

# Sustainability

At solutions by stc, sustainability lies at the heart of our business practices, our corporate strategy, operations, and value chain. By mainstreaming leading sustainability practices across all areas of our work, we reinforce our commitment to driving Saudi Arabia’s digital transformation and empowering customers, and communities to thrive through innovative and sustainable technologies.

## Our commitment to sustainability

solutions by stc is committed to leading IT services toward a more resilient and responsible future. Sustainability is more than a commitment; it represents our enduring responsibility to people, communities, and prosperity. By incorporating ESG considerations in every aspect of our business, we deliver measurable value to customers, employees, partners, and society, while protecting resources for generations to come.



## Our sustainability vision

To drive Saudi Arabia’s digital transformation and empower people through sustainable technologies.



**Sustainability is embedded in the way we operate, elevating operational excellence, guiding responsible decision-making, and enabling long-term value creation for our people, partners, and the customers we serve. Building on this commitment, we have joined the UNGC, marking a pivotal step in strengthening our Human Rights Policy and aligning our practices with both international standards and national targets.**

**Eng. Omer Abdullah Alnomany**

Chief Executive Officer



## Sustainability awards and recognitions in 2025



**Corporate Social Responsibility Award – (second consecutive year)**

by Ministry of Human Resources and Social Development

**MOHRSD Success Partner**

by Ministry of Human Resources and Social Development



**Best Employee Wellbeing Program**

by HR Summit & Expo Informa (HRSE)



**Digital Transformation Excellence Award**

by Maven Insights



**Best Employee Benefits and Wellbeing Strategy of the Year in Private, Public, and Government Sector**

by GCC GOV HR Awards 2025



## Sustainability continued

### The material topics that are material to our business and stakeholders

In 2022, solutions by stc conducted our first materiality assessment, marking a key milestone in establishing a structured approach to sustainability. The assessment identified and prioritized the sustainability topics most significant to our business operations and stakeholders. Aligned with LEAP 2.0 objectives and guided by global frameworks such as the GRI Standards, 15 material topics were defined to serve as the foundation of our sustainability strategy, GROW.

For more details, please refer to our [2025 Sustainability Report on our Website](#).

### Our material topics

Highly important	<p>The top 6 issues have been identified as highly material, indicating their crucial role in the organization's operations and strategic planning.</p> <p>They serve as the cornerstone of the business structure and encapsulate commitment to ethical governance, robust data protection, focused talent management, the drive for innovation in the digital realm, and ensuring optimal customer experience.</p>	<p><b>G</b> 1. Corporate governance and transparency</p> <p><b>G</b> 2. Business ethics and compliance</p> <p><b>G</b> 3. Data privacy and cyber security</p> <p><b>S</b> 4. Talent retention, development, and succession planning</p> <p><b>G</b> 5. Digital innovation, transformation, and ethical technology use</p> <p><b>G</b> 6. Customer satisfaction and experience enhancement</p>
	<p>The subsequent 7 topics reflect the dedication to building an inclusive corporate culture, prioritizing employee wellness, managing energy efficiency, managing partnerships, ensuring nationalization, engaging in social contributions, and fostering strategic alliances.</p>	<p><b>S</b> 7. Diversity, inclusion, and equal opportunity</p> <p><b>S</b> 8. Employee engagement, wellbeing, and safety</p> <p><b>E</b> 9. Energy management and climate action</p> <p><b>S</b> 10. Social investment and community development</p> <p><b>G</b> 11. Partnerships and collaborations</p>
	<p>While not as immediately fundamental as the top 6, these aspects still play a critical role in reinforcing solutions by stc's reputation, resilience, and relational networks, influencing the long-term success and growth.</p>	<p><b>S</b> 12. Nationalization</p> <p><b>S</b> 13. Human rights protection and labor standards</p>
	<p>The remaining 2 topics are still material and important to solutions by stc's comprehensive sustainability approach. They illustrate awareness and responsiveness to sustainable procurement and responsible resource management that are instrumental to the broader sustainability approach.</p>	<p><b>G</b> 14. Sustainable procurement</p> <p><b>E</b> 15. Responsible resource management</p>

◆ Environmental    ◆ Social    ◆ Governance

15 material topics were defined to serve as the foundation of our sustainability strategy, GROW.



