

Engaging Our Stakeholders

HMG engages a diverse set of stakeholders, ensuring our ESG approach reflects their priorities and expectations. Our primary stakeholders include those who significantly influence, or are substantially affected by, HMG's activities and performance. We diligently engage with these groups on a frequent basis to address their needs and expectations effectively.

Our People



Priorities

- Human rights and fair working conditions
- Equality
- Work-life balance
- Health and safety
- Fair compensation and benefits
- Recruitment and retention
- Training and development

How We Engage

- Annual employee engagement survey and workshops
- Mowathafi employee platform
- Mohemm application
- Face-to-face engagement with team members and Management

Key Matters in 2024

Workforce growth

With HMG's accelerated growth, the workforce is the key asset as well as a potential limiting factor. Investment in our people continues to be top priority.

Our Community and Patients



Priorities

- Quality of care and safety
- Clinical and non-clinical experience and physician reputation
- Clinical governance
- Technology and medical innovation
- Accessible treatment
- Community engagement
- Data security and privacy
- Quality of facilities

How We Engage

- HMG mobile application (for complaints and comments)
- Patient Experience Department
- Client Services Department
- Social media
- Patient satisfaction surveys
- Focus groups
- Personalized treatment plans
- Patient education programs

Key Matters in 2024

Patient safety, access and data security

In 2024, HMG continued to expand access to quality care through the launch of new medical centers and the growth of LiveCare, our 24/7 telemedicine platform. Alongside this, we strengthened data privacy and cybersecurity measures to comply with the Saudi Personal Data Protection Law (PDPL) and global standards - ensuring patient trust, confidentiality and secure access to digital health services.

Our Suppliers and Contractors



Priorities

- Business ethics
- Human rights
- Procurement transparency
- Regulatory compliance

How We Engage

- Direct engagement and meetings
- Supplier Code of Conduct

Key Matters in 2024

Implementing the Supplier Code of Conduct

Our engagement with suppliers on ethical conduct and human rights is advancing continuously. We started engaging with our supply chain to advance the principles of the Code of Conduct, ahead of starting supplier audits.

Government, Regulatory Bodies and Non-Profit Organizations



Priorities

- Regulatory compliance
- Community engagement
- Net-zero carbon emissions
- Water efficiency
- Waste management

How We Engage

- Direct engagement through our Government Relations, Legal and Corporate Quality Departments
- Non-profit partnerships

Key Matters in 2024

ESG and sustainability

Regulatory entities are increasingly interested in HMG's impact on society and the environment in addition to its approach to corporate governance. Publishing the Group's first ESG Report in 2024 demonstrated a commitment to transparency and responsibility.

Capital Markets



Priorities

- Financial sustainability
- Corporate governance
- Business ethics
- Transparency reporting
- Regulatory compliance

How We Engage

- Compliance
- Direct engagements
- Investor conferences
- Annual General Meeting
- Quarterly earnings calls and presentations
- Annual reporting and financial statements

Key Matters in 2024

Awards for investor relations excellence

In 2024, the Group's efforts were acknowledged at the Europe and Emerging EMEA Equities Awards by Extel, making it the only Saudi Arabian company to receive an award at this event. Additionally, Global Business Outlook awarded HMG for its excellence in investor relations.