to every stakeholder in our ecosystem. By fostering open communication, building trust, and addressing the unique needs of our customers, employees, shareholders, suppliers, and communities, we ensure that our actions align with their expectations and aspirations.

Our proactive approach to engagement drives innovation, strengthens relationships, and empowers collaboration, creating a dynamic environment where every stakeholder thrives. This dedication to shared success is the foundation of our continued leadership and growth in the ever-evolving on-demand economy.



**Putting customers first:
Delivering seamless
experiences and lasting value**

Our customers are at the heart of everything we do. Through daily interactions on Jahez app, we strive to provide seamless order and delivery experiences while addressing customer needs through regular feedback surveys, social media engagement and responsive customer support. By offering loyalty programs, tailored promotions and 24/7 assistance, we ensure that every customer feels valued and supported. These efforts are reinforced by innovative features like real-time order tracking and in-app issue reporting, creating a user-friendly experience that makes ordering effortless and enjoyable.

We consistently turn feedback into action by optimizing delivery routing algorithms, enhancing our app's interface, and collaborating with restaurant partners to uphold food quality and packaging standards. By increasing incentives and training for our delivery personnel, we improve reliability and ensure every order meets customer expectations. This approach fosters trust, builds loyalty, and strengthens our relationships with the communities we serve. Whether through cost-saving promotions, expanded restaurant options, or prompt issue resolution, Jahez creates meaningful value for our customers, making us their go-to platform for convenience and quality.



**Empowering our people:
The foundation of
our success**

We recognize that our employees are the cornerstone of everything we achieve. By fostering a culture rooted in collaboration, trust, and mutual respect, we actively engage with our people to ensure their needs are understood, their contributions are valued, and their successes are celebrated. Through regular engagement sessions – both quarterly and annually – we focus on open dialogue about goals, responsibilities, and performance metrics, while addressing concerns and discussing opportunities for growth. Through effective communication, we are building meaningful relationships that drive collective success.

Our commitment to creating value for our employees is reflected in the positive work environment we cultivate, where career development and fair compensation are key priorities. We work to provide clear goals, support collaboration, and ensure access to the resources needed for success. By aligning our actions with employee feedback and continuously improving based on their insights, we empower our teams to thrive and grow alongside the organization. This holistic approach allows us to build a motivated, engaged workforce that propels Jahez forward, reinforcing our position as a leader in innovation and operational excellence.



**Building transparency and trust:
Engaging our shareholders**

We prioritize open and continuous dialogue with our shareholders, recognizing their role as vital partners in our success. Through our Investor Relations (IR) Department, we maintain constant communication, ensuring that shareholders, investors, and analysts have a clear understanding of our business model, strategy, and performance. Regular updates are provided to the Board of Directors regarding shareholder opinions and suggestions, creating a feedback loop that allows us to align our actions with stakeholder expectations. Engagement opportunities throughout the year include quarterly and annual meetings, conference calls, investor conferences and Management statements, fostering a culture of transparency and trust.

This proactive approach to shareholder engagement creates significant value by reinforcing investor confidence and ensuring our corporate strategies are informed by market expectations. By addressing inquiries about our performance and adapting to economic and regulatory changes, we demonstrate our commitment to maintaining transparency and accountability. These efforts only strengthen our relationships with the financial community and ensure that Jahez remains well-positioned to deliver long-term, sustainable growth aligned with shareholder interests.



**Partnering for excellence:
Building strong supplier
relationships**

We understand that our suppliers are integral to delivering the seamless and high-quality experiences our customers expect. By fostering sustainable and collaborative partnerships, we engage suppliers throughout the year to align on shared goals and ensure efficiency in quality and services. From the initial solicitation of bids through RFP and RFQ processes to signing contracts and familiarizing suppliers with our policies and expectations, we prioritize clear communication and mutual understanding at every step. These efforts form the foundation of strong, long-term relationships with key suppliers.

Our approach creates value by strategically selecting and negotiating with suppliers to reduce procurement and operational costs while maintaining the highest standards for products and services quality. We also work closely with our partners to identify and mitigate risks, ensuring a reliable supply chain that supports operational excellence. By collaborating with strategic suppliers to foster innovation and sustainability, we strengthen our ecosystem and drive shared success, reinforcing our position as a leader in delivering exceptional On-Demand Services.



**Strengthening communities:
Creating a culture of
impact and collaboration**

Our commitment to the community is deeply embedded in everything we do. Through ongoing programs and initiatives, we actively engage with communities to identify their needs and priorities, promote sustainable development, and encourage volunteerism. By partnering with non-profit organizations and launching impactful campaigns, we aim to make a tangible difference in the lives of those we serve, fostering a culture of giving and collaboration that strengthens the bonds within our society.

We create value by addressing specific community needs through targeted initiatives and increasing resources for existing programs that enhance quality of life. By supporting education and skill development, we empower individuals to achieve their potential while contributing to the broader goals of sustainable development. These efforts go beyond charitable contributions; they reflect our dedication to building stronger, more connected communities, reinforcing our role as a responsible corporate citizen committed to driving meaningful change.