# Sustainability continued

## Strategic alignment framework

# GROW

### Our sustainability strategy

Building on the results of our materiality assessment, our GROW Sustainability Strategy is closely aligned with the corporate LEAP 2.0 objectives and key national and international sustainability agendas. The pillars of GROW form a central part of our operational framework and are consistently reflected in our corporate position statements, demonstrating their strategic importance.

Our GROW Strategy continues to guide our sustainability initiatives, ensuring that responsible practices remain embedded across every level of the Organization. It will sustain its role in driving measurable impact. Through ongoing implementation, the strategy will remain central to advancing sustainable solutions, empowering people, and supporting Saudi Arabia's broader digital transformation goals.



Focus area	UNSDGs	stc strategic alignment	LEAP alignment L E A P	CST alignment ( <a href="https://www.cst.gov.sa/en">https://www.cst.gov.sa/en</a> )	National strategy for data and AI alignment
<b>G</b> Greening by Sustainable Technologies and Processes		<ul style="list-style-type: none"> <li>Caring for the environment</li> <li>Advancing innovative digital opportunities</li> </ul>	<div style="background-color: #4a5568; color: white; padding: 5px; text-align: center;">L</div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center;">P</div>	<ul style="list-style-type: none"> <li>Enabling Saudi Arabia digital transformation</li> <li>Promote investment and competition</li> </ul>	<ul style="list-style-type: none"> <li><b>DIMENSION 6:</b> Ecosystem</li> </ul>
<b>R</b> Revitalizing Workforce Relations and Digital Social Empowerment		<ul style="list-style-type: none"> <li>Empowering people</li> <li>Expanding access to technology and connectivity</li> <li>Enriching lives and experiences</li> </ul>	<div style="background-color: #f1c40f; color: white; padding: 5px; text-align: center;">E</div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center;">P</div>	<ul style="list-style-type: none"> <li>Achieve regulatory excellence</li> <li>Enabling Saudi Arabia's digital transformation</li> <li>Protecting consumers</li> </ul>	<ul style="list-style-type: none"> <li><b>DIMENSION 2:</b> Skills</li> <li><b>DIMENSION 5:</b> Research and Innovation</li> <li><b>DIMENSION 6:</b> Ecosystem</li> </ul>
<b>O</b> Optimizing Governance for Ethical Excellence		<ul style="list-style-type: none"> <li>Doing business with integrity</li> <li>Enhancing economic impact</li> <li>Advancing innovative digital opportunities</li> </ul>	<div style="background-color: #27ae60; color: white; padding: 5px; text-align: center;">A</div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center;">P</div>	<ul style="list-style-type: none"> <li>Protecting consumers</li> <li>Promote investment and competition</li> <li>Enabling Saudi Arabia's digital transformation</li> </ul>	<ul style="list-style-type: none"> <li><b>DIMENSION 3:</b> Policies and Regulations</li> <li><b>DIMENSION 4:</b> Investment</li> <li><b>DIMENSION 6:</b> Ecosystem</li> </ul>
<b>W</b> Widening Impactful Partnerships and Sustainable Procurement		<ul style="list-style-type: none"> <li>Doing business with integrity</li> <li>Empowering people</li> <li>Enhancing economic impacts</li> </ul>	<div style="background-color: #4a5568; color: white; padding: 5px; text-align: center;">L</div> <div style="background-color: #27ae60; color: white; padding: 5px; text-align: center;">A</div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center;">P</div>	<ul style="list-style-type: none"> <li>Achieve regulatory excellence</li> <li>Promote investment and competition</li> </ul>	<ul style="list-style-type: none"> <li><b>DIMENSION 1:</b> Ambition</li> <li><b>DIMENSION 6:</b> Ecosystem</li> </ul>

