





The Custodian of the Two Holy Mosques
King Salman Bin Abdulaziz Al Saud

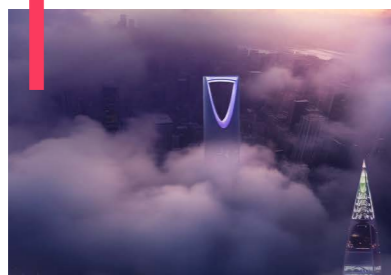


Crown Prince, Prime Minister, Chairman of the
Council of Economic and Development Affairs
**His Royal Highness Mohammed Bin Salman Bin
Abdulaziz Al Saud**

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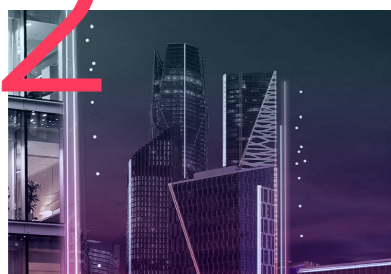


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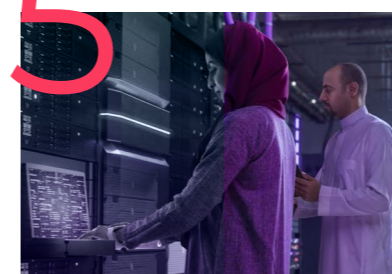
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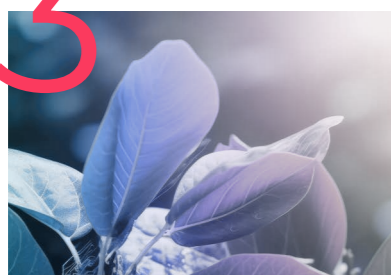
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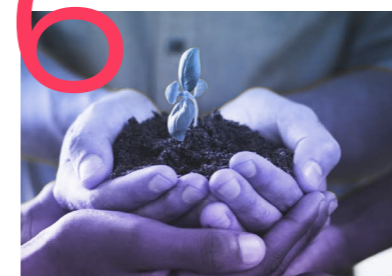
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➤ About the Report

We are happy to present our third Sustainability Report, which reflects our ongoing commitment to sustainability. This report highlights our continuous efforts in addressing key environmental, social, and governance (ESG) issues, particularly in the areas of digital transformation, digital inclusion, and innovation. Aligned with leading sustainability frameworks and standards, our report ensures accurate, transparent, and comprehensive insights into the progress we have made in advancing our sustainability goals at solutions by stc.

Reporting Period

This report highlights solutions by stc's activities and contributions to our sustainability strategic goals in the period from 1 January 2024 to 31 December 2024. Comparative data from previous years are provided when relevant.

Scope and Boundary

This report covers solutions by stc's operations in the Kingdom of Saudi Arabia and does not include its subsidiaries unless mentioned otherwise.

Reporting Framework

In alignment with national and international frameworks, this report has been developed with reference to the GRI 2021 Sustainability Reporting Standards, the United Nations Sustainable Development Goals (UN SDGs), the United Nations Global Compact (UNGC), and the Sustainability Accounting Standards Board (SASB). As a listed company on the Saudi Exchange, we also align with the ESG Disclosure Guidelines set by them.

Driven by the Kingdom of Saudi Arabia's growth ambitions and our ambition to drive and support national initiatives, this report highlights our contributions to Saudi Vision 2030, the strategy of the Communications, Space and Technology Commission (CST), the National Strategy for Data and AI (NSDAI), and the sector strategy of the Ministry of Communication and Information Technology (MCIT).

Contact Information

Because we believe in the importance of continuous improvement, we welcome your feedback and suggestions on this report and our sustainability reporting methodology at:

- ◆ Phone: +966115251111
- ◆ Website: www.solutions.com.sa
- ◆ Email: sustainability@solutions.com.sa

01

Introduction



➤ Message from the Chairman

We are focused on making steady progress in sustainability, aligning with national strategies, and contributing to a more sustainable future for the Kingdom.

Riyadh Muawad
Chairman of the Board

At solutions by stc, we recognize that sustainability is not just a goal but an ongoing journey – one that shapes the future of our industry and the communities we serve. As the leading IT provider in the Kingdom, we are committed to driving innovation that not only enhances our clients' business performance but also creates a meaningful, lasting impact on the environment and society.

On behalf of solutions by stc, we are proud to share our comprehensive efforts in ESG performance for 2024 with the release of our third Sustainability Report. This report highlights how sustainability is embedded at solutions by stc, guiding the decisions we make toward building a more sustainable and equitable future for all our stakeholders.

➤ Aligning with National and Global Standards

Our sustainability efforts are aligned with national goals, including Saudi Vision 2030, the strategy of the CST, the NSDAI, and the sector strategy of the MCIT. These alignments reflect our commitment to contributing to Saudi Arabia's growth ambitions and accelerating the Kingdom's digital transformation. In addition to our national focus,

we remain committed to adhering to international sustainability frameworks. Notably, in 2024, **solutions by stc became a member of the UNGC**, aligning our practices with the initiative's ten principles covering human rights, labor standards, environmental responsibility, and anti-corruption.

➤ Embracing Sustainability

Our approach to sustainability is guided by our GROW Strategy, launched in 2023 and extending through 2025. This strategy is translated through the PLANT, FEED, and THRIVE phases, which aims to cultivate a culture of sustainability within solutions by stc. The PLANT phase focuses on sowing the seeds of sustainability across the organization.

As these seeds take root, we aim to FEED this commitment by building the capacity of our employees. Finally, we will bear the fruit of these efforts in the THRIVE phase, extending our sustainability efforts to the wider community.

We believe that sustainability intersects across all facets of our business. In recognition of this, we have expanded our **Sustainability Management Committee** to include the Chief Financial Officer. This integration highlights the growing importance of sustainability in our financial performance and decision-making processes.

Additionally, we have made a significant shift this year by transferring sustainability-related responsibilities from the former Sustainability and Innovation Department to the Client Advocacy and Sustainability Department. We consider merging sustainability with client advocacy as a cornerstone to our ambition of leading the region's green digital transformation through our services, aiming to foster a more integrated approach that strengthens both our sustainability performance and the impact of the services we provide.

➤ Driving Clean-Tech Innovation

With the implementation of our GROW Strategy and the continued execution of our LEAP 2.0 Strategy, solutions by stc has maintained its momentum in advancing sustainability through innovation. Over the past two years, we have focused on supporting our clients in improving their sustainability performance by investing in solutions that promote sustainable performance.

NEOM to monitor air quality, emissions, and environmental compliance, the Riyadh Smart Parking project that leveraged cloud-based technology, IoT sensors, and AI-driven algorithms to reduce traffic congestion and emissions, and our collaboration with Red Sea Global to optimize smart city services. These projects not only contribute to the realization of Saudi Vision 2030 but also play a critical role in advancing the Saudi Green Initiative.

Some key projects from 2024 include the development of the Central Unit for

➤ Acknowledgments

These accomplishments would not have been possible without the hard work and dedication of our employees, partners, and stakeholders. I would like to express my deep gratitude to our shareholders, management, employees, and all those who contribute to our sustainability efforts. To our partners, local communities, and customers, thank you for your continued support in helping us achieve our shared sustainability goals.

As we move forward, let us continue to work hand-in-hand to lead the Kingdom toward a brighter, more sustainable digital future.



➤ Message from the CEO

Together, with the support of our partners, stakeholders, and dedicated team, we are building a legacy of positive change for generations to come.

Omer Alnomany
Chief Executive Officer

I am pleased to present solutions by stc's Sustainability Report for 2024. This report serves as a testament to our efforts in managing our key sustainability impacts that are most material to our company and stakeholders. This report highlights the important milestones we have reached in 2024 and reflects how sustainability continues to play a role in our business growth, resilience, and long-term success.

Building on the strong foundation we established in 2023, 2024 has been a year of continued progress, highlighted by receiving the 2024 **Sustainability Program of the Year Award from the Saudi Capital Market** – a recognition we are proud to have received as this report was being prepared. This award underscores the positive impact of our sustainability efforts and the integration of sustainability into our business.

➤ Empowering Sustainability Within solutions by stc

Our employees have played a crucial role in driving our sustainability initiatives in 2024. Their dedication and active engagement have helped us achieve a number of important milestones throughout the year.

A central focus area has been creating a positive work environment. In 2024, we continued to offer our employees non-pay benefits that support their well-being. A key initiative was building our employees' sustainability knowledge through an interactive course aimed at deepening their understanding of the UN SDGs and the UNGC.

We are also pleased with our employee satisfaction results, **which showed an 85.6% rating in the Employee Experience Index**. In the coming year, we plan to build on this success by implementing a company-wide action plan, alongside customized initiatives to address the unique needs of each function.

Additionally, we introduced the Sustainability ESG Tool across the Company in 2024. This tool is aimed at streamlining data collection; helping us work more efficiently and further enhancing our sustainability efforts.

We remain committed to safeguarding both clients and company data, as demonstrated by solutions by stc achieving zero data breaches and cybersecurity attacks this year. Our phishing resilience rate also improved compared to last year, supported by an employee cybersecurity awareness campaign promoting data security best practices.

Looking ahead, we remain committed to further integrating sustainability into our business and services. We are proud of the progress we made and look forward to creating a positive impact for our company and employees.

➤ Optimizing our Supply Chain and Advancing Community Engagement

In 2024, we continued to strengthen our external sustainability efforts, focusing on key areas such as optimizing our supply chain and enhancing its integration with sustainable practices. In alignment with Saudi Vision 2030, we further improved our performance in supporting local businesses. Our procurement **budget allocated to local suppliers increased to 76.8% in 2024**, amounting to SAR 5 billion. This is a direct reflection of our ongoing commitment to bolstering the local economy and supporting national development initiatives.

Giving back to the local community remains a core focus of our corporate responsibility. In 2024, we launched several impactful initiatives, including distributing 1,680 meals in a large-scale Iftar meal distribution campaign during the holy month of Ramadan across the Kingdom, as well as continuing to support Saudi youth by welcoming more than 200 participants in our different training programs, equipping them with the necessary skills that will spearhead their integration into the workforce.

Our impact is further amplified through strategic partnerships. Through our association with the National Platform for Social Responsibility, we collaborated with the Awon Association for Technology to enhance the digital skills of 30 young individuals. Additionally, we partnered with the Association for Community Development in Makkah to offer specialized digital skills training to 20 beneficiaries. These initiatives demonstrate the power of collaboration in driving meaningful social change.

Our efforts in social responsibility were recognized when solutions by stc was honored with the **Corporate Social Responsibility Award**, presented under the patronage of His Excellency the Minister of Human Resources and Social Development. This recognition not only highlights our contributions to society but also underscores our commitment to sustainability as a fundamental aspect of our operations.

➤ Acknowledgments

As we look ahead to 2025, our confidence in a bright and promising future is strengthened by a foundation built on strong governance, social responsibility, and a deep commitment to environmental stewardship. The achievements we have realized, the successes we are celebrating today, and the opportunities that lie ahead are a direct result of the visionary leadership of our Board of Directors, the expertise of our Executive Management team, and the dedication of our employees.

This progress is further fortified by the ongoing support of our partners, suppliers, stakeholders, and the local community. Their contributions are integral to solutions by stc's success and play a vital role in enabling us to remain the leading IT provider in the Kingdom.

Sustainability Highlights



Environmental

Launched the **Sustainability ESG Tool** across solutions by stc



Achieved a **29%** reduction in petrol usage and Scope 1 emissions

Reduced our electricity consumption and Scope 2 emissions by **21%**

Achieved a **17%** decrease in total GHG emissions

Initiated the development of our **clean-tech investment framework**



Social

Distributed **1,680** iftar meals during Ramadan



Social

Empowered **30** young individuals to enhance their digital skills in collaboration with Awon Association for Technology



Provided specialized digital skills training to **20** beneficiaries

Increased the retention rate of females who availed of maternal leave by **21%**

Reported **zero** grievances filed for incidents of discrimination

Achieved an **85.6%** rating in the Employee Experience Index



Honored with the **Corporate Social Responsibility Award**, presented

under the patronage of His Excellency the Minister of Human Resources and Social Development

Promoted **21** male and **11** female employees to managerial positions through succession planning

Governance

Reduced the average incident response time to 4hrs compared to **48hrs** previously

ZERO

Maintained **zero** cybersecurity attacks against an attempted 1,146

Achieved **zero minutes** of downtime overall

Maintained **zero** confirmed incidents of corruption

Increased phishing reported rate and resilience through a **Cybersecurity Awareness Campaign**

Allocated **76.8%** of our procurement budget to local suppliers

Expanded our engagement with SME suppliers by **39%**

Boosted the number of women suppliers engaged by **35%**



Organizational Profile

GRI 2

Who We Are

solutions by stc is proudly the leading provider of Information Technology (IT) services in the Kingdom of Saudi Arabia and is placed at the forefront of driving digital transformation for both public and private sector organizations. With over 25 years of experience in the region, we offer a diverse range of cutting-edge technology solutions designed to help our clients thrive in an increasingly digital world. Our mission is simple: To provide technology solutions to businesses addressing their needs and challenges to succeed in evolving market conditions.

Through our integrated offerings — solutions by stc, Giza Systems, Devoteam, and ccc by stc (rebranded to upsource by solutions) — we deliver end-to-end Information and Communications Technology (ICT) services that support the digitalization needs of our clients. We specialize in creating resilient, scalable, and sustainable solutions that align with the global shift towards sustainability, providing businesses with the tools to innovate and operate in a more sustainable manner.



As a key player in the regional IT landscape, we are committed to driving the Kingdom's digital transformation agenda, with a particular focus on contributing to the goals of Saudi Vision 2030. This year, we have continued advancing our commitment to sustainability and integrating green digital transformation into our solutions.

Our sustainability journey does not end at minimizing our environmental impact, but by also ensuring that our customers can grow and innovate in ways that are socially responsible and economically viable.

Our Impact in Numbers

As of today, solutions by stc serves over 24,000 clients, expanding both regionally and globally. This growing base is a testament to our agility and the trust businesses place in our ability to provide technology solutions that are both forward-thinking as well as sustainable in the long-term.

#1

IT services provider in the Kingdom

25+

years of experience in IT solutions

1,500+

qualified employees, of which 800+ are certified in key tech domains

24,000+

clients across 35 Saudi cities

150+

top-tier partners

Supporting clients across various sectors



What We Offer

Being the Kingdom's leading enabler of digital transformation, solutions by stc offers comprehensive, end-to-end ICT services designed to empower businesses at every stage of their digital journey. From system integration and managed services to digital transformation solutions, our services are crafted to address the evolving needs of businesses while ensuring sustainability and operational excellence.

Our 3 offering segments – Core ICT services, IT Managed and Operational Services, and Digital Solutions – form the foundation of our approach, helping clients streamline operations, enhance security, and drive sustainable growth through innovative technology solutions.



Core ICT Services

System Integration (SI) services cover a variety of organizational needs across the value chain, enabled by our strong local and global partnership ecosystem. These services include advisory, design, implementation and integration of networks, infrastructure, and applications, which are offered through custom engagement models to our customers. solutions by stc's communication and internet services address high-end connectivity needs of organizations within cities and remote locations by providing dedicated, secure, and high- quality business internet and satellite services through the wholesale purchase of communication capacity from telecommunication providers.



IT Managed and Operational Services

Managed services include end-to-end management of business networks and systems with the capability to deliver customized managed services projects to serve the individual needs of customers, which help them grow and improve their businesses.

We create value by increasing efficiency, providing better services, improving operations, and monitoring and resolving problems by managing the components of our customers' technical infrastructure such as network, servers, storage, devices, and applications.

Business outsourcing services covers services in the domains of HR, customer care, and other shared services enabled by technology and automation to optimize outcomes. The Company partners with customers by utilizing a variety of business models to deliver services. This business vertical has strong momentum given the focused efforts by the Saudi Government towards privatization in line with the aspirations of Saudi Vision 2030.



Digital Solutions

Cloud services include the full spectrum of data center and cloud services as well as multi cloud professional and managed services for all the hyperscalers helping clients to optimally manage their cloud investments.

Digital services consist of digital transformation services; providing digital solutions to connect, monitor, and analyze machine/device data for informed and effective decisions, and redesigning how businesses are conducted to enhance customer experience – these include but are not limited to application services.

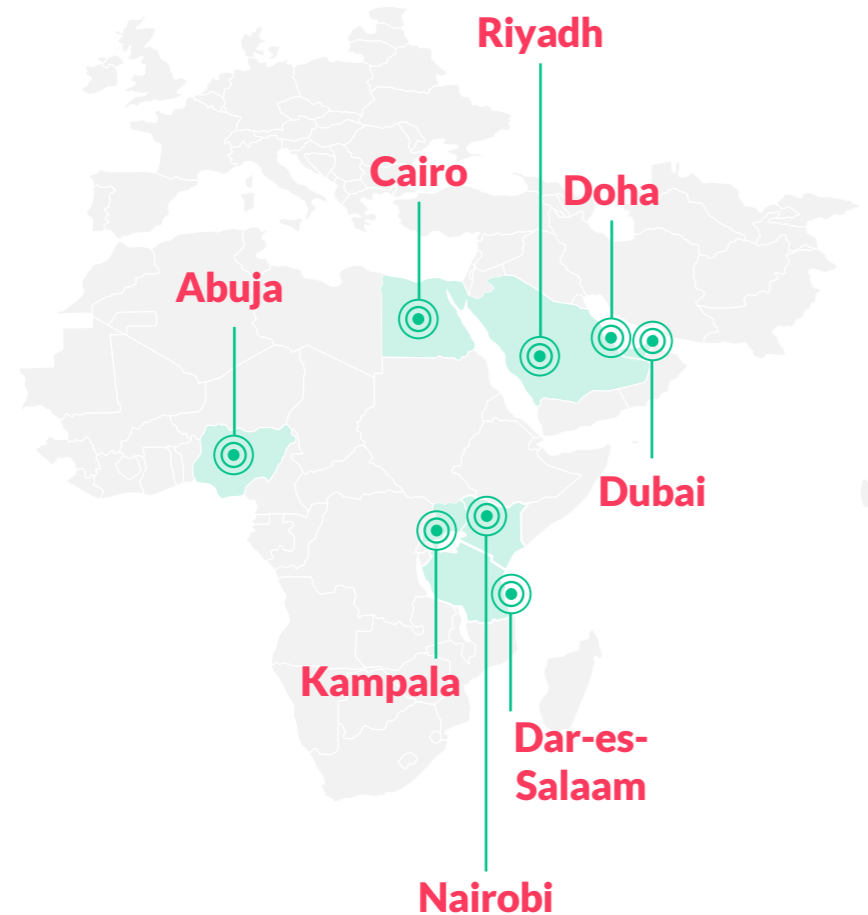
Cybersecurity integration provides security services covering all stages of the ICT value chain, including planning, design, implementation, and project management of technical solutions that cater to the specific security needs of enterprises.



Where We Operate

In our central headquarters situated in Riyadh, we oversee our operational activities, which extend across various offices throughout the Kingdom of Saudi Arabia, including Jeddah, Jubail, Khobar, and Qassim. Our commitment to meeting customer needs is exemplified through our sales offices, the Network Operating Center (NOC), and the Business Process Outsourcing (BPO) office, both of which synergistically enhance our overall business operations. Our services cover many sectors including Government, Education, Real-Estate, Financial Services, Manufacturing, Retail, Oil and Gas, Transportation, Telecommunications, Healthcare, and more.

In alignment with our growth strategy, the acquisition of Giza Systems has allowed us to penetrate new markets through the anchor offices located in Cairo, Doha, Dubai, Nairobi, Dar-es-Salaam, Kampala, and Abuja.



This move has positioned us to be on the global stage as we continue to build on our strengths to maintain our goal of delivering value to our shareholders and customers, elevating our profile internationally

Strategy for Sustainable and Profitable Growth

Corporate Mission and Vision

Purpose

Drive human-led digitization through the entire IT value chain to deliver significant growth for enterprises and society.



Vision

To create a digital eco-system enabling our customers to achieve sustainable growth, regionally and globally.



Mission

To provide technology solutions to businesses addressing their needs and challenges to succeed in evolving market conditions.



Values

Dynamism
Devotion
Drive



LEAP 2.0: A Bold Vision for a Transformative Era



Our LEAP 2.0 corporate strategy guides solutions by stc's success, positioning us as a leader and a trusted partner in the digital landscape. We remain committed to excellence through innovation and sustainable development as we shape the Kingdom's digital future and Vision 2030.

Maher Salem Althiyabi
Chief Strategy Officer



In 2024, we continued to advance our LEAP 2.0 strategy, a key driver for solutions by stc's continued success. This strategy remains at the forefront of our operations, fueling our ambition to lead in the IT industry and support the Kingdom's Vision 2030. The results from LEAP 2.0 are becoming more evident as we implement the key initiatives aligned with its 4 pillars: **Lead through Service Excellence, Empower Business Growth and Diversification, Achieve Excellence in Customer Engagement, and Promote Efficiencies and Sustainability.**

Our commitment to innovation, excellence, and sustainable development remains steadfast as we forge ahead with bold steps in shaping the digital future of the Kingdom and beyond. In this journey, we view ourselves as trusted partners in progress, delivering value to customers and the community through transformative technology solutions.



Lead Through Service Excellence

We are driven to remain the undisputed leader in the Kingdom's IT services market, setting a new standard for quality, innovation, and client satisfaction. Our focus is on providing services, delivering cutting-edge solutions every day that consistently exceed client expectations and redefine what is possible in the industry.

By building the strongest and most reliable foundation for ICT capabilities, we ensure that the highest level of service excellence becomes the benchmark for the industry and a key driver of digital transformation.



Empower Business Growth and Diversification

Our focus is on embracing the future and pursuing growth opportunities that drive meaningful impact. By exploring emerging technologies and innovative business models, such as co-creation, public-private partnerships, and revenue-sharing arrangements, we aim to stay ahead.

Through strategic investments in research and development and forming impactful partnerships, we strive to push boundaries and access new markets. Our goal is to be a pioneer in the evolving technological landscape, focusing on dynamic expansion and capturing the potential of tomorrow's technology today.



Achieve Excellence in Customer Engagements

Our customers and their ever-evolving needs are central to everything we do. We strive to build long-term relationships by understanding our clients and providing a unique customer experience. Our goal is to be a trusted advisor and partner in our clients' success stories, moving beyond transactions to create true partnerships. By personalizing interactions and tailoring our offerings, we aim to turn satisfied customers into advocates for the solutions by stc brand and its impact on their businesses.



Promote Efficiencies and Sustainability

We are committed to building a responsible and sustainable business that aligns with long-term economic, social, and environmental goals. Our focus on operational excellence includes streamlining internal processes, optimizing resources, and reducing environmental impact.

Our commitment extends to fostering a strong internal culture, investing in our employees through skill development and leadership training, and supporting the Kingdom's broader economic and social development goals by aligning our efforts with initiatives like Saudization and fostering community engagement.



