



**powering a sustainable,
connected future**



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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01

Introduction



About the Sustainability Report

We are pleased to present our Sustainability Report for the year 2025, which demonstrates our continued commitment to sustainability. This report outlines our ongoing efforts to address key environmental, social, and governance (ESG) issues, with a particular focus on digital innovation and inclusion. Prepared in alignment with leading sustainability frameworks and standards, the report provides accurate, transparent, and comprehensive insights into the progress achieved in advancing our sustainability objectives at solutions by stc.

Reporting period

The reporting period cover the calendar year from 1 January 2025 to 31 December 2025, highlighting the activities and contributions of solutions by stc in support of our sustainability strategic goals. Comparative data from previous years are included where relevant.

Scope and boundary

The scope and boundary of the report covers the operations of solutions by stc in the Kingdom of Saudi Arabia and excludes its subsidiaries unless stated otherwise.

Reporting framework

This report was developed in alignment with both national and international frameworks. It references the GRI Standards, the United Nations Sustainable Development Goals (UN SDGs), the United Nations Global Compact (UNGC), and the Sustainability Accounting Standards Board (SASB). As a company listed on the Saudi Exchange, the report also aligns with the Exchange’s ESG Disclosure Guidelines.

Guided by the growth aspirations of the Kingdom of Saudi Arabia and our commitment to advancing and supporting national initiatives, the report showcases 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

Recognizing the importance of continuous improvement, we welcome feedback and suggestions regarding this report and our sustainability reporting methodology at:

☎ 8001241300

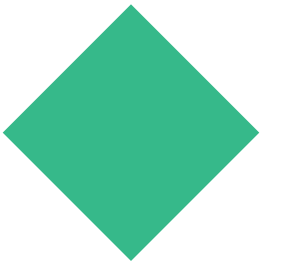
🌐 <https://solutions.com.sa>

✉ sustainability@solutions.com.sa



Message from the Chairman

Riyadh Muawad
Chairman of the Board



It is with great pride that we present solutions by stc's fourth Sustainability Report, reflecting a year of meaningful progress in advancing responsible growth, strengthening resilience, and creating long-term value for our stakeholders.

As the leading digital transformation enabler in the Kingdom and the region, solutions by stc continues to play a vital role in supporting Saudi Arabia's digital ambitions. **In alignment with stc Group's strategic direction**, our work goes beyond delivering advanced networks, connectivity, and integrated digital solutions; it enables organizations to become more efficient, more resilient, and better prepared for the future. This leadership carries a responsibility to ensure that the technologies we deliver contribute not only to business performance, but also to sustainable national progress.

Our sustainability journey is closely aligned with Saudi Vision 2030 and the strategic priorities shaping the Kingdom's digital economy. In 2025, we continued to strengthen our approach by

aligning our reporting with leading national and international frameworks, including the Saudi Exchange ESG Disclosure Guidelines, GRI Standards, UN SDGs, UNGC, and SASB. These standards reinforce our commitment to transparency, accountability, and responsible business conduct.

In 2025, we continued to implement our GROW Strategy, launched in 2023 to embed sustainability into our culture and operations. Through its three phases — PLANT, FEED, and THRIVE — GROW helps establish stronger foundations, build capabilities, increase engagement, and extend our impact beyond the organization and into the community. More importantly, it positions sustainability as a mindset that will continue to shape how we operate, innovate, and grow.

Looking back, we are proud of the progress achieved through GROW by embedding sustainability more deeply into corporate-level initiatives and strategic decision-making. This

direction is aligned with our corporate strategy, LEAP, particularly our ambition to empower business growth and diversification while strengthening governance, innovation, and long-term value creation.

For solutions by stc, sustainability is not separate from our core business. It is reflected in the solutions we design, the partnerships we build, and the impact we create for our customers and communities. Through projects such as Misk City, Riyadh Parking, and the Sports Boulevard Parking Project, we are helping enable smarter infrastructure, improved resource efficiency, and more sustainable urban experiences. These projects demonstrate how technology can be a practical driver of environmental responsibility, operational efficiency, and quality of life.

Responsible growth is also anchored in strong governance and ethical excellence. In 2025, and in line with **stc Group's commitment to responsible business practices**, we further strengthened this

commitment through the introduction of our dedicated **Human Rights Policy**, reflecting our responsibility to protect dignity, equality, and fair treatment across our operations and relationships. As a signatory of the UN Global Compact, we remain committed to its principles covering human rights, labor, environment, and anti-corruption.

Our achievements would not have been possible without the trust of our shareholders, the guidance of our Board, the dedication of our employees, and the continued collaboration of our customers, partners, suppliers, and stakeholders. Their confidence and commitment continue to drive solutions by stc forward. As we move into the next chapter, we remain focused on advancing responsible innovation, strengthening our contribution to Saudi Arabia's digital transformation, and shaping a more connected, resilient, and sustainable future for the Kingdom.



Message from the CEO

Eng. Omer Alnomany
Chief Executive Officer

We are pleased to present solutions by stc's Sustainability Report 2025, which outlines our approach to managing the sustainability topics most material to our business and stakeholders, while highlighting the progress achieved during the year in strengthening growth, resilience, and long-term success.

In 2025, solutions by stc continued to embed sustainability as part of the way we operate, rather than as a separate track from our core business. This year marked an important milestone with the operationalization of our sustainability data collection platform, which includes nearly 600 qualitative and quantitative indicators aligned with leading global frameworks and national guidelines. The platform strengthened data accuracy, transparency, and consistency in disclosure, while creating a stronger foundation for performance analysis, measurement, and data-driven decision-making.

Guided by Saudi Vision 2030 and in alignment with stc Group's sustainability practices, we continued to expand our sustainability efforts by strengthening collaboration with strategic partners and embedding responsible practices across our value chain. At the same time, we maintained an active role in advancing the Kingdom's digital agenda, supporting economic diversification and sustainable development.

As the pace of technological change accelerates, Artificial Intelligence has become a defining force in shaping the future of digital ecosystems. In response, solutions by stc strengthened the role of AI within our innovation agenda, leveraging it to enhance the intelligence, scalability, and resilience of our digital solutions, while contributing to the Kingdom's long-term digital and economic transformation.

Alongside supporting the Kingdom's ambitions through innovation, we continued to strengthen our contribution to the local economy. In 2025, 79.27% of our total procurement spend was directed to local suppliers, compared with 76.8% last year, while spending increased from **SR** 5 billion to **SR** 6.72 billion. This progress reflects our commitment to supporting national development initiatives and creating sustainable economic opportunities within the Kingdom.

Our procurement approach also reflects a commitment that goes beyond compliance. We actively work to build a responsible and resilient supply chain. In 2025, 100% of new suppliers signed our Supplier Code of Conduct, formally committing to abide by our guidelines and principles on human rights, environmental stewardship, social responsibility, and ethical business conduct. This approach resulted in zero

suppliers being blocked for ethical non-compliance, demonstrating the effectiveness of proactive measures in embedding responsible practices from the outset.

As the leading digital transformation enabler in the Kingdom and the region, trust, resilience, and cybersecurity remain fundamental to our role in enabling digital progress. In 2025, we successfully detected and mitigated 1,048 attempted cyber-attacks, with zero successful attacks or data breaches. This performance reflects the strength of our cybersecurity capabilities and our continued commitment to safeguarding our customers, operations, and national digital infrastructure.

We also continued to make meaningful progress across our workplace. The number of employees with disabilities increased by 33.3% compared with last year, reflecting the impact of our Internal Disability Employment Program and our broader commitment to inclusion and empowerment.

In parallel, we continued to advance female empowerment through targeted initiatives, while delivering 36 wellbeing activities that engaged 771 employees across the organization.

Our social impact extended beyond the Company through the signing and launch of a collaboration with the Ministry of Human Resources and Social Development to deliver meaningful development initiatives across the Kingdom. We also partnered with Majmaah University to conduct knowledge-sharing sessions focused on digital empowerment for students in rural communities.

This progress was supported by a culture of participation and shared responsibility. It was reflected in several awards, including the Sustainable Project of the Year Award as a Gold winner for the project "FutureSmart City: Redefining Urban Innovation for a Sustainable Future", and the Sustainable Project Manager Award as a Silver winner for the project "Next-Gen Data Center Enablement for Global Platform". These achievements demonstrate our continued focus on embedding sustainability across our projects,

leadership, and long-term value creation. We were also honored with the Best Employee Benefits and Wellbeing Strategy of the Year in Private, Public, and Government Sector award from the GCC GOV HR Awards 2025, reflecting our commitment to employee wellbeing as a core pillar of sustainable performance.

For the second consecutive year, we received the Corporate Social Responsibility Award from the Ministry of Human Resources and Social Development, underscoring our positive impact within the wider community. In addition, we were recognized with the Digital Transformation Excellence Award from Maven Insights, reflecting our role in leveraging digital solutions to help customers improve efficiency, enhance transparency, and enable data-driven decision-making.

The achievements of this year reflect the strength of the foundations we continue to build and the momentum we are carrying forward. The milestones we celebrate and the opportunities ahead are the result of the guidance of our Board of Directors, the expertise of our Executive Management, the dedication of our employees, and the trust of our partners, suppliers, stakeholders, and the local community.

As we continue our journey, we remain committed to advancing responsible innovation, expanding our impact in digital transformation, and supporting the strategic direction of stc Group, reinforcing solutions by stc's position as a leading national technology enabler and a trusted partner in building a more efficient, resilient, and sustainable future for the Kingdom.





Environmental

- | Generated more than **ﷲ 108.4 million in revenue** from clean-tech solutions
- | Operated the **EV charging stations**
- | Reduced **electricity consumption** by almost **15%**
- | Earned **Sustainable Project of the Year** in the IPMA Global Awards 2025

Social

- | Developed a **Human Rights Policy**
- | Achieved **64% nationalization** rate
- | Collaborated **with HRSD** to implement impactful social development initiatives across Saudi Arabia
- | Awarded the **Best Employee Wellbeing Programme** by HRSE

Governance

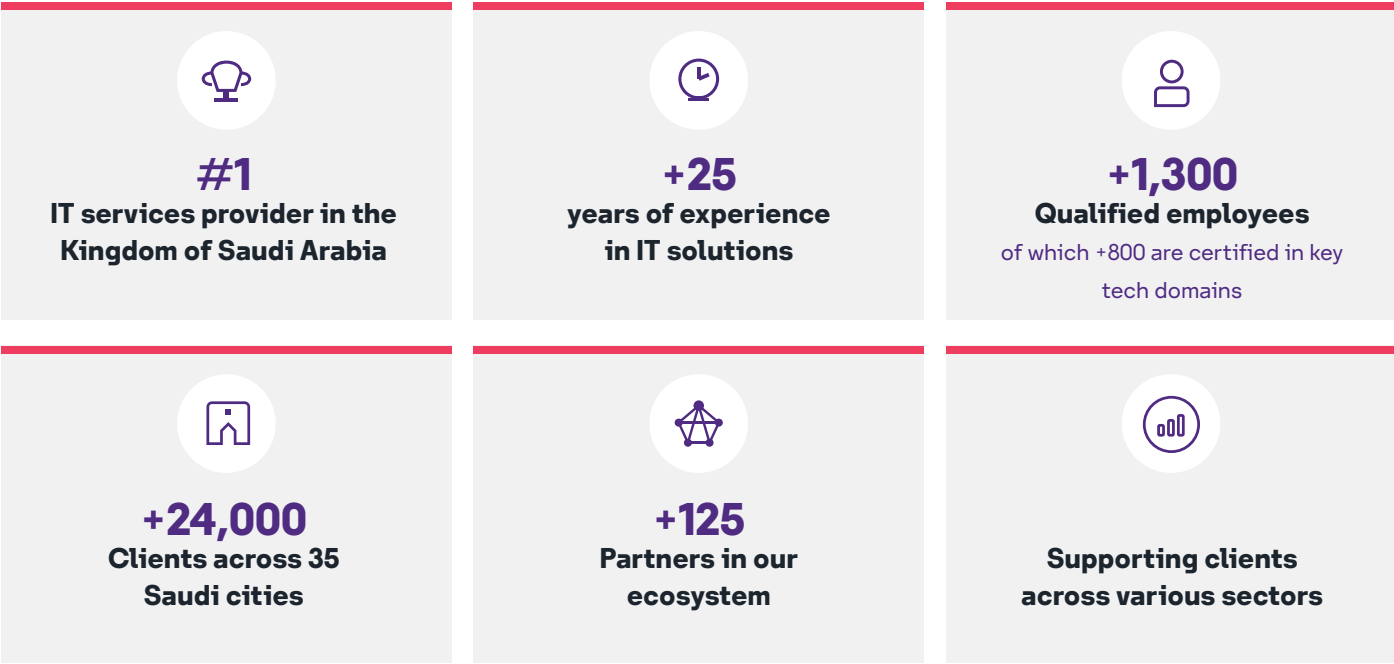
- | Streamlined sustainability data governance through a dedicated **ESG data collection platform**
- | **100%** of employees completed training on **anti-corruption**
- | Maintained **ZERO** legal actions related to **anti-competitive behavior**
- | Received the **Sustainability Program of the Year 2024** in the CMA Awards
- | Provided an **awareness session on Sustainable Procurement** across solutions by stc and our sister companies
- | **100% of new suppliers** signed our Supplier Code of Conduct
- | Allocated **79.27%** of procurement spending on **local suppliers**
- | Received **Success Partners Recognition** from HRSD

Who we are

solutions by stc is the leading provider of Information Technology (IT) services in the Kingdom of Saudi Arabia and plays a central role in advancing digital transformation across both the public and private sectors. With more than 25 years of regional experience, we deliver a broad portfolio of advanced technology solutions that enable clients to succeed in an increasingly digital environment. Our mission is to provide technology solutions to businesses addressing their needs and challenges to succeed in evolving market conditions.

Through our integrated portfolio that includes solutions by stc, Giza Systems (rebranded to pulse by solutions), Devoteam, and upsource by solutions, we deliver comprehensive end to end Information and Communications Technology (ICT) services that address the digitalization requirements of our clients. We focus on developing resilient, scalable, and sustainable solutions that support the global transition toward sustainability and enable organizations to innovate while operating in a more sustainable way. We remain dedicated to advancing the Kingdom of Saudi Arabia’s digital transformation agenda, with a strong emphasis on supporting the objectives of Saudi Vision 2030 as a leading contributor to the regional IT ecosystem. During this year, we have continued to strengthen our sustainability commitment by embedding green digital transformation across our solutions.

Our impact in numbers



What we offer

solutions by stc leads digital transformation in the Kingdom by providing a full spectrum of ICT services that empower businesses throughout their digital journey. We have structured our services into 3 segments:



allowing clients to enhance security, optimize operations, and achieve sustainable growth through innovative technology.

Core ICT services

We deliver System Integration (SI) services that cater to diverse organizational needs across the value chain, supported by a strong network of local and global partners. We provide advisory, design, implementation, and integration for networks, infrastructure, and applications, all offered through customized engagement models tailored to each client. In addition, we address the high-end connectivity requirements of organizations in both urban and remote areas by providing dedicated, secure, and high-quality business internet and satellite services, utilizing wholesale communication capacity from telecommunication providers.

IT managed and operational services

We provide managed services that encompass end-to-end management of business networks and systems, with the flexibility to deliver tailored projects that meet the specific needs of each client. These services create value by enhancing efficiency, improving operations, delivering superior service, and proactively monitoring and resolving issues across networks, servers, storage, devices, and applications by managing the components of our customers’ technical infrastructure. In addition, we offer business outsourcing services in areas such as HR, customer care, and other shared services, leveraging technology and automation to optimize outcomes. By adopting various business models, we partner with clients to deliver these services effectively. This segment is experiencing strong growth, driven by the Saudi Government’s ongoing privatization initiatives in support of Saudi Vision 2030.

Digital solutions

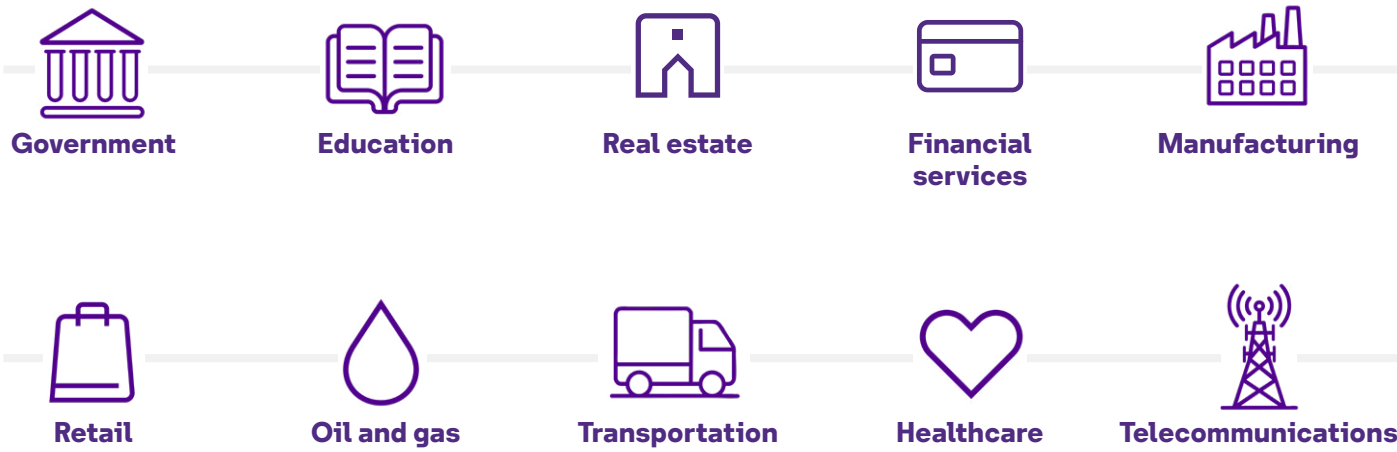
We offer cloud services that cover the complete range of data center and cloud solutions, including multi-cloud professional and managed services across all major hyperscalers, enabling clients to maximize the value of their cloud investments.

Our digital services focus on driving digital transformation by offering solutions that connect, monitor, and analyze machine and device data to support informed decision-making. These services

also redefine business processes to enhance customer experience and include, but are not limited to, application services.

In addition, we deliver cybersecurity integration services that address security needs across the entire ICT value chain. This includes planning, design, implementation, and project management of technical solutions tailored to the specific security requirements of enterprises.

Sectors we serve



Where we operate

We manage operations that extend across multiple offices in the Kingdom of Saudi Arabia from our headquarters in Riyadh.

In solutions by stc, we reinforce our commitment to client needs through sales offices, the Network Operating Center (NOC), and the Business Process Outsourcing (BPO) office, which work together to strengthen overall operations.



Our strategy for sustainable growth



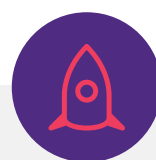
Purpose

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



LEAP: A forward- looking initiative for a transformative era

L Lead through service excellence

Maintaining market leadership by delivering innovative, high-quality services built on a strong ICT foundation that drives digital transformation.

E Empower business growth and diversification

Emphasizing future-focused growth through emerging technologies, innovative business models, and strategic partnerships to pioneer new markets and capture long-term technological value.

A Achieve excellence in customer engagements

Prioritizing deep customer understanding and personalized engagement to build long-term partnerships, position the Company as a trusted advisor, and turn clients into brand advocates.

P Promote efficiencies and sustainability

Focusing on long-term sustainable value creation through operational excellence, responsible resource management, talent development, and alignment with national economic and social development goals.



Driven by our LEAP 2.0 corporate strategy, solutions by stc is helping advance the Kingdom of Saudi Arabia's goal to become a global IT services hub. Through innovation, sustainability, and digital leadership, we are creating lasting value while accelerating the nation's transformation in line with Saudi Vision 2030. 