## Sustainability continued

Comprehensive position statements have been developed to underscore the pivotal role of the GROW Strategy pillars within solutions by stc's operational ecosystem. These statements, illustrated below, direct our activities and reinforce the integration of sustainability into every aspect of the business. Through this structured approach, the GROW pillars not only guide internal processes within the ecosystem but also support the Company's broader vision of leading the IT services industry toward sustainable growth and creating meaningful value for customers, communities, and future generations.

### Position statement matrix

Position statement	G	R	O	W
Clean-Tech Innovation and Digital Transformation	◆	◆		
Corporate Governance and Transparency			◆	
Diversity, Equity, and Inclusion		◆		
Employee Development, Wellbeing and Safety		◆		
Energy Efficiency	◆			
Environmental Management	◆			
Supply Chain and Responsible Sourcing				◆
Data Privacy and Cyber Security			◆	
Customer Satisfaction			◆	

At solutions by stc, sustainability is at the heart of everything we do. Our comprehensive [Sustainability Policy](#) reflects an unwavering commitment to environmental stewardship, ethical governance, and social responsibility, embedding these principles across every aspect of our business.

Aligned with this vision, our [Social Impact Policy](#) provides a clear and actionable framework to drive initiatives that generate meaningful societal value. By focusing on areas where we can make the greatest difference, we align our efforts with Vision 2030 and the UN SDGs, reinforcing our role as a catalyst for sustainable development, innovation, and positive transformation across the Kingdom of Saudi Arabia.

We are pleased to announce the publication of our [Human Rights Policy](#), reaffirming our commitment to upholding and promoting human rights across all our operations. As a proud member of the UNGC, this policy reflects our alignment with international principles and our dedication to fostering a safe, respectful, and inclusive environment for all stakeholders. This milestone further strengthens our broader sustainability and governance efforts.

### Alignment with national priorities and UN SDGs

The UNGC is the world's largest voluntary corporate sustainability initiative, based on CEO-level commitments to adopt universal sustainability principles and contribute to the achievement of the 17 UN SDGs.

solutions by stc proudly became a signatory to the UNGC in February 2024, reaffirming our dedication to responsible business practices and aligning our operations with the Ten Principles covering human rights, labor, environment, and anti-corruption. Through this commitment, we actively integrate sustainability into our strategy, culture, and daily operations, and contribute to multiple UN SDGs across our ESG initiatives.

To ensure transparency and accountability, we report our progress annually through the UNGC Communication on Progress (CoP), demonstrating our continuous efforts to create long-term value and drive positive impact in line with global sustainability standards.

### 2025 highlights and achievements



With the world increasingly prioritizing sustainable and responsible practices, the deployment of targeted sustainability initiatives is essential to achieving long-term positive outcomes for the environment, society, and the economy.

solutions by stc demonstrates this commitment through cutting-edge innovations in digital infrastructure, smart cities, and natural resource management. Through operational integration, digital optimization, emission reduction, and proactive community engagement, we advance toward a sustainable and transformative future.



# Sustainability continued

## Combating climate change



Focus Area	UNSDGs	Strategic Objectives
 <p><b>Greening by Sustainable Technologies and Processes</b></p>		<ul style="list-style-type: none"> <li>▶ Commit to net-zero emissions and a circular economy, and reduce operational impact on GHG, energy and water</li> <li>▶ Diversify and Innovate within Green Cloud Markets, digital solutions for sustainability excellence</li> </ul>

Through our sustainability strategy, “Clean-tech” was identified as a central focus of “Greening by Sustainable Technologies and Processes”. Beyond mitigating our environmental footprint, we collaborate closely with customers to enhance their sustainability outcomes via digital offerings.