Our Journey

Since stc acquired solutions by stc (formerly AwalNet) in 2007, we have experienced significant growth and transformation, evolving into a leading provider of IT services. Our vision is to foster a sustainable digital ecosystem that drives growth both regionally and globally. This vision aligns seamlessly with our mother company stc's commitment to enhancing the sustainability of the ICT ecosystem, as well as with NSDAI which emphasizes building a collaborative, forward-thinking environment for data and artificial intelligence (AI), underpinned by the highest standards of cybersecurity.

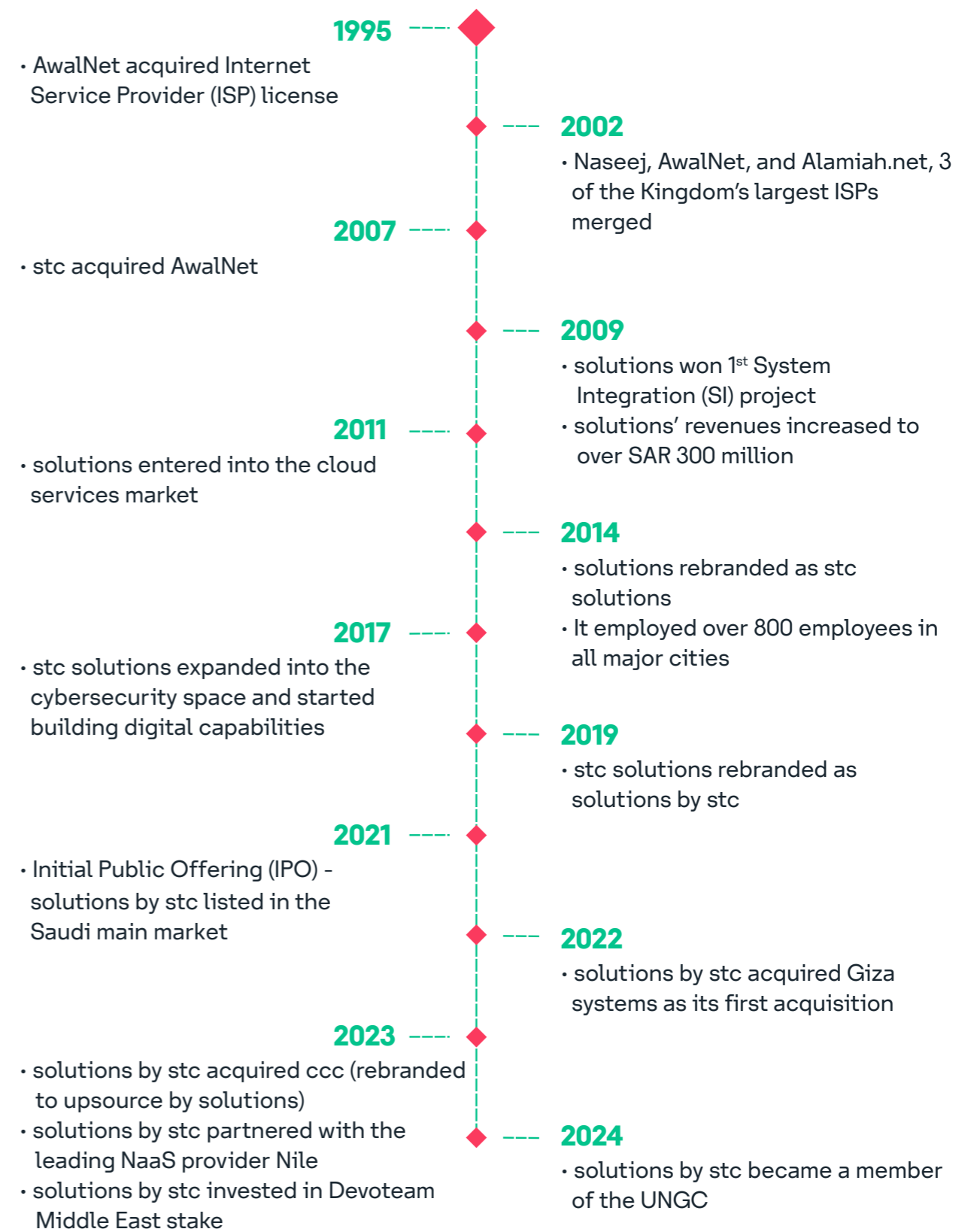
A key milestone in our journey this year was becoming a member of the UNGC, a recognition that underscores our continued commitment to aligning our operations with universally accepted principles in the areas of human rights, labor standards, environmental responsibility, and anti-corruption. This achievement further reinforces our dedication to building a more sustainable and ethical future for the ICT industry.



Our mission is rooted in providing innovative technology solutions that adapt to the evolving market landscape, supporting stc's objective of creating a competitive, investment-friendly digital economy. In tandem, we align with the NSDAI's vision of fostering an environment conducive to data and AI-driven innovation, creating new markets, and responding to emerging needs.

Through these strategic alignments, we are contributing to the realization of the Kingdom of Saudi Arabia's vision of becoming a global hub for IT services, while driving progress toward a more sustainable, inclusive, and digitally empowered future.

solutions by stc's Milestones

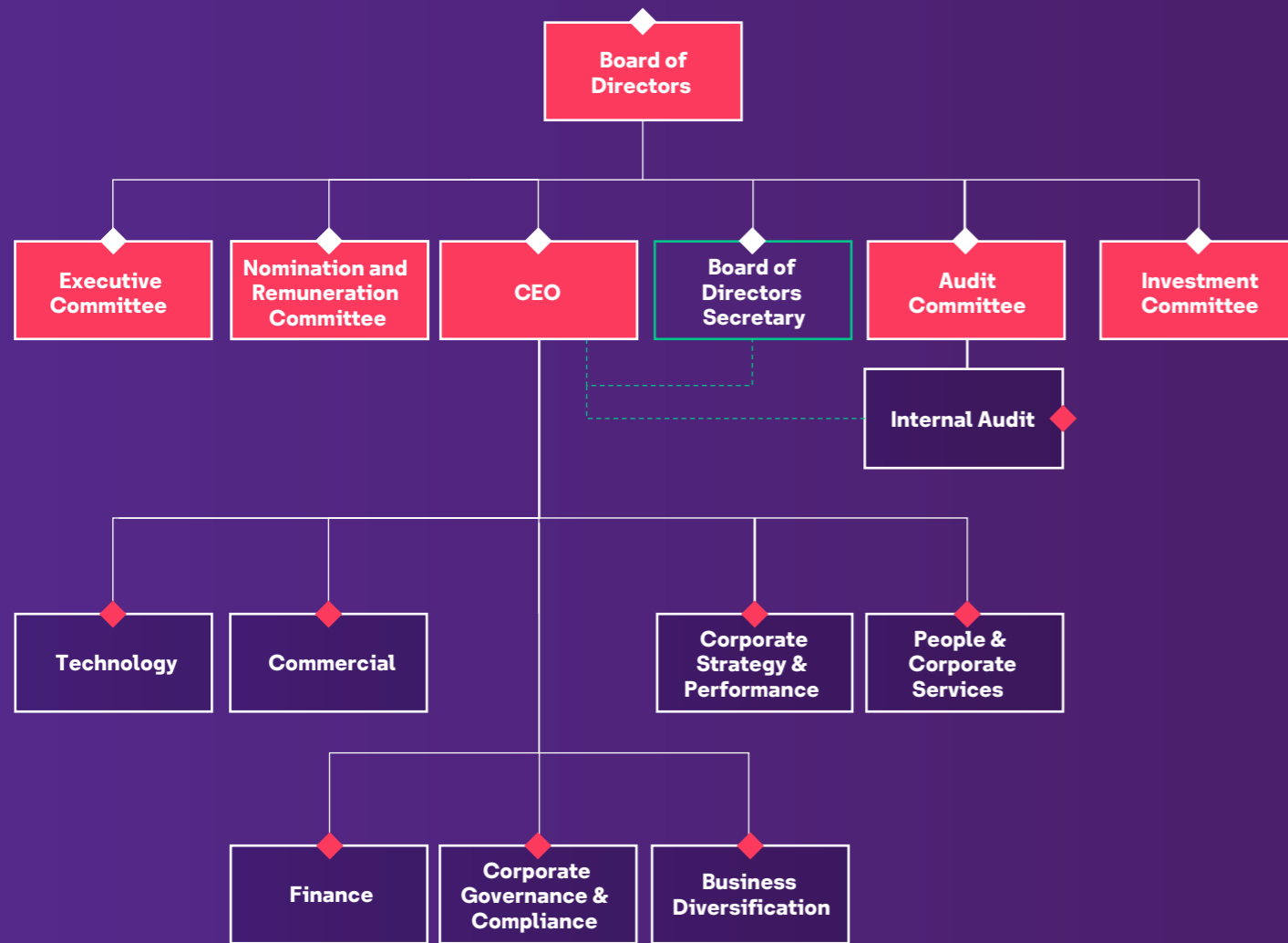


Our continuous growth and success as displayed by our record of milestones reflect the dedication of our teams, driven by an ambitious corporate culture. These achievements are further enabled by a robust governance structure and exceptional leadership, whose vision and commitment drive us forward.

Our Governance Structure

At solutions by stc, we are committed to upholding strong corporate governance that aligns with the regulatory frameworks in the Kingdom of Saudi Arabia. This commitment fosters transparency, accountability, and oversight, supporting our growth strategy and contributing to the aspirations of Saudi Vision 2030. Our governance framework is designed to safeguard the long-term sustainability of our business model and ensure responsible decision-making at every level.

Our **Corporate Governance Policy** serves as the cornerstone of our governance framework, establishing clear guidelines for management, staff, subsidiaries, and third-party vendors. The policy is rooted in best practices and embodies our corporate values, focusing on effective disclosure, conflict resolution, and meaningful stakeholder engagement.



At the forefront of our corporate governance stands the Board of Directors, overseeing all corporate affairs and ensuring the effective implementation of our governance practices. Our Board, consisting of 9 members, was appointed in 2020 with a tenure of 5 years, in line with our governance policy. Going forward, Board members will serve a 4-year term, in accordance with the regulations set by the Capital Market Authority of the Kingdom of Saudi Arabia.



In an effort to closely align solutions by stc's sustainability performance with its overall strategic objectives, the Company has set plans to incorporate sustainability Key Performance Indicators (KPIs) into the Board's scorecard. This strategic decision aims to embed sustainability into the decision-making process, ensuring it remains central to solutions by stc's success. In line with this approach, the Company also maintains a Long-Term Incentive Plan (LTIP) applicable to General Managers and above, linking executive rewards to the Company's profitability to ensure sustained long-term growth.

More information on our LTIP can be found in our [Annual Report 2024, page 136](#).

We prioritize the professional skills and diverse experience of our Board members, ensuring a transparent and unbiased selection process that aligns with our commitment to diversity and inclusion, as outlined in our [Diversity, Equity and Inclusion Position Statement](#).



Board of Directors' Members



Riyadh Saeed Muawad
Saudi Arabian
Chairman of the Board

Non-Executive member

Committees

- Chairman of the Executive Committee
- Chairman of the Investment Committee

Experience



Haithem Mohammed AlFaraj
Saudi Arabian
Deputy Chairman of the Board

Non-Executive member

Committees

- Executive Committee

Experience



Emad Aoudah Al Aoudah
Saudi Arabian
Board Member

Non-Executive member

Committees

- Executive Committee

Experience



Omar Abdulaziz AlShabibi
Saudi Arabian
Board Member

Non-Executive member

Committees

- Audit Committee
- Nomination and Remuneration Committee

Experience



Mathad Faisal AlAjmi
Saudi Arabian
Board Member

Non-Executive member

Committees

- Audit Committee

Experience



Mohammed Abdullah AlAbbadi
Saudi Arabian
Board Member

Non-Executive member

Committees

- Executive Committee
- Nomination and Remuneration Committee

Experience



Mohammad Abdullah Alaseeri
Saudi Arabian
Board Member

Independent member

Committees

- Executive Committee

Experience



Abdullahif Ali Al-Seif
Saudi Arabian
Board Member

Independent member

Committees

- Chairman of the Audit Committee

Experience



Fahad Suleiman Alamoud
Saudi Arabian
Board Member

Independent member

Committees

- Chairman of the Nomination and Remuneration Committee
- Investment Committee

Experience

Legend: Industry Finance Risk Management

Board of Directors' Committees

Our Board are supported by 4 committees, each integral to ensuring the successful and efficient execution of the Board's duties. Each committee is governed by its distinct charter that outlines the rules, terms, and responsibilities governing its members. For details relating to the Board and its' committees please visit the [Corporate Governance Documents](#) webpage.

More information on our Board of Directors qualifications and experience can be found in our [Annual Report 2024, page 97](#).



More information on our Board of Directors' committees can be found in our [Annual Report 2024, page 120](#).

Shareholders' Inclusion

Stakeholder perspectives are highly valued, and shareholder input is carefully considered and integrated into departmental strategies aimed at creating long-term value. To ensure transparency, we offer investors comprehensive information through the Investor Relations section on our website, as well as through quarterly updates and annual reports.

The Investor Relations (IR) Department plays a key role in facilitating communication between the Company, its investors, and capital market regulators. Its primary objective is to enhance accessibility between shareholders and other stakeholders within the Company through various channels. The IR Department manages all investor and shareholder communications, providing regular updates to the Board on shareholder activities and feedback.

Shareholders rights are amongst the very important stakeholder issues, and part of our work in progress has been regarding advancing their rights. **To ensure we are protecting the rights of all shareholders, we follow the regulations set by the Capital Market Authority (CMA). In line with these regulations, we have developed a Related Parties Transaction process, this helps protect the rights of minority shareholders.**

More information on our Related Party Transaction can be found in our [Annual Report 2024, page 135](#).

Issues such as the equal voting rights for foreign or non-resident shareholders, as well as the shareholders rights to convene meeting are from the topics that can be found addressed within the solutions by stc's Articles of Association. **Additionally, this is exemplified by allowing shareholders to add items to the Board meetings' agenda. Such items include adding nominees to attend the meetings on behalf of the Board members.**



Executive Management

Working to support the Board is our strong leadership team, dedicated to driving the success of solutions by stc in alignment with LEAP 2.0, ensuring we remain at the forefront of the IT sector within the Kingdom of Saudi Arabia. Our executive team is responsible for steering the Company towards its growth objectives, reinforcing our position as a market leader.



Omer Abdullah Alnomany
Chief Executive Officer



Abdulrahman Hamad Alrubaia
Chief Financial Officer



Saleh Abdullah Alzahrani
Chief Technology Officer



Maher Salem Althiyabi
Chief Strategy Officer



Abdullah Turki Alotaibi
Chief Business Diversification Officer



Saleh Tariq Algroony
Chief People and Corporate Services Officer



Rajeh Saad AlBogamy
Chief Internal Audit Officer



Ahmed Naji Bajnaid
Chief Governance Officer



Yousef Abdulrahman AlMarshad
Chief Commercial Officer

Further details on our Executive Management and their experience can be found in our [Annual Report 2024, page 109](#).

To support our Executive Management, we have established several specialized committees to oversee day-to-day operations and ensure alignment with our long-term goals:

Sustainability Management Committee

This committee advances sustainable practices across our operations, monitoring progress and ensuring alignment with strategic objectives. It provides recommendations to the Board's Executive Committee on high-priority sustainability matters.

Ethics and Culture Committee

Tasked with overseeing ethical compliance, this committee addresses risks and violations, ensuring that our operations adhere to both local and international ethical standards.

Governance, Risk, Compliance, Cybersecurity, and Legal Committee

Focused on corporate governance, risk management, cybersecurity, legal matters, and compliance, this committee ensures that our practices align with solutions by stc's policies and regulatory requirements.

Furthermore, this committee is concerned with **data privacy and security within the Company and reporting relevant matters to the Board.**

Management Investment Committee

This committee reviews investment strategies and policies, oversees budgeting, and evaluates opportunities, providing recommendations on investments and strategic initiatives.

For more information on the other components of our corporate governance please refer to the ['Optimizing Governance for Ethical Excellence'](#) chapter of this report, [page 95](#).

➤ Certifications

Our impressive portfolio of **+1,550** certifications exemplifies our dedication to excellence and expertise. A selection of our certificates include:

<p>ISO/IEC 38500:2024: IT Governance</p>	<p>ISO 9001: Quality Management</p>
<p>ISO 20000: IT Service Management</p>	<p>ISO 27701: Privacy Information Management System</p>
<p>ISO 37301: Compliance Management Systems</p>	<p>ISO 37000: Governance of Organizations</p>
<p>PCI DSS 4.0 Certified of Payment Card Industry Standard</p>	<p>ISO 31000: Guidelines on Risk Management</p>
<p>ISO 27001: Information Security Management System (ISMS)</p>	

<p>ISO 22301: Business Continuity Management Systems</p>	<p>ISO 22320: Emergency Management – Guidelines for Incident Management</p>
<p>Infoblox certification as an Authorized Service Partner</p>	<p>ISO 56002:2019: Innovation Management</p>
<p>CSA STAR Certified against CSA Cloud Controls Matrix (CCM) v3.0.1 and CSA Consensus Assessments Initiative Questionnaire (CAIQ) v3.0.1</p>	



Awards and Recognitions

The year 2024 marked another year of achievements for solutions by stc. We remained steadfast upon our journey towards excellence and continued to receive multiple awards that recognize our excellence in various aspects such as people, performance, and our notable partnerships.

People Awards and Recognitions

- ◆ **The Ministry of Human Resources and Social Development (HRSD)**
Corporate Social Responsibility Award
- ◆ **GCC Gov Awards**
Digital HR of the Year Award

Performance Awards and Recognitions

- ◆ **Saudi Capital Market Awards**
2024 Sustainability Program of the Year Award
- ◆ **3rd Edition CX & Loyalty Summit & Awards KSA 2024**
Customer Experience & Loyalty Awards 2024
- ◆ **Al Faisal University's Corporate Governance Index**
Corporate Governance Excellence Award 2024
- ◆ **Digital Government Authority**
'Category A' certification for Digital Government Business based on a revenue-sharing model
- ◆ **Saudi Exchange**
Best Investor Relations Program
- ◆ **Informatica**
Informatica Data and AI Excellence Award
- ◆ **Cybersecurity Insiders**
Strategic Excellence in Transforming Cybersecurity Award
- ◆ **Maven Insights**
Digital Transformation Excellence Award 2024
- ◆ **International Project Management Associations (IPMA)**
 - ◆ Gold winner of the Project Excellence Awards 2024 category IT/ Telecommunications (Red Sea Smart City Project)
 - ◆ Bronze winner of the Project Excellence Awards 2024 category IT / Telecommunications (stc - Wi-Fi Operation MS Project)
 - ◆ Gold winner of the Project Excellence Awards 2024 in the category Change Management / Product Development / Marketing (Digital Innovation Center -Riyadh Bank Project)
- ◆ **CIPS Excellence in Procurement Awards**
CIPS Excellence Award for Local Content

- ◆ **MEIRA IR Awards**
Best Digital 2023 Annual Report – 3rd Place
- ◆ **The Institute of Internal Auditors (Netherlands Chapter)**
solutions by stc scored 4.5 out of 5 in internal audit maturity, based on the IIA Ambition Model
- ◆ **CST**
 - ◆ Awarded a Class C classification for solutions Cloud
 - ◆ Ranked 4th CSP among 30 CSP providers
- ◆ **IDS**
Ranked as major Cloud PS provider in MENA



Partners Awards and Recognitions

- ◆ **Dell**
Highest Revenue Partner of the Year
- ◆ **Huawei**
Sales Excellence Award
- ◆ **Cisco**
Service Provider Partner of the Year
- ◆ **F5**
Top Achiever Partner in 2023
- ◆ **NetApp**
 - ◆ Artificial Intelligence Partner of the Year
 - ◆ Enterprise Partner of the Year
- ◆ **Infoblox**
Innovator Partner
- ◆ **SAP**
Best LoB Partner
- ◆ **Zoom**
"Best Digital Transformation Partner" Award for 2024
- ◆ **Cloudera**
Best System Integrator in Saudi Arabia Award
- ◆ **HP Poly | FVC**
Partner of the Year
- ◆ **Nutanix**
Rising Star Partner of the Year
- ◆ **Corning**
Strategic Partner of the Year
- ◆ **Panacea**
PCI DSS 4.0 Certified of Payment Card Industry Standard

➤ Governing Sustainability

GRI 2



At solutions by stc, we continue to demonstrate how robust corporate governance and strategic direction are fundamental to an effective and resilient sustainability journey. Through our GROW Strategy, we embed sustainability at the core of our operations, driving enterprise excellence and delivering lasting value for all stakeholders.

Saad Bin Mugrin
General Manager of Enterprise Excellence

Our Sustainability Journey

At solutions by stc, sustainability is a strategic goal and a foundational aspect of our business ethos. Our journey towards sustainability is driven by the desire to create a connected, inclusive, and environmentally responsible future. Over the past year, we have progressed in embedding sustainability across every layer of our operations, services, and engagements. This progress reflects our ongoing commitment to the Kingdom's Vision 2030, as well as our dedication to fostering a sustainable ecosystem that benefits not only our business but also the broader community.

Our sustainability journey began with a deep commitment to understanding and engaging with our stakeholders. In 2022, we conducted a comprehensive materiality assessment to ensure that we focus on the issues that matter most, aligning our efforts with the priorities of our stakeholders and the global sustainability agenda.

A strategic framework that drives tangible outcomes is front and center when it comes to our efforts in sustainability. In 2023, we introduced our GROW Strategy, which serves as a roadmap for our sustainability initiatives over the next three years. GROW emphasizes four key areas: Greening by Sustainable Technologies and Processes, Revitalizing Workforce Relations and Digital Social Empowerment, Optimizing Governance for Ethical Excellence, and Widening Impactful Partnerships and Sustainable Procurement. This strategy is supported by a robust governance framework, designed to ensure accountability, transparency, and continuous improvement. Our Sustainability Management Committee, led by our CEO, oversees the implementation of this strategy, ensuring that sustainability remains at the heart of our decision-making.

02

Sustainability at solutions by stc

As we look ahead, our journey is not yet complete. We continue to refine our approach, building a culture where sustainability is embedded into the fabric of our operations. Through the PLANT, FEED, and THRIVE phases of our Sustainability and Engagement Strategy, we are nurturing a culture of sustainability within our organization. This culture is about creating awareness that will drive action, and position solutions by stc as a leader in sustainable business practices.

For more information on our Sustainability Engagement Strategy, please refer to our [Sustainability Report 2023, page # 59](#).

While we are proud of the progress we have made, we understand that advancing in our sustainability journey requires continuous collaboration, adaptation, and innovation. As we continue to evolve, we remain committed to advancing the digital transformation of Saudi Arabia, ensuring that it is inclusive, green, and resilient. Through our collective efforts and a shared vision for the future, we are confident that solutions by stc will continue to play a pivotal role in creating a sustainable world for generations to come.



2022

◆ **Stakeholder Engagement**

Identified key internal and external stakeholders, along with their engagement methods and interests, to foster ongoing communication and ensure our sustainability journey is guided by their valuable input.