Maher Salem Althiyabi
Chief Strategy Officer

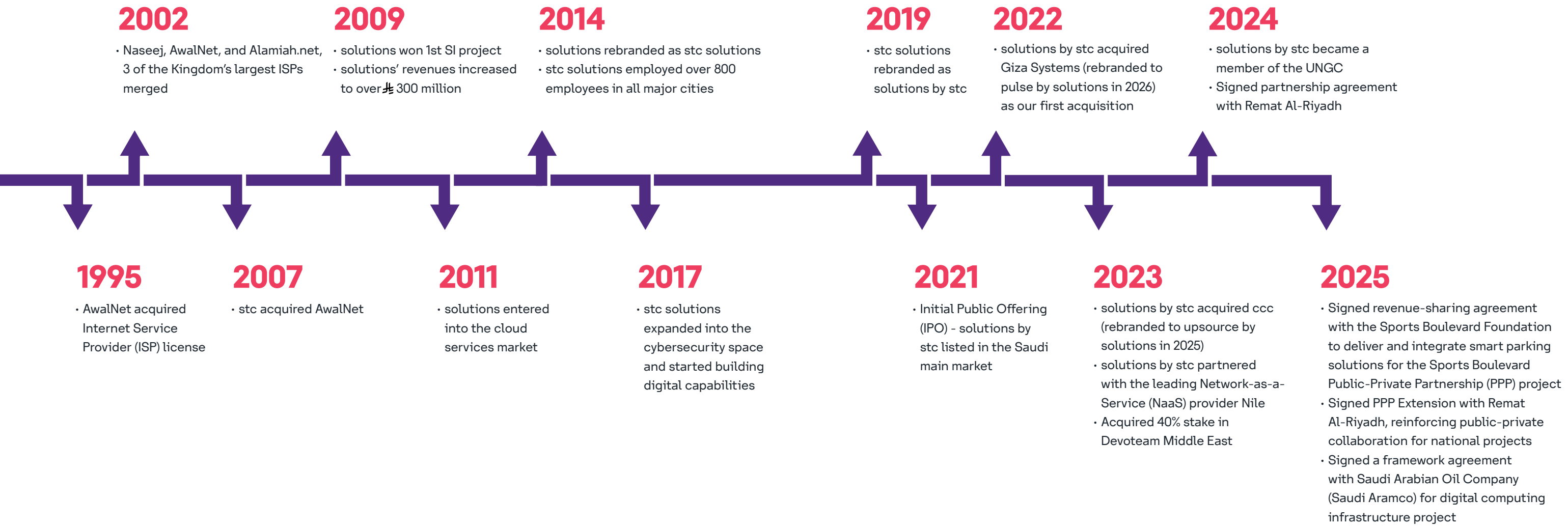


Further information on our LEAP Strategy can be found in our [Annual Report 2025](#), pages 44 and 45.

Our journey

We have undergone substantial growth and transformation since our establishment. Over the years, our journey has been focused on creating a digital ecosystem to enable our customers to achieve sustainable growth, regionally and globally.

This direction aligns closely with our parent company's, stc, commitment to strengthening the sustainability of the ICT ecosystem, as well as with NSDAI, which focuses on fostering a collaborative and forward-looking environment for data and artificial intelligence, supported by the highest cybersecurity standards.



The milestones we have achieved highlight our ongoing growth and success, which stem from the dedication of our teams and a highly ambitious corporate culture. These accomplishments are strengthened by a strong governance framework and exemplary leadership, whose vision and commitment guide our progress.

 Certifications

With an extensive portfolio of certifications, we demonstrate our commitment to excellence and expertise. A selection of these certificates includes:

ISO/IEC 38500:2024 Governance of IT for the Organization	ISO 9001:2015 Quality Management System	ISO 31000 Guidelines on Risk Management
ISO 27001:2022 Certified Information Security Management Systems	ISO/IEC 27002 Information Security Controls	ISO 20000 IT Service Management
ISO 27701:2019 Privacy Information Management System	ISO 22301 Business Continuity Management System	ISO 22320 Emergency Management
ISO 37301 Compliance Management Systems	ISO 37000:2021 Governance of Organization	ISO 56002:2019 Innovation Management System
ISO 20400 Sustainable Procurement	ISO 45001 Occupational Health and Safety Management Systems	Infoblox Certification as an Authorized Service Partner
PCI DSS 4.0 Certified of Payment Card Industry Standard	CSA STAR Certified Against CSA Cloud Controls Matrix (CCM) v3.0.1 and CSA Consensus Assessments Initiative Questionnaire (CAIQ) v3.0.1	
SOC-CMM Foundation Audit Certification for solutions by stc's Security Operations Center (SOC)		

 Awards

Performance awards

Sustainability Program of the Year 2024 Saudi Capital Market Awards	Corporate Challenge – First place LEAP 2025
Leading Innovation Institution in the Private Sector GDI 2024	Qualified Companies Compliance Index - First place Digital Government Forum
Gold winner Agile Leader PMO of the Year Sustainable Project of the Year IPMA Global Awards 2025	Silver winner Sustainable Project Manager IT & Communication Project Innovation Project of the Year IPMA Global Awards 2025
Best CEO in the IT Sector Argaam Summit 2025	Most Original Exercise Programme 2025 (CG&C) BCI Middle East
Digital Transformation Excellence Award Maven Insights	Technology Project of the Year– Silver Award Global Project Management Forum (GPMF)



People awards

Corporate Social Responsibility Award – (second consecutive year) Ministry of Human Resources and Social Development	Best Employee Wellbeing Programme HR Summit & Expo Informa (HRSE)
Best Employee Benefits and Wellbeing Strategy of the Year in Private, Public, and Government Sector GCC GOV HR Awards 2025	

Partners awards

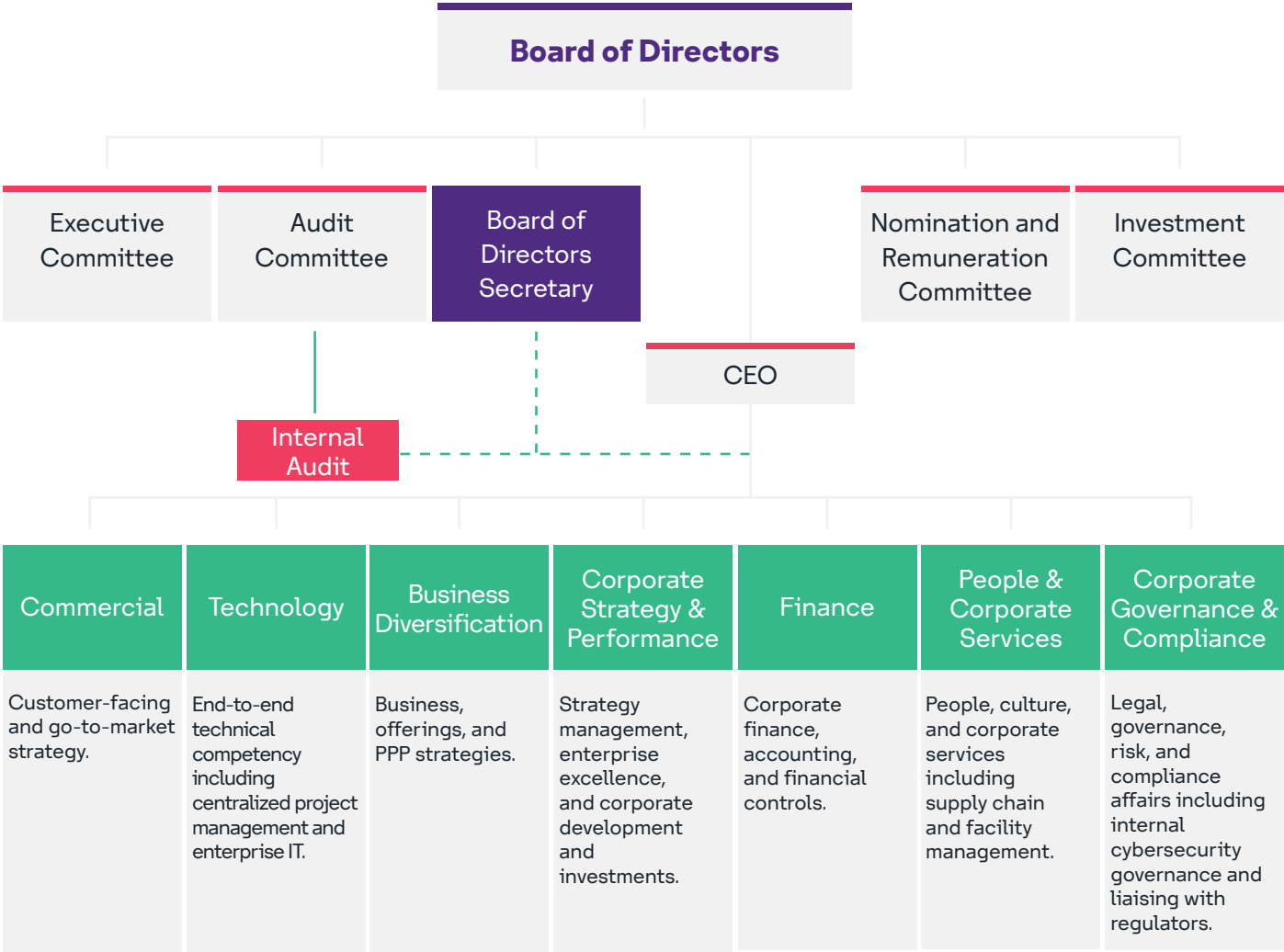
2025 “Star Performer” Award for Europe and the Middle East	
Nvidia Cloud partner – first NCP designation in the region	
Elite Solution NPN Designation Provider	
NVIDIA	
HP Amplify Strategic Partner of the Year Award	Partner of the Year FY24
HP	Palo Alto Networks at Partner Xchange Saudi Arabia
Cisco Powered Services (CPS) Accreditation for Managed SD-WAN Solutions Technical Designation	
Cisco	
2024 VCSP VMware Cloud Foundation as a Service Partner of the Year	Success Partners Recognition
GEO	Ministry of Human Resources and Social Development
AI as a Service Excellence Award 2025	Opentext MENA Award - Business gold partner
Dell Technologies	Opentext
Cloud Partner of the Year	Nutanix Certified Services – Multicloud Infrastructure Master Technical Designation
PureStorage	Nutanix
Best Partner Award within the “Made in Saudi” initiative	Market Mover Partner of the Year 2025
Hewlett Packard Enterprise (HPE)	Google Cloud KSA



Our governance framework

We prioritize robust corporate governance that fully complies with the regulatory standards of the Kingdom of Saudi Arabia. By promoting transparency, accountability, and effective oversight, we strengthen our growth strategy while supporting the objectives of Saudi Vision 2030. Our governance structure is carefully designed to protect the long-term sustainability of our business and to ensure responsible decision-making across all levels of the Company.

Our **Corporate Governance Charter** forms the foundation of our governance framework, providing clear guidance for management, staff, subsidiaries, and external partners. Grounded in best practices, the charter reflects our corporate values and emphasizes transparent disclosure, effective conflict management, and active engagement with stakeholders.



Board of Directors

The Board of Directors leads our corporate governance, supervising all corporate matters and ensuring the effective execution of our governance practices.

In accordance with the regulations set by the Capital Market Authority (CMA) of the Kingdom of Saudi Arabia, we are pleased to announce that the Ordinary General Assembly elected a new Board of Directors which will serve a 4-year term that started on 22 December 2025.

We extend our sincere appreciation to the members whose terms have concluded, recognizing their invaluable contributions to our achievements in 2025 and throughout their term.

Building on the solid foundation they have established, the newly elected members bring diverse expertise and fresh perspectives that will further strengthen our strategic direction and support sustainable, long-term growth.

Board of Directors’ members

 Mr. Riyadh Saeed Muawad Chairman of the Board Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: I R Committees: - Chairman of the Executive Committee - Chairman of the Investment Committee	 Mr. Haithem Mohammed AlFaraj Deputy Chairman of the Board Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: I R Committees: Executive Committee	 Mr. Mohammed Abdullah AlAbbadi Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: I F R Committees: - Executive Committee - Nomination and Remuneration Committee	 Mr. Motaz Ali Alangari Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: F R Committees: Investment Committee	 Mr. Ali Abdullah Alharbi Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: F R Committees: - Audit Committee - Investment Committee	 Mr. Fahad Adnan Almansour Nationality: Saudi Arabian Membership Classification: Independent member Experience: F R Committees: - Executive Committee - Investment Committee
 Mr. Mathad Faisal AlAjmi Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: I R Committees: - Audit Committee - Nomination and Remuneration Committee	 Mr. Abdullatif Ali Al-Seif Nationality: Saudi Arabian Membership Classification: Independent member Experience: F R Committees: Chairman of the Audit Committee	 Mr. Fahad Suliman Abalkhail Nationality: Saudi Arabian Membership Classification: Independent member Experience: I R Committees: - Chairman of the Nomination and Remuneration Committee - Executive Committee - Investment Committee (membership ended on 21 December 2025)	 Mr. Emad Aoudah Al Aoudah Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: I R Committees: Executive Committee	 Mr. Omar Abdulaziz AlShabibi Nationality: Saudi Arabian Membership Classification: Non-Executive member Experience: F R Committees: - Audit Committee - Nomination and Remuneration Committee	 Mr. Mohammad Abdullah Alaseeri Nationality: Saudi Arabian Membership Classification: Independent member Experience: I R Committees: Executive Committee

Legend: I: Industry, F: Finance, R: Risk Management

- Membership renewed on 22 December 2025
- Membership started on 22 December 2025
- Membership ended on 21 December 2025

Further information on our Board of Directors qualifications and experience can be found in our [Annual Report 2025](#), pages 120 – 135.

As outlined in our [Diversity, Equity, and Inclusion Position Statement](#), we place great importance on the professional expertise and varied experience of our Board members, maintaining a transparent and impartial selection process that reflects our dedication to diversity and inclusion.

Board of Directors’ committees

The Board is supported by 4 committees, each playing a key role in ensuring the effective and efficient fulfillment of the Board’s responsibilities. Every committee operates under its own charter, which defines the rules, terms, and responsibilities of its members. For details relating to the Board and its committees please visit the [Corporate Governance](#) webpage.



Audit Committee

This committee, composed of **4 members**, supervises audit activities, assesses internal controls, and ensures adherence to corporate governance standards. It is also responsible for the appointment of the external auditor.



Nomination and Remuneration Committee

This committee, composed of **4 members**, advises on Board and subcommittee nominations, reviews the organizational structure, and prepares performance reports for the Board. It also upholds human resources governance standards to safeguard stakeholders, including enforcing clawback and forfeiture of rewards obtained through falsified reporting, while ensuring the effectiveness of talent development and reward programs.



Executive Committee

This committee, composed of **5 members**, reviews Executive Management’s proposals, oversees budget development, evaluates the strategic and financial outcomes of our objectives, and examines the Corporate Social Responsibility Policy.



Investment Committee

This committee, composed of **5 members**, supervises investment activities, mergers and acquisitions, and the performance of subsidiaries, with a focus on integration and creating synergies.

Further information on our Board of Directors’ committees can be found in our [Annual Report 2025](#), pages 145 – 148.

We care about our shareholders

A strong emphasis is placed on incorporating stakeholder perspectives, with shareholder input carefully embedded into departmental strategies that aim to generate long-term value.

The Investor Relations (IR) Department serves as a key link between the Company, our investors, and capital market regulators, focusing on strengthening engagement and accessibility across multiple communication channels. It oversees all investor and shareholder communications and provides the Board with regular updates on shareholder activities and feedback. To promote transparency, we share comprehensive investor information through the [Investor Relations](#) section of our website, alongside quarterly disclosures and annual reports.

Safeguarding shareholder rights remains one of our highest priorities, **with continuous efforts underway to further enhance these rights. We adhere to the regulations issued by CMA to ensure the protection of all shareholders. In line with these requirements, we have implemented a Related Party Transaction process that supports the protection of minority shareholder interests.**

Additional information on this process is available in our [Annual Report 2025](#), pages 114, 227, and 159.

Matters such as equal voting rights for foreign and non-resident shareholders, along with the right to convene shareholder meetings, are clearly addressed within solutions by stc’s Articles of Association. **This approach is further reinforced by enabling shareholders to propose agenda items for Board meetings, including the nomination of representatives to attend meetings on behalf of Board members.**

Executive Management

Our capable Executive Management is committed to advancing the success of solutions by stc in line with LEAP 2.0. They ensure the Company maintains our leading position in the IT sector within the Kingdom of Saudi Arabia and guide the Company toward our growth objectives, strengthening our role as a market leader.

In accordance with robust governance practices, the roles of Chairman of the Board and Chief Executive Officer are held by separate individuals, ensuring a clear distinction between governance oversight and executive leadership.



Eng. Omer Abdullah Alnomany
Chief Executive Officer



Eng. Saleh Abdullah Alzahrani
Chief Technology Officer



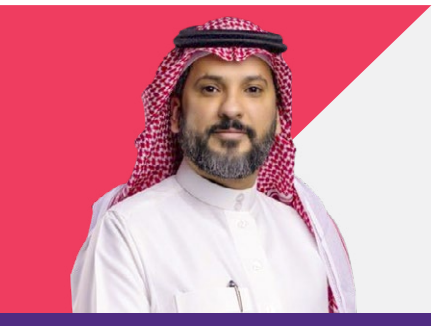
Mr. Abdulrahman Hamad Alrubaia
Chief Financial Officer



Mr. Yousef Abdulrahman AlMarshad
Chief Commercial Officer



Mr. Ahmed Naji Bajnaid
Chief Governance Officer



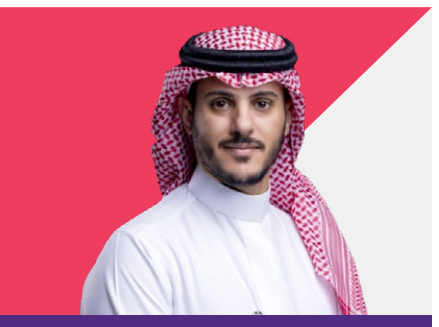
Mr. Maher Salem Althiyabi
Chief Strategy Officer



Mr. Rajeh Saad AlBogamy
Chief Audit Officer



Eng. Emad Faisal Almutairi
Chief People and Corporate
Services Officer



Mr. Abdullah Turki Alotaibi
Chief Business Diversification
Officer

Additional details on our Executive Management and their experience can be found in our [Annual Report 2025](#), pages 140 – 144.

Several specialized committees were established to support our Executive Management and oversee day-to-day operations while ensuring alignment with our long-term goals:

01 Sustainability Management Committee Drives the implementation of sustainable practices across our operations, tracking progress and ensuring alignment with strategic goals. It advises the Board's Executive Committee on key sustainability priorities.	03 Governance, Risk, Compliance, Cybersecurity and Legal Committee Oversees corporate governance, risk management, cybersecurity, legal matters, and compliance, it ensures that our practices adhere to solutions by stc's policies and regulatory requirements. It also manages data privacy and security within the Company and reports relevant issues to the Board.
02 Ethics and Culture Committee Monitors ethical compliance, managing risks and addressing violations, ensuring that our operations consistently meet both local and international ethical standards.	04 Management Investment Committee Reviews investment strategies and policies, oversees budgeting and evaluates opportunities, offering recommendations on investments and strategic initiatives.