Cutting-edge projects in digital infrastructure, environmental monitoring, crisis management, and smart city solutions reflect our commitment to delivering innovative, resilient, and sustainable outcomes in line with Saudi Arabia’s vision for technological and sustainable leadership.



## Delivering social impact through digital empowerment

Focus Area	UNSDGs	Strategic Objectives
 <p><b>Revitalizing Workforce Relations and Digital Social Empowerment</b></p>		<ul style="list-style-type: none"> <li>▶ Empower a diverse, driven, and high-performing workforce</li> <li>▶ Enable social empowerment through digital technology</li> </ul>

Our sustainability strategy underscores the vital role of employees and communities in fostering prosperity across the Kingdom. solutions by stc is dedicated to building employee capabilities as a fundamental driver of strategic success. Employees are encouraged to participate in tailored training and development initiatives that support both the Company’s operational priorities and their own professional growth.

The journey continued with developing leadership capabilities by demonstrating how organizations can lead on the Global Goals through key qualities such as ambition, collaboration, accountability, consistency, and intentionality ensuring that sustainability is embedded at both strategic and operational levels.

By providing access to technical knowledge, academic resources, and premier development programs, including the Specialist Development Program (SDP), Talent Incubation Program (TIP), and scholarship opportunities, we strengthen employees’ performance while simultaneously advancing national competencies and contributing to the Kingdom’s broader vision for sustainable development.

Through this integrated learning experience, we are cultivating a sustainability-driven culture and empowering employees to actively contribute to global ESG ambitions and long-term impact.

### Fostering a sustainability-focused culture

To strengthen sustainability awareness and embed global ESG best practices across the Organization, we launched a structured learning series in collaboration with the UNGC Academy in 2025. The series began by enhancing employees’ understanding of the SDGs and the Ten Principles of the UNGC, enabling them to integrate these global priorities into business strategies and day-to-day operations.

### Driving social impact on Arab Orphan Day

At solutions by stc, we believe in the importance of recognizing and supporting orphans as valued members of our society. Our participation in Arab Orphan Day reflects our deep commitment to raising awareness of their rights, affirming their place in the community, and inspiring collective responsibility toward their well-being.

In collaboration with the Ministry of Human Resources and Social Development, we celebrated this meaningful occasion by offering appreciation gifts as a gesture of care and recognition. Through this initiative, we aim to empower orphans in alignment with the National Transformation Program and Saudi Vision 2030, both of which emphasize social development and equal opportunity for all.

Building on this foundation, the series introduced topics around innovation and sustainability leadership, emphasizing the importance of youth-led initiatives and inclusive decision-making in driving meaningful progress toward the SDGs. It also inspired employees to think creatively and adopt forward-looking approaches to sustainability challenges.

By taking part in this national occasion, solutions by stc continues to make a positive and lasting social impact, supporting the next generation and reinforcing our commitment to corporate social responsibility.

## Sustainability continued

### Social Responsibility Day – Volunteering to support and visit the elderly

In line with the official Saudi Social Responsibility Day on 23 March, approved by His Excellency the Minister of Human Resources and Social Development, solutions by stc activated this day through a meaningful volunteering initiative that reflects our commitment to community care and social responsibility.

We organized a visit to elderly care homes, where 14 employees volunteered to spend quality time with the elderly residents. During the visit, our team shared a Ramadan iftar meal, took part in interactive activities and simple competitions, and offered appreciation gifts to bring joy. This initiative reached more than 20 elderly men and women, creating a warm and supportive atmosphere.

By involving our employees in community service and supporting the well-being of senior citizens, this initiative supports UN SDG 3 (Good Health and Well-being) and SDG 10 (Reduced Inequalities), turning social responsibility into real impact and continuing to strengthen our role in serving the community.



### Enhancing digital awareness for Ministry of Human Resources and Social Development beneficiaries

As part of our commitment to social development and capacity building, solutions by stc delivered a digital awareness workshop for beneficiaries of the Ministry of Human Resources and Social Development. The session focused on essential digital skills, helping participants better understand and navigate today's digital world.