◆ **Materiality Assessment**

Completed a comprehensive materiality assessment to identify and prioritize 15 material sustainability issues that align with the GRI Standards, SASB, and Saudi Exchange's ESG Disclosure Guidelines.

◆ **Sustainability Communication**

Published our inaugural Sustainability Report, providing a comprehensive overview of our sustainability performance, and showcasing our performance across our identified material topics.

2023

◆ **GROW Strategy Launch**

Introduced our comprehensive sustainability strategy, GROW, to guide our efforts over the next three years, focusing on sustainable technologies, social empowerment, governance, and procurement.

◆ **Sustainability Governance Framework**

Established a robust governance model for sustainability, integrating it with our corporate strategy. The Sustainability Management Committee, chaired by our CEO, was formed to oversee progress and ensure accountability.

2024

◆ **Sustainability and Engagement Strategy**

Integrated sustainability into our corporate culture through the PLANT (defining target behaviors), FEED (knowledge and awareness building), and THRIVE (engagement and action) phases of our Sustainability and Engagement Strategy.

Sustainability Governance

We recognize that a comprehensive sustainability strategy complemented by effective leadership, are essential to drive meaningful change. Reflecting on this, we believe robust sustainability governance is critical to embedding solutions by stc's sustainability strategy into our operations. To achieve this, we have established a robust governance framework and integrated it into our corporate structure, ensuring alignment with strategic objectives and fostering accountability at all levels.



Governance Structure

Our sustainability governance framework is built on a strong foundation of leadership, collaboration, and accountability. The Sustainability Management Committee, chaired by our CEO, plays a pivotal role in overseeing sustainability efforts across the Company. This committee is composed of key executives, including the Chief Strategy Officer, Chief Technology Officer, Chief Governance Officer, Chief People and Corporate Services Officer, Chief Internal Audit Officer, and has expanded this year to include the Chief Financial Officer. This inclusion stems from our recognition that the financial performance of the Company is deeply interlinked with its sustainability practices.

The committee is responsible for setting measurable sustainability goals, tracking performance, and ensuring that sustainability initiatives are seamlessly integrated into our broader business strategy.

Key Responsibilities of the Sustainability Management Committee



Strategic Oversight

Ensure sustainability efforts are aligned with solutions by stc's overall mission and long-term objectives.



Accountability

Establish clear goals and KPIs to measure sustainability progress across various departments and functions.



Policy Integration

Oversee the integration of sustainability into all aspects of our operations, including technology, governance, procurement, and employee engagement.



Continuous Improvement

Promote a culture of learning and adaptability, regularly refining our sustainability approach based on new insights and evolving global standards.

Facilitating the integration of these sustainability initiatives and practices into daily operations is our Sustainability Leaders Network. This network spans across all departments within the organization, driving engagement of sustainability topics at all levels of the Company. These dedicated Sustainability Leaders act as catalysts for change, promoting sustainable practices and inspiring their colleagues to take meaningful action toward our sustainability goals.

Embedding Sustainability in Client Advocacy



Our strong client advocacy and passion for our customers is what guides our success, including in sustainability. By leading with example, we have proven that customer-centric ideas are the backbone of long-term sustainability.

Hanadi Sadeq
Director of the Client Advocacy and Sustainability Department



Drawing from our ambition to lead the region's green digital transformation through our services combined with our mission to closely align with our clients' needs, we have strategically transitioned sustainability-related matters this year from the former Sustainability and Innovation Department to the Client Advocacy and Sustainability Department. This restructuring reflects our belief that sustainability is not just an operational priority but also a key component of client engagement and value creation. By merging sustainability with client advocacy, we aim to foster a more integrated approach that strengthens our sustainability performance, enhances the impact of our services, and ensures that sustainability principles are embedded in how we understand, support, and deliver on our clients' expectations while keeping them at the center of our activities.

Notably, the department has maintained its client advocacy roles, ensuring client needs and insights remain central to driving sustainable business growth.

Outlined to the right are the key responsibilities of the Client Advocacy and Sustainability Department. As the department settles into its new structure, the sustainability-related roles will continue to evolve to serve our long-term goals.



Communicating on Sustainability

Engaging with our stakeholders to develop solutions by stc's sustainability report on an annual basis. Furthermore, the department ensures that our sustainability reporting remains aligned with leading global sustainability standards and frameworks, as well as national agendas.

Fostering a Sustainability Culture

Arranging and conducting regular sustainability awareness sessions to our employees, to enhance internal understanding of sustainability issues that are material to solutions by stc.



Automating Sustainability Data

Integrating digital tools to streamline sustainability data reporting throughout solutions by stc, and automating tasks to enhance the efficiency and reliability of sustainability data collection.

Reinforcing Customer Communication

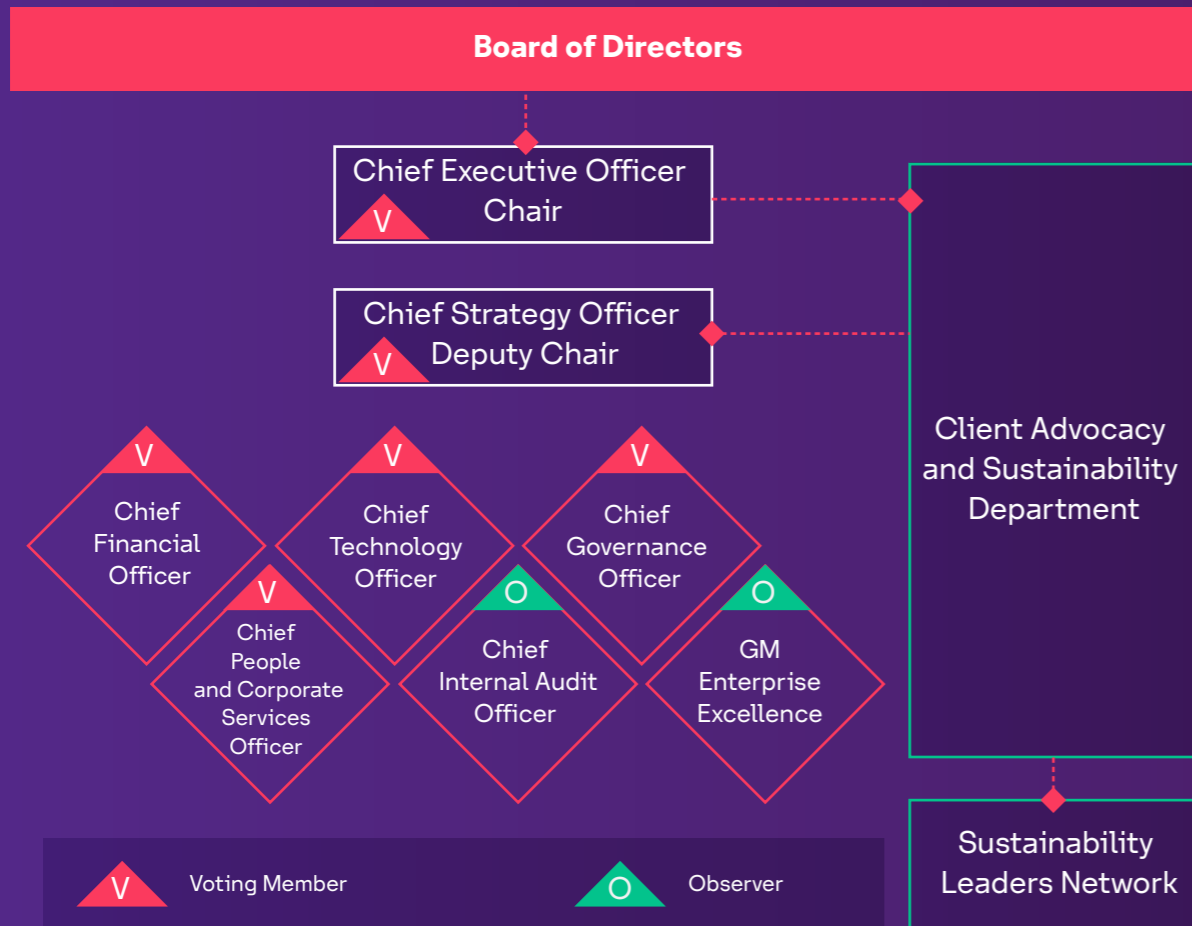
Ensuring a holistic customer communication cycle by digitalizing customer experience operations to ensure high efficiency and responsiveness to client needs. In addition to overseeing the 'voice of the customer' automated survey program to better understand client experiences and expectations.



Cultivating a Culture of Client Advocacy

Establishing training programs for employees to provide them with the tools necessary to continue excelling in customer service, in addition to overseeing our Customer Happiness Program to recognize and award individuals who showed outstanding levels to customer care.

Sustainability Management Committee



To ensure the effectiveness of our governance framework, we are committed to maintaining transparency in all our sustainability efforts. The Client Advocacy and Sustainability Department consistently communicates with our CEO and CSO, Chairman and Deputy Chairman of the Sustainability Management Committee, on sustainability-related matters. These discussions are held on a quarterly basis and specifically focus on KPIs progress, ongoing sustainability initiatives, and achievement of established targets. Through this regular communication, we ensure that our sustainability efforts are fully aligned with the strategic direction set by our leadership and the Sustainability Management Committee.

By maintaining a strong sustainability governance structure, we ensure that our strategic goals are met, our performance is tracked, and that solutions by stc remains accountable.

Our Policies and Position Statements

Our commitment to sustainability governance is reflected through ethical leadership, sustainable business practices, and operational excellence. We have adopted a comprehensive suite of policies that guide our strategic decision-making

and corporate behavior. These policies serve as a foundation for fostering responsible practices across all facets of our business, from risk management to social impact and environmental stewardship. Additionally, they are designed to ensure that solutions by stc operates with integrity, transparency, and accountability. By providing clear guidelines on how we manage our operations and interact with stakeholders, these policies enable us to navigate complex sustainability challenges while adhering to the highest standards of corporate governance and ethical business practices.

Our key policies include:

1 Whistle-Blowing Policy	2 People General Management Policies	3 Enterprise Risk Management Policy
4 Corporate Governance Charter	5 Business Continuity Management Policy	6 Anti-Fraud and Corruption Policy
7 Social Impact Policy	8 Sustainability Policy	9 Procurement Policy
10 Data Privacy Policy	11 Code of Conduct Policy	12 Supplier Code of Conduct
13 Nomination Remuneration Policy	14 Conflict of Interest and Related Parties Transactions Policy	15 Competition Standards and Rules Policy

In addition to our policies, we have developed a set of position statements that further highlight the crucial role of the pillars within our GROW Strategy. These statements cover various sustainability-related topics, including Diversity, Equity, and Inclusion, Energy Efficiency, Environmental Management, among others, as outlined below.

Position Statement	G	R	O	W
Clean-Tech Innovation & 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			◆	

Sustainability Strategy

Our sustainability strategy, the GROW Strategy, is an evolution of our corporate strategy, LEAP. The GROW Strategy embodies our core values, ensuring that sustainability is taken into consideration when decisions are made across the different aspects of the business. This strategy is designed to help us navigate the growing demands of sustainability regulations, and to position us as a leader in sustainable innovation.

Building on the material topics identified through stakeholder engagement and analysis, our sustainability strategy is aligned with our mission to promote transparent governance, enhance our social impact, foster eco-friendly operations, and accelerate the adoption of clean technologies. GROW serves as a roadmap, steering our initiatives and guiding us over the next three years toward a sustainable future.

A Collaborative Effort

The development of GROW was a collective endeavor, shaped through continuous collaboration and stakeholder engagement with both internal and external stakeholders. This process ensured that the strategy is tailored to solutions by stc's unique operational landscape, making our sustainability efforts both ambitious and practical. This dialogue helped us identify key issues and addressed them with actionable, impactful goals.

The Four Pillars of GROW

The GROW Strategy is structured around four foundational pillars, each addressing a critical area of sustainability:

G	<p>Greening by Sustainable Technologies and Processes</p> <p>This pillar focuses on reducing our environmental footprint through sustainable technologies and processes. It emphasizes energy efficiency, waste reduction, and the integration of green technologies to support the transition toward a more sustainable operation.</p>
R	<p>Revitalizing Workforce Relations and Digital Social Empowerment</p> <p>Central to our sustainability efforts is the empowerment of our workforce and the wider community. This pillar seeks to promote digital social empowerment by creating opportunities for skill development, diversity, and inclusion. We aim to enhance the well-being of our employees and foster a culture of engagement that values both personal and professional growth.</p>
O	<p>Optimizing Governance for Ethical Excellence</p> <p>Strong governance is key to achieving sustainability. This pillar emphasizes transparency, accountability, and ethical decision-making. We are committed to ensuring that our governance practices align with the highest standards, reinforcing the trust we have built with our stakeholders and supporting sustainable decision-making across the organization.</p>
W	<p>Widening Impactful Partnerships and Sustainable Procurement</p> <p>Sustainability is a collaborative effort, and this pillar underscores the importance of strategic partnerships. It focuses on strengthening relationships with suppliers and stakeholders, promoting sustainable procurement practices, and expanding our impact through collaborative initiatives that drive mutual benefit.</p>

In the coming years, we will continue to look at sustainability as an ongoing journey rather than a destination – leading this journey with purpose, innovation, and integrity.

Contributing to National and International Agendas

The formulation of our GROW Strategy has been shaped by a thorough analysis of leading national practices and global frameworks, reinforcing our unwavering commitment to align with the Kingdom of Saudi Arabia's Vision 2030, the UN SDGs, and the principles outlined in the UNGC.

Recognizing the transformative power of technology and digital solutions in addressing some of the most pressing challenges faced by societies and economies – from climate change to cybersecurity threats – we are dedicated to leveraging our green digital transformation journey to make a meaningful contribution to economic diversification and digital empowerment.

As we continue to evolve, we are determined to align the ambitions of our GROW Strategy with key national initiatives, including the CST Strategy and the NSDAI. Through this alignment, we aim to support the Kingdom's vision for a sustainable, digitally empowered future

NSDAI Dimensions

- Dimension 1: Ambition
- Dimension 2: Skills
- Dimension 3: Policies
- Dimension 4: Investment
- Dimension 5: Research and innovation
- Dimension 6: Ecosystem

Legend

- 1 GROW
- 2 Saudi Vision 2030
- 3 CST Strategy
- 4 NSDAI
- 5 UNGC Principles
- 6 UN SDGs

UNGC Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Businesses should make sure that they are not complicit in human rights abuses

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor

Principle 5: Businesses should uphold the effective abolition of child labor

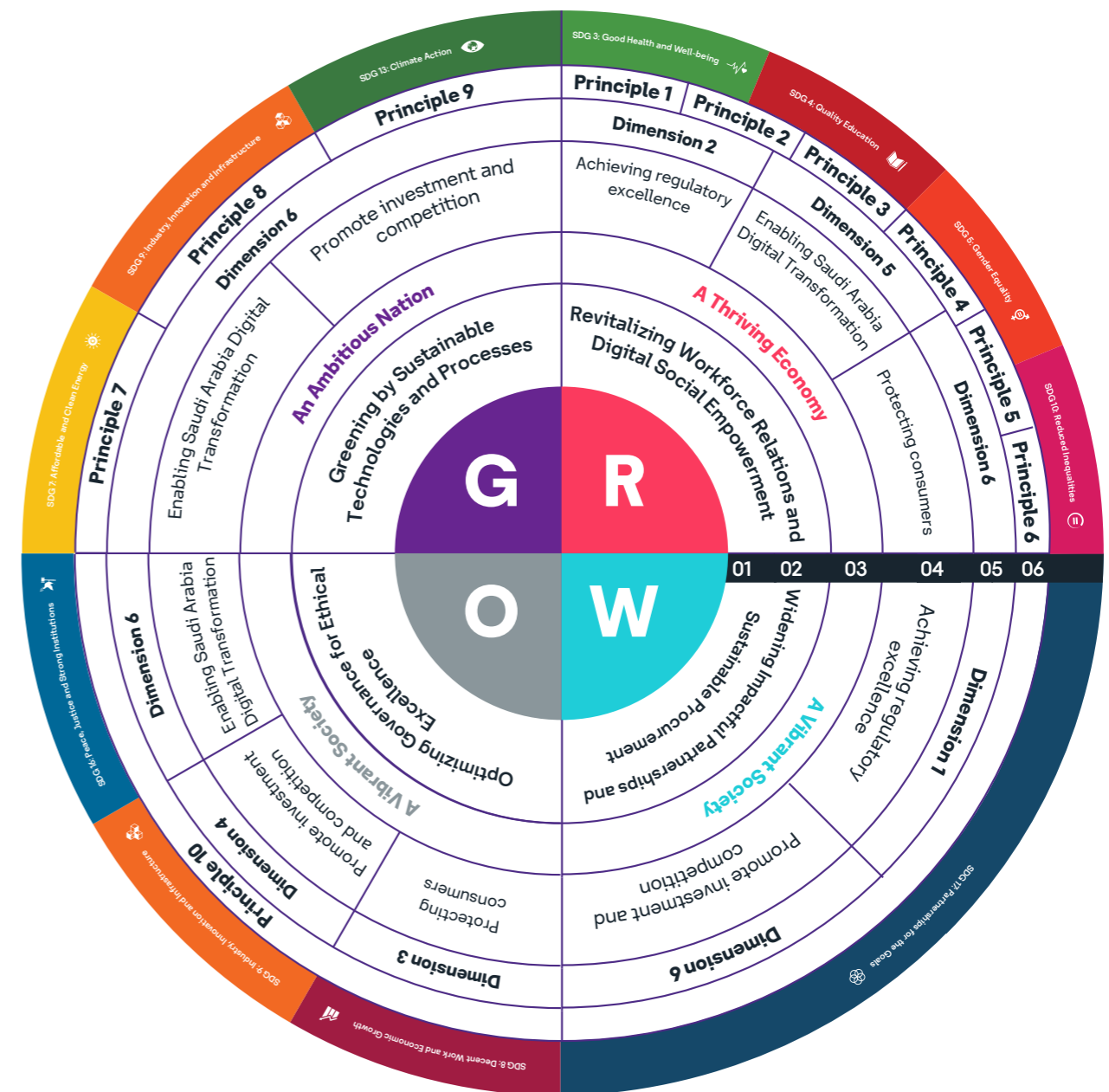
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



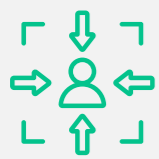
Fostering Sustainability Engagement

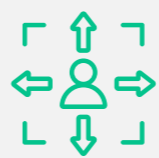
GRI 2, GRI 3

Stakeholder Engagement

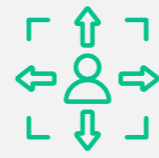
solutions by stc recognizes that sustainability cannot be achieved in isolation, our approach to stakeholder engagement is built on the principle of fostering transparent, open, and meaningful dialogues that ensure every voice is heard, and every perspective is considered.

We have adopted a stakeholder-centric approach, engaging with both internal and external stakeholders who are directly or indirectly impacted by our operations, or who have an influence on the sustainability initiatives we pursue. Our identified stakeholder groups include employees, customers, suppliers, investors, local communities, and regulators, among others.

Stakeholder Category	Stakeholders Group	Engagement Method	Interests	solutions by stc's Response
 <p>Internal Stakeholders</p>	Our People	Regular Town Hall Meetings	<ul style="list-style-type: none"> Corporate Governance and Transparency 	Please refer to the 'Fostering a Responsible Workforce' section
		Surveys	<ul style="list-style-type: none"> Business Ethics and Compliance 	
		Workshops	<ul style="list-style-type: none"> Data Privacy and Cybersecurity 	
		Feedback Channels	<ul style="list-style-type: none"> Talent Retention, Development, and Succession Planning 	
		Annual Report	<ul style="list-style-type: none"> Digital Innovation, Transformation, and Ethical Technology Use Diversity, Inclusion, and Equal Opportunity Customer Satisfaction and Experience Enhancement Employee Engagement, Wellbeing, and Safety 	

Stakeholder Category	Stakeholders Group	Engagement Method	Interests	solutions by stc's Res
 <p>External Stakeholders</p>	Investors and Shareholders	Annual General Meetings	<ul style="list-style-type: none"> Energy Management and Climate Action Social Investment and Community Development Partnerships and Collaborations Nationalization Human Rights Protection and Labor Standards 	Please refer to the 'Shareholders' Information', 'Corporate Governance', and 'Financial Report' sections in our Annual Report
		Quarterly Earnings Calls	<ul style="list-style-type: none"> Corporate Governance and Transparency Business Ethics and Compliance Partnerships and Collaborations 	
Investor Newsletters		<ul style="list-style-type: none"> Financial Performance 		
Annual Report				
	Regulators	Regulatory Submissions	<ul style="list-style-type: none"> Corporate Governance and Transparency 	Please refer to the 'Corporate Governance' and 'Financial Report' sections in our Annual Report
		Compliance Reports	<ul style="list-style-type: none"> Business Ethics and Compliance 	
		Periodic Meetings	<ul style="list-style-type: none"> Data Privacy and Cybersecurity 	
		Annual Report	<ul style="list-style-type: none"> Digital Innovation, Transformation, and Ethical Technology Use 	

Stakeholder Category	Stakeholders Group	Engagement Method	Interests	solutions by stc's Response
 <p>External Stakeholders</p>			<ul style="list-style-type: none"> Employee Engagement, Wellbeing, and Safety Energy Management and Climate Action Social Investment and Community Development Human Rights Protection and Labor Standards Responsible Resource Management Diversity, Inclusion, and Equal Opportunity 	
	National Government	Policy Advocacy Meetings	<ul style="list-style-type: none"> Corporate Governance and Transparency 	Please refer to the 'Strategic Review', 'Corporate Governance', and 'Financial Report' sections in our Annual Report
		Compliance Reports	<ul style="list-style-type: none"> Business Ethics and Compliance 	
		Partnership Programs	<ul style="list-style-type: none"> Data Privacy and Cybersecurity 	
		Annual Report	<ul style="list-style-type: none"> Digital Innovation, Transformation, and Ethical Technology Use Diversity, Inclusion, and Equal Opportunity Energy Management and Climate Action Social Investment and Community Development Nationalization Human Rights Protection and Labor Standards 	

Stakeholder Category	Stakeholders Group	Engagement Method	Interests	Solutions by stc's Response
 <p>External Stakeholders</p>			<ul style="list-style-type: none"> Sustainable Procurement Responsible Resource Management 	Please refer to the 'Empowering Communities for Impact' and the 'Building Strategic Partnerships' sections.
	Others (Customers, Suppliers and Local Community)	Customer Feedback Platforms	<ul style="list-style-type: none"> Customer Satisfaction and Experience Enhancement 	
		Supplier Workshops	<ul style="list-style-type: none"> Data Privacy and Cybersecurity 	
		Community Engagement Programs	<ul style="list-style-type: none"> Social Investment and Community Development 	
		Annual Report	<ul style="list-style-type: none"> Partnerships and Collaborations Nationalization Human Rights Protection and Labor Standards Sustainable Procurement 	

To ensure that our engagement efforts are effective, we have mapped our stakeholders into distinct categories, each with specific engagement methods tailored to their unique needs. These methods include regular feedback sessions, collaborative partnerships, workshops, surveys, and one-on-one dialogues. Through these channels, we aim to foster mutual understanding and ensure that our sustainability initiatives reflect the priorities of all relevant parties.