In 2025, we formally decided that Executive Management Key Performance Indicators (KPIs) will directly integrate sustainability-linked targets,

representing 5% of their total KPIs,

to ensure stronger alignment with our broader strategic direction. The implementation will commence in the next fiscal year. In support of this framework, we maintain a Long-Term Incentive Plan (LTIP) applicable to General Managers and above, aligning executive rewards with our profitability to promote sustainable growth.

For more information on LTIP, please refer to our [Annual Report 2025](#), page 160.



Clawback and malus framework

To enhance transparency for investors and stakeholders, solutions by stc has established a unified Clawback and Malus Framework that outlines the mechanisms through which the Company may withhold, reduce, or recover incentive-based compensation or share awards.

These provisions ensure accountability, ethical conduct, and robust governance across the organization. The framework is embedded across four main policies, each covering a distinct employee group while maintaining consistent interpretation of malus (withholding/reduction before vesting or payout) and clawback (recovery after payout).

Mandate of each policy

1. solutions by stc work regulations bylaws

These bylaws, approved by the Ministry of Human Resources and Social Development, define employee rights, obligations, and disciplinary measures. They outline both short-term (wage deductions) and long-term (end-of-service forfeiture) clawback and malus actions in compliance with the Labor Law. The bylaws highlight several misconduct scenarios that trigger clawback actions, such as:

- Disclosing the content of conversations or revealing the identity of involved parties.
- Disrupting subscribers or intentionally damaging the Company network for personal gain.
- Manipulating customer data or intentionally registering false customer information.
- Illegally modifying printed or electronic company or customer data for personal gain or to cause harm.
- Intentionally damaging, disrupting, destroying, or hacking company systems or services.

These scenarios emphasize the importance of data protection and ethical conduct; principles echoed across the LTIP and Sales Incentive Policy.

2. Nomination and Remuneration Policy for members of the Board, Committees, and Executive Management

This policy applies to Board members, Board committee members, and Executive Management. It includes a clawback scenario in which the General Assembly terminates a Board member's membership due to failure to attend three separate Board meetings without a legitimate excuse. In such cases, the Board member becomes ineligible for remuneration beyond the last meeting attended and must return any remuneration disbursed for the subsequent period.

3. Executives Long-Term Incentive Policy

This policy applies to all solutions long-term incentive recipients where it is stipulated that the Board's Nomination and Remuneration Committee holds the right to clawback (the right to retrieve/recover the vested or unvested incentive) from the participants in the following scenarios:

- Received an award based on materially inaccurate publicly reported financial statements.
- Knowingly engaged in providing materially inaccurate information.
- Materially violated any risk limits established or revised by senior management and/or risk management.
- Committing any act that violates the Company's defined rules and regulations of conduct.
- Any misconduct where the Nomination and Remuneration Committee determines not to pay.

solutions by stc's leadership are highly committed towards fostering a culture of integrity, transparency and honesty.

4. Sales Incentive Policy

The Sales Incentive Policy incorporates robust Clawback mechanisms designed to promote ethical conduct, data integrity, and accurate sales performance reporting. Sales performance data is subject to mandatory, annual validation by relevant stakeholders, ensuring transparency and accountability across the incentive process. Any unjustified discrepancies or inconsistencies identified during validation may result in immediate disqualification from the incentive plan.

Breaches of policy provisions, internal controls, or applicable compliance requirements may lead to partial or full disqualification from incentive payouts, subject to management review and approval. Clawback actions may be initiated in circumstances including, but not limited to:

- Errors in calculation that materially impact incentive payout accuracy.
- Non-compliance with approved incentive plan rules or Sales Incentive Policy requirements.
- Identification of fraud, misrepresentation, or unethical conduct associated with sales performance or reporting.

All clawback decisions are subject to formal verification, documented review, and approval by authorized management. Upon completion of the approval process, Payroll is empowered to recover partial or full incentive amounts, including through future payroll adjustments, in accordance with applicable laws and internal governance standards.

Our approach to business ethics

“Innovation in governance and a culture of accountability drive our strategy, fostering ethical leadership, resilient growth, and meaningful value for all our stakeholders.”

Ahmed Naji Bajnaid
Chief Governance Officer



At the heart of every sustainable business lies a commitment to integrity, transparency, and accountability. Our approach to business ethics is not just about compliance, it reflects who we are and how we choose to operate in a complex world. From safeguarding the trust of our clients and partners to fostering an inclusive and respectful workplace, ethical decision-making guides every step we take.

Through our [Code of Ethics and Business Conduct](#), Integrity Takes Us Forward, we hold our employees to the highest ethical standards. The Code is structured around 4 core areas, which are our relationships with:

- Customers and communities
- Marketplace
- Workplace
- Investors

It addresses key matters such as privacy and cybersecurity, anti-corruption, fair competition, and conflicts of interest, while encouraging employees to disclose any potential conflicts in line with established procedures.

In addition, our commitment to ethics and integrity is reinforced through the [Corporate Governance and Transparency Position Statement](#), which outlines our approach to strong governance and clear communication with both internal and external stakeholders. This commitment is actively supported by the Ethics and Culture Committee, which is responsible for overseeing ethical conduct across the organization. Through its oversight, the committee ensures the effective application of our ethical culture and promotes integrity at all levels of solutions by stc.

All reported breaches of our Code of Ethics and Business Conduct are now overseen by the Business Integrity Department, following the transfer of this responsibility from the Ethics and Fraud Investigations Department. Each matter is examined through a confidential compliance investigation led by the Legal Affairs team, with corrective actions taken immediately when violations are confirmed. A robust revision process is applied to ensure consistency with our ethical standards and relevant regulations. When breaches are substantiated, disciplinary measures are enforced and targeted recommendations are issued to address any gaps that may have contributed to the violation.

In 2025, solutions by stc proudly recorded no incidents in which employees were dismissed or disciplined for corruption, reflecting our culture and employees’ commitment to ethical practices.

Code of Ethics And Business Conduct alignment	Units	2023	2024	2025
Percentage of employees who signed the Code of Ethics and Business Conduct declaration	%	100	100	100
Number of confirmed breaches against the Code of Ethics and Business Conduct	#	3	1	0

It is worth noting that the number of confirmed breaches of the Code of Ethics and Business Conduct decreased from 3 in 2023 to 1 in 2024 and reached 0 in 2025, reflecting the effectiveness of our Code implementation.

To reinforce ethical awareness across the organization, we require all employees to formally acknowledge their understanding of the Code of Ethics and Business Conduct on an annual basis. This commitment is further supported through a mandatory Code of Business Ethics e-learning program, which is implemented in alignment with our parent company.

In addition, employees complete a compulsory anti-fraud e-learning program that builds awareness of fraud detection, its potential impact, and available internal whistleblowing channels, while reinforcing key policies including the Code of Ethics and Business Conduct, the Anti-Fraud and Corruption Policy, and the Whistleblowing Policy.

Further strengthening our culture of compliance, the Corporate Governance and Compliance Division has introduced a series of awareness initiatives aimed at employees across solutions by stc. These initiatives include sessions focused on corporate governance best practices, anti-fraud, and compliance, as well as an internal GRC and Cybersecurity Day designed to engage employees across a wide range of governance and compliance topics.

Moreover, we conducted a targeted awareness campaign, branded with the slogan “Compliance is Our Identity,” which urges adherence to the Code of Ethics and Business Conduct, promotes understanding of the regulations and policies relevant to employees’ roles, and encourages the disclosure of non-compliance instances during compliance assessments.

Addressing key ethical topics

Anti-competition

Building our business on innovation, reliability, and trusted customer relationships requires a strong commitment to fair competition. We ensure full compliance with competition and local content laws across the Kingdom of Saudi Arabia and the wider region, while actively guiding both employees and leadership to prevent any form of anti-competitive behavior.

Anti-competition [GRI 206-1, SASB TC-SI-520a.1, SDG 16.3]	Units	2023	2024	2025
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	ﷲ	0	0	0

Over the past 5 years, solutions by stc has maintained a consistent record of

zero legal actions related to anti-competitive behavior or violations of anti-trust practices.



Anti-fraud and corruption

Reflecting our firm stance against fraud and corruption, our [Anti-Fraud and Corruption Policy](#) enforces a zero-tolerance approach to misconduct. The policy applies not only to employees, shareholders, and consultants, but also to agencies, vendors, and contractors engaged in business with us.

Building on this foundation, we continue to leverage our comprehensive Anti-Fraud Management Framework, which remains essential in promoting a zero-tolerance environment for fraud. The framework defines critical control measures to prevent, detect, and respond to fraud efficiently, ensuring that all incidents are addressed quickly and transparently.

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

Our Corporate Governance and Compliance Division further reinforces these principles by regularly issuing official communications, often in partnership with external experts, to enhance understanding and strengthen anti-fraud governance. These communications provide our team with the knowledge and tools necessary to detect, prevent, and address fraudulent practices effectively.

Anti-corruption [GRI 205-1, 205-3, SDG 16.5, Tadawul - Business Ethics]	Units	2023	2024	2025
Total number of operations assessed for risks related to corruption	#	199	112	118
Total percentage of operations assessed for risks related to corruption	%	100	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 employees during the reporting period and the outcomes of such cases	#	0	0	0

Training on our ethical standards is provided to all employees, including contractors, and is designed to apply to part-time staff if such positions are established. While solutions by stc currently has no part-time employees, the requirement is in place to ensure coverage for all future roles. This mandatory program is delivered annually to both new hires and existing employees, maintaining consistent awareness and adherence to the Company’s ethical principles.

In 2025, 100% of employees completed training on anti-corruption and had access to communication on our anti-corruption policies and procedures, reinforcing our commitment to integrity and compliance across all operations.

Anti-corruption training [GRI 205-2, Tadawul - Business Ethics]	Units	2023	2024	2025
Percentage of employees attended training on anti-corruption	%	100	100	100
Percentage of governance body members to which anti-corruption policies and procedures have been communicated	%	100	100	100
Percentage of employees to which anti-corruption policies and procedures have been communicated	%	100	100	100
Percentage of business partners to which anti-corruption policies and procedures have been communicated	%	100	100	100

Whistleblowing

Creating a safe and secure work environment is a priority, where employees can report unethical behavior with confidence. To facilitate this, we provide secure whistleblowing channels and actively promote their use among employees, management, contractors, and external business partners.

The **Whistleblowing Policy** safeguards individuals from retaliation and outlines clear procedures for reporting and handling incidents. Oversight of the policy, including confidentiality and management of the channels through our internal portal, website, hotline, and email, is the responsibility of the Business Integrity Department, following the transfer of this responsibility from the Internal Audit Department.

Our dedicated **Speak-Up** channel serves as a key platform for reporting concerns related to misconduct, fraud, corruption, and violations of internal policies. Every report undergoes a careful review following our internal procedures to ensure a fair and thorough evaluation. The Business Integrity Department performs an initial assessment to decide if the Ethics and Fraud Investigation team should conduct an independent investigation. Actions taken in response included policy revisions, targeted internal training, and, when needed, disciplinary measures to address confirmed misconduct.



**Speak-Up
channels**

 +966 (0) 11 525 2626 |  Speak-Up@solutions.com.sa

Strict security protocols are applied to ensure the confidentiality of all whistleblowing reports. Through the Speak-Up channel, individuals may submit concerns anonymously, with access to case information limited to authorized personnel only.

In 2025, we received 17 whistleblowing inquiries, complaints, or issues, none of which were related to human rights matters. We carefully considered 100% of these cases, with 90% substantiated and addressed through corrective action, while the remaining 10% were reviewed but could not be substantiated due to lack of sufficient evidence or verifiable support evidence. All cases, whether substantiated or not, contributed to strengthening our controls, refining our policies, and reinforcing a culture of integrity across the organization.

Whistleblowing reports	Units	2023	2024	2025
Number of whistleblowing inquiries, complaints, or issues received	#	12	25	17
Percentage of substantiated whistleblowing inquiries, complaints, or issues	%	100	92	90
Percentage of whistleblowing cases related to human rights	%	0	8	0

2025 Corporate governance achievements



Digital Government Authority (DGA) achievement

This year marked a major milestone as the DGA announced that solutions by stc secured first place in the Qualified Companies Compliance Index during the Digital Government Forum.

Achieving the top ranking underscores the collective efforts of our teams in meeting all compliance requirements and affirms solutions by stc’s leadership position among qualified companies within the DGA.



stc governance maturity score

solutions by stc achieved a score of 3.8 out of 4 in the stc Governance Maturity Assessment. This result demonstrates how we optimize our governance structures by formalizing processes that establish clear accountability, effective communication channels, and well-defined decision-making mechanisms.

These enhancements strengthen stakeholder engagement and introduce performance metrics that support consistent and effective governance.



Developed a system for regulatory penalty tracker



Established decision rights framework between solutions by stc and our subsidiaries



Delivered 32 awareness initiatives



Reviewed 21 internal committees

Our path to resilience

In solutions by stc, resilience is not just a strategy, it is a mindset. Our approach to risk management and business continuity ensures that we are prepared for uncertainties, protecting our people, operations, and stakeholders while maintaining steady progress toward our sustainability goals. This proactive stance allows us to navigate complexity with confidence, ensuring that our commitments remain steadfast, even in the face of disruption.

Risk management

Oversight of the effective implementation of our Enterprise Risk Management (ERM) Policy and Framework is the direct responsibility of the Board of Directors. At solutions by stc, we focus not only on identifying and managing risks, but also on leveraging them as opportunities for growth and continuous improvement. Serving as the backbone of our risk management approach, the ERM Policy and Framework support the systematic identification, evaluation, control, and monitoring of risks that could affect the achievement of our objectives, while ensuring alignment with the ISO 31000 for Risk Management certification we have obtained.

For further details on the principles underpinning our risk management process, please refer to our [Sustainability Report 2023](#), page 40.

Effective risk management is reinforced through the oversight of our Audit Committee, which plays a central role in supervising the ERM process. The committee focuses on the deployment of Key Risk Indicators (KRIs) and supports the development of a strong and integrated risk management system. Through regular reviews of business risks and control measures, the committee ensures that management remains aligned with the Risk Appetite Statement and the ERM Policy.

Alongside this oversight, the Governance, Risk, Compliance, Cybersecurity, and Legal Committee is tasked with reviewing and approving reports on material business risks, which are communicated to senior management and the Board. The committee conducts an annual assessment of the risk appetite, reassesses the overall risk profile, and monitors the effective execution of risk management initiatives.

Additional information on the key risks we face and the measures taken to address them is available in our [Annual Report 2025](#), pages 60 – 61.

Business continuity

Ensuring uninterrupted service delivery is a core element of our customer-centric culture, supported by a robust Business Continuity Management System (BCMS). Integrated within our Business Continuity Plans, the system emphasizes resilience to extreme weather events and climate-related disruptions, enabling our operations to respond effectively to potential challenges. Our business continuity approach is reinforced through comprehensive management strategies and regular assessments, which have contributed to improved efficiency and strengthened our reputation as a reliable service provider. Executive Management remains actively involved in overseeing the BCMS, ensuring it is embedded in daily operations and the broader corporate culture.

Regional conflict crisis response

In 2025, evolving regional geopolitical developments posed potential challenges to our people, supply chain, operations, and customers. Anticipating possible impacts, our BCM Team swiftly activated the crisis command center to maintain heightened state of readiness to emerging risks.

By acting early, we were able to mitigate potential disruptions and maintain operational stability at a time of key delivery routes closures. Despite the closures and disruptions to air and marine corridors, we successfully worked with our delivery partners to secure the timely delivery of required goods from international sources and uninterrupted delivery to our clients, allowing us to continue serving them effectively.

As a result of these proactive measures, the overall impact on operations was minimal, and organizational readiness was elevated across the Company. This approach reinforced our resilience, protected value for our stakeholders, and demonstrated our ability to operate with confidence and control even in the most volatile environments.

Further details on our business continuity practices are available in the [Annual Report 2025](#), pages 62 – 63.



As part of our ongoing preparedness efforts, we closely track downtime caused by both natural and non-natural disasters, including hurricanes, earthquakes, pandemics, and cybersecurity incidents. Evaluating the impact of these events on our network infrastructure allows us to continuously assess the effectiveness of our contingency planning and strengthen our readiness.

Resilience and continuity performance indicators [SASB -TC-SI-550a.1]	Units	2023	2024	2025
Total number of outages as a result of natural disaster	#	0	0	0
Total number of outages as a result of non-natural disaster (e.g., COVID-19, supply chain disruption etc.)	#	0	0	0
Natural disaster downtime	# (minutes)	0	0	0
Non-natural disaster downtime	# (minutes)	0	0	0

Over the past year, our focus on operational excellence resulted in zero downtime incidents for the fourth consecutive year. This achievement highlights the effectiveness of our BCMS in protecting against potential disruptions and ensuring consistent and seamless service delivery.

02

Pathway to sustainability



Activating sustainability

Sustainability at solutions by stc is embedded as a core strategic priority and a fundamental pillar of our business approach. Guided by our ambition to enable a connected, inclusive, and environmentally responsible future, we continue to integrate sustainability practices across our operations, services, and stakeholder engagements. Our actions reflect our continued alignment with the Saudi Vision 2030 and our efforts to foster a sustainable ecosystem that delivers value to both our business and the wider community.

In 2022, we conducted our first materiality assessment, ensuring we consult our key stakeholders, and we refer to global sustainability instruments. The year 2023 was distinguished with the formalization of our sustainability priorities through the launch of our Sustainability Strategy and our Sustainability Governance Framework. In 2024, we refined our approach to cultivating an organizational culture where sustainability is an integral part of daily practices through our Sustainability and Engagement Strategy. This year, we are proud to have been named the Sustainability Program of the Year 2024 at the Saudi Capital Market Awards recognizing our efforts to build a sustainable future for us and our clients. Additionally, we initiated the use of a data collection platform dedicated to collecting sustainability-related information.

2022

Stakeholder engagement: A structured approach to stakeholder engagement was established by identifying key internal and external stakeholders, along with their respective interests and engagement mechanisms, to enable ongoing dialogue and ensure that our sustainability journey is informed by meaningful stakeholder input.

Materiality assessment: A comprehensive materiality assessment was completed to identify and prioritize 15 material sustainability issues, ensuring alignment with the GRI Standards, SASB, and the Saudi Exchange’s ESG Disclosure Guidelines.

Sustainability communication: Clear and transparent sustainability communication was strengthened through the publication of our inaugural Sustainability Report, which provides a comprehensive overview of our sustainability performance and highlights progress across the identified material topics.

2023

Sustainability strategy launch: A comprehensive sustainability roadmap was introduced through the launch of our Sustainability Strategy, GROW Strategy, providing structured guidance for our efforts covering sustainable technologies, social empowerment, governance, and procurement.

Sustainability governance framework: A robust sustainability governance framework was established and fully integrated with the corporate strategy. Oversight and accountability are ensured through the Sustainability Management Committee, chaired by the CEO, which monitors progress and drives effective implementation.

2024

Sustainability and engagement strategy: Sustainability was embedded within our corporate culture through the PLANT phase, which defines target behaviors, the FEED phase, which focuses on knowledge and awareness building, and the THRIVE phase, which drives engagement and action under the Sustainability and Engagement Strategy.

