

Stakeholder Engagement

Building trust through proactive engagement and shared value creation

Jahez Group’s approach to stakeholder engagement is grounded in proactive dialogue, transparency and long-term value creation. The Group recognizes that sustainable growth depends on strong, balanced relationships with all stakeholders and actively engages each group to understand expectations, anticipate risks and align priorities. By embedding engagement into decision-making and day-to-day operations, Jahez ensures stakeholder insight directly informs strategy, performance and governance.

Across customers, employees, shareholders, partners and communities, the Group focuses on creating shared value through consistent communication, responsive action and disciplined execution. This integrated engagement framework strengthens trust, reinforces accountability and supports Jahez’s ability to scale responsibly while delivering positive economic and social impact across the markets it serves.



Putting customers first

Elevating customer experience across every touchpoint



Customers remain central to the Group’s operating philosophy. Through frequent interactions on the Jahez platform, the Group focuses on delivering integrated experiences that extend beyond ordering and delivery. Continuous service expansion enables the platform to respond to evolving customer needs while providing a consistent, smooth and convenient journey across every touchpoint.

Long-term relationships are supported through structured engagement and responsive communication. The Group actively gathers insight through customer feedback surveys, maintains ongoing dialogue across social media channels and provides 24/7 customer support to address issues promptly. Loyalty programs and personalized promotions further strengthen engagement by recognizing customer preferences and encouraging repeat usage.

Service enhancements are guided by changing market dynamics and customer expectations. The Group prioritizes experience-led improvements, supported by features such as real-time order tracking, in-app issue reporting and ongoing refinements to delivery routing algorithms and user interface design. Close collaboration with restaurant partners helps maintain food quality and packaging standards, while training and incentive programs for delivery partners reinforce reliability and consistency.

Through this customer-focused approach, the Group builds trust, strengthens loyalty and deepens its connection with the communities it serves. By combining service innovation, operational discipline and rapid issue resolution, Jahez continues to deliver meaningful value and reinforce its position as a preferred platform for convenience and quality.

Empowering our people

Enabling growth through people and culture



Jahez Group recognizes its people as a central driver of performance, innovation and long-term success. By fostering a culture built on collaboration, trust and mutual respect, the Group actively engages employees to ensure their perspectives are heard, their contributions are recognized and their achievements are valued. Structured engagement sessions held on both a quarterly and annual basis promote open dialogue around objectives, responsibilities and performance, while creating space to address challenges and identify opportunities for professional development.

The Group’s approach to employee engagement is grounded in transparency and continuous improvement. Clear goal-setting, fair compensation and access to the right tools and resources enable employees to perform effectively and grow within the organization. Feedback gathered through regular engagement is actively used to refine policies, strengthen communication and enhance the overall employee experience.

By investing in career development, supporting collaboration and aligning leadership actions with employee insight, Jahez empowers its workforce to thrive alongside the business. This people-centric approach builds a motivated and engaged organization, reinforcing the Group’s ability to execute with excellence and sustain its leadership in a rapidly evolving digital economy.

Stakeholder Engagement

Continued

Engaging our shareholders

Strengthening investor confidence through active engagement



Jahez Group places strong emphasis on maintaining open, consistent and transparent engagement with its shareholders, recognizing them as long-term partners in value creation. Through its dedicated Investor Relations function, the Group ensures regular, structured communication with shareholders, investors and analysts, providing clear insight into its business model, strategic priorities and performance.

Engagement is sustained through multiple formal channels, including quarterly and annual results announcements, earnings calls, investor conferences, management briefings and ongoing market communications. Shareholder feedback, perspectives and emerging concerns are systematically communicated to the Board of Directors, enabling informed decision-making and alignment between corporate strategy and investor expectations.

By proactively addressing shareholder inquiries and adapting disclosures in response to evolving economic and regulatory conditions, Jahez reinforces a culture of accountability and trust. This disciplined approach to investor engagement supports market confidence, strengthens relationships with the financial community and underpins the Group's ability to deliver sustainable, long-term growth aligned with shareholder interests.

Partnering for excellence

Building resilient relationships across the value chain



Jahez Group recognizes suppliers and partners as essential contributors to delivering consistent, high-quality experiences across its platforms. The Group prioritizes long-term, collaborative relationships built on transparency, alignment and shared performance objectives, engaging suppliers throughout the year to ensure quality, efficiency and reliability across operations.

Supplier engagement is structured and disciplined, beginning with rigorous request for proposals (RFP) and request for quote (RFQ) processes and extending through contract execution, onboarding and continuous alignment with the Group's standards, policies and operational expectations. Clear communication and mutual accountability underpin every stage of the relationship, enabling suppliers to integrate effectively within Jahez's ecosystem.

Through strategic sourcing and ongoing collaboration, Jahez works closely with its partners to optimize procurement costs, maintain high service and product quality, and proactively manage operational and supply-chain risks. The Group also collaborates with key suppliers to support innovation and sustainability initiatives, strengthening ecosystem resilience and creating shared value. This partnership-driven approach reinforces Jahez's ability to scale efficiently while sustaining operational excellence across its on-demand services platform.

Strengthening communities

Driving shared impact across all of Jahez's markets



Jahez Group's commitment to community engagement is embedded across its operations and long-term strategy. The Group actively engages with communities to understand local needs, support sustainable development and encourage meaningful participation through structured programs and initiatives. By working closely with non-profit organizations and community partners, Jahez delivers initiatives that generate tangible social value and foster a culture of collaboration and inclusion.

Community engagement efforts are designed to address specific priorities and strengthen existing programs that enhance quality of life. Through targeted initiatives focused on education, skills development and social well-being, the Group supports individuals in building capability and opportunity, contributing to broader national development objectives.

These efforts extend beyond traditional philanthropy. By aligning community programs with long-term social impact goals, Jahez reinforces its role as a responsible corporate citizen committed to building stronger, more connected communities and delivering lasting, positive change where it operates.