As part of our ongoing commitment to responsiveness and improvement, we conduct regular materiality assessments, which involve actively listening to the concerns and expectations of our stakeholders. This process allows us to identify the most significant issues affecting both our organization and the broader community, ensuring that our sustainability actions are aligned with the needs and priorities of those who matter most.

Materiality Assessment

We understand that in order to make meaningful progress in our sustainability journey, it is essential to focus our efforts on the areas that matter most to both our business and our stakeholders. Our materiality assessment plays a critical role in identifying and prioritizing these areas, ensuring that our sustainability initiatives align with the expectations of our stakeholders while addressing the most pressing challenges and opportunities in our industry.

We conducted a comprehensive materiality assessment in 2022 that involved engaging with both internal and external stakeholders to gather insights and assess the relevance of various ESG factors. This materiality assessment has guided the development of our sustainability strategy, which continues to support us track progress and measure performance against the issues that matter most.

The material topics were identified in alignment with GRI Standards, Saudi Exchange's ESG Disclosure Guidelines, SASB, and our LEAP Strategy, and were categorized based on their potential impact on our operations and strategic objectives. Therefore they helped us focus on the most critical areas where we can drive the greatest sustainability impact.



The results of the assessment are reflected in the table below, where we have outlined the key material topics that have emerged.

Highly Important	G	Corporate Governance and Transparency	G	Business Ethics and Compliance	G	Data Privacy and Cybersecurity
	S	Talent Retention, Development, and Succession Planning	G	Customer Satisfaction and Experience Enhancement	G	Digital Innovation, Transformation, and Ethical Technology Use
	S	Diversity, Inclusion, and Equal Opportunity	S	Employee Engagement, Wellbeing, and Safety	E	Energy Management and Climate Action
Very Important	S	Social Investment and Community Development	G	Partnerships and Collaborations	S	Nationalization
	S	Human Rights Protection and Labor Standards				
Important	G	Sustainable Procurement	E	Responsible Resource Management		

E Environmental
S Social
G Governance

For more details about our materiality assessment methodology please refer to our [Sustainability Report 2022, page #18](#).

03

Greening by Sustainable Technologies and Processes

➤ Taking Action Against Climate Change GRI 302, GRI 305

As a responsible corporate entity, we recognize the urgent need for global action to mitigate climate impacts and are committed to aligning with the Kingdom of Saudi Arabia's ambitious net-zero goals – such as achieving net-zero greenhouse gas (GHG) emissions by 2060, reducing CO₂ emissions by 278 million tons annually by 2030. While our direct environmental impact may be relatively modest, we believe in leveraging our position as a leader in digital solutions to reduce our carbon footprint and support broader climate action.



Our approach to managing and mitigating environmental impacts is anchored in the development and implementation of an Integrated Management System. This system adheres to key international standards, including ISO 9001 for Quality Management, ISO 14001 for Environmental Management, and ISO 45001 for Occupational Health and Safety. By aligning with ISO 14001, we ensure adherence to international best practices, enabling us to effectively manage our environmental impacts.

Beyond guiding internal practices, our system extends its influence to our supply chain. We encourage energy efficiency across our suppliers, partners, and customers, in addition to promoting investments in clean technology wherever feasible.

In line with our ISO 14001 certificate, we are committed to continual environmental performance monitoring, which allows us to track progress, identify areas for improvement, and transparently report on our findings. Some of the key metrics for which we ensure an extensive database include energy consumption, GHG emissions, and other environmental indicators which are outlined in the following pages of this chapter. These metrics are closely monitored and are actively managed to reduce our environmental impact and drive continuous improvement.

Building on this, we successfully introduced the Sustainability ESG Tool across solutions by stc in 2024. This innovative tool is designed to collect and monitor key sustainability data, including environmental metrics material to our operations. Looking ahead, we aim to utilize this tool to streamline data collection, improve data ownership management, automate key processes, and minimize manual intervention. By doing so, solutions by stc will optimize the efficiency of environmental data

collection from diverse sources, and elevate the accuracy, consistency, and reliability of our data, driving greater operational effectiveness across the organization.

Through this diligent monitoring and tracking of environmental impacts, we have maintained zero cases of non-compliance with environmental regulations for the past 3 years.

Optimizing Energy

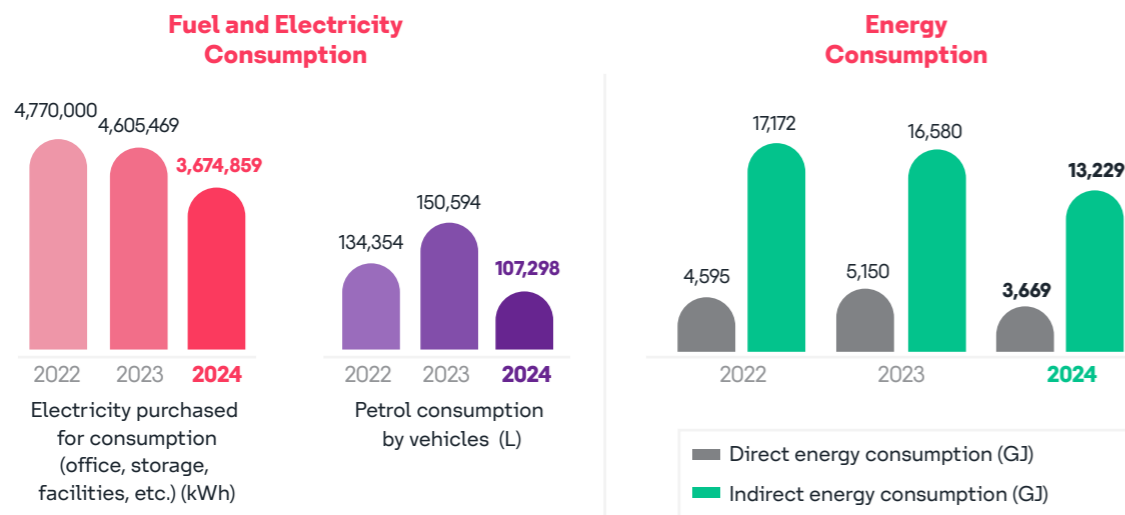
In line with our efforts to manage our environmental impacts, we aim to enhance our energy optimizations efforts not only relating to the Company but to our customers as well.

At solutions by stc, we maintain smart energy systems in certain parts of our facilities that monitor energy consumption. To minimize energy waste, these smart systems are able to turn off equipment and systems not in use. Additionally, procedures are in place to ensure that equipment not connected to the smart system is systematically turned off when not in use.

The Company actively instills a sense of responsibility in employees by promoting participation in Earth Hour. Employees are encouraged to take part in this collective effort to conserve energy, empowering employees to contribute to meaningful change both within and outside the workplace.

We remain committed to maximizing the efficiency of our company vehicle usage, while also incorporating shuttle and cab services as shared transportation options to reduce single-occupancy travel. Consequently, this year saw an increase in our utilization of shuttle buses, almost doubling from 1,622 in 2023 to 3,215 in 2024. By optimizing the efficiency of vehicles and facilitating the use of shuttles, we are well-positioned on our journey to reduce both energy consumption and GHG emissions, further supporting our commitment to sustainability.

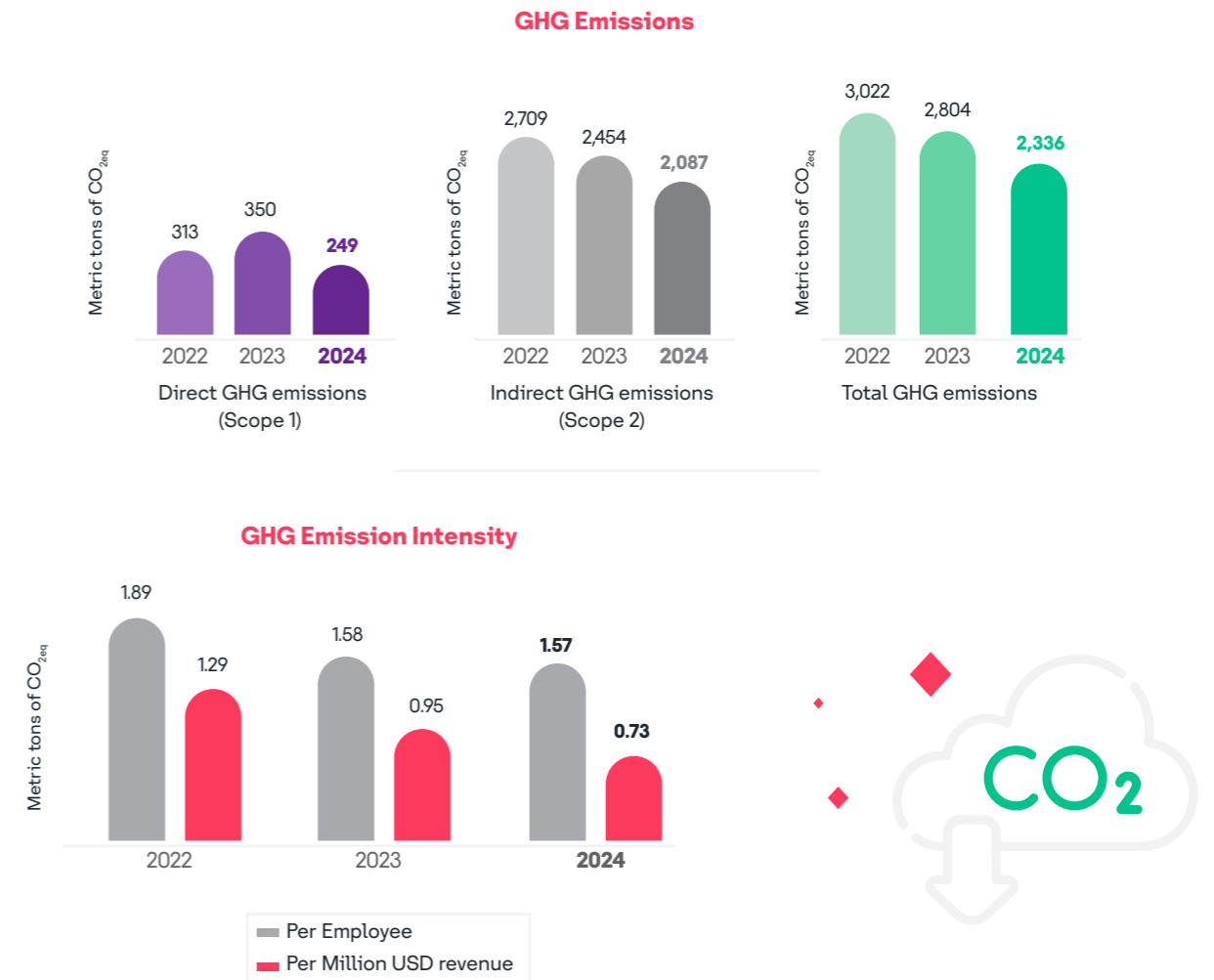
As a direct result of our ongoing initiatives, in 2024, our use of petrol dropped significantly, in addition our electricity usage also dropped significantly which can be attributed to our optimization of AC consumption. The decrease in both petrol and electricity lead to a total drop in direct and indirect energy consumption of around 22%.



Drawing from the energy efficiency initiatives we drive at solutions by stc, we ensure that these efforts are reflected in the services we provide to our customers. The essence of our digital solutions such as virtual satellites and internet of things integration are designed to replace traditional, energy-heavy infrastructures, which rely on physical components and constant power consumption for operation and cooling. The use of digital services that utilize cloud-based platforms not only streamlines communication but also significantly cuts energy usage, delivering substantial energy savings for our customers.

Reducing GHG Emissions

Reducing our GHG emissions is central to our GROW Strategy. As part of the key environmental metric we track, we monitor our Scope 1 and Scope 2 emissions in accordance with Saudi Arabia's National Committee for Clean Development Mechanism guidelines. Despite an expansion in operations, we successfully reduced our total GHG emissions by 17% from 2023 to 2024. This reduction demonstrates our ongoing commitment to achieving sustainable growth while mitigating the impacts of climate change.



Increasing our Clean-Tech Offerings

At solutions by stc, we view sustainability not only as an operational responsibility but as a strategic driver that defines the value we add to clients, partners, and the broader ecosystem. The greatest sustainability impact we can make lies in enabling others — by equipping our clients with the tools, technologies, and insights they need to reduce their environmental footprint and meet their ESG objectives. As such, we are embedding clean technologies across our ICT offerings, aligning with our GROW Sustainability Strategy and directly supporting the Kingdom of Saudi Arabia's journey toward a low-carbon, digitally enabled future.

In line with this approach, we define clean tech projects as those that deliver environmental benefits — either directly, through emission reductions and resource efficiency, or indirectly, by empowering clients to achieve their sustainability and ESG goals. As sustainability becomes a key driver of business resilience and growth, we are proud to serve as a trusted partner, offering forward-thinking technologies that deliver measurable environmental value, whether through real-time air quality systems, smart mobility solutions, or sustainable digital infrastructure.

Given our role as a leading systems integrator and digital transformation enabler, many of our projects involve complex, multi-technology solutions. This makes it essential to apply a clear, evidence-based classification system to ensure our sustainability reporting remains accurate, defensible, and consistent. As such, in 2024, **we initiated the development of a robust internal framework which aims at evaluating, classifying, and reporting the clean-tech potential of our projects.** This framework plays a critical role in ensuring transparent, accurate, and consistent reporting, and ensuring seamless alignment among our sales, delivery, finance, and sustainability teams.

Notably, **the framework features a Clean Tech Project Checklist to assess ESG intent and measurable environmental outputs.** This checklist is composed of a visual decision tree to classify projects as fully or partially clean tech, and a weight-based investment attribution model that conservatively estimates the proportion of project value tied to clean technology.

Building on this structured methodology, **solutions by stc also commits to driving innovation in clean technology by allocating 3% of the total value of each eligible project — once awarded — towards clean-tech integration.** This dedicated budget is utilized to support the research, piloting, and implementation of sustainable features within the project. By investing early in clean-tech enhancements, solutions by stc ensures that sustainability is embedded from the ground up.

For more information on our Research & Development, please refer to the **'Advancing in Digital Technology and Transformation'** section of this report page 116.

Facilitating Monitoring Air Quality and Emissions

Building on our efforts to support our customers on their sustainability transformation journey, we successfully developed a state-of-the-art Central Unit for NEOM, designed to monitor air quality and emissions in full alignment with environmental standards. The project combines sophisticated data architecture, seamless integration to ensure regulatory compliance, and the implementation of an Environmental Management System (EMS) solution complemented by Power BI dashboards for streamlined reporting.

By supporting NEOM to monitor air quality and emissions, we play a key role in advancing the Kingdom's ambitious net-zero goals, while helping our customer achieve regulatory compliance and effectively manage their environmental impacts. Additionally, this partnership strengthens our position as a leader in delivering cutting-edge IT solutions, enhances our reputation as a trusted sustainability partner, and creates new opportunities for continued innovation and growth in the rapidly evolving green technology sector.



Riyadh Smart Parking

The Riyadh Smart Parking project represents an effort to revolutionize urban mobility, addressing critical challenges such as urban parking management, traffic congestion, and environmental impact. By leveraging cloud-based technology, IoT enabled sensors, and AI-driven algorithms, the project has redefined how cities manage parking, optimizing both the efficiency and sustainability of urban infrastructure.

This project is based on an intelligent parking platform hosted on the cloud, that enables real-time parking availability, automated payments, and optimized parking space utilization. By directing vehicles to available spots more efficiently, the platform aims to reduce traffic congestion that result from unnecessary vehicle idling. Through improving the flow of traffic, vehicles fuel consumption lowers contributing to lower GHG emissions and improved urban air quality.

By using cloud-based efficiency, the project has significantly enhanced urban mobility, improved air quality, and helped pave the way for a more sustainable future.



Misk City Sustainability Program

solutions by stc has teamed up with Misk City to implement a Smart City Strategy, featuring state-of-the-art infrastructure, smart transportation, and advanced security measures. This collaboration aims to create a connected, sustainable, and innovative city in line with Saudi Arabia's Vision 2030.

Misk City, the first smart city in Saudi Arabia, integrates 34 innovative use cases focused on sustainability, security, and mobility. By leveraging cutting-edge technologies, the city sets a new benchmark for urban development. This partnership is also aligned with the broader goal of driving digital transformation and fostering growth in innovative enterprises, as seen in other initiatives like the Prince Mohammed Bin Salman Nonprofit City.



➤ Preserving Natural Resources

GRI 303, GRI 306

At solutions by stc, our commitment to environmental stewardship continues to evolve, grounded in an ongoing understanding of our environmental impacts. This understanding extends well beyond energy emissions and climate change and was further deepened through our latest materiality assessment. The findings of this assessment reaffirmed that, given our digital-centric operations, we maintain a relatively low environmental footprint. However, rather than complacency, this insight has fueled our determination to further minimize our impact, aligning with the objectives outlined in our [Environmental Management Position Statement](#).

A key driver in this ongoing journey is our Integrated Management System, which enables us to systematically identify, assess, and address a wide range of environmental considerations. Our approach goes beyond monitoring energy consumption and emissions; it incorporates a broader perspective on resource management, such as water usage and waste management. This comprehensive framework supports our ability to develop and implement effective processes and procedures, all aimed at reducing our environmental footprint across the full spectrum of our operations.

Addressing Water Scarcity



Given that we operate in one of the world's most water-stressed regions, we recognize the paramount importance of water security, especially in light of the Kingdom's Vision 2030, which outlines ambitious goals for economic growth and population expansion. We, at solutions by stc, are fully aligned with this priority, and we remain committed to continuously reducing our water consumption across all operations where feasible.

At solutions by stc, we have taken a proactive approach to implementing innovative water-saving solutions despite operating in rented office spaces. For instance, our office is equipped with infrared sensors on water taps to help conserve water. Our efforts extend beyond operational measures, as we continue to engage and educate our employees through awareness sessions, underscoring the vital role each individual plays in our collective water conservation efforts.

Managing Waste



Our ongoing commitment to environmental stewardship is further exemplified through our proactive efforts to minimize waste generation and promote responsible disposal practices.

A standout initiative in this area is our paperless program, which was introduced in 2019. Driven by advances in digitalization and process automation, this initiative has resulted in a complete elimination of paper consumption within our operations.

In addition to this, solutions by stc further contributes to reducing waste in the ecosystem by segregating wastes by plastics and paper. For instance, we have partnered this year with a trusted third-party that ensures the proper processing and recycling of these wastes.

We continue to explore ways to build on this success, leveraging digital innovation across our supply chain, partner networks, and customer interactions to drive further progress, as outlined in [Chapter 5](#).

Sustaining Natural Areas and Biodiversity



While our operations are predominantly located in urban centers across the Kingdom of Saudi Arabia and have minimal direct impact on protected natural areas, we remain committed to maintaining a clean environment and reducing waste where applicable.

As such, our use of virtual satellite connectivity further supports this commitment by eliminating the need for extensive terrestrial networks. This approach reduces land degradation, eliminates the potential of harming natural habitats, or impacting biodiversity through terrestrial network – reinforcing our dedication to environmental stewardship.



Nurturing a Greener solutions by stc

As part of our commitment to align with the Saudi Green Initiative, we proudly celebrated Environmental Day by launching a company-wide sustainability initiative that actively involved our employees. As part of this initiative, we provided seedlings for everyone to plant within the office, creating a greener, more inviting workspace while emphasizing our commitment to environmental responsibility.

This initiative not only improved our office environment but also strengthened our shared dedication to sustainability and the long-term health of our planet.

In line with our efforts to supporting our customers on their sustainability journeys, through our strategic partnership with the National Research and Development Center for Sustainable Agriculture (Estidamah), we are collaborating to develop cutting-edge agri-tech solutions that support sustainable farming practices.

This partnership focuses on harnessing digital transformation and innovation to empower farmers, promote sustainable agricultural practices, and strengthen the resilience of the agricultural sector across the Kingdom of Saudi Arabia.



➤ **Fostering a Responsible Workforce**

GRI 401, GRI 402, GRI 403, GRI 404, GRI 405, GRI 406

At solutions by stc, we are deeply committed to our People Strategy, which is centered on prioritizing the wellbeing, development, and growth of our employees. Our approach is further reinforced by the Revitalizing Workforce Relations and Digital Social Empowerment pillar of our GROW Strategy, which together aims to foster an inclusive, dynamic, and supportive work environment. We recognize that the foundation of a successful organization lies in creating a corporate culture where diversity and inclusion are not only valued but celebrated, and where every individual has access to meaningful career development opportunities.

Our efforts to the empowerment, growth, and safety of our people are evident in the recognition we have received for our workplace initiatives, such as the Best Leadership Development in Private/Public Sector, the Best Employee Engagement Strategy, and the Best Women Development & Leadership Program awards. These accolades, including awards for leadership, training of students and graduates, employee learning and development, and diversity and inclusion, reflect our ongoing dedication to being an employer of choice. By continuously championing these principles, we ensure that solutions by stc remains a place where employees can thrive, contribute, and achieve their fullest potential.

More information on our social awards can be found in the [Awards and Recognitions section of this report, page # 29](#).

Cultivating Employee Experiences

Driving the success of our operations and the exceptional service we provide to our clients is solutions by stc's dedicated workforce. Encompassing 1,464 employees as of 2024, each member plays a role in our continued achievements. As part of our strategic workforce planning, a number of our employees transitioned into roles within our subsidiaries and sister companies to better align their expertise with evolving business needs and emerging opportunities. Through these new roles, these employees will continue to support continued growth across the wider organization and have resulted in a 17.6% reduction in our direct headcount compared to the previous year.

Our workforce is a blend of individuals, including both male and female employees, spanning from young talent to experienced professionals. Together, they bring a rich array of perspectives, expertise, and innovative ideas that drive the success of our company. This diverse mix of skills and experiences allows us to adapt, grow, and maintain our competitive edge in an ever-changing market.

04

Revitalizing Workforce Relations & Digital Social Empowerment

Workforce Profile <small>[GRI 401-1, 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5, 8.6, 10.3]</small>	Units	2022	2023	2024
Total number of employees	#	1,719	1,777	1,464
Consultants and contractors	#	25	20	24
Workforce by Gender				
Females	#	304	339	282
Males	#	1,415	1,438	1,182
Workforce by Employment Level				
Executive management	#	10	10	9
Senior management	#	20	29	23
Middle management	#	252	273	228
Staff	#	1,437	1,465	1,204
Workforce by Age Group				
Age between 18-30	#	441	444	407
Age between 31-50	#	1,220	1,265	1,002
Age +51	#	58	68	55

Guiding our employee management efforts is solutions by stc's People General Management Policy, which we aim to realize our People Strategy through. This policy outlines essential guidelines for workforce planning, talent attraction, and competency management, while also addressing employee benefits, rewards, and compensation.

