

SUSTAINABILITY GOVERNANCE

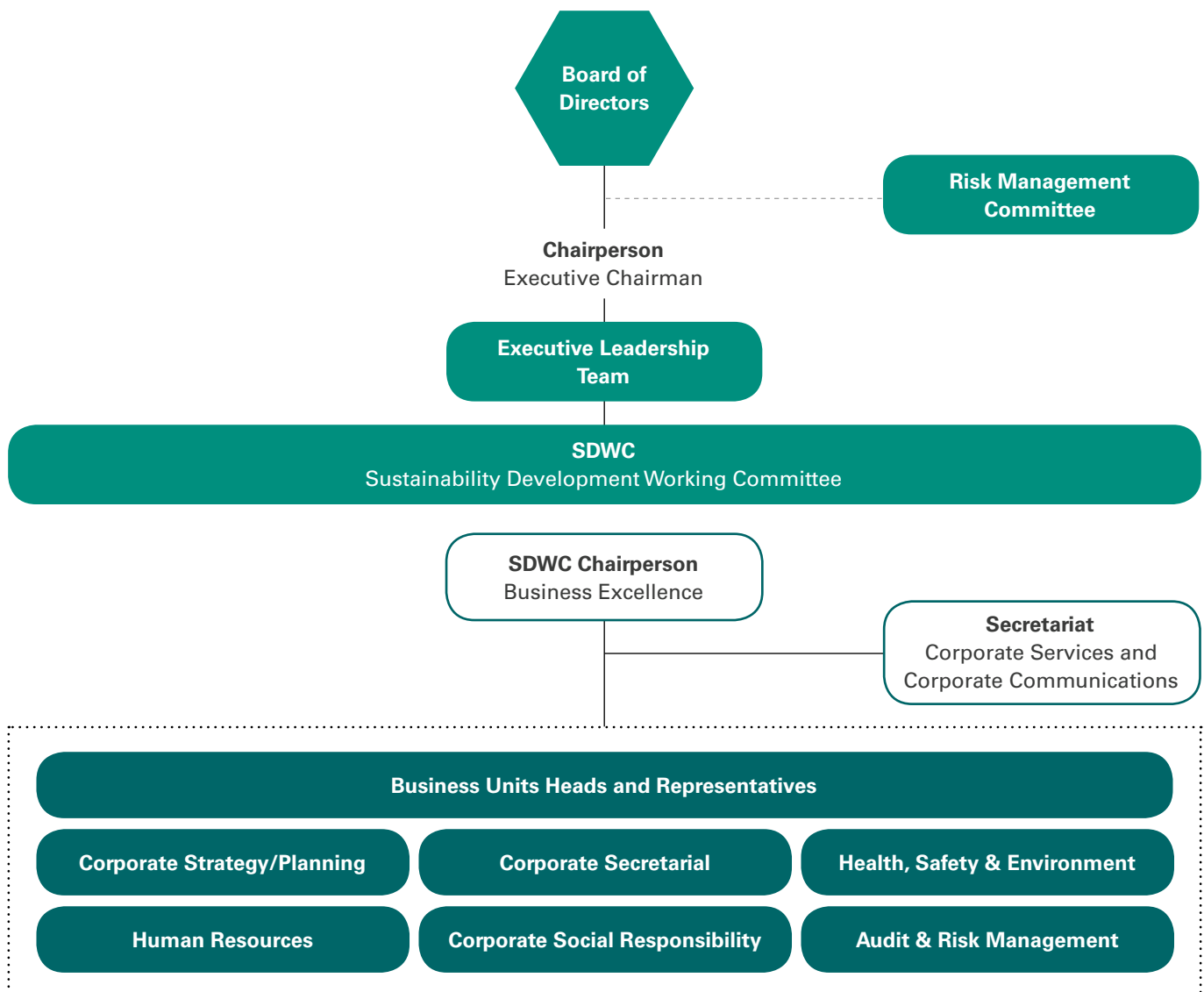
At DIALOG, our approach to sustainability is supported by sound decision making, policies and systems including effective internal controls to manage risk as disclosed in our Statement of Risk Management and Internal Controls.

Formed in October 2021, the Sustainability Development Working Committee (“SDWC”), chaired by the Managing Director of Business Excellence reports sustainability progress and performance to the Executive Leadership Team and Board of Directors periodically.

The SDWC is supported by core business units and corporate functions which are tasked with implementing the Group’s sustainability initiatives.

DIALOG’s sustainability governance is supported by key policies, systems, processes, standard operating procedures and best practices.

GOVERNANCE STRUCTURE



SUSTAINABILITY GOVERNANCE

Stakeholders	Areas of Interest	Method of Engagement	Frequency
GR Government & Regulators	<ul style="list-style-type: none"> • Compliance • HSE practices • Certifications and awards • Corporate governance 	<ul style="list-style-type: none"> • Audits & Inspections • Site Visits • Meetings and Engagement Sessions 	<ul style="list-style-type: none"> • As and when required • As and when required • Throughout the year
FI Financiers & Investors	<ul style="list-style-type: none"> • Financial and operational performance • Business outlook and strategy • ESG practices and commitments • Risk management 	<ul style="list-style-type: none"> • Results Briefings • Site Visits • Investor Roadshows • Meetings with Bankers, Analysts and Fund Managers 	<ul style="list-style-type: none"> • Quarterly • As and when required • As and when required • Throughout the year
S Shareholders	<ul style="list-style-type: none"> • Business outlook and strategy • Financial and operational performance • ESG practices and commitments 	<ul style="list-style-type: none"> • Results Announcements • Other announcements • DIALOG Website • Annual General Meeting 	<ul style="list-style-type: none"> • Quarterly • Throughout the year • Throughout the year • Annually
C Customers	<ul style="list-style-type: none"> • Product and service quality • HSE practices • ESG practices and commitments 	<ul style="list-style-type: none"> • Performance Reviews • DIALOG Website • Networking Sessions • Site Visits 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Throughout the year • Throughout the year
BP Business Partners	<ul style="list-style-type: none"> • Business outlook and strategy • Product and service quality • Company's reputation 	<ul style="list-style-type: none"> • Site Visits • Meetings and Engagement Sessions 	<ul style="list-style-type: none"> • As and when required • Throughout the year
LC Local Communities	<ul style="list-style-type: none"> • Job and business opportunities • Community support and development • ESG practices and commitments 	<ul style="list-style-type: none"> • Recruitment • CSR activities • Visits to the communities 	<ul style="list-style-type: none"> • As and when required • Throughout the year • Throughout the year
VS Vendors & Suppliers	<ul style="list-style-type: none"> • Product and service quality • ESG practices and commitments • Financial and operational performance 	<ul style="list-style-type: none"> • Vendors and suppliers engagement session • ESG questionnaires • Tenders and requests for proposals 	<ul style="list-style-type: none"> • Throughout the year • As and when required • Throughout the year