

Stakeholder Policies



Stakeholder Policies

Table of Contents

	Page
Preamble	2
Definitions	2
First: Policy for compensating Stakeholders when their rights are infringed	2
Second: Policy for resolving complaints or disputes that may arise between the Company and the Stakeholders	3
Third: Policy for building good relationships with customers and suppliers and maintaining the confidentiality of their information	4
Fourth: Policy for enabling Stakeholders to obtain information relevant to their activities to assist them in performing their duties	5

Stakeholder Policies

Preamble:

Saudi Basic Industries Corporation (SABIC) sets out clear policies and procedures that organize its relationship with Stakeholders including employees, shareholders, suppliers, and customers to protect the rights of the Company and Stakeholders. The relevant laws, regulations, and contracts constitute the basis upon which the rights and obligations of Stakeholders are determined. The Company aims at clarifying such rights and obligations of Stakeholders and any consequences of any shortcomings in their performance. The Company also sets out the methods of resolving the disputes that may arise between the Company and Stakeholders to protect their rights.

Definitions:

The words and phrases in the Policies shall have the meanings given to each of them unless the context otherwise requires:

The Company: Saudi Basic Industries Corporation

Policies: These Stakeholder Policies

Stakeholders: Any person with an interest with the Company, which may include employees, creditors, customers, suppliers and the society.

First: Policy for Compensating Stakeholders when their rights are infringed.

Objective:

Identifying the procedures and conditions that have to be followed and taken into consideration to compensate Stakeholders when their contractual rights with the Company are infringed.

Our responsibility:

1. Setting out procedures and instructions for regulating the Company's relationship with Stakeholders to protect all parties' rights.
2. Exercising efforts to reduce the impact of any damages to any related party.
3. Providing suitable insurance coverage for possible damages.

General Provisions:

The compensation of Stakeholders shall be subject to the following:

1. Violation must be due to Company failure in satisfying its obligations as stipulated for in the relevant contracts and related regulations, failure to exercise enough care or failure to follow approved standards and industrial practices;
2. The Company's act has been the direct reason behind the damage caused to the Stakeholder;
3. Violation must be proven by Company statement, or by final award of settlement from the relevant authorities; and
4. Negotiating with the affected parties to discuss the possibility of reaching the mechanism and amount of compensation to protect the Company's rights and interests.

Stakeholder Policies

Second: Policy for resolving complaints or disputes that may arise between the Company and the Stakeholders.

Objective:

Identifying the steps and procedures of resolving complaints or disputes that may arise between the Company and Stakeholders.

Our responsibility:

1. Executing contracts and agreements when undertaking deals and transactions with others, whereby such agreements clearly set out the relationship between the parties.
2. Setting out the dispute resolution mechanism in all contracts and agreements with others.
3. Seeking amicable settlement whenever possible to protect the Company's interest.
4. Facilitating the process of reporting and resolving promptly any complaints raised by the stakeholders.
5. Providing the necessary technical support to customers in order to resolve any issues arising from using the Company's products.

Stakeholder Policies

Third: Policy for building good relationships with customers and suppliers and maintaining the confidentiality of their information.

Objective:

Setting out methods and procedures that enable the Company to build strong relationship with Stakeholders, including customers and suppliers, and protecting their confidential information.

Our responsibility:

1. Comply with applicable laws, Company standards, corporate policies & procedures and SABIC Code of Ethics.
2. Maintain confidentiality, segregation of duties, in compliance with the Code of Ethics and the SABIC Internal Control Manual (SICM).
3. Ensure proper legal involvement to validate the authorities of signatories of third parties.
4. Provide on-time payments to suppliers for received materials and services in accordance with the relevant agreed payment terms.
5. Respect and protect the intellectual property of others
6. Respect the privacy of Stakeholders by maintaining their personal data and protecting its confidentiality.

Stakeholder Policies

Fourth: Policy for enabling Stakeholders of obtaining of information.

Objective:

Enabling Stakeholders to obtain information related to their transactions and activities with the Company to perform their obligations.

Our responsibility:

1. Providing a number of electronic channels and means of communication to enable Stakeholders of obtaining accurate and complete information relevant to their activities, so they can use such information to accurately perform their obligations.
2. Regularly updating all information related to Stakeholders.
3. Identifying focal points of different areas under the Company to answer enquiries from users.