Under this policy, and as a means to enhance employee satisfaction and support individual professional growth, we conduct an annual performance review process. These reviews are not only an opportunity to celebrate achievements and provide constructive feedback, but are also used to set goals for the future and identify areas for continued development. Supporting this process is the FairShare tool developed by solutions by stc which takes into account a range of factors including performance appraisals, internal benchmarking, among other metrics that inform decisions regarding promotions.

We view performance reviews as more than an evaluation – they are an opportunity to listen to our employees, address their needs, and ensure they feel supported and valued. To uphold this commitment, we conduct performance reviews for all eligible employees each year. Employees who join after the cut-off date are not included in that year's review cycle, which is reflected in the 98% completion rate.



At solutions by stc, we see performance reviews as a two-way dialogue and succession planning as a commitment to our people – empowering them through continuous learning, listening, and meaningful support.

Saleh Tariq Algoony
Chief People and Corporate Services Officer

Through these performance reviews, employees' training and development, certifications obtained, and readiness to be part of the succession program are among the factors considered in evaluating their growth and where they stand to reach their career aspirations.

Our performance review process is tied to our Performance-Based Incentives Pay scheme. This program rewards employees at all levels with bonuses or compensation linked to their performance and achievement of KPIs. By aligning rewards with performance, we incentivize excellence and motivate striving for success.

More information on our employee non-pay benefits can be found in the [Prioritizing Employee Satisfaction](#) section of this report, page # 69.

Performance Reviews <small>[GRI 404-3, SASB TC-SI-330a.2, SDG 5.1, 8.5, 10.3]</small>	Units	2022	2023	2024
Percentage of employees who received a performance review	%	99	100	98
Performance Reviews by Gender				
Females	#	296	339	263
Males	#	1,394	1,438	1,170
Performance Reviews by Employment Level				
Senior management	#	106	29	27
Middle management	#	206	273	373
Staff	#	1,378	1,465	1,033

Attracting Talent

We aim to build and maintain a workforce capable of adapting to the ever-changing demands of the market but also aligned with our long-term strategic goals. By focusing on attracting individuals who meet those needs and whose skills, experiences, and values align with our vision, we lay a strong foundation for achieving both immediate and future success.

This commitment is driven by our Talent Acquisition Plan, which forms an integral part of our award-winning Recruitment and Onboarding Strategy. Through this plan, we begin each year by thoroughly assessing manpower requirements and preparing the appropriate communication channels. By utilizing a wide range of recruitment channels, we ensure that we attract a diverse pool of qualified candidates, firmly believing that the right talent is not confined to any one place – it can be found anywhere, and we are dedicated to discovering it.

Recruitment Channels

Internal Postings
To fill positions internally through our Afaq Mobility and Afaq Assignment programs.

Recruitment Agencies
To attract qualified candidates for specialized jobs.

Educational Entities
To attract graduates for entry roles, and students as trainees.

Career Fairs
To attract job seekers across different disciplines.

Employees' Referrals
To engage with candidates referred by our employees.

Advertising
To reach talent across our social media platforms and on our website.

Training
We often hire graduates from our On Job Training programs such as the Talent Incubation Program (TIP), Tamheer Program, and Cooperative Program (Co-op).

Through these methods, we successfully recruited 93 new hires this year, each selected through our comprehensive candidate evaluation process to ensure they are the right fit for the Company.

Our efforts towards fairness and inclusivity extend to offering equal benefits for the same roles, regardless of gender, reinforcing our dedication to a diverse and equitable workforce. By maintaining this approach, we ensure that all candidates are motivated and inspired to join solutions by stc, knowing they will be valued and supported equally.

Once our new hires join our workforce, we prioritize ensuring a smooth and seamless transition into the work environment. To achieve this, we offer a virtual tour of our offices and facilities, allowing them to familiarize themselves with their new surroundings and streamline the onboarding process by enabling them to digitally sign their contracts through the Hayyak App and Sayen platform. This approach not only provides a comfortable and efficient onboarding experience but also introduces our new joiners to the innovative ways we leverage technology within the workplace, setting the stage for their success at solutions by stc.

While the number of new hires in 2024 is lower than in previous years, this is due to the internal transitioning that occurred at solutions by stc, in addition to utilizing our Afaq Mobility and Afaq Assignment programs. These programs aim to provide our employees with opportunities to experience different roles and cross-functional tasks, ensuring that we continue to fulfill our business needs with a robust internal talent pipeline.

New Hires <small>[GRI 401-1, SDG 5.1, 8.5, 8.6, 10.3]</small>	Units	2022	2023	2024
Total number of employees hired	#	346	243	93
New Hires by Gender				
Females	#	111	74	24
Males	#	235	169	69
New Hires by Age Group				
Age between 18-30	#	190	135	44
Age between 31-50	#	155	107	49
Age +51	#	1	1	0

This year, we experienced an employee turnover of 153 individuals, accounting for approximately 10% of our total workforce. This rate aligns with typical trends observed within the Saudi labor market. This shift reflects natural organizational dynamics as we continue to evolve in alignment with our strategic goals.

Employee Turnover [GRI 401-1, SDG 5.1, 8.5, 8.6, 10.3]	Units	2022	2023	2024
Total turnover for full-time employees	#	129	127	153
Turnover by Gender				
Females	#	24	34	35
Males	#	105	93	118
Turnover by Age Group				
Age between 18-30	#	47	50	56
Age between 31-50	#	82	77	96
Age +51	#	0	0	1

Prioritizing Employee Satisfaction

Our focus on employee satisfaction is more than just a goal; it is a continuous investment in the well-being of our workforce. There, we are always striving to cultivate a positive, supportive, and inclusive work environment that not only attracts top talent but also ensures our current employees are motivated to grow with us.

Recognized by numerous prestigious awards over the years, including the Digital HR of the Year Award received in 2024, our company has established itself as a desirable workplace. We do this through our in-house facilities, comprehensive benefits package, and inclusive culture, creating a motivating environment for our employees. Our **comprehensive benefits offerings include medical insurance for employees and their families, personal, home, and educational loans, child nursery support, and child education allowances.** Additionally, **we provide life insurance, a wellbeing allowance, housing allowance, and Hajj reward,** all aimed at supporting the diverse needs of our employees and their families. Furthermore, **we ensure our employees are guaranteed retirement and disability pensions** through subscribing them to the General Organization for Social Insurance.

The structuring of these benefits is detailed in our People General Management Policy, which also includes our Leaves Policy and Remote Working Policy. These policies reflect our ongoing dedication to supporting the work-life balance and family needs of our employees, ensuring they feel valued both professionally and personally.

Stemming from these efforts, we offer both maternity leave for new mothers and paternity leave for new fathers. Our maternity leave policy provides 10 weeks of full pay, which can be taken either before or after childbirth, depending on the employee's needs. Additionally, we offer 3 paid working days of paternity leave for new fathers. In 2024, 32 mothers utilized maternity leave, while 73 new fathers took parental leave. These policies are designed to offer essential support during important life events, contributing to our impressive retention rates – 100% for female employees and 97% for male employees who took parental leave.

Parental Leave [GRI 401-3, 405-1, SDG 5.1, 5.4, 8.5]	Units	2022	2023	2024
Total number of females who took maternal leave	#	12	14	32
Total number of males who took paternal leave	#	68	60	73
Return to Work				
Total number of females who returned to work in the reporting period after their maternal leave ended	#	12	11	32
Total number of males who returned to work in the reporting period after their paternal leave ended	#	68	60	73
Retention				
Total number of female employees returned from maternal leave who were still employed twelve months after return to work	#	12	11	32
Total number of male employees returned from paternal leave who were still employed twelve months after return to work	#	64	60	71

Parental Leave <small>[GRI 401-3, 405-1, SDG 5.1, 5.4, 8.5]</small>	Units	2022	2023	2024
Total number of employees returned from parental leave who were still employed twelve months after return to work	#	76	71	103
Retention rate of females who availed of maternal leave	%	100	79	100
Retention rate of males who availed of paternal leave	%	94	100	97

Leave management is handled with flexibility and in compliance with regulatory guidelines. For company-scheduled leaves, employees are notified one month in advance in compliance with the Labor Law. For employee-requested leaves, employees submit requests through the authorized system for approval from their line managers, ensuring alignment with both individual needs and business priorities.

In line with our efforts to cater to the needs of our employees, we strive to simplify their daily work-related tasks by offering a range of services through multiple user-friendly platforms. These platforms are designed to streamline communication, benefits management, and overall workplace efficiency, enabling employees to access essential services with just a single click. By providing seamless and convenient solutions, we empower our workforce to focus on driving productivity and contributing to the success of solutions of stc.

For more information on employee platforms used at solutions by stc, please refer to our [Sustainability Report 2023, page # 84](#).

To ensure that our efforts align with the evolving needs of our employees, **we utilize our internal Employee Experience Index to gauge employee satisfaction through an annual perception survey covering our whole workforce.** This survey assesses multiple factors such as work purpose and enablement, team dynamics, organizational culture, and alignment with the Company's vision. This year, we reported an employee satisfaction rate of 85.6%. While this percentage reflects our ongoing commitment to prioritizing the wellbeing of our people and fostering an environment where they feel valued, heard, and empowered, we took this slight decrease observed from last year very seriously.

Employee Experience Index	Units	2023	2024
Employee satisfaction rate	%	87.8	85.6

Recognizing the Employee Experience Index as a key indicator of our commitment to employee satisfaction, upon receiving and analyzing the results, we prioritized direct engagement with our employees by holding 8 sessions that collectively included over 400 employees, creating an open space for feedback and fostering meaningful dialogue.

The insights gained from these sessions led to the creation of a unified company-wide action plan, complemented by several targeted and customized plans addressing the unique needs of individual functions and departments. These plans focus on employee wellbeing and recognition, with actionable steps that we are committed to implementing in 2025.

Our goal is to boost the Employee Experience Index back to previous levels, ensuring our employees feel supported, valued, and engaged as we work together to foster a positive and thriving work environment.



Promoting Diversity and Inclusiveness

At solutions by stc, we continue to build on our commitment to fostering a diverse, equitable, and inclusive workplace. Our company recognizes that diversity spans various dimensions, including nationality, gender, age, disability, and more. By embracing and celebrating this diversity, solutions by stc aims to harness an array of experiences, perspectives, and ideas that contribute to the long-term sustainability and success of the organization. These guiding principles are clearly outlined in our [Diversity, Equity, and Inclusion Position Statement](#).

In our commitment to creating an environment where every employee feels valued and respected, we have set plans to conduct a Culture Protocol Workshop in the upcoming year. Through this workshop, we aim to deepen understanding and promote inclusiveness across solutions by stc in order to foster an environment where every employee feels valued and respected.

In 2024, we reported zero grievances filed for incidents of discrimination.

Empowering Women

With a firm stance on zero gender discrimination, we have seen firsthand the exceptional skills, perspectives, and diverse experiences that female professionals contribute to every aspect of our company. Their unique insights and innovative approaches have proven invaluable in driving our business forward, enriching our company culture, and enhancing our ability to meet the evolving needs of our customers and stakeholders.

As part of our ongoing commitment to gender diversity, women represented 26% of our new hires in 2024. This achievement is the result of intentional efforts to recruit and retain female talent, including targeting women-focused events hosted by local universities. We facilitate the integration of these women into the workforce by onboarding them through our On Job Training programs. By participating in these events, we have been able to engage directly with emerging talent and attract a fresh wave of female professionals to our workforce.

In 2024, we revised our categorization of the roles we consider within middle management and senior management. This re-categorization coupled with the transitioning of our employees into our subsidiaries and sister companies, have resulted in a decrease in the number of females in management positions, linked to the changes in our workforce across all levels, regardless of gender.

However, we remain committed to our women-targeted development initiatives. As part of our efforts, we continue to include female employees in our succession planning, with the goal of increasing the representation of women in leadership roles.

Females Employment <small>[GRI 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5]</small>	Units	2022	2023	2024
Females' employment rate	%	32	30	26
Percentage of females in middle management	%	9	20	14
Percentage of females in senior and executive management*	%	0	11	0
Total number of female employees	#	304	339	282

* This year, we revised our categorization for the roles we consider within middle management and senior management.

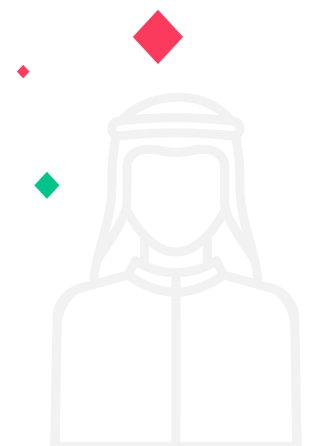
Driving Local Talent

As part of our commitment to aligning with the nationalization goals outlined in Saudi Vision 2030, we recognize the critical importance of empowering Saudi nationals to join the workforce and contribute to the nation's growth. By investing in local talent, we support the country's economic diversification and strengthen our own workforce.

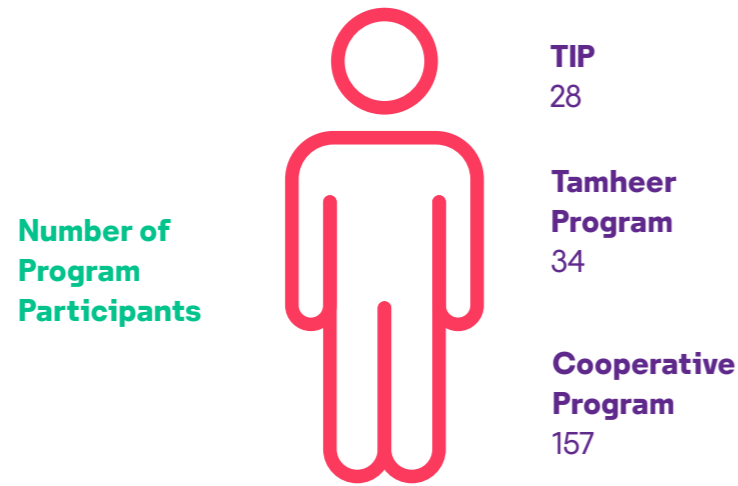
In 2024, our nationalization rate among our workforce stood at 64%, affected by the internal transitions to our subsidiaries and sister companies. While this figure reflects a slight decrease compared to the previous year and the targets we set for this year, our dedication to increase the nationalization rate among solutions by stc's workforce remains.

To achieve this ambition, we have planned several targeted initiatives aimed at boosting our nationalization rate and surpassing our future targets. These initiatives include our Afaq Mobility program that aspires to retain our existing national talents by providing them with the opportunity to rotate and explore new roles within solutions by stc.

Nationalization	Units	2022	2023	2024
Total number of national employees	#	1,126	1,191	938
Total number of non-national employees	#	593	586	526
Total number of ethnic minority employees <small>[GRI 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5]</small>	#	20	25	24
Nationalization rate among the total workforce	%	66	67	64
Nationalization rate of senior management	%	93	87	79

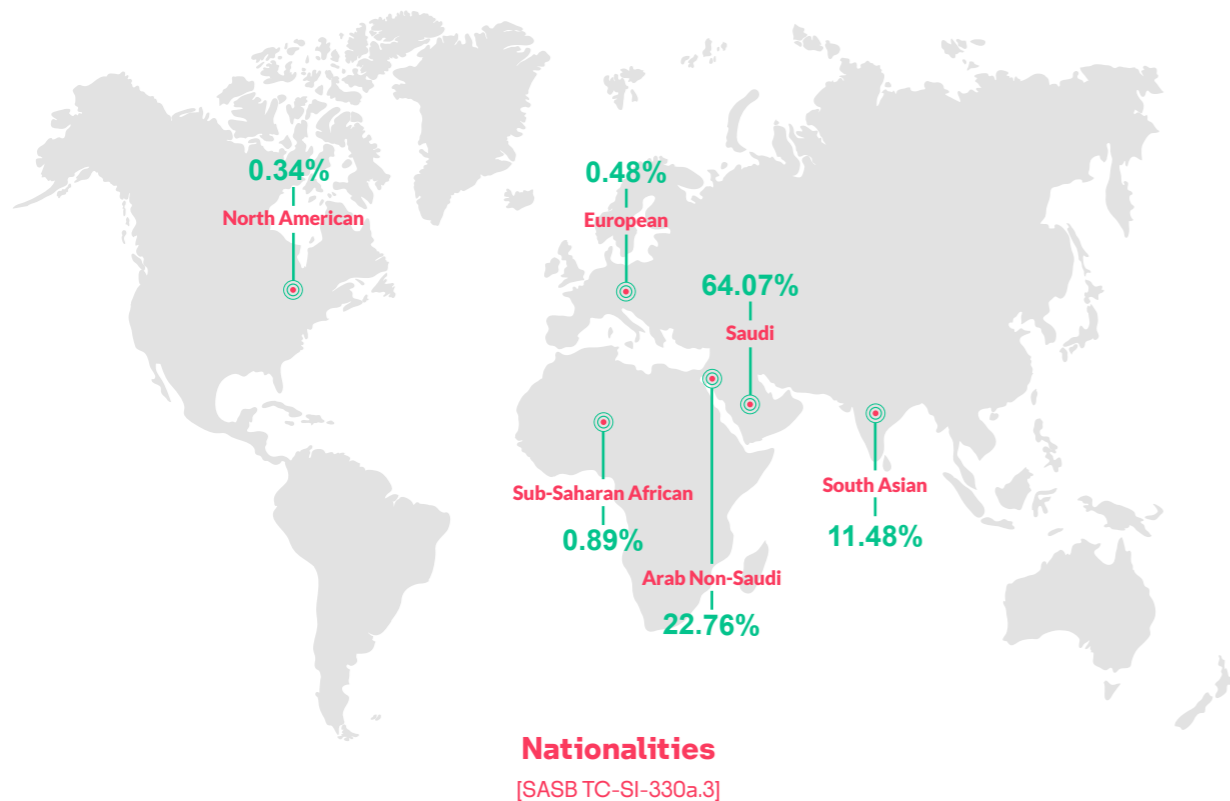


Additionally, we continued to support Saudi youth through our comprehensive training programs.



For more information on training development programs for Saudi nationals, please refer to our [Sustainability Report 2023, page # 81](#).

Our workforce is made up of 24 different nationalities, creating a rich multicultural environment. This diversity in our workforce brings a wealth of perspectives and innovative ideas which contribute to the growth and success of our business. We aim to cultivate a workplace that encourages collaboration and development, constantly listening to and learning from our colleagues to support their growth and enhance our collective success.



Championing Accessibility

At solutions by stc, we embrace diversity and strive to create an inclusive environment for People of Determination (PoD). To support this vision, we have implemented a comprehensive Disability Social Responsibility Program Policy, which facilitates the integration of PoD into our workforce and ensures active participation in national initiatives such as Tawafuq, Mowaamah, and Qaderoon.

For more information on our contributions to national PoD initiatives, please refer to our [Sustainability Report 2023, page # 91](#).

A core component of this policy is our robust Training and Development initiative, designed to empower PoD employees to excel in their roles. Our inclusive training approach includes self-learning modules, specialized courses, and interpersonal and managerial development sessions, all tailored to foster the growth and potential of PoD.

To further support our efforts, we have established an Internal Disability Employment Program, ensuring that our workplace remains accessible and accommodating for PoD employees. This program aims to create an environment where PoD can succeed by removing barriers to performance and providing the resources necessary for their success. As a result of these initiatives, in 2024, we employed 6 qualified PoD, all of whom are contributing successfully to solutions by stc. The decrease of PoD employees over the past year can be attributed to natural turnover in addition to the transitioning of employees between solutions by stc and our subsidiaries and sister companies.

People of Determination [GRI 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5]	Units	2022	2023	2024
Number of people of determination employees	#	8	12	6

Although our operations can be considered low hazard, we recognize the importance of fostering an inclusive work environment for all employees. In line with this, in the unfortunate case that an employee acquires a disability during their employment at solutions by, stc we ensure to retain them and take all necessary steps to support their continued employment. We take steps to ensure they receive the accommodations and tools required to continue thriving in their role. We do not terminate employment based on disability and are dedicated to creating an environment where all employees can contribute to our shared success.

Training and Development

We understand that a highly skilled workforce is essential for long-term success, and as such, we make significant investments in training and education. Our approach includes internal development programs and external certifications to ensure our employees possess the expertise and capabilities required to excel and progress within the Company.



Through our comprehensive Learning & Development Strategy, we provide employees with a clear and structured pathway for upskilling and reskilling, preparing them for the challenges of the digital era. This strategy empowers our workforce to achieve both immediate and long-term objectives, aligning their professional growth with the Company's evolving needs. Throughout the year, employees are presented with numerous opportunities to enhance their skills, enabling them to stay ahead in their roles while pursuing their individual career aspirations.

We have introduced a range of world-class programs aimed at maximizing the benefits for our talent:



Futurists
Our **development program for high-potential future leaders.**

Paths
Our **technical development training paths** for the career development of our employees.

iLearn
Our **online learning platforms** to encourage self-paced learning.

Signature
Our **management development program** to standardize management practices across solutions by stc.

Classes and Webinars
Our offerings include classes and monthly webinars in collaboration with prestigious educational institutions.

Certification
Our employees at all levels are provided the opportunity to pursue external professional certificates, including master's degrees, that elevate their skills set. **We cover the costs associated with obtaining and renewing the certificates,** ensuring continual professional development.

We ensure our **employees have access to professional education through reputable training providers such as Formatech, Udemy, academy from stc, as well as leading technology firms including NVIDIA, Avaya, and Fortunate.** These partnerships empower our team members to acquire specialized knowledge, strengthen their technical expertise, and seamlessly apply these skills within their roles.

In 2024, total training hours experienced a natural decline as a result of internal restructuring and the transitioning of our employees to new roles within our subsidiaries and sister companies. Nevertheless, we aim to sustain and strengthen a workplace culture rooted in continuous learning, innovation, and collective growth as we look ahead.

Employee Training [SASB TC-SI-330a.2]	Units	2022	2023	2024
Total hours of training for employees	#	103,120	100,312	42,124
Employee Training Hours by Employment Level				
Senior management	#	972	2,368	1,232
Middle management	#	33,252	22,176	10,700
Staff	#	68,896	75,768	30,192
Employee Training Hours by Setting				
In-class	#	38,320	62,464	16,000
Online	#	64,800	37,848	26,124

Average Training Hours [GRI 404-1, SDG 4.3, 4.4, 4.5, 8.2, 8.5, 10.3]	Units	2022	2023	2024
Total average training hours per employee	#	10	17	23
Average Training Hours by Gender				
Females	#	11	18	22
Males	#	10	16	23
Average Training Hours by Employment Level				
Senior management	#	27	27	19
Middle management	#	14	17	21
Staff	#	9	17	9

To ensure that the training opportunities that we offer our employees are aligned with their needs, we leverage the performance review sessions to assess training opportunities. This enables us to offer tailored training programs that not only support employees in their current roles but also align with their long-term career aspirations.

Stemming from our understanding of the value of the knowledge our employees hold and the power of internal knowledge transfer, we have put **effective succession plans that are integrated with our internal training program**. Focused on ensuring leadership continuity, we maintain a strong pipeline of potential leaders from all levels ready to step into managerial roles. This year, **our succession planning efforts led to the promotion of 21 male and 11 female employees to managerial positions who are now successfully fulfilling their new roles**, a testament to the success of our succession efforts.

