

# Our People

**The record number of local, regional, and international partnerships we entered into last year transformed, expanded, and enhanced the landscape of our corporate community, fostering an even closer relationship in our extended family.**

The acquisition of sister companies not only physically brought teams together under one roof, it also enabled solutions by stc to extend the unique corporate culture we have nurtured over many years to expand the unique proposition that drives our sustainable success.

## Exceptional Talent Driving Performance

Our relentless attention to agility and innovation not only facilitated the smooth integration of new team members but also positioned us as leaders in HR practices. solutions by stc's remarkable financial achievements in 2023 are a testament to the dynamic synergy between our departments and our people, reflecting the collaboration and collective effort towards a common goal at every level.



### Number of employees

**1,777**

(3% YoY increase)



### Number of nations represented

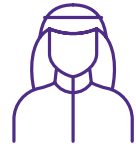
**25**



### Number of Saudi employees

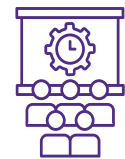
**1,191**

(6% YoY increase)



### Number of training programs/ hours conducted in 2023

**100,312**



### Number of female employees

**339**

(11.5% YoY increase)



### Number of people of determination

**12**

(50% YoY increase)



Our focus on employee experience has been paramount, prioritizing the welfare and working environment of our people, understanding that a satisfied and engaged workforce is the cornerstone of any successful company. The numerous recognize-and-reward incentive programs, combined with regular activities and events not only boosted morale but also strengthened bonds and created an atmosphere of cohesion and motivation.

## 4 Pillars for Success

Internal assessments and external benchmarks provided a comprehensive understanding of our HR capabilities, culminating in a strategy house with 4 pillars: ace the talent market; build a capable future workforce; foster strategic enablement for the business; and deliver optimal operational efficiency.

Upheld by the principles of being value-focused, efficient, connected, scalable, and agile, this strategy introduced a roadmap of multiple initiatives set to unfold over the next 3 years.

As we embark on this journey, the execution of the strategy will be meticulously monitored to ensure seamless and successful implementation, fostering transparency and accountability. This crucial evolution signals our commitment to delivering sustained value to our stakeholders, aligning HR with the broader business objectives.

**“In a year marked by transformative acquisitions, we stood as the backbone, seamlessly integrating diverse talent into solutions by stc’s family. With a relentless focus on agility and innovation, we are committing to continue the leadership in HR processes that fuels our success, empowering us to pioneer industry best practices”**

**Saleh Tariq AlGroony**  
Chief People and Corporate Services Officer

## Strong Company Values and Culture

Our Group-wide values of dynamism, devotion, and drive have always been the mainstay of our workplace culture and every employee at solutions by stc, regardless of status, is responsible for living up to those principles, which they perform with professionalism and pride in all aspects of their work.

Our employees’ alignment with these standards is a major factor in their year-end performance evaluations, which not only assess their professional proficiency but also their commitment to the Company’s ethics in their daily activities and interactions. This then fosters a workplace culture where values are not just theoretical concepts but are actively practiced.

## Accelerating Employee Development, Wellness, and Balance

In line with our philosophy of individual wellbeing and professional growth, in 2023 solutions by stc initiated a variety of new employee development, engagement, social, and health initiatives, reflecting our unwavering commitment to the people who make up the backbone of our organization and drive our success each day.

## Development Initiatives

Throughout the year, we offer our employees a wide range of opportunities to develop their knowledge and skills.

- ▶ We launched the Learning Conference, an annual event to support employees’ learning journey and encourage sharing knowledge about our new and continued Learning and Development programs.
- ▶ In-house training: Opportunities to participate in training sessions conducted within the Company’s premises.
- ▶ Online training: Access to digital learning platforms for skill enhancement and professional development.
- ▶ External training and specialized internal programs: Opportunities and tailored programs to develop pioneering talent.

## Our People continued

### Wellness Initiatives

As a model employer and a moral guardian, we continue to support our co-workers in their personal as well as professional lives. Our financial wellbeing initiatives are designed to educate employees on financial management, as well as provide practical assistance, such as special offers, mortgage support, educational and personal loans, options for advance salaries and mobile bill discounts.

In terms of mental health, the importance of emotional wellbeing cannot be overestimated. We believe we have a duty of care to ensure our employees are able to manage their internal pressures and stresses and have initiated a number of resources, including relationship management awareness sessions and mental health workshops.

In addition, we have always understood that home life for our employees is their number one priority and our social wellbeing initiatives revolve around a number of family events. Where possible, we also schedule long weekends to coincide with school holidays, providing parents and guardians with more quality time with their children.

To ensure that our colleagues are also physically fit, we organize sports tournaments, including soccer, padel tennis, and table tennis and have significantly upgraded our gym facilities.

### Work-life Balance

As we increasingly adapt to a rapidly evolving digital workplace, there are broader options for flexibility in terms of both time and place. In offering our people the opportunity to work in environments where they feel most productive, during hours that are more constructive, our employees are able to maintain a healthier balance between their professional and personal lives.

### Looking Ahead to 2024

We have created a culture of honesty, integrity, dignity, respect, and pride, where equality and values are key to our success. In 2024, we will continue to build on those standards and plan to implement several major objectives and initiatives to innovate, develop, and foster an even more dynamic corporate culture.

Our 3 guiding principles - value-focused, efficient and connected, and scalable and agile - will underpin our 4 strategic pillars, fostering a workplace that is responsive, innovative, and aligned with our overarching business goals. The year ahead promises transformative changes as we continue to position people at the core of our success.

### Intrapreneurship Program

Following the outstanding success of our Intrapreneurship program, solutions by stc will continue to encourage employees to submit their most innovative ideas and proposals. The program will evolve to include more participants and potentially offer more than one prizewinner who will be given the opportunity to focus on their idea full-time, with a dedicated team and access to innovation coaches. These coaches will provide invaluable guidance to bring these ideas to fruition.

### Pioneers

solutions by stc will continue to invest in enhanced training programs, introducing new and updated modules to keep pace with industry trends and technological advancements. This ongoing commitment to employee development ensures that the workforce remains skilled and competitive.

### Work-life Balance and Wellbeing

The Company will introduce more initiatives that promote a healthy work-life balance, expanding remote working options, flexible hours, and wellness programs.

### Corporate Culture

We will reinforce our core values in all aspects of the business, including recruitment, performance evaluations, and daily operations, to ensure that the corporate culture remains strong and unified.

### Diversity and Inclusion

While we continue to drive our ambitions of employee diversity, we will ensure that all members of our Company, regardless of race, nationality, gender, or disability have equal opportunities for recruitment, growth, and development.

As the single most valuable asset in our Company, our people have always been appreciated and, more importantly, they know that they are appreciated. Their fulfilment will continue to drive the momentum from our successes in 2023 and the objectives and initiatives for 2024 will encourage pioneering talents and enhance work-life balance, strengthening our corporate culture, and promoting diversity and inclusion. These efforts will collectively reinforce our commitment to an empowering, dynamic, and inclusive work environment.

**As a model employer and a moral guardian, we continue to support our co-workers in their personal as well as professional lives.**

