

# Outsourcing

## 1. Outsourcing

The Group ensures that, when engaging third parties, the Group's Board of Directors and executive management remain responsible for the functions or activities outsourced or supported by external parties. The Group

also ensures that the engagement of third parties does not give rise to any material risks to the Company, nor does it adversely affect the Company's ability to manage its risks or to fulfill its legal and regulatory obligations.

## 2. Reasons and justifications for outsourcing

Outsourcing can be a successful strategy if implemented thoughtfully and in balance with the Company's goals. Outsourcing by companies is a common strategy for many reasons and justifications, including, but not limited to, the following:

- Reducing costs
- Focus on core activities
- Operational flexibility
- Mitigating risks
- Improving time management

## 3. A copy of the contracts signed when outsourcing

The Group uses some external parties to manage a specific project or support the Group's departments in some operational matters, including, but not limited to:

- PricewaterhouseCoopers Al Shatti & Co. – Auditor
- Maysan Law Firm and Legal Consultants – Legal Advisor

- Abdul Wahab Al-Rumi and Partners Office – Tax Support Services Provider
- Kuwait Net General Trading & Contracting Co. – Content Updating & Web Support/Maintenance

# External Auditor

## 1. Information about the auditor

- Khaled Ibrahim Ali Al Shatti – PricewaterhouseCoopers Al Shatti & Co.
- Registered with the Insurance Regulatory Unit.

## 2. Summary of reports submitted to the Internal Audit Unit/Audit Committee/Board of Directors

The external auditor met with the Audit Committee and the Internal Audit team of the Company on four (4) occasions. Any observations raised by the external auditor were minor, if any, and did not include any material matters.

## 3. Number of meetings held with the Internal Audit Unit/Audit Committee and a summary of the most important observations from the meetings

The external auditor met with the Company's audit committee and internal audit team four times, and the comments received from the external auditor were minor (if any) and did not contain any substantive content.

## 4. A report on the Company's work and the extent of its compliance with external audit recommendations

The Company obtained copies of the external auditor's reports and complied with the recommendations contained therein, in coordination with executive management, whenever applicable.