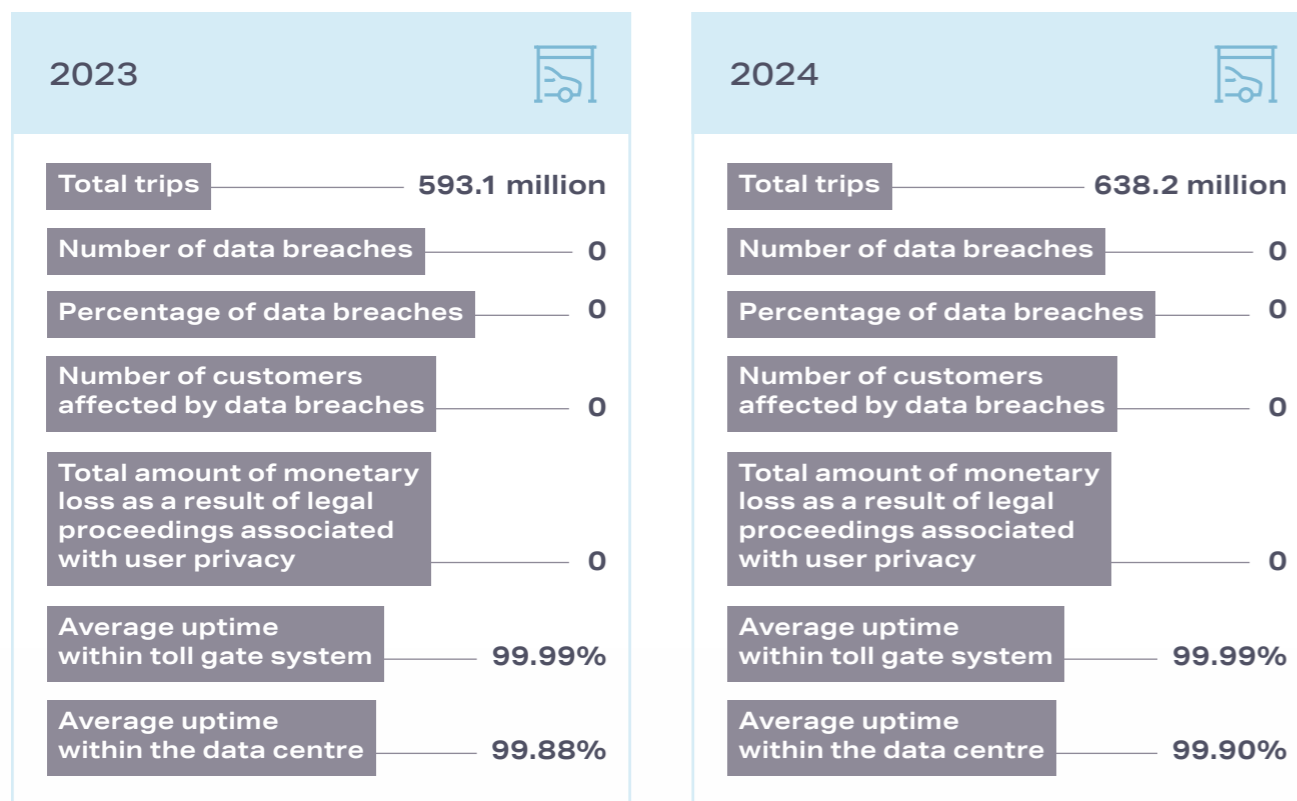


Digital Solutions

Trips and data security



Advanced, well-managed digital technology at the core of Salik's operations

Salik places particular importance on advanced digital technology, which is fundamental to the Company's operations, providing easy journeys for drivers as well as operational efficiency.

Salik develops digital solutions to improve the performance of its core toll business, to provide exceptional customer satisfaction and loyalty, and to facilitate an increasing range of vehicle-centred mobility services, including parking and motor insurance.

Salik's advanced technology platform contributes to the monetisation of growth in Dubai's traffic, with RFID and ANPR camera systems capturing more than 99.5% of vehicles passing through Salik's ten automatic toll gates. The Company achieved 99.99% and 99.90% average uptime within its toll gate roadside system and back-office (data-centre) systems, respectively.

Toll gate sensors detect an activated tag on the car windscreen and the Salik system deducts the tariff amount from the driver's Salik account. The tags can now be personalised to carry drivers' corporate branding. Drivers can use the Smart Salik app to create an account, top it up, monitor usage, settle violations and provide feedback.

The Company also uses data analytics and automation in a responsible manner for efficient operational and financial management.

Salik favours sound and responsible technology partners who provide local support throughout the life cycle of the technology.

Training, awareness and security simulation exercises are conducted across the organisation for employees and relevant contractors, who use Salik's IT infrastructure.

During 2024, Salik activated Microsoft Copilot as an AI employee assistance tool to reduce routine tasks and improve efficiency and is assessing AI tools to make further improvements in operations and specifically, the toll trip image transaction processing.

Salik completed projects to upgrade and improve the Interactive Voice Response (IVR) system and IT infrastructure in 2024.

Information Security & Data Privacy

Given the growth and development of digital connectivity and rapid technological advances, data privacy has become a core concern for Salik and requires policies and actions to maintain operational best practice and stakeholder trust. In 2024, Salik achieved an impeccable record with zero customer complaints related to privacy breaches, matching its strong record in 2023. Salik maintained robust data security practices, with no breaches identified for the second consecutive year. This reflects a comprehensive approach to data protection, covering zero cases of data leaks, thefts, or losses of customer information.

As part of Salik's dedication to this priority, the company mandates Information security training for 100% of its employees, ensuring they are fully equipped to uphold the highest standards of privacy and security.

Salik's Personal Data Protection Policy provides the overall framework of handling all personal data, including customer data. Salik has deployed the necessary mechanisms for the protection of personal data. These are in alignment with the

DESC ISR 3.0 and the UAE PDPL. We are in the process of ensuring readiness against ISO 27001 Information Security Standards in 2025.

An Information Security Steering Committee is being established to oversee governance of Information Security, including cyber security and data privacy. The Information Security Policy and a Personal Data Protection Policy provide the overall framework for managing related risks across Salik's operations. The Overall Governance of Information Security lies with the Board of Directors through the oversight mechanisms of the Audit Committee, both having members with rich experience and background on Technology & Information Security.

Salik has also implemented the necessary protection mechanisms for Personal data protection. The company is committed to sustaining its record of zero data leaks or losses resulting from cyber attacks, reaffirming its dedication to protecting the privacy and security of its data resources well into the future.

Investor Relations App

Salik launched its Investor Relations (IR) mobile app in December 2024, enhancing transparency, accessibility, and investor engagement. Available on iOS and Android, the app offers a centralised platform for investors to access stock data, financial reports, analyst consensus, and real-time company disclosures. This initiative reinforces Salik's commitment to providing stakeholders with timely, accurate information.

The IR app is a vital part of Salik's digital strategy, supporting best-practice investor relations and strengthening engagement with both institutional and retail investors. By offering a secure and accessible communication channel, the app ensures stakeholders receive trusted, up-to-date insights directly from Salik, further demonstrating the company's dedication to transparency and accountability.