Furthermore, our High Potential (HiPo) Leadership Development Program and Specialist Development Program drive our leadership empowerment efforts to our younger employees. With 5 participants currently enrolled in SDP and 3 in the HiPo Leadership Development Program, we are proud to have 8 promising future leaders amongst us.



Building Employees' Sustainability Knowledge

In 2024, solutions by stc proudly became a member of the UNGC, further aligning our sustainability efforts with global frameworks that advocate for responsible business practices. As part of this milestone, we launched an interactive course aimed at deepening our employees' understanding of the 17 UN SDGs and the Ten Principles of the UNGC.

In collaboration with the UNGC Academy, this course provided our employees with a detailed exploration of core sustainability concepts, focusing on the importance of the UN SDGs and how they intersect with the Ten Principles of the UNGC through multiple sessions. The course encouraged employees to integrate these global goals into their respective roles, enabling them to adopt a principles-based approach to sustainability.

Furthering our commitment to sustainability-centered capacity building, we organized an internal sustainability awareness session designed to drive the practical application of sustainability in our daily operations. Through this training, 180 employees gained an understanding of critical sustainability topics and explored their direct impact on the business. The session provided valuable insights and practical tools to help employees incorporate sustainable practices into their everyday work, ensuring that sustainability becomes a natural part of our corporate culture.

Through these initiatives, solutions by stc is fostering an organization that is not only aware of sustainability but is actively working to impact in alignment with global goals. As we continue to integrate sustainability into the core of our operations, we are excited to have our employees as part of this transformation, helping us create a more sustainable future for both our business and the broader community.



Prioritizing Employee Health and Safety

At solutions by stc, we believe all incidents are preventable and that everyone assumes an active role in incident prevention. Placing our human capital at the heart of what we do, we view their health, safety, and overall wellbeing as a top priority. This approach is outlined in our [Employee Development, Wellbeing and Safety Position Statement](#), which underscores our dedication to maintaining safe operations and fostering the welfare of our workforce.

In line with this, we comply with local legal requirements and adhere to rigorous risk management standards, ensuring that our occupational health and safety practices are effective. Our approach for managing health and safety is aligned with the ISO 45001 standard for Occupational Health and Safety Management Systems, reflecting our commitment to creating a safe and supportive work environment for all that aligns with international standards.

Our Facility Management Department oversees our occupational health and safety practices, ensuring the communication and application of our Health and Safety Manual at all levels. Through this manual, employees are informed of specific internal channels used to raise concerns relating to unsafe working conditions. Notably, solutions by stc leverages a ticketing system which can also be used to report safety

concerns. When a work-related hazard is reported, a thorough investigation is promptly initiated to assess the risk in line with the Saudi Building Code (SBC) and the National Fire Protection Association (NFPA) requirements. The results of this investigation guide the implementation of corrective actions designed to mitigate hazards and promote a culture of continuous improvement, ensuring a safer work environment for all.

Notably, we have maintained an outstanding track record over the past 3 years, achieving zero work-related injuries, fatalities, or reported safety incidents, further exemplifying our dedication to the health and safety of our employees.



Occupational Health and Safety [GRI 403-8, 403-9, SDG 3.6, 3.9, 8.8, 16.1]	Units	2022	2023	2024
Number of employees are covered by the occupational health and safety system*	#	1,719	1,777	1,484

Occupational Health and Safety [GRI 403-8, 403-9, SDG 3.6, 3.9, 8.8, 16.1]	Units	2022	2023	2024
Work Fatalities and Injuries				
Number of work-related fatalities	#	0	0	0
Number of work-related injuries	#	0	0	0
Drills and Investigations				
Number of emergency response drills conducted	#	11	4	5
Number of safety incident investigations initiated	#	4	1	0
Number of safety incident investigations completed	#	4	1	0

* As part of our dedication to information transparency and accuracy, we have revised this KPI to reflect the actual number of employees covered under the occupational health and safety system instead of the number of services delivered under the system.

To foster a strong culture of health and safety, we conducted 5 safety drills in 2024, consistently surpassing the annual requirement of one drill. These drills are designed to ensure that our employees are well-prepared and familiar with safety procedures in the event of an emergency. While in previous years we have conducted 11 drills annually, this year, the number decreased in alignment with the building management's scheduling and the relatively low-risk nature of our office environment.

Furthermore, we remain committed to providing comprehensive safety training. Our self-paced course, available on our internal systems, guides employees on hazard identification, navigating the ticketing system, and understanding the investigation process that follows. Collectively, we delivered 135 hours of health and safety training, covering essential topics such as evacuation procedures and fire extinguisher usage, among other topics. These efforts reflect our strong dedication to ensuring that our employees are equipped with the knowledge and skills to maintain a safe working environment.

It can be noted that in 2023, many employees received comprehensive health and safety training, which naturally reduced the need for additional training in 2024.

Health Promotion	Units	2022	2023	2024
Total hours of health and safety training provided to employees	#	250	588	135



Fostering HSE Awareness

We believe that a strong HSE culture is key to supporting employee wellbeing and fostering a responsible workplace. With this in mind, we held the HSE Leaders Workshop to strengthen our collective commitment to safety, health, and environmental awareness.

Bringing together 91 employees from various departments, the workshop covered essential topics such as safety training, risk assessment, emergency response, and sustainable practices. It also encouraged collaboration and knowledge sharing across teams.

The insights gained will play a vital role in enhancing our HSE practices and ensuring that safety and sustainability remain core to how we work every day.

Promoting Wellbeing

As part of our ongoing commitment to health and safety, we are deeply focused on the overall wellbeing of our workforce. We recognize that fostering a supportive and engaging workplace is essential to promoting not only employee motivation but also their physical, mental, and emotional health.

In line with this, we took a significant step this year by offering our employees access to the Labayh App. This platform connects them with a wide range of professionals, including life coaches, psychiatrists, psychologists, nutritionists, and financial advisors, all dedicated to supporting their holistic wellbeing. By doing so, we ensure that our employees have the tools and support they need to thrive, both in and outside the workplace.

Our approach goes beyond just providing resources – we aim to create a comprehensive wellbeing culture that empowers our employees to embrace wellness practices. We encourage our staff to integrate these practices into their professional routines, as well as their personal lives. Additionally, we inspire our employees to share and extend these practices to their families and communities to foster a wider culture of health and wellbeing.

Physical Wellbeing

We provide our employees with an on-premises clinic with medical staff, in addition to gyms for males and females at our Employee Service Center. Moreover, our attention to the physical welfare of our employees is further underscored through the healthy food options we offer on-site.



Awareness and Education



We promote a culture of employee wellbeing by integrating it as a key topic in the health and safety sessions held by our Health and Safety Team. In addition, we dedicate workshops aimed at raising awareness about mental burnout and effective time management. Moreover, we reinforce the importance of wellbeing to our employees through engaging relevant posts on our platforms.

Health Insurance Inclusion

We offer health insurance to our employees and their families, including their parents following the official authorities' provisions.



Health Initiatives



We held a blood donation campaign for the third consecutive year. This year, we had 53 employee participants contributing to the campaign, showcasing their awareness towards health, and attention to the wellbeing of the community. With the Memorandum of Understanding (MoU) signed with the King Faisal Specialist Hospital & Research Centre; we aim to further increase these initiatives.

Blood Drive Initiatives	Units	2022	2023	2024
Number of blood drive initiatives held for employees	#	1	1	1
Number of employees volunteered in blood drive initiative	#	95	115	53

Wellbeing Activities

We hold activities targeting our employees, encouraging them to share healthy habits and recipes, as well as participating in sports tournaments such as soccer, padel, and tennis.



Throughout the year, we successfully organized over 1,520 activities, ensuring consistent engagement and fostering meaningful experiences for employees at all levels of the organization. These different activities ultimately aim to promote connection, personal growth, and a sense of community within solutions by stc. By providing opportunities for employees to engage in activities that support their physical, mental, and social health, we are contributing to a holistic approach that nurtures their overall wellbeing both inside and outside the workplace.

Respecting Human Rights

Respect for human rights is not only essential for businesses to operate with integrity but also critical in building a culture of trust and responsibility. Properly addressing human rights strengthens relationships with investors and shareholders while safeguarding brand reputation and is a key element of effective operational risk management.

At solutions by stc, we fully recognize the importance of upholding and promoting the rights of every individual in the workplace. Our goal is to create an environment where all employees feel respected, valued, and safe. Guided by our parent company's commitment to human rights, we take a firm stance against slavery, exploitation, and child labor. This commitment is further reinforced by our strict opposition to any form of abuse or inhumane practices, which is also in alignment with the Saudi Labor law.

We ensure compliance with local laws and align with the UN SDGs, which aim to realize human rights for all. As signatories to the UNGC, we are committed to its Ten Principles, including respect for human and labor rights.

In 2024, we proudly reported zero grievances related to human rights violations, reflecting our ongoing efforts to maintain a respectful and fair workplace. Additionally, we are pleased to share that all of our significant contracts include human rights clauses and have undergone thorough human rights screening. Our [Supplier Code of Conduct](#), along with our [Supply Chain and Responsible Sourcing Position Statement](#), clearly communicate solutions by stc's expectations for suppliers to comply with labor and human rights standards.

Through these initiatives, we aim to continue our responsibility in fostering a workplace that upholds human dignity and respects the rights of all.

Celebrating Culture

At solutions by stc, we understand that cultural celebrations and a strong sense of identity play a key role in supporting employee wellbeing and nurtures a sense of belonging among our workforce. Therefore, we aim to create an environment where employees feel connected to their traditions and community.

This year, we ensured to hold celebrations dedicated to the National Day, Arabic Language Day, Eid Al-Fitr, and Eid Al-Adha. Through these events, we aim to raise cultural awareness and promote meaningful connections within the workplace by celebrating our culture and heritage.

These efforts play a crucial role in cultivating a sense of inclusion, ensuring that employees not only thrive professionally but also feel rooted in the cultural fabric that defines their identity.



➤ Empowering Communities for Impact

GRI 203, GRI 413

Rooted in our GROW pillar of Revitalizing Workforce Relations and Digital Social Empowerment, we are committed to extending our empowerment efforts beyond our workforce. At solutions by stc, we believe in instilling a culture of giving back among our employees, encouraging them to actively contribute to the communities where we operate.

Our contributions to society start at the core of what we do, which is providing innovative solutions to our customers. Through each service we deliver, we enable social empowerment of our clients by leveraging digital technology. Our offerings span over 10 sectors, allowing us to make a meaningful impact across diverse industries.

To streamline and track our community contributions society, we developed our Social Impact Strategy to ensure that our efforts to support the communities we serve are focused and measurable. Under this strategy, we included key metrics such as the number of beneficiaries, the participation of volunteering

employees, and the total volunteer hours contributed. By setting clear targets and regularly monitoring these metrics, we can effectively measure our impact and stay aligned with our strategic goals, ensuring that our contributions to society remain meaningful and sustainable.

We see volunteering as more than just a way to boost employee morale; it is an opportunity to actively engage with and contribute to the communities where we operate. Through our volunteering initiatives, we aim to leverage our expertise and knowledge to create lasting value for these communities. As such, we conducted a knowledge transfer session for a local authority, where we supported the development and implementation of effective change management practices.



In addition, we launched a large-scale Iftar meal distribution campaign during the holy month of Ramadan, bringing together over 500 dedicated employees. Through their collective efforts, we successfully distributed 1,680 meals across multiple regions where our company operates. This initiative not only highlights our deep commitment to social responsibility but also embodies the spirit of community support during this sacred time.

Additionally, we are committed to supporting the younger generation in accessing their right to higher education. In 2024, we proudly awarded 2 youth scholarships to the King Fahd University of Petroleum and Minerals, helping these students take a significant step closer toward achieving their academic and professional aspirations.

Our commitment to youth empowerment goes beyond education, encompassing innovation and cultural development. In 2024, we participated as a coaching partner in the Theaterthon Hackathon, where we were honored with an award from the Ministry of Culture and the Theater and Performing Arts Commission. This recognition highlighted our role in sharing expertise on emerging technologies and innovative business models.

As a recognition for our long-term efforts in supporting our communities, in 2024, solutions by stc was proud to receive the prestigious Social Responsibility Award, presented under the patronage of His Excellency the Minister of Human Resources and Social Development. This recognition serves as a testament to our social contributions, dedication to social responsibility, and our commitment to sustainability as a central pillar of our operations.



Contributing to the National Social Responsibility Platform Initiatives

solutions by stc is committed to driving digital empowerment among youth, supporting community development initiatives that align with the goals of Saudi Vision 2030. Through our involvement in the National Platform for Social Responsibility, we are making an impact by partnering with Awon Association for Technology and the the Association for Community Development in Makkah.

◆ Digital Empowerment in Makkah

In Makkah, we partnered with the Association for Community Development to provide specialized training for 20 beneficiaries, aimed at equipping them with valuable digital skills. This initiative focuses on closing the digital gap and improving access to job opportunities, aligning with the broader goals of Saudi Vision 2030. By empowering this group, we are helping them gain the skills needed to succeed in a rapidly evolving labor market.

◆ Smart Hands Initiative with Awon Association for Technology

solutions by stc also extended its support to the Awon Association for Technology, contributing to the "Smart Hands" initiative designed to enhance the digital skills of 30 young individuals. This initiative focuses on equipping participants with the necessary tools to thrive in the digital economy, ensuring that they are prepared for future opportunities in a fast-changing world. By promoting sustainable development and fostering active youth participation in the digital economy, the "Smart Hands" initiative contributes to the broader goal of building a skilled workforce for the future.

Through these initiatives, solutions by stc continues to make a meaningful impact in the communities we serve, helping to close the digital gap and empower the next generation of leaders in the digital economy.



▶ Leading with Purpose

GRI 2, GRI 205, GRI 206

Business ethics is a fundamental aspect of our organizational culture, guiding our actions and decisions. Our leadership actively promotes a positive and compliant environment, emphasizing transparency and accountability. By consistently demonstrating integrity in their day-to-day operations, they set a strong example for the rest of the Company, ensuring that ethical behavior is woven into the fabric of our company's practices. This commitment helps foster trust and respect, both internally and externally, and drives our continued success.

Business Ethics and Integrity

Ethics and integrity are at the core of everything we do. Guided by our [Code of Ethics and Business Conduct](#), "Integrity Takes Us Forward", we ensure our employees are held to the highest ethical standards. Our Code covers 4 key areas which are our relationships with customers and communities, the marketplace, the workplace, and our dealings with investors. It addresses critical issues like privacy and cybersecurity, anti-corruption, fair competition, and conflicts of interest, and encourages our employees to disclose any potential conflicts following established procedures.

Furthermore, solutions by stc's strong commitment to business ethics and integrity is further reflected in our [Corporate Governance and Transparency Position Statement](#), which demonstrates solutions by stc's commitment to ensure good governance and ensure transparency to our internal and external stakeholders. Ensuring the effective implementation of our ethical culture is the Ethics and Culture Committee, which plays a pivotal role in overseeing ethical practices within solutions by stc, ensuring that we maintain a culture of integrity across all levels of the organization.

For more information on the responsibilities of the Ethics and Culture Committee, please refer to the [Sustainability Report 2023, page # 35](#).

Our Ethics and Fraud Investigations Department diligently monitors reported breaches related to our Code of Ethics and Business Conduct, ensuring that each case is promptly and through investigated - taking swift corrective action when a breach is confirmed. This is done through a confidential compliance investigation, led by our Legal Affairs team. We apply a rigorous review process to ensure that every case aligns with our high ethical standards, as outlined in our Code of Ethics and Business Conduct, as well as applicable regulations. Where violations are substantiated, appropriate disciplinary actions are taken, and recommendations are issued to address any gaps that may have contributed to the breach.

In 2024, we had zero confirmed incidents of corruption, showcasing our employees' morale and dedication to practicing business ethics and integrity.

05

Optimizing Governance for Ethical Excellence

Code of Ethics and Business Conduct Alignment	Units	2022	2023	2024
Percentage of employees who signed a code of conduct declaration	%	100	100	100
Number of confirmed breaches against code of conduct	#	3	3	1

To ensure our employees are consistently informed of our stand on ethics and the commitments made in our Code of Ethics and Business Conduct, our employees annually accept and acknowledge their understanding of the Code. This is reinforced through a **mandatory Code of Business Ethics e-learning program**, which we share with our mother company stc.

This is supported by another **mandatory anti-fraud e-learning program**, designed to instill knowledge on fraud detections and its impact, internal whistle-blowing channels, and ensure understanding of our Code of Ethics and Business Conduct, Anti-Fraud and Corruption Policy, and Whistle-Blowing Policy.

Building on our commitment to embed a positive culture of compliance across solutions by stc, our Corporate Governance and Compliance Division has piloted multiple awareness sessions for our employees. The sessions covered topics on best practices for Corporate Governance, Anti-Fraud, and Compliance, and an internal GRC Day to engage employees on multiple governance and compliance domains.

During 2024, the Enterprise Governance & Compliance (EGC) Department developed a **dedicated EGC Awareness Program, focusing on anti-fraud, compliance, and governance**. This program was designed to encompass multiple customized activities and targeted messages, aspiring to educate employees on our compliance policies, promote a transparent culture, and inform them of our whistle-blowing channels and raising concerns process. The program also includes training sessions aimed at educating employees on ethical decision-making, conflict of interest awareness, and the importance of transparency in business operations.

Addressing Key Ethical Topics

Anti-Competition

Fair competition is essential to how we build our business, focusing on innovation, reliability, and strong customer relationships. We take great care to comply with competition and local content laws in Saudi Arabia and the surrounding region, and we actively guide our employees and leadership to avoid any anti-competitive behavior.

We have showcased a consistent record over the past 4 years of having zero legal actions against solutions by stc for anti-competitive behavior or violations of anti-trust practices.

Anti-Competition [GRI 206-1, SASB TC-SI-520a.1, SDG 16.3]	Units	2022	2023	2024
Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	#	0	0	0
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	SAR	0	0	0

Anti-Fraud and Corruption

Our **Anti-Fraud and Corruption Policy** reflects our strong stance against fraud and corruption, emphasizing our zero-tolerance approach to misconduct. The policy is applicable to employees, shareholders, consultants, and extends to agencies, vendors, and contractors with whom we do business.

Building on this foundation, we continue to benefit from the comprehensive Anti-Fraud Management Framework we implemented in the previous year, as it continues to play a vital role in fostering an environment of zero tolerance towards fraud. The framework outlines key control mechanisms to prevent, detect, and respond effectively to fraud, ensuring that incidents are handled swiftly and transparently.

For more information on our Anti-Fraud Management Framework, please refer to the [Sustainability Report 2023, page # 37](#).

To further reinforce these principles, our Corporate Governance and Compliance Division regularly circulates official communications, often in collaboration with external experts, to deepen understanding and strengthen anti-fraud governance practices. These communications focus on equipping our team with the knowledge and tools needed to identify, prevent, and respond to fraud practices.

In 2024, we have continued to assess our operations for fraud risks in line with our Anti-Fraud Management Framework. This ongoing assessment demonstrates our commitment to combatting fraud and corruption within solutions by stc. Through these proactive compliance efforts, we maintain high governance and integrity standards.

This year marked another consecutive year of zero confirmed cases or incidents of corruption, a testament to the strong ethical culture at solutions by stc.

Anti-Corruption <small>[GRI 205-1, 205-3, SDG 16.5, Tadawul - Business Ethics]</small>	Units	2022	2023	2024
Total number of operations assessed for risks related to corruption	#	0	199	112
Total percentage of operations assessed for risks related to corruption	%	0	100	100
Total number and nature of confirmed incidents of corruption	#	0	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	#	0	0	0
Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases	#	0	0	0

Protecting our Ethical Culture Through Whistle-Blowing

We encourage a secure working environment where employees can report unethical behavior with confidence. To this end, we have established **secure whistle-blowing channels and actively promote their use among stakeholders**, including employees, management, contractors, and external business partners. Our **Whistle-Blowing Policy** ensures protection from retaliation for whistle-blowers and outlines the procedure for reporting and handling such incidents. The Internal Audit Department is responsible for overseeing the implementation of the policy, ensuring confidentiality, and managing whistle-blowing channels available through our internal portal, website, hotline, and email.

In 2024, our dedicated reporting platform, the **Speak-Up channel**, was utilized to raise concerns related to misconduct, fraud, corruption, and non-compliance with internal policies. Each report was assessed in line with our internal procedures to ensure a fair and comprehensive evaluation. Upon receiving reports, our Internal Audit team conducted a preliminary assessment to determine whether support is required from the Ethics and Fraud Investigation team for an independent investigation. Actions taken in response included policy updates, internal training sessions, and, where necessary, disciplinary measures to address identified misconduct.



Strong governance and proactive risk management are cornerstones of our strategy, driving ethical decision-making, sustainable growth, and long-term value for all our stakeholders.

Ahmed Naji Bajnaid
Chief Governance Officer

One notable example of a successful investigation stemmed from a whistle-blowing report relating to non-compliance with procurement practices. Following an internal review, corrective actions were implemented, including process improvements and enhanced oversight to prevent recurrence. These actions reinforce our commitment to integrity and corporate responsibility.

To maintain confidentiality, all whistle-blowing reports are managed with strict security protocols. The Speak-Up channel allows individuals to report concerns anonymously, and access to case details is restricted to authorized personnel only.

For details on our internal controls and the results of our annual review of the effectiveness of internal control procedures please refer to our [Annual Report 2024, page # 131](#).

Practicing Risk Management

The responsibility for the effective implementation of our Enterprise Risk Management (ERM) Policy and Framework lies directly with our Board of Directors. At solutions by stc, we are committed to not only identifying and managing risks but also transforming them into opportunities for growth and improvement.

Our ERM Policy and Framework form the foundation of our risk management efforts, ensuring the identification, evaluation, control, and monitoring of risks that may impact our ability to achieve our objectives – ensuring that we remain aligned with the ISO 31000 for risk management certificate we have obtained.

For more information on the principles that guide our risk management process, please refer to our [Sustainability Report 2023, page # 40](#).

To bring our commitment to effective risk management into life, our Audit Committee plays a critical role in overseeing our ERM process, focusing on deploying Key Risk Indicators (KRIs) and supporting the development of a robust risk management system. The committee regularly reviews business risks and control procedures to ensure that management remains aligned with our Risk Appetite Statement and ERM policy.

Meanwhile, the Governance, Risk, Compliance, Cybersecurity, and Legal Committee is also responsible for reviewing and approving reports on significant business risks, which are communicated to senior management and the Board. The committee also tracks and evaluates our risk appetite annually, revisits our risk profile, and oversees the effective execution of risk management initiatives.

Further details on the risks we face and how we resolve them can be found in our [Annual Report 2024, page # 41](#).

Managing Business Continuity

As part of our customer-centric culture, we are committed to ensuring the uninterrupted delivery of our services through a robust Business Continuity Management System (BCMS). This system is part of our Business Continuity Plans with a focus on resilience against extreme weather events and climate-related disasters designed to maintain the resilience of our operations, allowing us to respond effectively to potential disruptions. Our approach to business continuity, supported by comprehensive management strategies and regular assessments, has been instrumental in driving efficiency and reinforcing our reputation as a reliable service provider. Executive Management remains deeply engaged in the success of the BCMS, ensuring its integration into our daily operations and corporate culture.