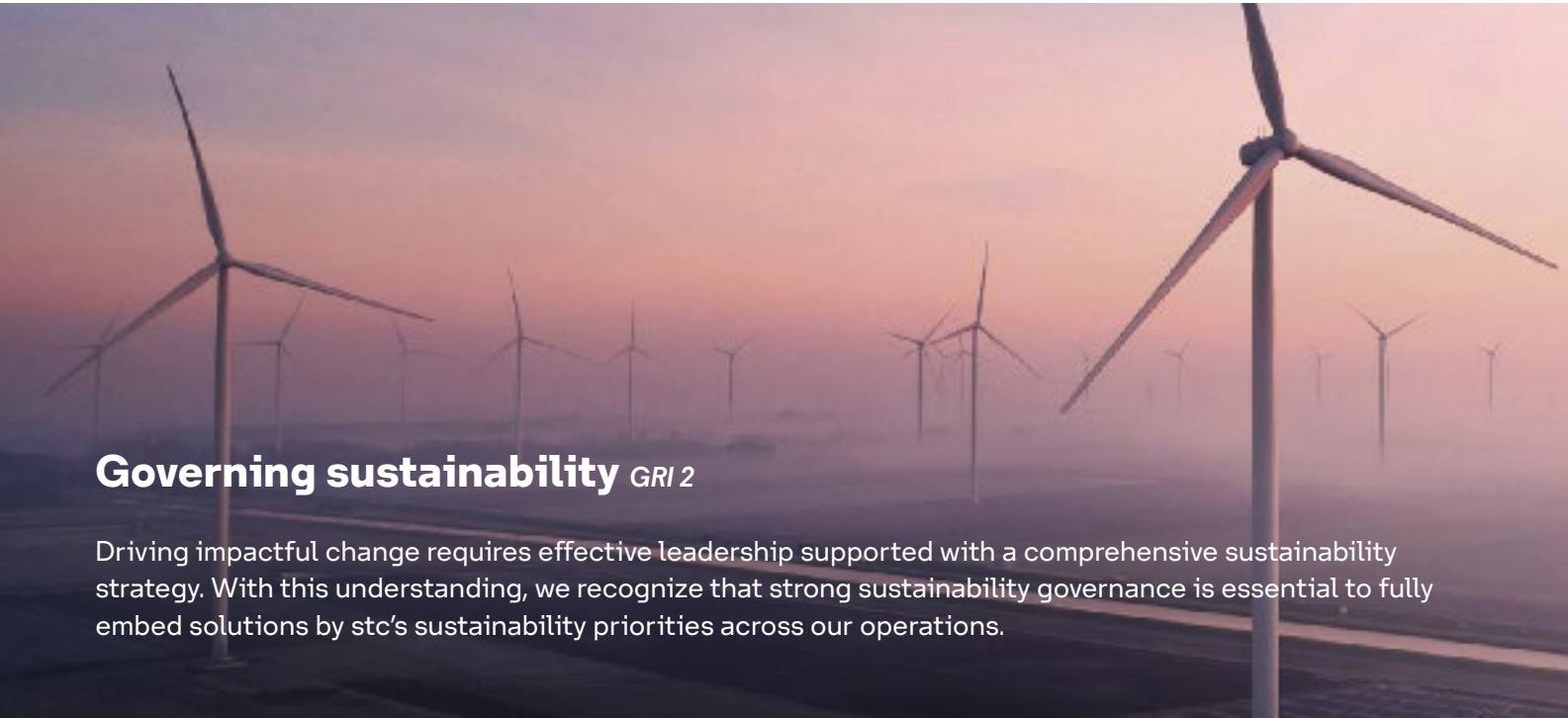
2025

Sustainability Program of the Year Award: Named the Sustainability Program of the Year 2024 at the Saudi Capital Market Awards. This recognition highlights not only our leadership in driving responsible business practices but also our commitment to shaping a sustainable future.

Sustainability data governance: Initiated the use of a sustainability data collection platform, enabling the systematic tracking of environmental, social, and governance indicators.

We remain fully aware that continued progress in sustainability demands sustained collaboration, adaptability, and innovation, despite the achievements realized to date. As we evolve, we remain firmly committed to advancing the digital transformation of Kingdom of Saudi Arabia in a manner that is inclusive, environmentally responsible, and resilient.

Guided by a shared vision and collective effort, we are confident that solutions by stc will continue to play a critical role in shaping a sustainable future for generations to come.



Governing sustainability GRI 2

Driving impactful change requires effective leadership supported with a comprehensive sustainability strategy. With this understanding, we recognize that strong sustainability governance is essential to fully embed solutions by stc’s sustainability priorities across our operations.

|| solutions by stc demonstrates that strong governance and a well-defined strategy are the foundation of effective sustainability, driving lasting value through enterprise excellence. ||

Rakan AboBakr
Enterprise Excellence General Manager



Governance structure

Oversight of sustainability at solutions by stc is anchored in a governance framework that emphasizes leadership, collaboration, and accountability. Central to this framework is the Sustainability Management Committee, chaired by the CEO, which provides strategic oversight of sustainability efforts across the Company.



Clear communication lines underpin the effectiveness of our governance framework, and we are committed to maintaining clear communication in all sustainability matters across all levels in the Company. The Board of Directors exercises oversight of sustainability matters through direct reporting from the Sustainability Management Committee.

The Client Advocacy and Sustainability Department engages regularly with the CEO, CSO, and the Chairman and Deputy Chairman of the Sustainability Management Committee. These quarterly discussions focus on progress against KPIs, ongoing sustainability initiatives, and the achievement of established targets. This structured communication ensures that our sustainability efforts remain fully aligned with the strategic direction set by leadership and the Sustainability Management Committee.

Sustainability Management Committee’s 2025 activities

In 2025, our Sustainability Management Committee launched a sustainability awareness culture campaign using a comprehensive 360° approach, designed to embed sustainability into employees’ daily activities.

This campaign aims to inspire meaningful behavior change, empower our people, and generate measurable environmental and social impact; laying a strong foundation for continued progress well beyond the current year.

One of the initiatives includes the installation of Electric Vehicle (EV) charging stations as part of our preparedness for the gradual electrification of the Executive Management’s vehicles. The initiative aims to electrify 16% of the Executive Management vehicles by Q2 2026, with several EVs already in operation.



Key responsibilities of the Sustainability Management Committee

01 Strategic oversight Sustainability efforts are designed to align closely with solutions by stc’s overarching mission and long-term strategic objectives.	02 Accountability Clear goals and KPIs have been established to monitor and measure sustainability progress across all departments and functions.
03 Policy integration Integration of sustainability is supervised across all aspects of operations, including technology, governance, procurement, and employee engagement.	04 Continuous improvement Culture of learning and adaptability is promoted, with our sustainability approach continuously refined in response to emerging insights and evolving global standards.

The Client Advocacy and Sustainability Department is strategically positioned within the Corporate Strategy & Performance Division, maintaining regular engagement with the Sustainability Management Committee.

Last year, we integrated sustainability responsibilities with client advocacy; a structure we continue to follow today. This unified approach strengthens the sustainability lens of our services, ensuring that our clients, who sit at the center of our business, remain key beneficiaries of our sustainable growth journey.



Our dedication to our customers shapes everything we do, including our sustainability efforts. By putting clients at the center, we show that customer-driven approaches are key to achieving enduring sustainable impact. 

Hanadi Sadeq
Director of Client Advocacy and Sustainability Department



Key responsibilities of the Client Advocacy and Sustainability Department

01 Sustainability communication

The department actively engages with stakeholders to produce solutions by stc's annual sustainability report. It also ensures that our reporting aligns with leading global sustainability standards and frameworks, while remaining consistent with national sustainability priorities.

02 Sustainability culture nurturing

The department organizes and conducts regular sustainability awareness sessions for employees, aiming to strengthen internal understanding of the sustainability issues most material to solutions by stc.

03 Sustainability data automation

The department integrates digital tools to streamline sustainability data reporting across solutions by stc, while automation is employed to improve the efficiency and accuracy of data collection.

04 Customer communication reinforcement

The department ensures a comprehensive customer communication cycle by digitalizing customer experience operations, enhancing efficiency and responsiveness to client needs. The department also manages the automated 'voice of the customer' survey program to gain deeper insights into client experiences and expectations.

05 Culture of client advocacy cultivation

The department establishes training programs to equip employees with the skills and tools needed to excel in customer service. Additionally, the department oversees the Customer Happiness Program, which recognizes and rewards individuals demonstrating exceptional commitment to customer care.

The Client Advocacy and Sustainability Department encompasses a team of professionals with certified expertise in ESG and sustainability. Team members have successfully completed internationally recognized programs, including an ESG certification from the Corporate Finance Institute (CFI) and the Strategy and Sustainability certification from IESE Business School. These qualifications strengthen the Department's ability to integrate sustainability considerations into strategic decisions and in the delivery of sustainability initiatives.

In addition, the Client Advocacy and Sustainability Department focuses on driving forward the Company's sustainability initiatives, as it continues to uphold its client advocacy responsibilities, ensuring that client needs and insights remain central to advancing sustainable business growth.

Supporting the realization of our sustainability ambitions is the Sustainability Leaders Network. This network serves as a key driver in embedding sustainability practices into everyday operations. Covering every department, the network ensures that sustainability is actively discussed and prioritized across the Company. These committed leaders act as change agents, fostering sustainable behaviors and motivating colleagues to contribute meaningfully toward achieving our sustainability objectives.

Key responsibilities of the Sustainability Leaders Network

Sustainability advocates



Champion sustainable practices across the organization, promote key initiatives, and drive ESG priorities.

ESG performance strengthening



Contribute to aligning with international best practices and enhancing the company's ESG performance.

Transparent and accurate reporting enablement



Support the collection, review, and validation of sustainability data to ensure the integrity and credibility of the annually released Sustainability Report.

Sustainability integration into decision-making



Collaborate with cross-functional stakeholders to integrate sustainability considerations into business operations and strategic decisions.



Sustainability data governance

This year's report marks an important milestone in our sustainability journey with the operationalization of a sustainability data collection platform. The platform integrates nearly 600 qualitative and quantitative indicators, enabling us to systematically track environmental, social, and governance performance. These indicators are aligned with leading global frameworks, including the GRI Standards, SASB for Software & IT Services, as well as the Saudi Exchange's ESG Disclosure Guidelines, alongside internal metrics tailored to our operations.

With this foundation in place, 2025 marked our transition into active, organization-wide data collection through the platform, which played a central role in compiling the data presented in this report. We are particularly proud of this capability, as it streamlines data collection processes, enhances accuracy, and provides a clear and auditable data trail.

Looking ahead, this platform positions solutions by stc for sustained success by providing a robust sustainability data repository. It enables us to move beyond reporting toward deeper analysis, allowing us to analyze performance and strengthen decision-making through data-driven insights as we continue to advance our sustainability ambitions.



Sustainability strategy

Setting the Company’s sustainability direction is our GROW Strategy. Sprouting from our corporate strategy, LEAP, our GROW Strategy was established to reflect our core sustainability-related values and ensure that sustainable development is integrated into decision-making across all areas of the business. Our GROW Strategy has been designed to position solutions by stc as a leader in sustainable innovation. Through extensive collaboration and ongoing engagement with internal and external stakeholders, the GROW Strategy was carefully crafted to reflect solutions by stc’s unique operational environment under 4 distinctive pillars.

This approach ensures that our sustainability initiatives are both ambitious and practical. The stakeholder dialogue allowed us to pinpoint key challenges and transform them into actionable goals with meaningful impact.

Our GROW Strategy was launched in 2023 with a 3-year roadmap. Reflecting on the success it has delivered and with an eye toward future opportunities, we are now in the process of revising the timeline to extend it into the coming years. This extension will allow us to continue pursuing the ambitions we set out at the inception of our Sustainability Strategy and build on the progress already achieved.

From emissions tracking to expanding clean-tech solutions for our clients, our commitment remains steadfast: to harness technology and innovation for environmental stewardship, social impact, and sustained business excellence.



GROW Strategy

G

Greening by sustainable technologies and processes

Minimizing our environmental impact, this pillar drives the adoption of sustainable technologies and processes. It prioritizes energy efficiency, waste reduction, and the integration of green technologies to support the transition toward more sustainable operations.

2025 highlight

- Allocated 3% of the total value of each eligible awarded project toward clean-tech integration
- Operated the EV charging stations and initiated the electrification of the Executive Management’s vehicles

R

Revitalizing workforce relations and digital social empowerment

Empowering our workforce and the wider community, this pillar promotes digital social empowerment by creating opportunities for skill development, diversity, and inclusion. It aims to enhance employee wellbeing and foster a culture of engagement that supports both personal and professional growth.

2025 highlight

- Developed a Human Rights Policy
- Awarded the Best Employee Wellbeing Programme by HRSE
- Signed and kicked-off a collaboration agreement with HRSD to implement impactful social development initiatives across the Kingdom of Saudi Arabia
- Signed a collaboration agreement with Majmaah University and kicked-off with more than 10 sessions for students in rural communities

O

Optimizing governance for ethical excellence

Strengthening governance underpins our sustainability efforts. This pillar focuses on promoting transparency, accountability, and ethical decision-making, ensuring that our practices meet the highest standards, reinforce stakeholder trust, and support sustainable decisions throughout the organization.

2025 highlight

- Streamlined sustainability data governance through a dedicated data collection platform
- Planned to incorporate sustainability-linked KPIs for Executive Management
- Maintained a consistent record of zero legal actions related to anti-competitive behavior or violations of anti-trust practices
- Secured first place in the Qualified Companies Compliance Index during the Digital Government Forum

W

Widening impactful partnerships and sustainable procurement

Fostering strategic partnerships, this pillar highlights the collaborative nature of sustainability. It focuses on building strong relationships with suppliers and stakeholders, advancing sustainable procurement practices, and expanding impact through initiatives that deliver mutual benefits.

2025 highlight

- 100% of new suppliers signed our Supplier Code of Conduct
- Allocated 79.27% of procurement spending on local suppliers
- Provided an awareness session on Sustainable Procurement across solutions by stc and our sister companies

Viewing sustainability as an ongoing journey rather than a destination, we will continue to lead with purpose, innovation, and integrity in the years ahead. For further details on our GROW Strategy, please refer to our [Sustainability Report 2023](#) and [Sustainability Report 2024](#).

Our policies and position statements

Ethical leadership, responsible business practices, and operational excellence form the cornerstone of our sustainability governance. To support this, we have implemented a comprehensive set of policies that guide strategic decision-making and corporate conduct. These policies provide a foundation for fostering responsible practices across all areas of our business. They ensure that solutions by stc operates with integrity, transparency, and accountability.

By offering clear guidance on managing operations and engaging with stakeholders, these policies enable the Company to navigate complex sustainability challenges while maintaining the highest standards of corporate governance and ethical business conduct.

Key policies

Anti-Fraud and Corruption Policy	Social Impact Policy	Code of Conduct Policy
Competition Standards and Rules Policy	Conflict of Interest and Related Parties Transactions Policy	Corporate Governance Charter
Data Privacy Notice	Supplier Code of Conduct	Human Rights Policy
Nomination and Remuneration Policy for Members of the Board, Committees & Executive Management	Sustainability Policy	Whistleblowing Policy
Business Continuity Management Policy	Enterprise Risk Management Policy	People General Management Policies
Procurement Policy		

Complementing our policies, a series of position statements has been developed to emphasize the importance of the pillars within our GROW Strategy. These statements address a range of sustainability topics, as detailed below.

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

Engaging with our stakeholders *GRI 2, GRI 3*

Guided by our Sustainability Engagement Strategy that places collaboration at the heart of our approach, solutions by stc fosters transparent, open, and meaningful dialogue with stakeholders, where every perspective is valued.

Our stakeholder-centric approach involves engaging both internal and external stakeholders who are impacted by our operations or who influence the sustainability initiatives we implement. Key groups include employees, customers, suppliers, investors, local communities, and regulators, among others.

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

Internal stakeholders

Stakeholder group	Engagement method	Interests	solutions by stc’s response
Our people	- Regular town hall meetings - Surveys - Workshops - Feedback channels - Annual Report	- Corporate governance and transparency - Business ethics and compliance - Data privacy and cybersecurity - Talent retention, development, and succession planning - Digital innovation, transformation, and ethical technology use - Diversity, inclusion, and equal opportunity - Customer satisfaction and experience enhancement - Employee engagement, wellbeing, and safety - Energy management and climate action - Social investment and community development - Partnerships and collaborations - Nationalization - Human rights protection and labor standards	Please refer to the Commitment to responsible employment section

External stakeholders

Stakeholder group	Engagement method	Interests	solutions by stc’s response
Investors and shareholders	- Annual general meetings - Quarterly earnings calls - Investor newsletters - Annual Report	- Corporate governance and transparency - Business ethics and compliance - Partnerships and collaborations - Financial performance	Please refer to our Annual Report 2025
Regulators	- Regulatory submissions - Compliance reports - Periodic meetings - Annual Report	- Corporate governance and transparency - Business ethics and compliance - Data privacy and cybersecurity - Digital innovation, transformation, and ethical technology use - 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	Please refer to our Annual Report 2025
National government	- Policy advocacy meetings - Compliance reports - Partnership programs - Annual Report	- Corporate governance and transparency - Business ethics and compliance - Data privacy and cybersecurity - 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 - Sustainable procurement - Responsible resource management	Please refer to our Annual Report 2025

Stakeholder group	Engagement method	Interests	solutions by stc's response
Others (Customers, Suppliers and Local Community)	- Customer feedback platforms - Supplier workshops - Community engagement programs - Annual Report	- Customer satisfaction and experience enhancement - Data privacy and cybersecurity - Social investment and community development - Partnerships and collaborations - Nationalization - Human rights protection and labor standards - Sustainable procurement	Please refer to the Empowering communities and Strategic partnerships sections

Mapping stakeholders into distinct categories allows us to tailor engagement methods to their specific needs, ensuring our efforts are effective. These methods include collaborative partnerships, feedback sessions, surveys, workshops, and one-on-one dialogues, all designed to foster mutual understanding and ensure our sustainability initiatives align with stakeholder priorities.

Demonstrating our commitment to continuous responsiveness and improvement, we carry out regular materiality assessments that actively capture the concerns and expectations of our stakeholders. This process helps us identify the most pressing issues impacting both our organization and the wider community, ensuring that our sustainability initiatives are closely aligned with the priorities of those who matter most.

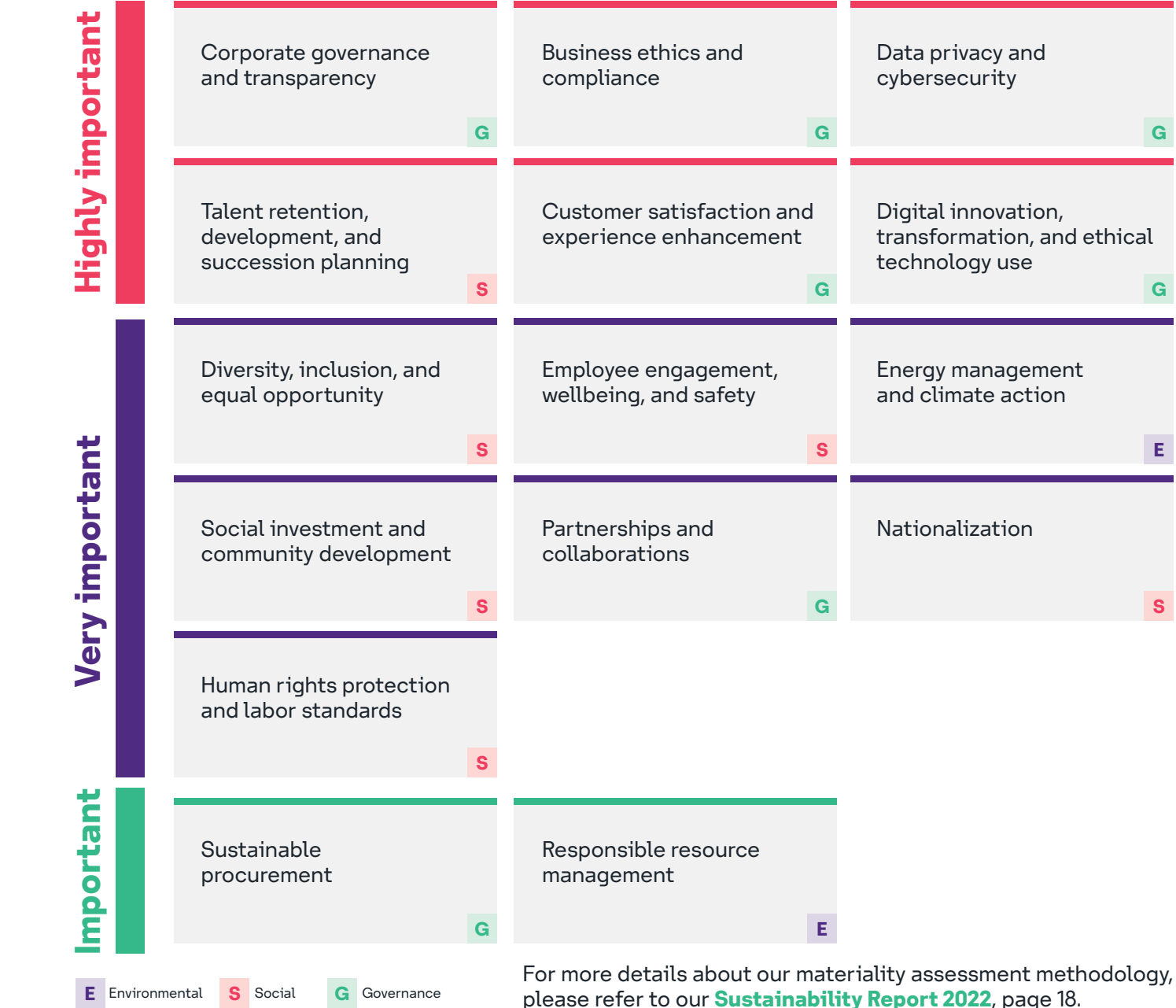
For further details on our materiality process, please refer to the [Our sustainability priorities](#) section of this report.