Through this workshop, we aimed to empower individuals with practical knowledge, reduce the digital gap, and support their ability to access opportunities more effectively. A total of 8 beneficiaries attended and actively engaged in the session, reflecting the value and relevance of the content provided.

This initiative showcases our dedication to enabling communities through digital inclusion and reinforces our role as a key partner in supporting national goals related to skills development and social empowerment, fully aligned with Saudi Vision 2030 and our commitment to sustainability.

### World Syndrome Day – Promoting awareness and inclusivity

solutions by stc proudly sponsors World Syndrome Day in collaboration with the Ministry of Education. Through this initiative, we actively support awareness that promotes inclusivity and well-being, reflecting our commitment to social responsibility and community development.

### Ensuring robust governance and ethics

Focus Area	UNSDGs	Strategic Objectives
 <p><b>Optimizing Governance for Ethical Excellence</b></p>	  	<ul style="list-style-type: none"> <li>Achieve operational efficiency through robust governance and transparency</li> <li>Establish governance standards to enable and enhance innovative service development</li> </ul>

### Cybersecurity and data privacy

We place the highest priority on cybersecurity and data privacy through a robust Governance, Risk, and Compliance (GRC) Framework. This framework involves continuous risk assessment, strict compliance with applicable laws, regulations, and industry standards, and proactive defense measures.

Our approach incorporates advanced technologies, regular audits, targeted employee training, incident response planning, and comprehensive data breach management. This integrated strategy ensures the confidentiality, integrity, and availability of all sensitive information, protecting our operations and sustaining the trust placed in solutions by stc.

### Building partnerships for sustainable impact

Focus Area	UNSDGs	Strategic Objectives
 <p><b>Widening Impactful Partnerships and Sustainable Procurement</b></p>		<ul style="list-style-type: none"> <li>Drive culture change and sustainable procurement through authentic leadership</li> <li>Secure partnerships to drive sustainable technology and transformation</li> </ul>

### Strengthening national sustainability capabilities

#### Participation in the Ministry of Economy and Planning Sustainability Champions Program

In 2024, we were selected as a mentee under stc Group in the Sustainability Champions Program led by the Ministry of Economy and Planning. The program aims to accelerate national sustainability efforts by strengthening capabilities, promoting knowledge transfer, and enhancing performance across key sectors in the Kingdom.

Throughout 2025, we continued our participation in this 2-year program, deepening collaboration and actively engaging in capability-building activities. Through the program, we contribute to the broader Vision 2030 sustainability objectives. Our involvement demonstrates a clear commitment to continuous improvement and positions us as a responsible corporate leader dedicated to long-term positive impact.

between the public and private sectors and aims to implement initiatives that create meaningful societal value.

Through this collaboration, we work jointly to design and deliver programs that support beneficiaries and contribute to long-term community development. The agreement reflects our deep commitment to corporate social responsibility and aligns with our GROW Sustainability Strategy and LEAP 2.0 Corporate Strategy. It reinforces our focus on driving social impact, enhancing community well-being, and creating sustainable value for a more inclusive society.



#### Collaboration with Majmaah University to support education and rural communities

We entered into a collaboration agreement with Majmaah University to extend support to rural communities and advance educational development. As part of this collaboration agreement employees conducted more than 10 sessions, both virtually and in person, to share practical knowledge and enhance learning opportunities for students. These efforts align with Vision 2030 priorities related to education, digital empowerment, and community development, and directly support the UN SDGs focused on Quality Education and Reduced Inequalities. The collaboration agreement reflects our commitment to creating meaningful social impact through knowledge-sharing and community engagement.

### Expanding social impact through public-private collaboration

#### Partnership with the Ministry of Human Resources and Social Development

We signed a collaboration agreement with the Ministry of Human Resources and Social Development during LEAP 2025 to promote sustainable development and support social empowerment across the Kingdom. This agreement establishes a strong model of cooperation