For more information on our business continuity practices, please refer to our [Annual Report, page # 45](#).

To track the effectiveness of our contingency planning, we closely monitor both natural and non-natural disaster-related downtimes, such as those caused by hurricanes, earthquakes, pandemics, and cybersecurity attacks. By assessing the impact of these events on our network infrastructure, we continuously evaluate and strengthen our preparedness.

Notably, our commitment to operational excellence is reflected in our achievement of zero downtime incidents over the past year for the fourth year in a row, underscoring the effectiveness of our BCMS in safeguarding against potential disruptions and ensuring seamless service delivery.

Resilience and Continuity Performance Indicators <small>[SASB -TC-SI-550a.1]</small>	Units	2022	2023	2024
Total number of outages as a result of natural disaster	#	0	0	0
Total number of outages as a result of non-natural disaster	#	0	0	0
Natural disaster downtime	# (minutes)	0	0	0
Non-natural disaster downtime (e.g., covid19, supply chain disruption etc.)	# (minutes)	1	0	0



▶ Protecting Customer Trust Through Data Security

GRI 418



As we navigate a world shaped by constant technological evolution and a growing dependence on digital systems, solutions by stc remains dedicated to leveraging the full potential of digital innovations. Central to this dedication is our strong commitment to safeguarding the privacy and security of the data entrusted to us by our customers. In doing so, we uphold the trust and confidence our customers have in our ability to protect their digital interests. In line with our GROW Strategy, solutions by stc is committed to continuously enhancing our data protection protocols, ensuring that security, privacy, and data integrity remain beyond reproach.

Ensuring Customer Satisfaction

As a customer-centric company, we place our customers at the heart of everything we do, viewing them as true partners in driving digital transformation. We continually strive to exceed expectations and enhance customer experience and be recognized for our excellence. Our commitment is encapsulated in our **Customer Satisfaction Position Statement**, which reflects our dedication to delivering exceptional service.



Implementing Sustainable Crisis Management

Continuing our journey of supporting client's further enhance their sustainability practice, we successfully implemented an advanced Crisis Management Solution with an Early Warning and Mass Notification System for NEOM. This solution aims to enhance safety and resilience in emergencies including a comprehensive notification system and multi-channel early warnings. By leveraging energy-efficient technology and digital platforms, we supported our client to minimize environmental impact and to adopt a proactive approach to community safety.

This initiative aligns with our sustainability goals, showcasing our commitment to both safety and environmental responsibility while supporting our client in doing so as well. As a result, NEOM experienced greater satisfaction and confidence in their emergency response capabilities, while we strengthened our position in sustainable and innovative crisis management solutions.

Building on this customer-first philosophy, we take pride in showcasing successful collaborations where we have worked hand-in-hand with clients to meet and surpass their needs.

Central to this approach is our 360° Customer Experience (CX) Framework, which ensures that every aspect of our service is designed with the customer's best interests, preferences, and requirements at the forefront. The CX Framework is structured around a continuous cycle of Listen, Analyze, and Act, forming the backbone of our strategy. Through this iterative process, we actively engage with customers and stakeholders, collecting valuable feedback through a variety of channels, including customer surveys, partner insights, employee feedback, and our comprehensive complaint management system.

By carefully analyzing this input with CX measurement tools and root cause analysis, we identify areas for improvement and create actionable initiatives – ranging from quick wins to long-term strategies – dedicated to enhancing the customer journey.

In our pursuit of catering to our customers' needs while simultaneously empowering them through our digital solutions, we are also focused on fostering sustainability awareness across our organization to be reflected into our customer interactions. This year, we continued our initiative aimed at deepening our customer-facing employees' knowledge of sustainable practices, driven through our Sadarah platform, a gamified employee engagement tool designed to nurture a customer-centric, sustainability-driven mindset. This initiative aims to equip our workforce with the tools and knowledge necessary to promote sustainability, cultivating an internal culture of environmental responsibility that will ripple out to positively influence our customers and the broader community.



Governing Data Accountability

Our data security governance framework is built on a multi-layered approach, ensuring a comprehensive defense against potential threats. This framework establishes clear roles and responsibilities that collectively strengthen our overall security posture and ensure accountability across all levels of the Company.

The Data Protection and Privacy Steering Committee, consisting of C-level executives, General Managers, and Directors, provides the overall guidance and oversight for the Data Protection and Privacy (DPP) Program. The committee is responsible for setting the vision, mission, and objectives for data protection within solutions by stc. They also ensure that adequate resources and support are allocated to the program, promoting awareness and ensuring that the DPP strategy and framework align with the Company's goals. Additionally, the committee supports refresher programs and induction training to ensure staff engagement in the program's success.

The Business Data Executive plays a central role in managing and enforcing the Data Protection and Privacy program across the organization. This individual is responsible for ensuring regulatory compliance and overseeing the development and implementation of data protection policies, procedures, risk management, and incident management. The executive also works to cultivate a data protection and privacy culture throughout the organization and its subsidiaries.

Data Protection and Privacy Single Points of Contact (SPOCs) act as the first line of defense, ensuring that employees adhere to regulations and safeguard sensitive data. These SPOCs ensure compliance and actively encourage responsible data usage within their teams.

Data Owners are accountable for specific data sets within the organization. They lead business units in making decisions about their data and have the authority to approve and enforce data management practices based on business needs.

Data Stewards are responsible for implementing security measures and ensuring that data protection and privacy controls are followed to safeguard data across the organization.

Finally, Data Users, those who manage, access, use, or update data to perform authorized tasks, are held to the highest standards of data protection in accordance with the policies set by the Business Data Executive.



This structured governance model ensures that everyone within solutions by stc understands their role in securing data, from the highest levels of leadership to the front-line staff, all contributing to a culture of privacy and compliance.



Reinforcing your Data's Protection

We place a high priority on customer security and trust, recognizing that safeguarding data and ensuring cybersecurity are essential to maintaining strong relationships with our clients. To this end, we integrate these critical areas into our core business strategy.

We are committed to upholding the highest standards in data privacy and cybersecurity, fully complying with relevant regulations in Saudi Arabia, such as those from the Saudi Authority for Data and Artificial Intelligence (SDAIA), the NSDAI, the National Cybersecurity Authority (NCA), and the CST.

The national standards we comply with contain many different regulations including:

- ◆ NCA Essential Cybersecurity Controls (ECC)
- ◆ NCA Cloud Computing Cybersecurity (CCC)
- ◆ NCA Data Cybersecurity Controls (DCC)
- ◆ NCA Organization's Social Media Accounts Cyber Security Controls (OSMACC)
- ◆ NCA Telework Cybersecurity Controls (TCC)
- ◆ NDMO Data Management Guiding Principles
- ◆ SDAIA Personal Data Protection Law (PDPL)

Our commitment goes beyond mere regulatory compliance; we actively align our practices with global industry standards. This includes adherence to:

ISO/IEC 27001 for Information Security: This international standard specifies requirements for establishing, implementing, maintaining, and continually improving an information security management system within solutions. **This certification covers all business units of solutions by stc as an organization, and includes all operations.**

ISO/IEC 27002 Information Security Controls: Provides guidance for organizations looking to establish, implement, and improve an Information Security Management System (ISMS) focused on cybersecurity.

ISO/IEC 27701 Privacy Information Management System: This international standard outlines a framework for Personally Identifiable Information (PII) Controllers and PII Processors to manage privacy controls to reduce the risk to the privacy rights of individuals.

NIST Cybersecurity Framework (CSF): This voluntary framework developed by the National Institute of Standards and Technology (NIST) provides a strategic approach to implementing cybersecurity best practices across solutions.

SOC-CMM (capability maturity model for Security Operations Centers): SOC-CMM certification helps SOCs verify and demonstrate that their SOC service is of high quality and meets specified standard. The certification process uses a series of controls derived from the SOC-CMM assessment.

In addition to aligning with leading frameworks and standards, our internal protocols are embedded within our Code of Ethics and Business Conduct, while our external practices are outlined in our [Data Privacy and Cybersecurity Position Statement](#).

◆ We also uphold a comprehensive [Data Privacy Policy](#) that clearly defines how we manage data throughout its lifecycle, **governing all business units and all employees, having accountability and responsibility for processing personal data.**

Understanding the power of data and trust our customers place in our handling of it, we ensure that **we only collect the data necessary for specific, legitimate purposes, and strictly prohibit the sale, rental, or unauthorized disclosure of personal data to third parties.** Our customers and stakeholders have full rights to control their data, including access, correction, and deletion. We also ensure that **personal data is retained only as long as needed to fulfill its original purpose**, in line with legal requirements. Notably, **solutions by stc is committed to deleting data after a defined retention period, and we do not collect personal data from third parties**, except when legally required.

Customer rights and interest protection	Units	2022	2023	2024
Number of customers whose information is used for secondary purposes	#	0	0	0

Our Cybersecurity Capabilities Maturity (CM) Index has increased to 4.8, caused by the implementation of advanced threat detection technologies and enhanced

training programs. Notably, we are proud to report that the average time it takes us to respond to critical security incidents had dropped from 48 hours to 4 hours only. This significant enhancement can be attributed to the establishment of a dedicated incident response team and the adoption of automated response tools.

Additionally, our cybersecurity practices and frameworks, policies, and standards continues to align with the relevant regulatory and legal requirements.

Cybersecurity Maturity	Units	2022	2023	2024
Cybersecurity Capabilities Maturity CM Index	-	4.71	4.54	4.8
Average time to respond to security critical/high incidents in accordance with guidelines and standards	# (hours)	48	48	4
Percentage of compliance with legal, regulatory and cybersecurity requirements	%	92	96*	96
Percentage of frameworks, policies and standards fully aligned with legal and regulatory requirements	%	100	100	100

* As part of our dedication to information transparency and accuracy, we have revised the 2023 data concerning the percentage of compliance with legal, regulatory and cybersecurity requirements to be more accurate.

We remain committed to the proactive identification and reporting of potential security threats. We encourage our employees to stay vigilant and report any suspicious messages through established communication channels. To support this, we have further strengthened our security framework with an enhanced spam and phishing message monitoring system, ensuring our workforce can swiftly respond to emerging threats and maintain a secure environment.

Understanding that employees are the frontline defense against cybersecurity attacks, our Cybersecurity and Privacy Management (CS&P) Department made employee education about phishing scams a top priority in 2024. We believe in the fundamental principle that our overall security is only as strong as the weakest link, and empowering employees with knowledge is crucial.

Cybersecurity and Phishing Resiliency

- ◆ Despite the high number of attempted cybersecurity attacks, no actual breaches occurred, demonstrating the effectiveness of our cybersecurity measures.
- ◆ Phishing report rates have increased, indicating improved awareness and detection among employees.
- ◆ The resilience rate has increased compared to last year, reflecting stronger security protocols and response mechanisms.



Cybersecurity Attacks 2024

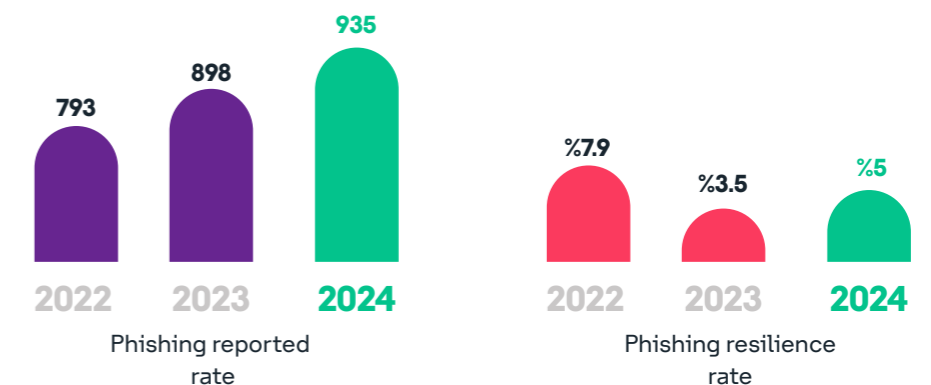
1,146

Number of attempted cybersecurity attacks

0

Number of actual cybersecurity attacks

Phishing Protection



As part of our ongoing efforts to identify and address any vulnerabilities, we conduct thorough internal and external audits of our information security measures each year. These audits play a crucial role in ensuring compliance with relevant standards and regulations while helping us uncover potential weaknesses in our systems. In 2024, solutions by stc completed 5 internal audits, strengthening our cybersecurity and data privacy practices. Externally, we underwent 8 audits conducted by the National Cybersecurity Authority, Communications, Space & Technology Commission, the International Organization for Standardization, capability maturity model for Security Operations Centers, and stc group audits, all aimed at rigorously evaluating and reinforcing the resilience of our systems.

Information Security Policies and Systems Audit Frequency [TC-SI-230a.2]	Units	2022	2023	2024
Number of internal information system audits	#	NA	7	5
Number of external information system audits	#	4	10	8

We are proud to announce that, for the second consecutive year, solutions by stc has achieved a record of zero successful security breaches. This accomplishment reflects our solid commitment to safeguarding our customers' data. We also remain dedicated to maintaining transparency by reporting any data breaches and law enforcement inquiries involving customer information, ensuring the trust and accountability our customers rely on.

Data Security [GRI 418-1, SASB TC-SI-230a.1, TC-SI-220a.3, TC-SI-220a.4, SGD 16.3, 16.10]	Units	2022	2023	2024
Number of data security breaches	#	NA	0	0
Total number of data breaches per million subscribers	#	0	0	0
Number of data security breaches involving customers' personally identifiable information (PII)	#	NA	0	0
Number of customers affected, per million subscribers	#	0	0	0
Number of regulatory actions for data protection violations (e.g., marketing-related complaints, data breaches), per million subscribers	#	0	0	0
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	SAR	0	0	0
Number of law enforcement requests for customer information	#	27	52	0
Number of customers whose information was requested by law enforcement	#	24	44	0
Percentage of law enforcement customer information requests resulting in successful disclosure	%	100	100	NA*

* solutions by stc did not receive any request by law enforcement relating to customer information in 2024.

Strengthening our Workforce's Awareness

In 2024, the CS&P Department launched a series of comprehensive, multi-faceted security campaigns aimed at reinforcing cybersecurity awareness across the organization. These efforts included simulated phishing attacks, which provided employees with realistic, hands-on experience in identifying and reporting phishing attempts. These ongoing campaigns, focused on current phishing trends, were conducted throughout the year to ensure continuous reinforcement of security best practices.

Additionally, interactive training modules were introduced to engage employees with customizable learning experiences, ensuring key cybersecurity concepts were presented in an easily digestible format for maximum knowledge retention. To further promote security awareness, strategically placed awareness posters served as visual reminders of best practices and the importance of vigilance.

As part of our commitment to fostering a culture of shared responsibility, the CS&P department also introduced special initiatives such as Data Privacy Awareness Month in January and CS Awareness Month in October. These months were filled with workshops, activities, and awareness programs to deepen employees' understanding of both

cybersecurity and data privacy practices. Furthermore, risk and compliance campaigns were regularly held to assess adherence to our security policies and relevant regulations, ensuring ongoing compliance and engagement across all levels of the organization.

Our educational efforts extended beyond internal staff to include our suppliers and key stakeholders, aligning with our broader goal to enhance digital literacy and cybersecurity awareness across our ecosystem.

As a show of our commitment to the importance of cybersecurity training, we are proud to announce that employee completion of trainings in 2024 was 100%.



This continued focus on training and awareness will ensure that we remain proactive in addressing evolving threats and maintaining a strong security posture in 2024 and beyond.

➤ Innovating Digitally with Integrity

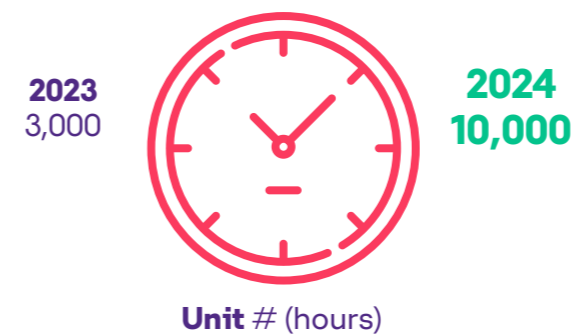
Our integrity and conscience when providing services to our clients is not limited by protecting their data and privacy, digital innovation requires responsibility as well. Our GROW Strategy strives to create solutions that empower us and our clients to create positive change, in our communities and the environment around us. Digital innovation is a big part of this, with new technologies such as AI posing both ethical considerations as well as environmental ones.

For these considerations, we remain committed to innovating in ways that not only drive progress but also uphold sustainability, contributing to both economic growth and the long-term well-being of society and the planet.

In 2024, we witnessed significant improvements in operational efficiency due to our integration of innovative solutions within our digital transformation efforts. 10,000 hours were saved as a result of the automation of processes across business as a whole, totaling 29 processes across 6 business units.

Digital Transformation Benefits

Number of hours saved as a result of digital transformation



Cybersecurity Awareness Campaign 2024

In an effort to address the increasing frequency and sophistication of cyber threats and attempted phishing attacks, we launched a comprehensive awareness campaign aimed at strengthening employee knowledge on security best practices. The campaign was delivered through emails, Takyah platform, and live workshops. We also incorporated gamified elements and rewards, encouraging active participation.

This awareness campaign gained positive feedback from the participants, acting as a driver for us to continue planning and implementing such initiatives. Moving forward, we plan to expand the campaign to cover advanced topics like incident response and secure coding practices, as well as explore partnerships with external experts for ongoing training.

Streamlining Tendering through Digitalization

Aiming to continuously improve our business, we took that strategic decision to create a fully integrated tendering system between E-Shary and ERP to provide a full overview of the tendering process. This solution emerged as a result of difficulties experienced from not having an end-to-end electronic cycle that makes our tendering operations more simplified to use for us and the other parties we engage with.

This solution has streamlined our operations by enabling our suppliers, buyers, procurement managers, requesters, requester managers, and other members of the cross-functional team to complete the full tendering procedures through the platform. By being able to complete the procurement cycle electronically starting from registering vendors until awarding, we have become more agile and efficient. Additionally, this solution has significantly reduced manual efforts, minimized errors, and improved transparency across all stages of the tendering process.

Advancing in Digital Technology and Transformation



By combining cutting-edge digital innovation with strategic Public-Private Partnerships (PPP), we're driving sustainable growth, evolving our business models, and delivering smarter solutions that meet the changing needs of our clients.

Abdullah Turki Alotaibi
Chief Business Diversification Officer

Our commitment to advancing digital technology and transformation remains as strong as ever. Building on last year's success, we continue to invest in the future of innovation and growth, allocating SAR 16.9 million to Research and Development (R&D) to drive the creation of breakthrough technologies, marking a significant increase from last year's SAR 1.7 million.

To align our R&D efforts with client needs, we leverage data-driven insights to refine our offerings and deliver personalized, value-driven solutions that meet the needs of tomorrow.

Our strategy for digital innovation goes beyond product and service development; it is embedded in our organizational culture. The continued success of ignite, our intrapreneurship program in 2024, highlights our focus on empowering our employees to propose innovate ideas and drive meaningful change. Through this program, 25 of our employees received collectively 1,625 hours of training.

In 2024, solutions by stc further demonstrated its dedication to sustainable digital innovation through the development of a cloud-based AI Computing Platform (GPUaaS). **This platform enables customers to access shared AI resources, significantly reducing power consumption and hardware dependency compared to traditional on-premise deployments.** This initiative represents a key milestone in our efforts to align technological advancement with environmental responsibility.

In parallel, we collaborated closely with SAMA on the Fintech-Saudi initiative, becoming their managed service provider to support the onboarding and management of FinTech companies in line with Vision 2030. Additionally, we invested approximately SAR 2.5 million in comprehensive workforce training across leading cloud hyperscalers, including Google Cloud, AWS, Microsoft Azure, and Alibaba Cloud.

These efforts reflect our broader strategy to focus on transformative sectors such as healthcare, education, and sustainability. By leveraging advancements in AI, machine learning, and cloud technologies, we aim to drive both operational efficiency and responsible growth.

Our flagship initiatives, including MySolutions, CPQ, and the 360 View Platform, will play a central role in accelerating digital transformation, ensuring that we remain a catalyst for positive change across industries.



Red Sea Global - Revolutionizing Smart City Services

We proudly delivered an innovative solution to our client, Red Sea Global designed to optimize key smart city services. The solution focused on the development of an advanced Internet of Things (IoT) platform, tailored to enhance the management of 5 critical urban services: lighting, irrigation, EV charging, signage, and waste management. This innovative platform integrates intelligent controls and real-time monitoring to significantly improve operational efficiency.



Centralized Data Management for Smarter Cities

Giza Systems, our subsidiary, was awarded the project to develop the COC Data Center in Al Alamein City, which serves as the city's main data hub, facilitating centralized data management and operational control. The successful implementation of the project resulted in the centralized management of all data linked to the city, real-time data access for enhanced decision-making, comprehensive control over data resources, robust security systems ensuring data protection and privacy, and reliable connectivity supporting seamless operations, all of which led to overall more efficient city management.



Smart Solutions for Smart Governance

The Saudi Ministry of Sports, in partnership with Solutions by stc, successfully completed a comprehensive cloud migration, moving its entire IT infrastructure from an OpenStack-based private cloud to Alibaba Cloud Saudi. This modernization effort included migrating critical applications, databases, and security controls, resulting in significant improvements in performance, scalability, security, and environmental sustainability. The enhanced infrastructure now supports key projects, including the FIFA 2034 website.



Ethical Use of AI and Technology



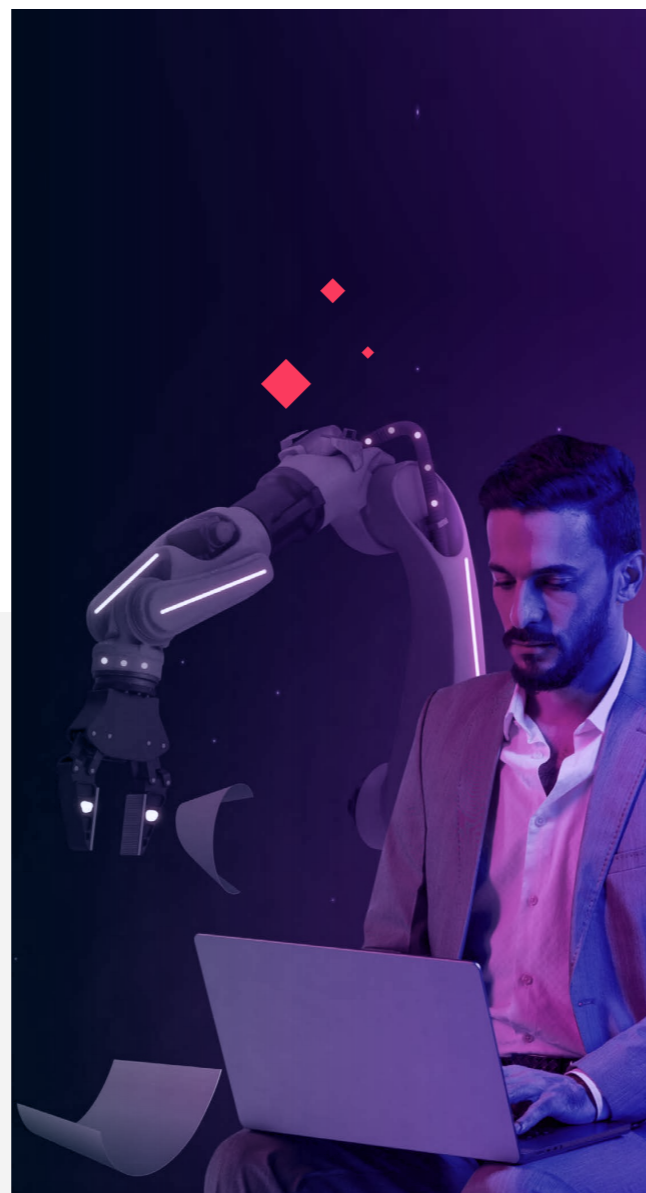
We are committed to developing and applying technology in ways that are ethical, responsible, and forward-thinking, ensuring our solutions serve our clients and contribute meaningfully to society and environmental sustainability.