Our sustainability priorities

Meaningful progress in our sustainability journey relies on focusing efforts where they matter most; to our company, our stakeholders, and the areas most affected by our operations. Our materiality assessment serves as a vital tool for identifying and prioritizing these impact areas, ensuring our sustainability initiatives align with stakeholder expectations while addressing the most pressing challenges and opportunities within our industry.

In 2022, we conducted a comprehensive materiality assessment, engaging both internal and external stakeholders to gather insights and evaluate the relevance of several ESG factors. The results of this assessment have guided the development of our sustainability strategy, providing a skeleton to track progress and measure performance against the issues that matter most. The identification of our material topics was guided by the GRI standards, the Saudi Exchange's ESG Disclosure Guidelines, SASB, and our LEAP Strategy. These topics were then categorized according to their potential impact on our operations and strategic objectives, enabling us to concentrate on the areas where we can achieve the greatest sustainability impact.

Our sustainability material topics



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

Our commitments to national and global agendas

Our GROW Strategy has been shaped through an extensive review of leading national practices and global frameworks, demonstrating our commitment to align with the Saudi Vision 2030, the UN SDGs, and the principles of the UNGC.

Technology and digital solutions hold transformative potential in addressing critical societal and economic challenges, from climate change to cybersecurity threats.

Building on this, we are leveraging our green digital transformation journey to make a meaningful contribution to digital empowerment and economic diversification. Notably, our GROW Strategy has been aligned with key national initiatives, including the CST Strategy and the NSDAI, supporting the Kingdom of Saudi Arabia's vision for a sustainable and digitally strengthened future.



solutions by stc is a signatory to the UNGC and is committed to upholding the 10 principles outlined in the UNGC, as well as annual communication of progress.

NSDAI dimensions

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

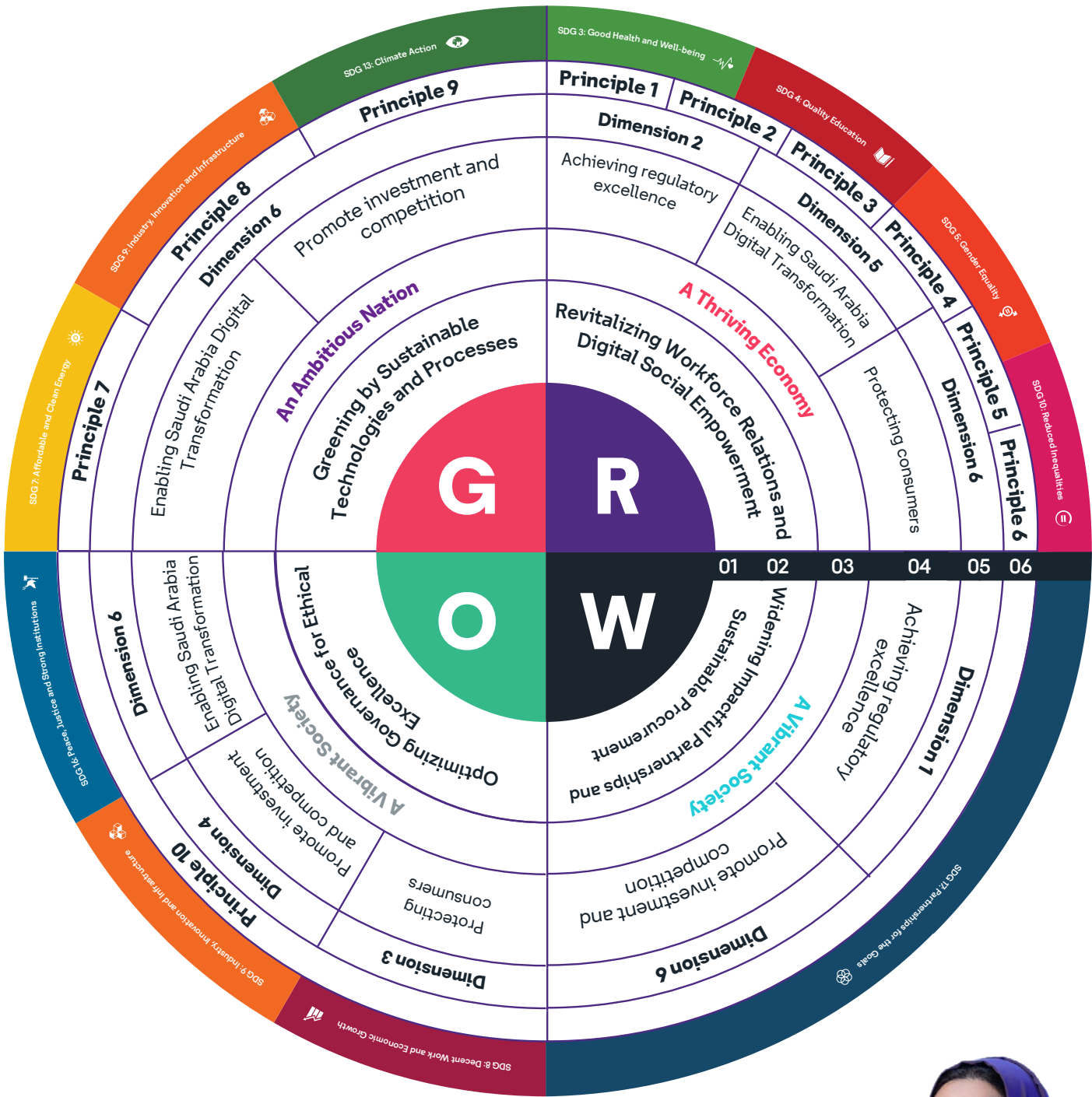
Legend

- 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.



Empowering sustainable innovation across our companies

We are pleased to highlight that Giza Systems (rebranded to pulse by solutions), our subsidiary, joined the 2025 SDG Innovation Accelerator. Through this initiative, selected employees from Giza Systems (rebranded to pulse by solutions) are being engaged in this transformative program to drive innovative solutions that contribute to measurable progress on the UN SDGs, reinforcing focus on capability building and long-term sustainable growth.

03 Environmental performance



Combating climate change *GRI 302, GRI 305*

In response to the growing need for decisive global action on climate change, we fully support the Kingdom of Saudi Arabia’s net zero ambitions, including its carbon reduction targets. While our direct environmental impact is comparatively modest given the nature of our operations and in contrast to carbon-intensive industries, we aim to leverage our leadership in digital solutions to be a responsible environment steward and actively support broader climate initiatives.

Our commitment to responsible environmental stewardship is embedded in our Integrated Management System (IMS), which guides how we manage and mitigate environmental impacts. Aligned with internationally recognized standards, including ISO 9001 for Quality Management, ISO 14001 for Environmental Management, and ISO 45001 for Occupational Health and Safety, the IMS ensures that our operations are aligned with global benchmarks and are subject to external third-party audits.

Beyond shaping internal operations, the IMS also plays

a role in influencing the supply chain by promoting energy efficiency among suppliers, partners, and customers, as well as encouraging investment in clean-technologies where feasible.

For further information on our clean-tech offerings, please refer to [Increasing our clean-tech offerings](#) section of this report. **Guided by our IMS, we have achieved zero cases of non-compliance with environmental regulations over the past 4 years through diligent monitoring and tracking of environmental impacts.**

We track key metrics such as energy consumption, GHG emissions, and other environmental indicators, which are maintained in an extensive database. These metrics are monitored and actively managed to minimize environmental impact and promote ongoing improvement.

Through ISO 14001, we apply best-practice environmental management, continuously monitoring performance, identifying areas for improvement, and reporting findings transparently.

Advancing in energy conservation and efficiency

Recognizing the critical role of energy efficiency in reducing environmental impacts, we take a proactive approach to optimizing energy use across our operations and aim to continue bringing forward this mindset in the solutions we deliver to our customers.

Our first priority is energy conservation. Smart energy systems are installed in selected areas of our facilities to monitor consumption and cut energy waste by automatically turning off unused equipment. In addition, designated office spaces are equipped with motion sensors that switch off lighting when unoccupied. We also implement procedures to ensure non-smart equipment is systematically powered down when not in use.

We actively encourage employees to engage in Earth Hour as part of the Company’s efforts to foster responsibility and energy conservation. By participating in this global initiative, employees are empowered to take tangible steps that make a meaningful impact both within the workplace and in the wider community.

Equally important as energy conservation, is fostering a culture of energy efficiency. Extending our efforts to mobility, we continuously aim to optimize the efficiency of Company vehicle use while promoting shared transportation through metro, shuttle, and cab services to reduce single-occupancy trips.



Commitment

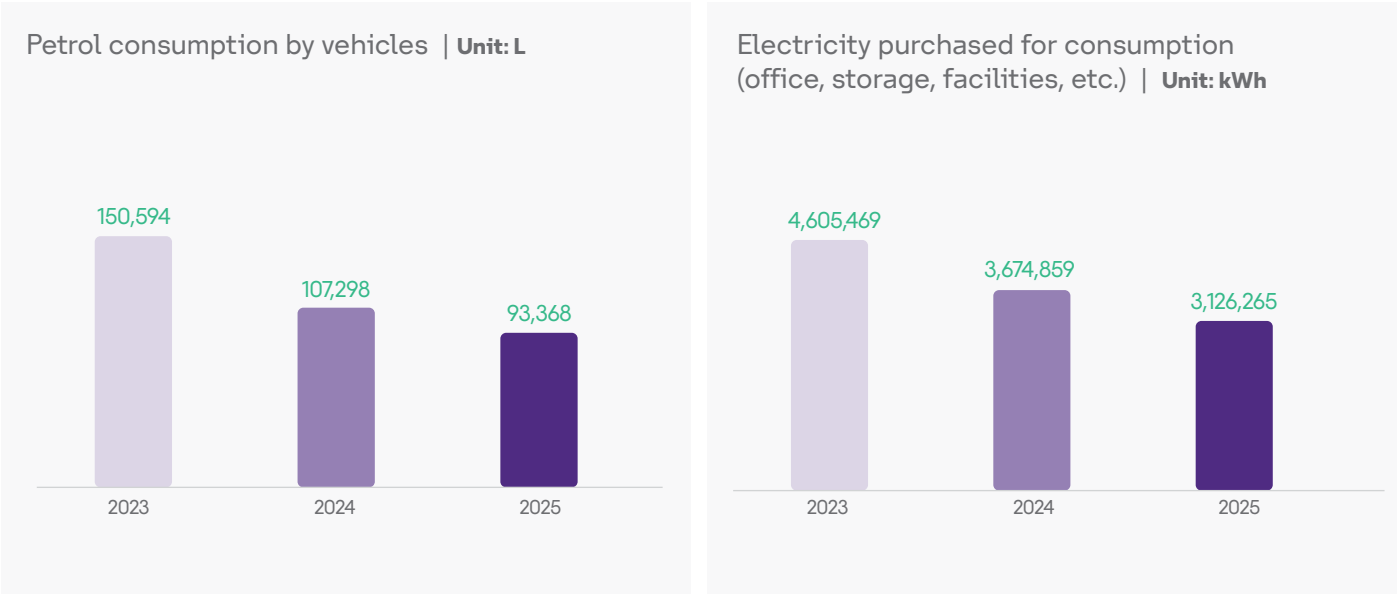
As per our [Energy Efficiency Position Statement](#), we are committed to:

Promoting the prudent utilization of energy across our business, promoting energy conservation, the enhancement of energy efficiency, and prioritizing renewable energy sources and investing in clean-tech whenever feasible.

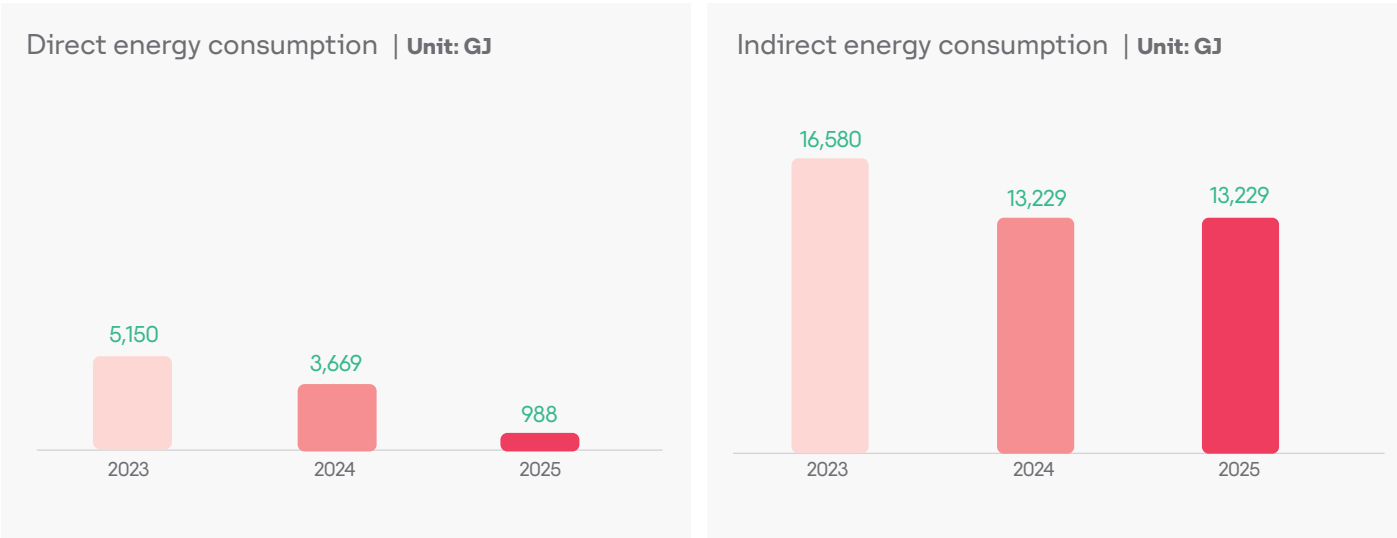
Employee uptake of shared transportation has been reflected in our petrol usage, which decreased by 13% compared to last year. In addition, purchased electricity consumption fell by 15% in 2025 compared to 2024 consumption values as a result of stricter energy efficiency controls implemented across our offices.

Energy consumption [GRI 302-1, SASB TC-SI-130a.1, SDG 7.2, 7.3, 8.4, 12.2, 13.1]

Fuel and electricity consumption



Energy consumption



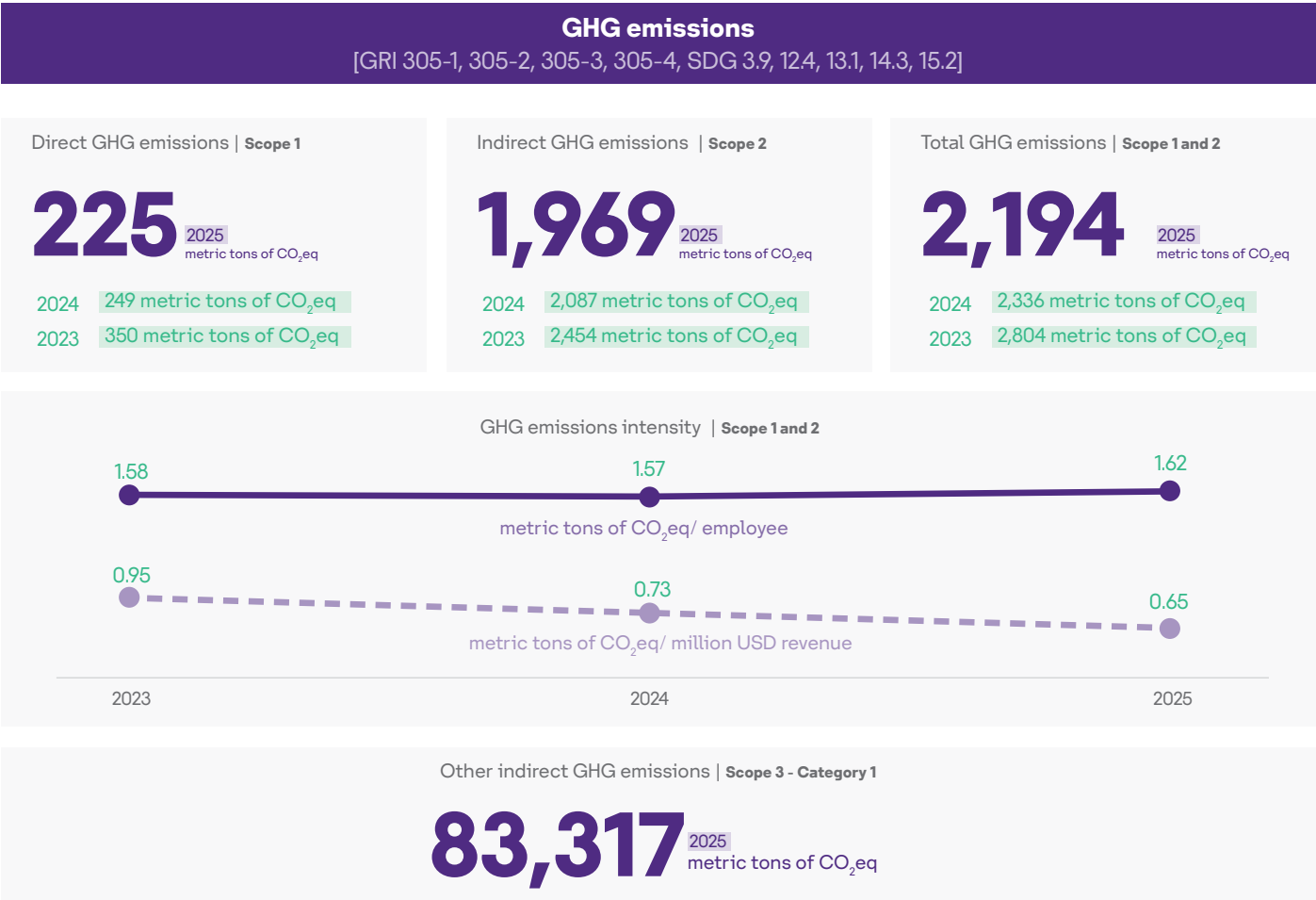
Through the delivery of our services, we translate the energy efficiency initiatives implemented at solutions by stc into tangible value for our customers. Our digital solutions, including virtual satellites and Internet of Things (IoT) integration, are intended to replace traditional and energy intensive infrastructures that rely on physical components and continuous power consumption for operation and cooling. The adoption of digital services supported by cloud-based platforms enhances communication efficiency while significantly reducing energy use, thereby delivering substantial energy savings for our customers.

Minimizing GHG emissions

Climate change is reshaping business priorities across all sectors, and responsibility extends beyond carbon-intensive industries. While our office-based operations result in relatively low GHG emissions, we remain committed to careful measurement, transparent reporting, and continuous improvement.

As a central pillar of our GROW Strategy, taking responsibility for our GHG emissions – regardless of the size of our carbon footprint – drives our efforts to support low-carbon growth, to us and to our customers. Guided by the Kingdom of Saudi Arabia’s National Committee for Clean Development Mechanism, we track Scope 1 and Scope 2 emissions in line with national and international expectations.

In 2025, we are pleased to announce that our GHG monitoring expanded beyond Scope 1 and Scope 2 to include Scope 3 emissions. The scope of this assessment is limited to Scope 3 emissions for select materials purchased for the Company’s headquarters in Riyadh and other offices within the Kingdom of Saudi Arabia. As per the GHG Protocol’s categorization, only Category 1 (Purchased Goods and Services) is currently considered. The Intergovernmental Panel on Climate Change (IPCC) is referred to in our calculation methodology, with weights derived from actual procurement records supplemented by reasonable estimations.



As part of the launch of the sustainability awareness culture campaign led by the Sustainability Management Committee, we initiated the rollout of EV charging stations in 2025 and initiated the electrification of Executive Management’s vehicles. Full implementation is targeted by Q2 in 2026, with 16% of executives’ vehicles expected to be electrified.

This initiative aims to motivate employees to reduce their reliance on fossil fuel vehicles and support their transition to EVs, leading to lower fuel consumption and reduced GHG emissions.

Preserving natural resources GRI 303, GRI 306

We recognize that the technologies powering connectivity, data, and digital growth also rely on finite natural resources. As a result, preserving natural resources is as much an innovation challenge as it is an environmental responsibility. However, due to our digital centric operations, our environmental footprint remains relatively low.

Our operations are mainly based in urban centers across the Kingdom of Saudi Arabia and have limited direct impact on protected natural areas. Additionally, we utilize virtual satellite connectivity, avoiding the need for extensive terrestrial networks. This method helps prevent land degradation, safeguards natural habitats, and preserves biodiversity, further demonstrating our dedication to responsible environmental practices.



Commitment

As per our [Environmental Management Position Statement](#), we are committed to:

Maintaining a robust environmental management system. Our objective is to consistently enhance our environmental monitoring practices, utilizing our existing IMS in accordance with the guidelines and requisites of the ISO 14001 for Environmental Management.

At the core of our sustainability efforts is the IMS, which allows us to systematically identify, assess, and manage a wide range of environmental considerations. The approach extends beyond tracking energy consumption and emissions, encompassing a broader focus on resource management, including water use and waste management. This comprehensive framework facilitates the development and implementation of effective processes and procedures; all aimed at minimizing our environmental footprint across every aspect of our operations.

Enhancing water and waste management

Operating from a country where every drop counts, managing water wisely is no longer optional, it is essential. At solutions by stc, we are fully committed to this priority and consistently strive to minimize water consumption across all feasible areas of our operations.

We embraced a proactive strategy to introduce innovative water conservation measures, even within rented office spaces. Our office features infrared sensors on water taps to reduce water usage. Beyond this, we actively engage employees through awareness sessions and internal communications, highlighting the crucial role each person plays in supporting our shared water conservation goals.

Seeing waste as more than just discarded material but an opportunity to be unlocked, solutions by stc is turning challenges into opportunities. Since 2019, our paperless program has eliminated paper use across our operations through digitalization and process automation.

Notably, we have already established waste management initiatives that support our efforts to reduce the amount of waste that ends up in landfills, with waste segregated into dedicated bins and to be collected and sent to recycling service providers.





Advancing responsible e-waste management

In response to the growing challenge of managing unused and obsolete electronic devices, solutions by stc organized an employee e-waste collection exhibition and recycling campaign. The initiative began with targeted awareness sessions to educate employees on the environmental risks of improper disposal. This was followed by the collection of employees' damaged or unused electronic and electrical devices, which were then disposed of through dedicated channels provided by the Company to ensure environmentally safe handling.

This combination of knowledge-sharing and practical action reinforced sustainable behavior and encouraged active participation. All collected e-waste from the campaign was successfully diverted from improper disposal and directed to a licensed recycler for environmentally sound treatment.

Building on this momentum, the Company is now considering institutionalizing the effort by expanding the program year-round, transforming a one-time initiative into a sustained culture of responsible waste management.

Increasing our clean-tech offerings

Across our operations, sustainability is positioned as a strategic driver that shapes the value delivered to clients, partners, and the wider ecosystem. Our greatest impact lies in enabling others; equipping clients with the tools, technologies, and insights required to reduce their environmental footprint and meet their sustainability objectives.

In support of this ambition, clean-technologies are integrated across our ICT offerings, aligned with our GROW Strategy and directly contributing to the Kingdom of Saudi Arabia's transition toward a low carbon, digitally enabled future.



Commitment

As per our [Clean-Tech Innovation & Digital Transformation Position Statement](#), we are committed to:

- Ensure focusing on clean-tech innovation by offering energy, carbon, and water efficiency solutions to our customers.
- Ensure digital inclusion of under-privileged communities through our digital transformation initiatives to support the wellbeing and provide socio-economic sustainable benefits to society.



We define our clean-tech projects as initiatives that generate environmental benefits, either directly through emissions reductions and enhanced resource efficiency, or indirectly by supporting clients in achieving their sustainability goals. From real-time air quality systems to smart mobility solutions and sustainable digital infrastructure, we deliver forward-looking technologies that couple business resilience with environmental value.

Extending from the 'E' pillar of our core corporate strategy, LEAP – "Empower business growth and diversification by venturing into the next-gen digital landscape with emerging tech" – we regard clean-tech as a fundamental element of our strategy, embedded across our business lines. Therefore, in 2024, we initiated the development of a robust internal framework to evaluate, classify, and report the clean-tech potential of our projects. The framework supports transparent and consistent reporting while enabling seamless alignment across sales, delivery, finance, and sustainability teams.

The framework is supported by a Clean-Tech Project Checklist designed to evaluate ESG intent and measurable environmental outcomes of projects. This checklist includes a visual decision tree used to classify projects as fully or partially clean-tech, as well as a weight-based investment attribution model that conservatively estimates the proportion of project value linked to clean-technology.

As a result of these sustained efforts, solutions by stc generated more than **ﷲ 108.4 million** in revenue from clean-tech solutions in 2025. These solutions were developed and customized to meet our customers' specific needs, reinforcing our role as a trusted partner in advancing environmental performance, supporting the Kingdom's low-carbon transition, and delivering innovative technologies that create lasting value.

To drive continuous innovation, solutions by stc has set a quantitative, time-based target to allocate 3% of the total value of each eligible project, once awarded, toward clean-tech integration by 2030. As an interim milestone, the 2026 target is to invest 1% of 2025's clean-tech revenue – approximately **ﷲ 1 million – into clean-tech solutions.**

These investments will support the research, piloting, and implementation of sustainable features within projects, ensuring that sustainability is embedded from the earliest stages.

Empowering our customers through clean-tech offerings

Our customers trust us to deliver high-impact clean-tech solutions. Partnering with them, we implemented advanced AI and IoT-powered systems across water, energy, mobility, and air quality; driving sustainable, intelligent urban development.



Misk Smart City Project

Continuing our collaboration with Misk City to implement its Smart City Strategy, as the first smart city in the Kingdom of Saudi Arabia, solutions by stc has been supporting the city in enhancing its sustainability performance across various aspects covering water management, pollution prevention, and energy efficiency.



Water management

Irrigation for landscaping

Enhanced water consumption management and optimized irrigation efficiency.

Impact

- 01 Achieved up to 50% reduction in landscaping water consumption, saving approximately 1.7 million cubic meters annually.
- 02 Reduced reliance on desalinated water, lowering energy demand and carbon emissions.
- 03 Preserved natural groundwater resources, supporting long-term environmental sustainability.

Water management

Wastewater treatment plan

Strengthened sustainable water management through IoT and data driven optimization of wastewater treatment processes.

Impact

- 01 Enabled the recycling and reuse of treated water, reducing reliance on freshwater resources.
- 02 Optimized energy consumption through smart monitoring and automation.
- 03 Ensured continuous compliance with water quality and environmental standards.
- 04 Minimized untreated discharge, supporting sustainable urban water management.

Energy efficiency

District cooling

Enhanced energy efficiency and optimized cooling performance through AI and IoT-enabled centralized cooling management.

Impact

- 01 Reduced electricity cooling demand by 20% to 40%.
- 02 Lowered peak energy demand through Thermal Energy Storage (TES).
- 03 Minimized refrigerant leakage, supporting environmental protection.
- 04 Increased eligibility for green bonds and ESG aligned investments.

Energy efficiency

Smart gas infrastructure

Improved operational efficiency through the integration of gas infrastructure with city wide digital systems.

Impact

- 01 Supported the conversion of waste into energy, strengthening urban sustainability.
- 02 Provided a reliable, locally sourced energy supply, reducing dependence on external providers.
- 03 Utilized real time monitoring and automation to enhance production efficiency and maintenance.
- 04 Improved energy distribution and load balancing across the city's energy network.

Pollution prevention

Traffic management system

Enhanced urban mobility and optimized traffic efficiency through AI and IoT-enabled systems.

Impact

- 01 Reduced traffic congestion by 10% to 25%, lowering fuel consumption and resultant GHG emissions.
- 02 Decreased accident rates, improving public health and safety.
- 03 Reduced commuting delays.

Energy efficiency

Street lighting

Optimized street lighting efficiency through adaptive LED technology.

Impact

- 01 Reduced energy consumption by 30% to 50% compared to conventional lighting systems.
- 02 Improved urban livability by reducing light pollution.
- 03 Extended asset lifespan, with LED units lasting 10 to 15 years and requiring minimal maintenance.

Energy efficiency

Data center and private cloud

Centralized application hosting within a secure, scalable data center, that utilizes energy efficiency practices.

Impact

- 01 Reduced carbon footprint through energy efficient cooling and renewable energy integration to power the data center.
- 02 Ensure efficient and real-time processing of data such as traffic and energy management data.
- 03 Enabled scalable integration of advanced technologies, including AI and IoT.

Energy efficiency

Infrastructure network

Established a unified, resilient, and scalable infrastructure network enabling seamless real time connectivity across the smart city.

Impact

- 01 Improved resource efficiency in energy, water, and waste management through data driven control and monitoring.
- 02 Allowed scalable expansion of smart devices and sustainability initiatives without major redesign.



Riyadh Smart Parking

In 2025, Riyadh Smart Parking project reached a significant milestone through the renewal and extension of its agreement from 10 to 15 years, reflecting strong confidence in our operational performance and technology leadership.

The Riyadh Smart Parking project aims to improve urban mobility by addressing parking inefficiencies, traffic congestion, and environmental impacts. It uses cloud technology, IoT sensors, and AI to manage parking more efficiently through real-time availability, automated payments, and optimized space use.

Most of the newly paid parking spaces were activated during the year, with additional streets and areas being brought online on a weekly basis. This is further supported by the implementation of solar-powered parking kiosks across Riyadh, integrating clean energy into parking operations and reducing reliance on non-renewable energy sources, generating annual electricity savings from solar energy of ﷲ 72 thousand.

This expansion was also reflected in user growth, reaching 4.2 million users over the full year 2025, while 2.5 million users are expected to be recorded in just the first quarter of 2026, indicating strong and accelerating adoption.



Sports Boulevard Foundation (SBF) Project

The Sports Boulevard initiative is designed to reshape the city of Riyadh and enhance the quality of life for its residents while advancing Saudi Vision 2030 by promoting sport, art, culture, leisure, and entertainment. This year, a key milestone was achieved by securing the Sports Boulevard Smart Parking Project, a five-year revenue sharing contract supporting one of Riyadh's largest urban regeneration initiatives spanning 135 kilometers.

Our involvement in the SBF Project encompasses the design, building, and operation of a smart parking system with over 1,400 parking spaces. Through this project, we aim to serve more than 63,000 users annually and enhance their parking experience by optimizing the use of available spaces and reducing congestion.

To realize this goal, the SBF Project builds on our proven clean-tech expertise from the Riyadh Smart Parking project. It integrates efficient equipment and renewable energy solutions such as solar power, alongside digital technologies such as mobile-based payment systems and automation. These solutions support more sustainable operations by actively minimizing environmental impact and providing a more user-friendly experience for users.

Overall, SBF represents a scalable smart mobility model where sustainability is embedded across its lifecycle, improving efficiency, reducing environmental impact, and enabling a more connected urban experience.

Developmental and social impact of the Air Quality Monitoring Project for the National Center for Environmental Compliance

The project delivers wide-ranging benefits at the national, societal, and individual levels by providing an advanced ecosystem for continuous and accurate air quality monitoring and environmental data analysis. This contributes significantly to environmental sustainability, public health protection, and enhanced planning and decision-making efficiency.

01 Contribution to Saudi Vision 2030 objectives

The project directly supports Saudi Vision 2030 objectives related to environmental protection, quality of life improvement, and sustainability enhancement. This is achieved through the establishment of an advanced national air quality monitoring ecosystem that leverages advanced technologies and international standards. It also reinforces the Kingdom's efforts to preserve natural resources, reduce environmental pollution, and enhance regulatory oversight of environmentally impactful activities, in alignment with the National Transformation Program and environmental sustainability initiatives.

Furthermore, the project provides accurate and real-time data that enables government entities to make informed, evidence-based decisions in urban, industrial, and environmental planning, thereby improving the efficiency of city management and large-scale development projects.

At a strategic level, the project strengthens the Kingdom's regional and global positioning as a leader in adopting advanced technologies for environmental protection and air quality monitoring, while supporting its commitments to sustainability and climate change.

02 Societal impact

The project contributes to improving public health stability by mitigating the adverse effects of air pollution and reducing the associated health and economic burdens linked to pollution-related diseases. It also promotes a culture of environmental stewardship and social responsibility toward emissions and practices impacting air quality, while encouraging the adoption of positive behaviors that contribute to environmental protection and improvement.

In parallel, the project establishes a comprehensive environmental database that can be leveraged in academic research and scientific studies, enabling universities and research centers to conduct advanced analyses and anticipate future environmental challenges.

Moreover, the project enhances the overall livability and attractiveness of cities for residents, investors, and visitors, thereby supporting economic and social development and creating more sustainable and livable urban environments.

03 Impact on citizens

The project enhances the protection of citizens' and residents' health by enabling early detection of increases in air pollutant levels, including particulate matter and harmful gases that may negatively affect human health. It also enables relevant authorities to issue real-time alerts and preventive guidance in response to environmental changes or pollution events, thereby minimizing potential health risks.

Additionally, the project improves overall quality of life by providing a safer and healthier environment, particularly for vulnerable groups such as children, the elderly, and individuals with respiratory conditions. Furthermore, it raises environmental awareness among individuals by providing transparent and accurate information on air quality, encouraging community participation in environmental protection and supporting national sustainability efforts.

04 Economic impact

The project generates positive economic outcomes by reducing healthcare costs associated with air pollution-related illnesses and lowering long-term public health burdens.

It also enhances environmental and investment planning efficiency by providing reliable data that supports more informed and effective decision-making for both government entities and the private sector.

The project also contributes to advancing the knowledge-based economy by strengthening national capabilities in environmental monitoring, data analytics, and advanced technologies, in addition to supporting local content and creating high-quality jobs in the environmental sector.

04

People as a cornerstone for digital excellence

Commitment to responsible employment

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

At the heart of solutions by stc’s performance are our people. The Company follows a holistic approach to employment that focuses on talent retention, continuous development, and employee wellbeing, ensuring a motivated and capable workforce, as detailed in our People Strategy. This approach is strengthened by a firm commitment to diversity, inclusion, and equal opportunity, alongside nationalization initiatives that support local economies and foster demographic representation.

Our People Strategy

Vision

To consciously focus on adding value to the business and augmenting the human capital at solutions by stc.

Mission

To lead the human capital by providing innovative solutions to the business and its people, driving sustainable growth and empowering workforce to achieve their fullest potential.

Pillars

01

Ace the talent market

02

Build a capable future workforce

03

Cultivate strategic business enablement

04

Deliver optimal operational efficiency

This year, we maintained momentum across all four pillars of our People Strategy, strengthening our talent pipeline, cultivating future-ready capabilities, optimizing operational efficiency, and advancing strategic enablement throughout the organization. These concerted efforts underscore our commitment to nurturing a skilled, agile, and high-performing workforce that not only supports our ambitions but also drives long-term, sustainable growth.

Our Company also prioritizes employee health, safety, and wellbeing, creating a secure and supportive work environment. These efforts are complemented by the Company’s adherence to human rights and fair labor standards across our operations and value chain, reflecting a consistent commitment to ethical conduct, social responsibility, and long-term value creation.

We are proud to have been awarded Best Employee Wellbeing Programme by HRSE. This recognition underscores our continued commitment to delivering first-class employment practices and fostering a supportive, high quality workplace environment.

Enriching the solutions by stc family

The solutions by stc family represents a dynamic blend of talent, diversity, and commitment, bringing together 1,358 employees. Their shared dedication propelled solutions by stc to outstanding accomplishments and achieving key milestones. These achievements are a testament to the relentless effort and commitment of every member of our diverse workforce.

In 2025, we continued to refine our workforce management approach, with a number of employees transitioning into roles within subsidiaries and sister companies to better align their expertise with evolving business needs and emerging opportunities. Through these new roles, they will continue contributing to growth across the wider solutions by stc Group, resulting in a 7% reduction in solutions by stc’s direct headcount compared to the previous year across the Company.

This strategic shift also influenced our approach to consultants and contractors, as contracting activities were managed through subsidiaries rather than directly through solutions by stc, reflecting a more streamlined and structurally aligned organization.