Saleh Abdullah Alzahrani
Chief Technology Officer



We recognize the transformative power of technology to drive innovation, increase efficiency, and improve decision-making. However, we are equally aware of the responsibility that comes with leveraging these advancements in a way that aligns with our core values and commitment to sustainability. We are dedicated to applying our technologies in a responsible, ethical manner, ensuring that our practices contribute positively to society and the environment.

Our approach to innovation is grounded in adherence to local regulations, including those established by the Kingdom of Saudi Arabia, and aligned with the principles of the National Strategy for Digital Transformation. We aim to create a solid foundation for responsible technological progress by focusing on governance, risk management, policy implementation, and continuous technological advancement.



We are committed to engaging with our customers, stakeholders, and partners to develop a comprehensive framework of principles that will guide our approach to responsible innovation. A key part of this journey includes establishing strong governance and a commitment to transparency, allowing for inclusive decision-making that fosters trust among all parties involved. As we move forward, we will enhance compliance with existing laws and regulations through a robust risk, policy, and control framework, ensuring we balance innovation with responsibility.

We are also committed to working with leading technology developers to create solutions that prioritize fairness, privacy, and inclusivity. To further support our mission, we emphasize the importance of empowering our leadership and employees through ongoing training initiatives, ensuring a company-wide culture of responsibility in all aspects of our work.

Looking ahead, we will continue to refine and strengthen these pillars, driven by insights and feedback from our stakeholders. This ongoing collaboration will ensure that our approach to technological innovation remains both responsible and forward-thinking, as we strive to lead by example in driving sustainable, positive change.



06

Widening Impactful Partnerships and Sustainable Procurement

➤ Sustainable Procurement

At solutions by stc, sustainability is ingrained into various parts of our operations, including our supply chain. We take great pride in working with suppliers who share our dedication to ethical and sustainable practices, ensuring our collective efforts drive positive change. Our commitment is firmly reflected in our [Supply Chain and Responsible Sourcing Position Statement](#) and our [Supplier Code of Conduct](#), where we outline our requirements for suppliers in terms of ethical business, environmental stewardship, and social responsibility.

Our procurement policies further reinforce our commitment to sustainable procurement by aligning with internationally recognized standards, including the ISO 20400 Sustainable Procurement certification, ensuring our approach is both comprehensive and globally benchmarked.

Building on these efforts, we have also invested in programs to enhance the efficiency and sustainability of our supply chain operations. These include the Stock Provision Control Implementation Program, which automatically alerts stock owners and inventory management for stock aged more than 3 months, as well as the Demand Estimation and Demand Planning Initiative, which aims to implement a collaborative approach to transport and inventory planning through order consolidation and direct delivery. Both of these initiatives ultimately support more sustainable operations by improving inventory management and optimizing resource use.

In line with solutions by stc's company-wide determination to keep all employees well-trained and up to date on the latest information, our procurement team does well to ensure our employees are well-informed about procurement practices and standards, providing many important training courses including:

- ◆ Certified Professional Procurement (CPP)
- ◆ Certified Best Procurement Manager (CBPM)
- ◆ Certified International Procurement Manager (CIPM)
- ◆ Certified Manager of Procurement (CMP)

One of the ways we promote responsible procurement is by maintaining dedicated efforts to keep our procurement operations paperless. All physical documents, such as contracts, invoices, and purchase orders are digitized, in addition to Oracle ERP being implemented to automate various procurement processes such as vendor management, PO creation, contract management, invoicing etc.

e-procurement	Units	2022	2023	2024
Reduction of paper-based documents with the electronic procurement process	%	100	100	100
Number of digitally signed contracts	#	244	256	184
Percentage of electronically issued invoices	%	100	100	100
Percentage of electronic orders sent to suppliers	%	100	100	100
Number of suppliers that were trained in the electronic management of negotiations, orders, and invoices	#	170	150	159

A key pillar of our approach to sustainable supply chain is our emphasis on environmentally and socially responsible sourcing. To this end, in 2024, we continued to proactively screen and audit suppliers, integrating environmental and social criteria into our supplier evaluation processes. These criteria are directly based on the standards set out in our [Supplier Code of Conduct](#), ensuring alignment with our broader sustainability commitments.

New suppliers Screened Using Social and Environmental Criteria	Units	2022	2023	2024
Number of new suppliers that were screened using social and environmental criteria	#	283	336	318
Percentage of new suppliers that were screened using social and environmental criteria	%	44	57	59
Total number of new suppliers	#	646	588	541

Supply Chain Transformation Program

In 2024, we embarked on a path to transform our Supply Chain function strategically shifting it from a cost-center to a competitive advantage. By integrating the supply chain as a core value in the project lifecycle, we have established strong supplier partnerships and framework agreements with global suppliers, such as our partnership agreement with Hewlett-Packard (HP). Notably, we have streamlined our operations to minimize inefficiencies and enhance overall performance by redesigning our processes and removing problem areas for our suppliers. Our collaborative, world-class supply chain now operates seamlessly across all subsidiaries, with a renewed focus on local procurement in support of Vision 2030.

This transformation has already improved agility, efficiency, and customer satisfaction, with many initiatives still underway to further refine our supply chain practices.



Our commitment to building a responsible supply chain is further ensured through thorough audits and compliance checks with local regulations, particularly those established by the Local Content & Government Procurement Authority (LCGPA). In 2024, we only needed to identify 4 instances of non-compliance — a notable improvement from 11 in the previous year— highlighting the continued effectiveness of our supplier screening and due diligence processes. In cases where supplier relationships must be discontinued, solutions by stc adheres to an established, legally reviewed process that ensures fairness and accountability. Such suppliers are then recorded in our internal systems for future reference, in line with our procurement governance practices.

Supplier Audits	Units	2022	2023	2024
Suppliers with which relationships were terminated as a result of audit	#	10	11	4

Local Sourcing

GRI 204

Local sourcing remains a key part of our approach to sustainable procurement, playing a pivotal role in advancing both our environmental and economic objectives. At solutions by stc we continue to prioritize the procurement of goods and services from local vendors, recognizing the significant impact this has on supporting regional economies and reducing the carbon footprint associated with long-distance transportation.

In 2024, we allocated 77% of our procurement budget – amounting to 1.7 billion SAR– to local suppliers, reflecting a 5% increase from the previous year. This underscores our strong commitment to promoting local businesses and contributing to the realization of Vision 2030.

Beyond this, we also witnessed an encouraging rise in the participation of local, SME, and women-owned suppliers. For example, the number of local suppliers increased from 371 to 467 in 2024, while SME suppliers grew from 149 to 207, with SMEs also receiving an additional grace score during quote evaluations to further encourage their participation. Additionally, the number of women-owned suppliers increased from 17 to 23.



Sustainable Procurement [GRI 204-1, SDG 8.4]	Units	2022	2023	2024
Procurement budget spent locally (such as amount spent to purchase products and services locally)	Billion SAR	3.17	3.30	5
Total procurement budget	Billion SAR	4.55	4.67	6.53
Percentage of the procurement budget spent on local suppliers	%	70	71	76.8

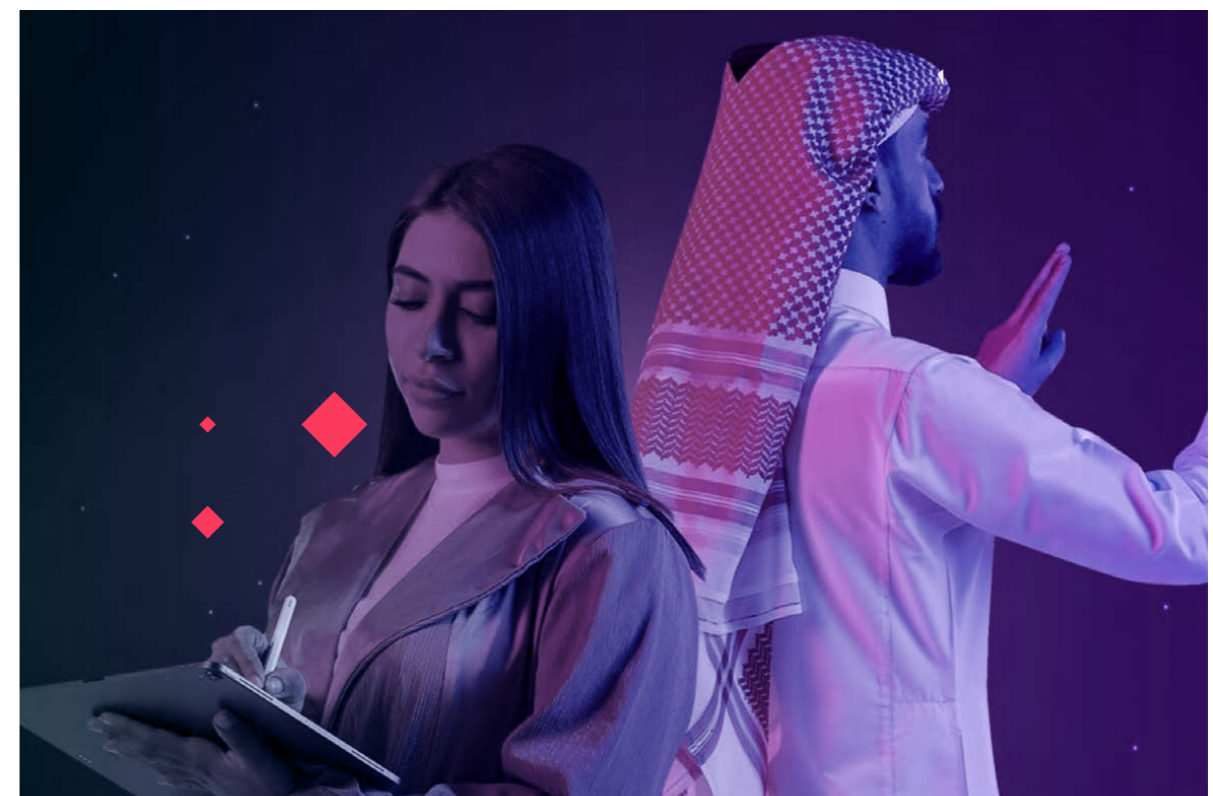
Sustainable Procurement [GRI 204-1, SDG 8.4]	Units	2022	2023	2024
Total number of suppliers engaged	#	646	588	574
Total number of local suppliers engaged	#	419	462	467
Total number of SME suppliers engaged	#	154	149	207
Total number of women-owned suppliers engaged	#	13	17	23

A key driver behind these achievements is our Local Content Program, a strategic effort led by the Supply Chain team. This program is a core component of our broader Supply Chain Transformation Program, which seeks to strengthen and sustain the local procurement ecosystem while ensuring compliance with local content regulations and guidelines. The program aims not only to enhance the contributions of local suppliers but also to increase our local content score.

To ensure the effectiveness of this initiative, we align with the mandatory local content list while building the scope of work for procurement activities. This alignment is integrated into our Request for Proposal (RFP) process, ensuring that local content is prioritized. Additionally, our systems feature validations to guarantee that items listed on the mandatory procurement list are sourced exclusively from local vendors.

➤ Partnerships and Collaborations

Collaboration is at the heart of driving meaningful change, particularly in the realms of digital transformation and sustainability. We continue to cultivate partnerships that go beyond transactional relationships, aiming for long-term, mutually beneficial alliances. These partnerships enable us to leverage our collective strengths to develop innovative, sustainable solutions that benefit not only solutions by stc but also the broader ICT sector.



A prime example is our partnership with HP, a global leader committed to achieving net-zero carbon emissions. Through this collaboration, we are advancing our sustainable procurement practices, reducing our indirect emissions, and contributing to broader environmental goals such as biodiversity preservation and pollution prevention. These outcomes are made possible by leveraging HP's energy-efficient technologies and products designed with sustainability in mind.

By collaborating with organizations that share our sustainability values, we are working toward amplifying the positive impact of our efforts. These relationships allow us to contribute to the development of solutions that drive innovation, reduce environmental impact, and foster a more sustainable future for all.

➤ GRI Content Index

Statement of use solutions by stc has reported the information cited in this GRI content index for the period of 1 January 2024 to 31 December 2024 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	13 - 18
	2-2 Entities included in the organization's sustainability reporting	6
	2-3 Reporting period, frequency and contact point	6
	2-4 Restatements of information	113
	2-5 External assurance	solutions by stc does not seek external assurance for its Sustainability Report
	2-6 Activities, value chain and other business relationships	13 - 17
	2-7 Employees	69
	2-9 Governance structure and composition	23 - 30
	2-10 Nomination and selection of the highest governance body	23
	2-11 Chair of the highest governance body	23 - 30
	2-12 Role of the highest governance body in overseeing the management of impacts	23 - 30
	2-13 Delegation of responsibility for managing impacts	23 - 30

07 Appendices

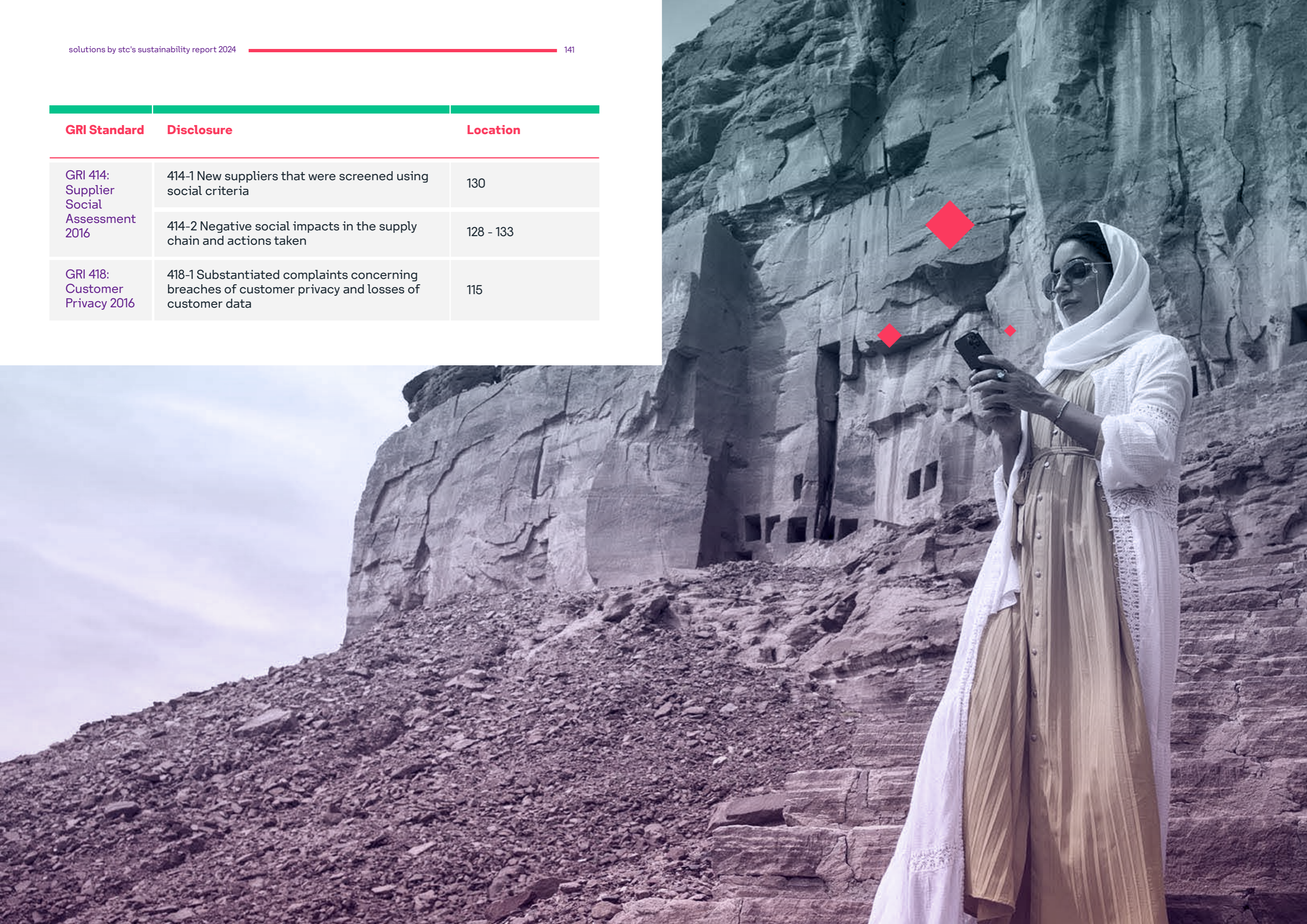
GRI Standard	Disclosure	Location
	2-14 Role of the highest governance body in sustainability reporting	23 - 30
	2-15 Conflicts of interest	Annual Report 2024
	2-16 Communication of critical concerns	103, 104
	2-17 Collective knowledge of the highest governance body	25, Annual Report 2024
	2-18 Evaluation of the performance of the highest governance body	26
	2-19 Remuneration policies	Annual Report 2024
	2-20 Process to determine remuneration	Annual Report 2024
	2-22 Statement on sustainable development strategy	46
	2-23 Policy commitments	23, 44, 69, 74, 80, 101, 102, 103, 104, 112
	2-24 Embedding policy commitments	23, 44, 69, 74, 80, 101, 102, 103, 104, 112
	2-26 Mechanisms for seeking advice and raising concerns	103, 104
	2-27 Compliance with laws and regulations	100 - 105
	2-29 Approach to stakeholder engagement	49 - 52
	2-30 Collective bargaining agreements	All employees have individual labor contracts in accordance with applicable regulations. Noting that collective bargaining does not apply under Saudi law.

GRI Standard	Disclosure	Location
GRI 3: Material Topics 2021	3-1 Process to determine material topics	53
	3-2 List of material topics	54
	3-3 Management of material topics	56 - 59, 63 - 66, 71 - 78, 95 - 96, 100 - 103, 128 - 133
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report 2024
	201-2 Financial implications and other risks and opportunities due to climate change	Annual Report 2024
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report 2024
	201-4 Financial assistance received from government	Annual Report 2024
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	25, 29
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	60 - 62, 122 - 124
	203-2 Significant indirect economic impacts	Annual Report 2024
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	132
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	103
	205-2 Communication and training about anti-corruption policies and procedures	100, 102 - 104
	205-3 Confirmed incidents of corruption and actions taken	103

GRI Standard	Disclosure	Location
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	103, 104
GRI 302: Energy 2016	302-1 Energy consumption within the organization	57
	302-3 Energy intensity	57
	302-4 Reduction of energy consumption	57
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	58
	305-2 Energy indirect (Scope 2) GHG emissions	58
	305-4 GHG emissions intensity	58
	305-5 Reduction of GHG emissions	58
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	64
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	130
	308-2 Negative environmental impacts in the supply chain and actions taken	128 - 133
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	72, 73
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	73
	401-3 Parental leave	74
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	75

GRI Standard	Disclosure	Location	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	87, 88	
	403-2 Hazard identification, risk assessment, and incident investigation	87, 88	
	403-3 Occupational health services	87, 88	
	403-5 Worker training on occupational health and safety	87 - 89	
	403-6 Promotion of worker health	87, 88	
	403-8 Workers covered by an occupational health and safety management system	87, 88	
	403-9 Work-related injuries	87, 88	
	403-10 Work-related ill health	87, 88	
	GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	83
		404-2 Programs for upgrading employee skills and transition assistance programs	81 - 84
404-3 Percentage of employees receiving regular performance and career development reviews		70	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	69	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	76	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	95 - 97	

GRI Standard	Disclosure	Location
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	130
	414-2 Negative social impacts in the supply chain and actions taken	128 - 133
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	115



Glossary

Acronym	Expansion
AI	Artificial Intelligence
BCMS	Business Continuity Management System
BPO	Business Process Outsourcing
CAIQ	Consensus Assessments Initiative Questionnaire
CBPM	Certified Best Procurement Manager
CCM	Cloud Controls Matrix
CCC	Cloud Computing Cybersecurity
CIPM	Certified International Procurement Manager
CMP	Certified Manager of Procurement
CMA	Capital Market Authority
CM	Cybersecurity Capabilities Maturity
Co-op	Cooperative Program
CPP	Certified Professional Procurement
CS&P	Cybersecurity and Privacy Management
CSF	Cybersecurity Framework
CST	Communications, Space, and Technology Commission
CX	Customer Experience
DCC	Data Cybersecurity Controls
DPP	Data Protection and Privacy
ECC	Essential Cybersecurity Controls
EMS	Environmental Management System
ERM	Enterprise Risk Management
GHG	Greenhouse Gases
HRSD	Human Resources and Social Development
IoT	Internet of Things
IPMA	International Project Management Associations
IPO	Initial Public Offering
IR	Investor Relations
ISMS	Information Security Management System
ISP	Internet Service Provider
IT	Information Technology

Acronym	Expansion
KRI	Key Risk Indicators
LCGPA	Local Content & Government Procurement Authority
MCIT	Ministry of Communication and Information Technology
MoU	Memorandum of Understanding
NCA	National Cybersecurity Authority
NCA ECC	NCA Essential Cybersecurity Controls
NFPA	National Fire Protection Association
NIST	National Institute for Standards and Technology
NOC	Network Operating Center
NSDAI	National Strategy for Data and AI
OSMACC	Organization's Social Media Accounts Cyber Security Controls
PDPL	Personal Data Protection Law
PII	Personally Identifiable Information
PoD	People of Determination
R&D	Research and Development
RFP	Request for Proposal
SBC	Saudi Building Code
SASB	Sustainability Accounting Standards Board
SDAIA	Saudi Authority for Data and Artificial Intelligence
SI	System Integration
SOC-CMM	Capability Maturity Model for Security Operations Centers
SPOCs	Single Point of Contact
TCC	Telework Cybersecurity Controls
TIP	Talent Incubation Program
UNGC	United Nations Global Compact
UN SDGs	United Nations Sustainable Development Goals