Workforce profile [GRI 2-7, 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5, 8.6, 10.3]	Units	2023	2024	2025
Total number of employees	#	1,777	1,464	1,358
Consultants and contractors	#	20	24	0
Workforce by gender				
Females	#	339	282	283
Males	#	1,438	1,182	1,075
Workforce by employment level				
Executive management	#	10	9	10
Senior management	#	29	23	22
Middle management	#	273	228	125
Staff	#	1,465	1,204	1,201
Workforce by age group				
Age between 18-30	#	444	407	268
Age between 31-50	#	1,265	1,002	1,038
Age +51	#	68	55	52

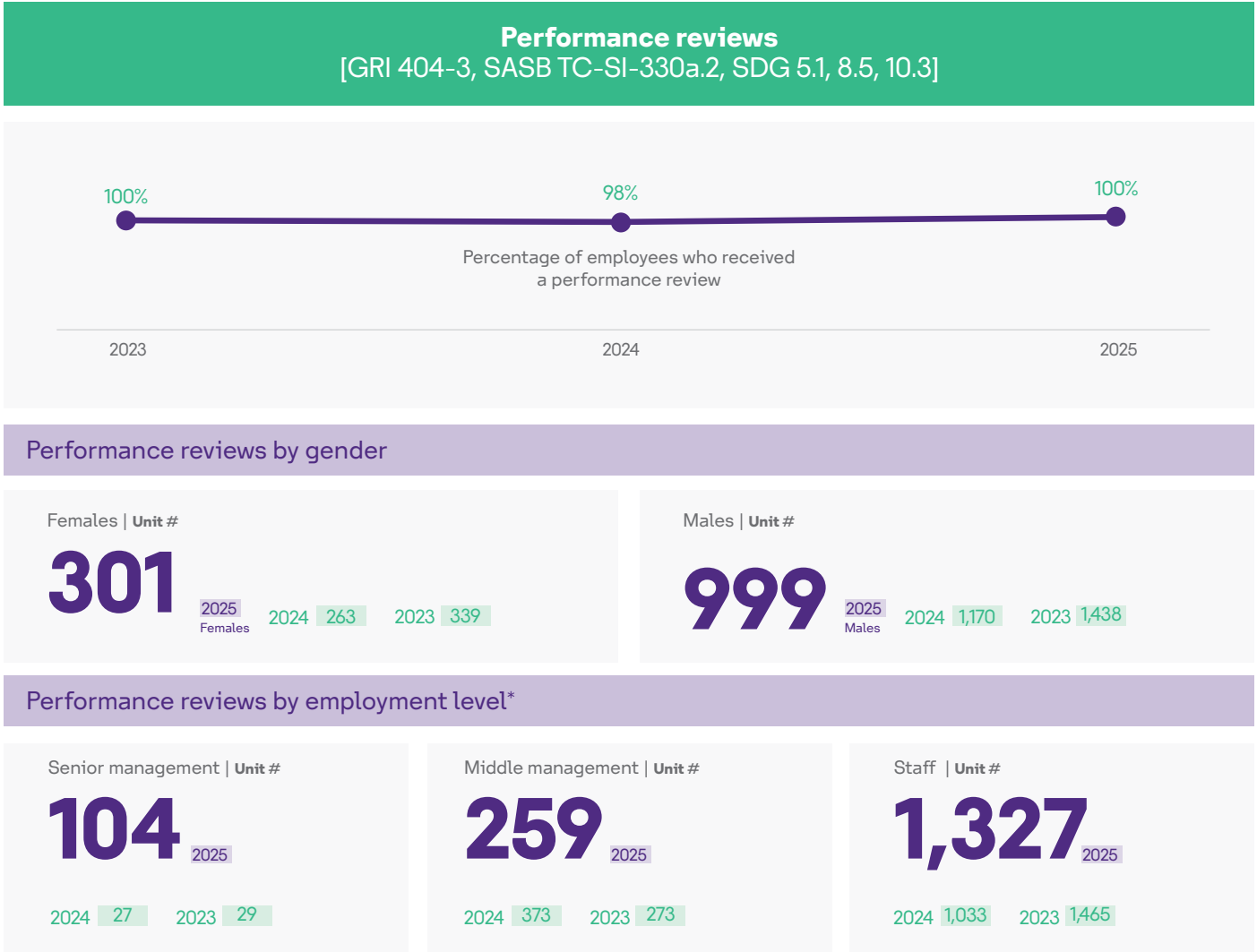
solutions by stc’s People General Management Policy is the core of our approach to employee management, which serves as the basis for implementing our People Strategy. This policy provides clear guidance on workforce planning, talent acquisition, and competency management, in addition to covering employee benefits, rewards, and compensation.

In line with this policy, we conduct an annual performance review process to enhance employee satisfaction and support professional growth. These reviews offer a platform to acknowledge accomplishments, provide constructive feedback, set future goals, and identify areas for ongoing development. This process is supported by the FairShare tool, developed by solutions by stc and covering all our employees, which considers multiple factors, including performance appraisals and internal benchmarking, to guide promotion decisions.



To maintain our focus on understanding our employees’ needs and ensuring they feel recognized and supported, we carry out annual performance reviews for all eligible employees. These reviews, along with training and development, certifications earned, and readiness for inclusion in the succession program, are among the factors that help us and our employees evaluate their progress toward their career goals. Only employees who joined before a cut-off date can be considered in a year’s cycle.

The results of these reviews directly inform our Performance-Based Incentives Pay scheme, under which **all employees, regardless of level, are eligible to receive bonuses or additional compensation based on performance and KPI achievement.** By linking rewards to results, we encourage excellence and motivate continued success.



*During the second half of 2025, new positions were filled. As a result, the number of employees that received performance reviews differs from the actual number of active positions during the reporting period.

Confidential grievance mechanisms

solutions by stc is steadfast in our commitment to fostering a culture of fairness, transparency, and respect. To this end, we have established a formal, confidential grievance system. This mechanism ensures that all employees have a clear, structured pathway to voice concerns while safeguarding their rights and privacy.

For example, any employee who wishes to contest their final performance evaluation may initiate a grievance within 3 working days of receiving the result. The process begins by submitting a formal objection, along with supporting documents and justifications, to their line manager. The grievance then follows a defined escalation path: first to the Department Director, and if unresolved, to subsequent management levels. Should the issue persist, employees may escalate their case to the Performance Evaluation Grievance Committee.

Throughout this process, all records, documents, and deliberations are treated with the utmost confidentiality, accessible only to authorized parties directly involved in the review. Each escalation level is bound by specific response timelines, with the Grievance Committee mandated to deliver a final decision within 30 days of receiving the case.

The Grievance Committee is composed of the Chairperson (the People General Manager or their representative), a coordinator from the People Management department, and neutral members from outside the concerned department. Committee members recuse themselves from discussions involving their own departments to ensure impartiality. The committee holds full authority to approve grievances, amend performance results, or reject cases with clear justification, and may request additional information as needed. This framework underscores solutions by stc’s dedication to institutional integrity, providing employees with a fair opportunity to challenge evaluations, track their grievance status, and receive equitable outcomes. By maintaining confidentiality and structured escalation, we reinforce trust and accountability across the organization.

For confidential grievance reporting, contact:



+966 (0) 11 525 2626 | Speak-Up@solutions.com.sa

Inclusive rewards & benefits (pay benefits and non-pay benefits)

solutions by stc is deeply committed to creating a workplace where every individual — all employees and contractors alike — feels valued, supported, and appreciated. In 2025, our comprehensive recognition and rewards framework delivered a diverse array of **non-pay benefits**, ensuring that contributions from all workforce members were acknowledged and celebrated through many initiatives.

Our workforce enjoyed a comprehensive suite of benefits, including life insurance, medical coverage for employees and their families (extending to parents), and special funds for medical cases. Practical support was provided through company mobile discounts, remote-work arrangements, and a Corporate Discount Offers Program — enhancing work-life balance. Recognition and benefits were seamlessly integrated into our culture through Town Halls, corporate competitions, and celebrations of national events like Saudi National Day and seasonal campaigns. Daily hospitality events — tea and coffee distributions and wellness challenges — created moments of connection.

Critically, non-pay benefits were extended to all on-site workforce members, including contractors, covering meals, surveys, workshops, hospitality distributions, and awareness programs. This inclusive approach ensured a unified culture where everyone felt equally recognized and engaged.

In parallel, our **pay benefits** and perquisites addressed financial needs and rewarded performance. Employees benefited from personal, education, and housing loans, a Saudi ticket allowance, overtime pay, and relocation cost coverage. Role-based allowances — such as acting, hardship, and shift allowances — recognized expanded responsibilities or challenging conditions, while retention bonuses, Hajj rewards, annual bonuses, and merit increases reinforced long-term commitment and excellence. Family-oriented benefits, including a child education allowance and childcare allowance, further supported employees’ personal lives.

Together, these initiatives created a holistic system that promoted fair compensation, financial security, and wellbeing, reinforcing solutions by stc’s commitment to a motivated and inclusive workforce.

Retaining our talents

Building a workplace where people feel valued and supported sits at the heart of our approach to retaining our employees. This commitment represents a continuous investment in workforce wellbeing, as we cultivate a positive, inclusive environment that motivates our employees to grow and progress with the organization.

We are delighted to have received the Best Employee Benefits and Wellbeing Strategy of the Year in Private, Public, and Government Sector from GCC GOV HR Awards in 2025. This highlights our efforts to ensure employee satisfaction through a robust benefits package and comprehensive employee wellbeing measures.



Acknowledging the strong connection between employee wellbeing, satisfaction, and long-term retention, we recognize that offering a competitive benefits package represents only the starting point. The design of these benefits is outlined within our People General Management Policy, which also incorporates our pay benefits, non-pay benefits, and leaves entitlements.

As part of our remuneration practices, our executive employees can participate in a long-term incentive program through which a portion of their remuneration is provided in the form of share-based awards linked to the Company’s performance.

Leaves entitlements

Guided by full compliance with regulatory requirements, our approach to leave management balances organizational needs with employee wellbeing. The framework is set out in our People General Management Policy, which ensures employees are fully aware of their rights. This comprehensive policy covers our Leaves Policy, including parental leave, Hajj performance leave, and supported by the Remote Working Policy to provide added adaptability.

Leaves requested are submitted through the authorized system for line manager approval, ensuring alignment between personal needs and business priorities. In accordance with Saudi Labor Law provisions, employees are informed at least one month in advance of any company scheduled leave.

Our parental leave provisions reflect our commitment to supporting families at key life stages and **apply to all solutions by stc employees in accordance with the statutory requirements of each country in which we operate.**

In the Kingdom of Saudi Arabia, maternity leave provides 12 weeks of full paid leave, which may be taken before or after childbirth to suit the mother’s needs. New fathers are entitled to 3 days of full paid leave.



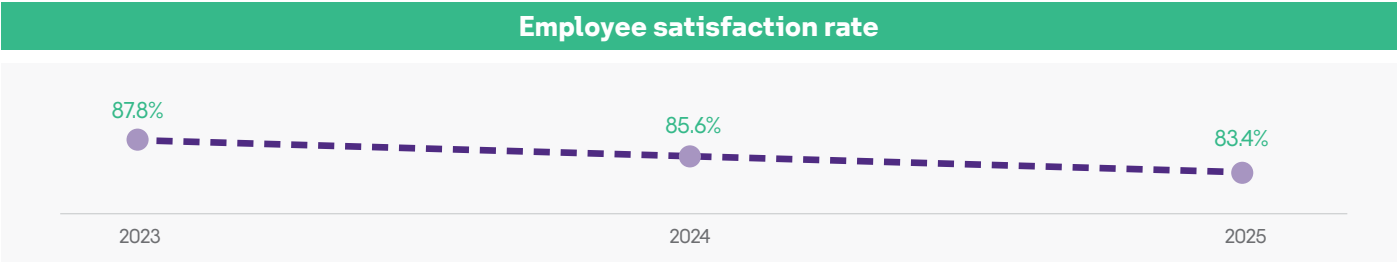
Parental leave [GRI 401-3, SDG 5.1, 5.4, 8.5]	Units	2023	2024	2025
Total number of females who took maternal leave	#	14	32	38
Total number of males who took paternal leave	#	60	73	71
Return to work				
Total number of females who returned to work in the reporting period after their maternal leave ended	#	11	32	38
Total number of males who returned to work in the reporting period after their paternal leave ended	#	60	73	71
Retention				
Total number of female employees returned from maternal leave who were still employed twelve months after return to work	#	11	32	36
Total number of male employees returned from paternal leave who were still employed twelve months after return to work	#	60	71	64
Total number of employees returned from parental leave who were still employed twelve months after return to work	#	71	103	100
Retention rate of females who availed of maternal leave	%	79	100	95
Retention rate of males who availed of paternal leave	%	100	97	90

To facilitate access to these benefits, we provide easy to use digital platforms that centralize communication, benefits access, and key services. These measures demonstrate our continued commitment to supporting employees’ efficiency at work and work life balance, ensuring they feel valued on both a professional and personal level.

Employee Experience Index

Committed to understanding and meeting our employees’ evolving needs, we leverage our internal Employee Experience Index, which serves as our annual employee satisfaction survey. This survey evaluates key aspects including work purpose and enablement, team collaboration, organizational culture, and alignment with the Company’s vision. This detailed feedback allows us to continuously improve our strategies, boost employee satisfaction, and cultivate a strong sense of purpose and belonging across the organization.

Following a comprehensive analysis of over 600 qualitative employee feedback points, alongside targeted leadership workshops, we evolved our approach from a single, unified company-wide action plan developed in 2024 into four distinct, data-driven action streams. This transition was designed to address the specific and varied needs of individual functions and departments, ultimately enhancing our employee satisfaction rate.



Attracting talents

To remain competitive in a dynamic market environment, we focus on cultivating a workforce that is both agile and strategically aligned with our long-term objectives. Through targeted talent attraction and thoughtful workforce planning, we hire individuals whose skills, experiences, and values support our vision, ensuring sustainable performance, operational resilience, and continued success in the short and long-term.

Guided by our Talent Acquisition Plan, this commitment is embedded within our award-winning Recruitment and Onboarding Strategy. At the start of each year, we conduct a comprehensive review of workforce needs and proactively establish effective communication channels. By leveraging diverse recruitment platforms and outreach approaches, we expand access to high quality talent, reinforcing our belief that identifying the right people requires both reach and intent.

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 Tamheer Program, Cooperative Program (Co-op), Summer Training, and Job Attachment Program (JAP). This supports the development of a talent pipeline aligned with our long-term business and workforce strategy.		

As a result of these channels, we onboarded 134 new hires during the year, all of whom were selected through a rigorous candidate evaluation process designed to ensure strong alignment with the Company’s requirements, culture, and long-term objectives.

In 2025, the Company achieved a 44% increase in the number of new hires, reflecting our continued commitment to talent development and workforce optimization.

New hires [GRI 401-1, SDG 5.1, 8.5, 8.6, 10.3]	Units	2023	2024	2025
Total number of employees hired	#	243	93	134
New hires by gender				
Females	#	74	24	45
Males	#	169	69	89
New hires by age group				
Age between 18-30	#	135	44	71
Age between 31-50	#	107	49	63
Age +51	#	1	0	0

Equity and inclusion remain central to our hiring practices, demonstrated through the consistent provision of equal benefits for the same roles, irrespective of gender. This approach strengthens our commitment to a diverse and balanced workforce and reassures candidates that joining solutions by stc means being treated with fairness, respect, and equal opportunity.



Launch of Applicant Tracking System

In 2025, we launched a new Applicant Tracking System that fully digitizes the hiring lifecycle, covering requisition approvals, job postings, candidate screening, interview scheduling, and offer issuance.

Since its implementation, more than 250 vacant positions have been processed through the platform, reflecting strong adoption and operational impact. The system has strengthened coordination between People Sector, hiring managers, and business units, enabled real time visibility across recruitment stages, and significantly reduced administrative workload.

Once candidates create their accounts and successfully apply for targeted roles, the system enables them to easily track the status of their applications, providing greater visibility into the hiring process, enhancing transparency, and offering reassurance throughout their recruitment journey. As a result, we have delivered a faster, more efficient, and more seamless hiring experience that enhances both candidate and internal stakeholder satisfaction.



From the moment new hires come on board, we focus on delivering a seamless and supportive onboarding experience. Through virtual tours of our offices and facilities and a fully digital process that enables contract signing via the Hayyak App and Sayen platform, we ensure efficiency, convenience, and early engagement. This experience also reflects our innovative use of technology in the workplace, setting clear expectations and positioning new joiners for success at solutions by stc.

While we strive to retain our employees, some level of turnover is inevitable in any organization. Maintaining a healthy turnover rate is crucial to ensure organizational stability, retain knowledge, and sustain employee engagement and performance over the long-term.

In 2025, total turnover recorded a 20% decrease compared to the previous year. This improvement reflects our strong commitment to fostering a supportive and engaging work environment that prioritizes employee wellbeing, professional development, and long-term retention.

Employee turnover [GRI 401-1, SDG 5.1, 8.5, 8.6, 10.3]	Units	2023	2024	2025
Total turnover for full-time employees	#	127	153	122
Turnover by gender				
Females	#	34	35	27
Males	#	93	118	95
Turnover by age group				
Age between 18-30	#	50	56	44
Age between 31-50	#	77	96	78
Age +51	#	0	1	0



Fostering a diverse and inclusive workplace

Guided by a strong belief that inclusion drives performance and resilience, solutions by stc remains focused on cultivating a workplace where diversity, equity, and inclusion are embedded across the organization. Diversity is understood in its broadest sense, encompassing nationality, gender, age, disability, and other individual differences that shape perspectives and experiences. This inclusive culture not only strengthens innovation, decision-making, and employee engagement, but also supports long-term organizational sustainability and value creation.



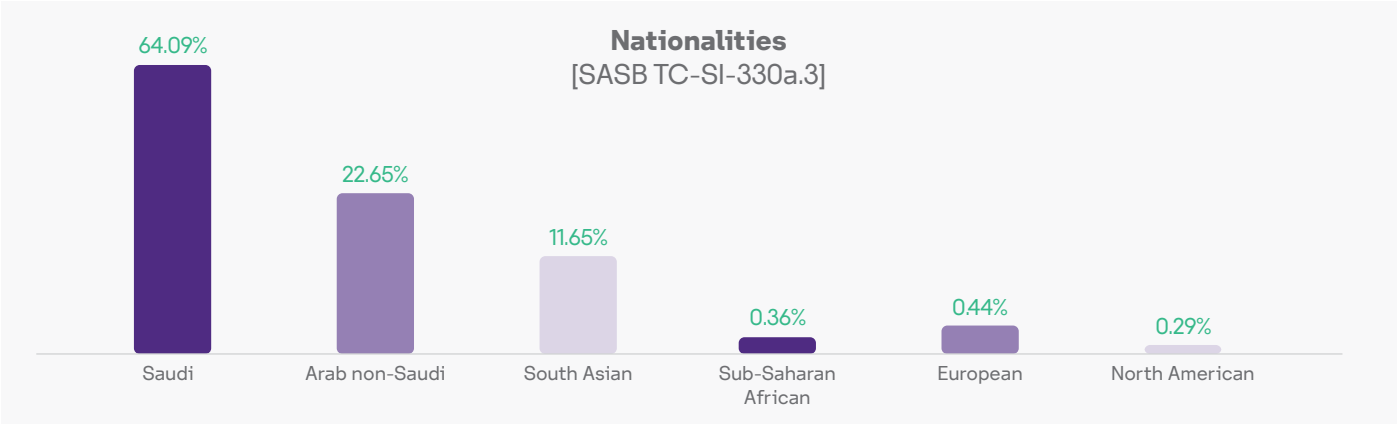
Commitment

As per our [Diversity, Equity, and Inclusion Position Statement](#), we are committed to:

Ensuring zero discrimination based on gender and special needs and working to remove all barriers and incentivizing women and people with special needs to encourage participation and retention in our workforce in line with local laws and the People General Management Policies within solutions.

Embracing a global perspective, our workforce spans 24 nationalities, allowing us to tap into a wide range of experiences and insights. This diversity not only drives creativity and problem-solving but also strengthens our ability to connect with clients and partners worldwide.

To further advance an inclusive workplace, solutions by stc established executive level KPIs to monitor and track women’s representation across the workforce, reinforcing accountability and supporting progress toward greater gender diversity in employment. We prioritize creating an environment where knowledge-sharing, mentorship, and professional development are central, ensuring our teams are empowered to excel while contributing to the Company’s long-term growth and resilience.



To deepen understanding and promote inclusiveness across the Company, we delivered a Culture Protocol workshop designed to strengthen our respectful, inclusive, and professional workplace culture. The workshop focused on increasing employee awareness of appropriate workplace behaviors, organizational values, and expected standards of conduct, while highlighting the importance of mutual respect at every level of the organization. Using clear guidelines, real-life scenarios, and practical examples, participants gained a stronger understanding of these principles and how to apply them effectively in their day-to-day interactions and responsibilities.

The workshop engaged approximately 560 participants and was further reinforced through engaging videos and company-wide communications designed to amplify key messages and promote organization wide awareness.

As a result of our rigorous measures to cultivate a workplace that values inclusivity, zero grievances filed for incidents of discrimination were reported to date.

Emboldening women

By embedding gender equality into our people practices and organizational values, we reinforce a zero-tolerance approach to gender discrimination while creating an environment where female professionals can thrive. Through equitable access to opportunities, leadership development, and meaningful participation in decision-making, women play an integral role in strengthening operational effectiveness, advancing innovation, and shaping a more inclusive culture. This commitment is reflected in our succession planning efforts, which enabled 6 female employees to be promoted to managerial positions during the year, strengthening female representation in leadership and supporting a diverse talent pipeline.

In recognition of the valuable contributions of women across the Company, a series of wellbeing and awareness initiatives were undertaken to foster appreciation, promote healthy lifestyles, and enhance health consciousness among female employees.

As part of International Women’s Day celebrations, flowers were presented to all female employees as a symbolic gesture of appreciation for their impact within the workplace. This was complemented by a dedicated physical wellbeing session at the Female Gym, designed to support fitness, encourage active living, and promote work-life balance. In parallel, targeted awareness activities were organized in observance of International Breast Cancer Day, emphasizing the importance of health education, early detection, and preventive care. These initiatives reflect the Company’s commitment to creating a supportive and inclusive work environment while advancing the wellbeing of our workforce.

Females’ employment [GRI 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5]	Units	2023	2024	2025
Females’ employment rate	%	30	26	34
Female staff	%	19	19.3	20.8
Percentage of females in middle management	%	20	14	15
Percentage of females in senior and executive management*	%	11	0	0
Total number of female employees	#	339	282	283

*In 2024, we updated the classification of roles included within middle management and senior management.



Developing local talent

Strengthening national human capital is central to the ambitions of Saudi Vision 2030, particularly in expanding opportunities for Saudi nationals to meaningfully contribute to the economy. Through sustained investment in local talent, we support economic diversification while enhancing the depth, stability, and future readiness of our workforce.

This year, we further accelerated the Afaq Internal Mobility Program, which facilitates talent movement across the Group to strengthen collaboration, promote knowledge transfer, and create meaningful career development opportunities. Through more than 70 internal mobility placements, the Company successfully addressed workforce needs across the Group . This approach resulted in the nationalization rate remaining the same at solutions by stc in 2025 compared to the previous year.

Nationalization [GRI 202-2]	Units	2023	2024	2025
Total number of national employees	#	1,191	938	869
Total number of non-national employees	#	586	526	489
Total number of ethnic minority employees [GRI 405-1, SASB TC-SI-330a.3, SDG 5.1, 5.5, 8.5]	#	25	24	24
Nationalization rate among the total workforce	%	67	64	64
Nationalization rate of senior management	%	87	79	89

Moreover, we are committed to training the next generation of Saudi professional through our tailored training programs such as Tamheer, Co-op, Summer Training, and JAP.

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



Degree programs and certifications: JAP

solutions by stc remains committed to bridging academic knowledge with real-world expertise through JAP, a cornerstone of our inclusive talent development strategy. In 2025, JAP continued to serve as a vital bridge between learning and career advancement, offering all employees - including part-time staff and contractors – immersive, hands-on experiences with leading global partners such as PwC, KPMG, IBM, and SIDF.

Administered by the Career Management Section within the People Management Department, JAP operates under formal guidelines reviewed annually. As part of solutions by stc’s broader talent ecosystem – alongside the Talent Incubation Program (TIP), High Potential Employee Program (HiPo), and Specialists Development Program (SDP) – JAP reinforces our pledge to nurture Saudi talent, driving economic diversification and positioning solutions by stc as a leader in workforce development.



The program’s flexible duration – ranging from 2 to 12 months – allowed participants to engage in local and international opportunities, broadening their perspectives and skill sets. Host organizations were carefully selected based on strong business relationships and domain relevance, ensuring high-impact learning.

Eligibility for JAP is open to all with a minimum one-year tenure and a performance rating of “Performing” or higher. Participation is voluntary, with rigorous selection criteria including program interviews (≥60%), English proficiency assessments (≥75%), and CxO approvals, ensuring alignment with solutions by stc’s high standards.

Throughout the attachment, participants honed skills through real-life scenarios, supported by mentors at host organizations. Performance was tracked via KPIs set by solutions by stc’s JAP team, with clear learning objectives defined before each attachment. Upon completion, employees returned to their original roles at solutions by stc, enriching their teams with fresh insights and elevated capabilities.

Defending accessibility

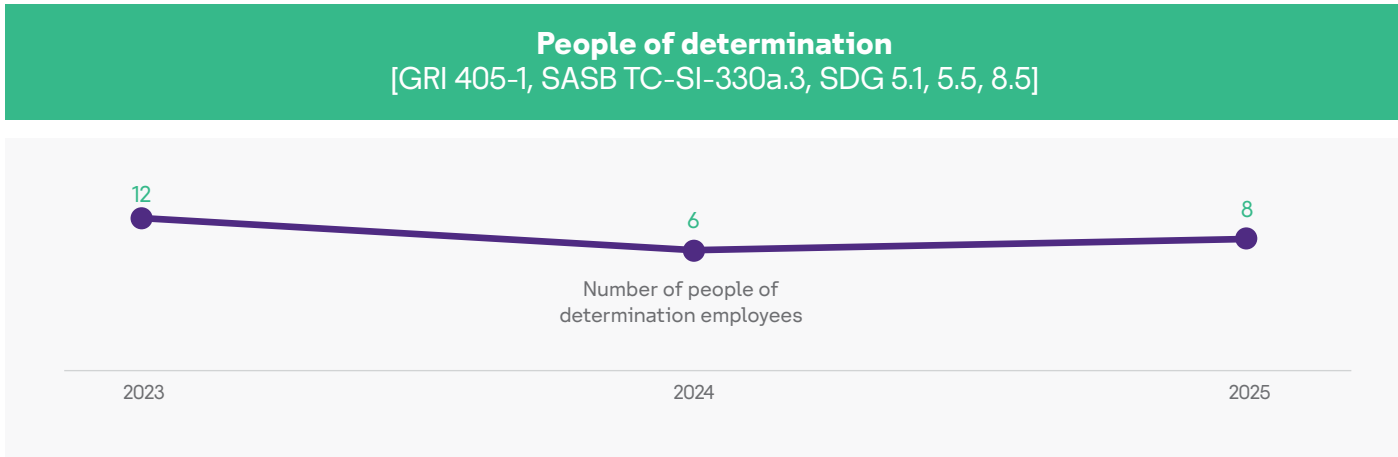
Championing inclusivity at every level, solutions by stc actively works to empower People of Determination (PoD) within our workforce. Through our comprehensive Disability Social Responsibility Program Policy, we facilitate inclusion of PoD into our workforce and ensure participation in national initiatives such as Mowaamah, Tawafuq, and Qaderoon.

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

To further enable flexibility and comfort, we extend to PoD the option to work remotely under our Remote Working Policy, reducing the need for daily commuting. This is complemented by access to disability pensions, ensuring a comprehensive framework of support that addresses both professional and personal wellbeing.

Building on our commitment to inclusion, we launched an Internal Disability Employment Program to make our workplace fully accessible and supportive for PoD. This initiative focuses on eliminating obstacles, providing essential resources, and fostering an environment where PoD can perform at their best and achieve long-term success.

As a result of our efforts to promote PoD inclusion, we are delighted to report that we witnessed a 33.3% increase in our PoD employees between 2024 and 2025, from 6 to 8 employees.



Recognizing that every employee’s contribution is valuable, we prioritize an inclusive workplace even though our operations are low risk. Should an employee acquire a disability during their tenure at solutions by stc, we are committed to retaining them and providing all necessary support to ensure their continued success. This includes offering appropriate adaptations and tools to enable them to perform effectively.

We firmly uphold the principle that employment is never terminated due to disability and remain dedicated to fostering an environment where all team members can thrive and contribute to our collective achievements.

Human rights commitments

solutions by stc remains steadfast in our commitment to upholding and advancing fundamental human rights, principles that are intrinsic to all individuals. We are dedicated to treating everyone with dignity, fairness, and respect.

We uphold a strong position against slavery, exploitation, and child labor. This stance is reinforced by our strict rejection of any form of abuse or inhumane practices, fully aligned with Saudi Labor Law and the Saudi Human Rights Commission. We consistently ensure compliance with local regulations and support the UN SDGs, which seek to uphold human rights for all. As signatories of the UNGC, as is our parent company, we are committed to its Ten Principles, including respect for human and labor rights.

Formalization of our Human Rights Policy

In 2025, our CEO approved our new **Human Rights Policy**, showing our commitment to maintaining exemplary human rights standards across the Company. Developed in alignment with internationally and locally recognized principles as well as internal policies, the policy draws on:



Covering areas most relevant to our operations, the policy addresses privacy and confidentiality of collected data, diversity and inclusion, health and safety for employees and visitors, employment contracts in line with local labor laws, working hours, workplace equality, fair wages, child and forced labor, and human trafficking. It also extends to supplier responsibility, requiring adherence to health and safety standards and sustainable, environmentally friendly practices.

The policy outlines our human resource-related grievance reporting and escalation procedures, encouraging all employees to report any concerns they have regarding the Company’s operations or potential policy breaches, including human rights violations. Human resource-related grievances and reports can be submitted through the Speak-Up channel, with strict confidentiality protocols and an option to submit reports anonymously.

The Business Integrity Department performs an initial assessment to determine whether the Ethics and Fraud Investigation team should undertake an independent review. This process ensures solutions by stc remains transparent, accountable, and committed to protecting human rights.

We proudly recorded zero grievances related to human rights in 2025.

Our Human Rights Policy also ensures that suppliers are expected to uphold industry standards and follow the best health and safety practices, further reinforced in our [Supplier Code of Conduct](#).

Employee training and development

Sustainable growth and long-term success at solutions by stc are driven by our commitment to developing the capabilities of our workforce. This year and every year, we encourage our employees to continually seek opportunities for growth, learning, and development to cultivate a sense of fulfilment and ensure alignment with their planned career goals.

To prepare our workforce for the demands of the digital era, we have a structured Learning and Development Strategy that supports both upskilling and reskilling.

This approach creates a clear progression framework that enables employees to build relevant capabilities while responding to the Company’s evolving requirements.

Our approach integrates internal development programs and external certification opportunities to equip employees with the skills and expertise needed to perform effectively and advance within the Company.



Commitment

As per our [Employee Development, Wellbeing and Safety Position Statement](#), we are committed to:

Assisting employees in identifying current and potential training and development needs. Employees are entitled to benefit from the training that rely on the Company’s business, operational needs, and employee performance development as detailed in People General Management policies manual.

In 2025, solutions by stc took the strategic decision to prioritize operational demands and business continuity requirements, which affected training hours received by employees.

Despite the reduction in total hours, the Company remained committed to delivering targeted and high impact training initiatives focused on essential competencies, ensuring continued workforce development aligned with operational objectives.

Employee training [SASB TC-SI-330a.2]	Units	2023	2024	2025
Total hours of training for employees	#	100,312	42,124	21,054*
Employee training hours by employment level				
Senior management	#	2,368	1,232	229*
Middle management	#	22,176	10,700	4,378
Staff	#	75,768	30,192	16,447
Employee training hours by setting				
In-class	#	62,464	16,000	16,910*
Online	#	37,848	26,124	4,144

Average training hours [GRI 404-1, SDG 4.3, 4.4, 4.5, 8.2, 8.5, 10.3]	Units	2023	2024	2025
Total average training hours per employee	#	17	23	18.9*
Average training hours by gender				
Females	#	18	22	28.7*
Males	#	16	23	15.9*
Average training hours by employment level				
Senior management	#	27	19	5.6*
Middle management	#	17	21	42.1*
Staff	#	17	9	17*

*This KPI has been updated following validation of final underlying data received after the initial publication of this report. The revised values reflect the most accurate information available as of July 2026.

Over the course of the year, employees are offered a wide range of development opportunities that strengthen current performance and support long-term objectives. In 2025, for example, our employees were presented with a range of world-class programs aimed at maximizing the benefits for our talent:

Executive Development Plan (EDP)	Leadership pipeline development through structured executive capability building.
Higher education	Employees at all levels are given the opportunity to pursue master’s degrees and diplomas to enhance their skill sets.
Webinars	Offerings include monthly webinars in collaboration with prestigious educational institutions, covering a range of topics that support both operational excellence and employees’ personal and professional development. These sessions addressed key areas such as World CSR Day, sustainable supply chains, personal finance management, World Mental Health Day, and data governance frameworks, fostering continuous learning and enhancing employee awareness across critical business and wellbeing topics.
UNGC Academy Collaboration	Structured learning series in collaboration with the UNGC Academy introduced in 2025, enhancing employees’ understanding of the UN SDGs and the Ten Principles of the UNGC, enabling the integration of sustainability priorities into daily operations and business strategies.

Training programs are identified after conducting a training assessment, allowing us to align development opportunities with employees’ individual requirements. This approach enables us to design tailored training programs that strengthen performance in current roles while supporting long-term career growth and progression.



Capability building programs and partnerships with educational institutions

The year 2025 marked a transformative period for solutions by stc's workforce, with capability-building initiatives achieving unprecedented scale and impact. Delivering 21,054 learning hours, including an average of 15.9 hours for male employees and an average of 28.7 hours for female employees, the program set a new benchmark for operational excellence and inclusivity. A total of 1,496 online courses were completed by staff, complemented by 474 specialized programs that deepened expertise and skills across in-class, virtual, and online formats.

At the heart of this success were structured programs designed to address critical business needs. The PPP Program prepared employees for global CP3P certifications (Foundation, Preparation, Execution), building internal capability in managing major partnership projects. Through instructor-led training and official exams, it supported business diversification and strengthened solutions by stc's role in Saudi Vision 2030 initiatives.

The Uplift program empowered participants to master the full sales cycle — from initial contact to deal closure — enhancing confidence, customer engagement, and strategic selling skills. Meanwhile, the Lighthouse track developed bid management expertise in Arabic and English, equipping teams to plan, prepare, and submit competitive bids using global best practices, directly contributing to higher tender win rates.

Four professional Diploma tracks — People, Finance, Strategy, and Legal — delivered focused modules that built deep, practical skills, enabling immediate application in leadership and functional roles. The AI Bootcamp covered AI productivity, certified skills, AI for leaders, and Copilot prompting, allowing employees to automate tasks and harness AI's potential across functions. Additionally, over 30 calendar courses ensured continuous development in technical, business, and soft-skill areas.

External providers were selected based on stringent quality criteria, with formal agreements or MoUs in place where applicable. Clear learning objectives were defined in advance, and performance was evaluated through attendance tracking and structured surveys from instructors, managers, and participants. Eligibility was targeted to specific departments, with participation requiring nomination and approval from line managers and the Capability Building Manager.

The 2025 results underscored the delivery of a high volume of courses and learning hours, and the provision of specialized programs that enhanced participant skills. By investing in these structured learning pathways, solutions by stc continues to think ahead — equipping our workforce to drive innovation, diversification, and sustainable growth in alignment with Saudi Vision 2030.

Recognizing the importance of preserving institutional knowledge and promoting internal knowledge transfer, we have established effective succession plans that are closely integrated with our internal training programs. This approach supports leadership continuity by building a robust pipeline of high potential employees across all levels who are prepared to progress into managerial roles.

Succession planning and leadership development

solutions by stc is committed to fostering a robust leadership pipeline through strategic succession planning, ensuring continuity and readiness for critical roles. In 2025, the program achieved a significant milestone by completing succession planning for senior management across eight divisions, covering General Managers, Directors, and Managers. This initiative strengthened solutions by stc's strategic goals by identifying and preparing qualified leaders to support executives and CEOs.

Strategic objectives and scope

The formal objective of the succession planning program is to ensure leadership continuity and readiness for key senior roles. Critical positions are identified based on job segmentation and business impact, focusing on roles essential to achieving strategic objectives. The scope includes General Managers, Directors, and Managers across eight divisions, ensuring comprehensive coverage of leadership tiers.

Potential successors are identified through a rigorous process combining manager nominations, performance reviews, and leadership assessments. Eligibility is determined by readiness and potential, with no pipeline limitations. Diversity, inclusion, and localization priorities are integrated into successor identification, aligning with organizational goals.

Owned by the Succession Planning and Leadership Development teams, the program benefits from governance oversight and inputs from top management during each cycle. The succession plan is reviewed annually, with quarterly internal reviews to ensure alignment with active employees and evolving business needs.

To prepare successors, solutions by stc implemented the EDP, a structured program delivered over several months. Designed in collaboration with global partners and international schools, the EDP leverages expertise in executive leadership and capability development. Formats vary based on content, including local, international, and hybrid delivery, with applied projects and case studies tailored to program objectives.

The program delivered measurable results, including improved leadership readiness and strengthened bench strength. Most critical roles now have identified and ready successors, and several candidates have progressed to leadership positions. These outcomes underscore the program's success in cultivating a pipeline of future leaders equipped to drive solutions by stc's strategic vision.

Building on 2025's achievements, solutions by stc plans to expand succession planning coverage beyond senior management, ensuring a sustainable leadership pipeline at all levels. By investing in strategic succession practices, solutions by stc reinforces our commitment to long-term growth, resilience, and talent excellence.

Planting the seeds for tomorrow's leaders, our HiPo Leadership Development Program and SDP nurture ambition, build capability, and empower our younger employees to grow with confidence and purpose. We currently have 5 future leaders in solutions by stc, 2 in HiPo, including 1 female, and 3 in SDP.



Digital Academy launch in 2026

In 2026, we plan to launch our Digital Academy, an initiative designed to provide employees across the solutions by stc Group with a comprehensive and accessible learning platform. The academy will offer a blend of internally developed content, ready-made courses, and globally recognized professional certification programs, creating a flexible ecosystem for skill enhancement and knowledge growth.

Covering a diverse range of topics including sustainability, health and safety, business, technology, compliance, and finance; the Digital Academy will support continuous learning and career progression while strengthening organizational capabilities. By enabling employees to acquire relevant expertise and stay aligned with evolving industry trends, the initiative reflects solutions by stc’s commitment to fostering innovation, operational excellence, and a culture of lifelong learning. Through this investment in human capital, the Digital Academy will also contribute to solutions by stc’s broader competitiveness, ensuring our workforce remains equipped to meet customer needs, advance strategic priorities, and drive positive change across the Kingdom of Saudi Arabia.

Occupational health and safety

At the heart of our digital workplace lies a strong commitment to safeguarding the health, safety, and wellbeing of our people, ensuring a secure and supportive environment for everyone.



Commitment

As per our [Employee Development, Wellbeing and Safety Position Statement](#), we are committed to: Ensuring the safety and wellbeing of our employees by providing them with proper awareness, tools and resources and allowances, where applicable.

To support this commitment, we adhere to local legal requirements and apply robust risk management standards to ensure the effectiveness of our occupational health and safety practices. Our health and safety management approach is aligned with the ISO 45001 Occupational Health and Safety Management Systems standard, demonstrating our dedication to providing a safe and supportive work environment that meets international standards.

When it comes to keeping our workplace safe, our Facility Management Department takes the lead, overseeing all occupational health and safety practices. They ensure that our Health and Safety Manual is not only communicated but actively applied across every level of the organization. This manual guides employees on the specific internal channels available to raise concerns about unsafe working conditions.

One of these channels is the ticketing system utilized by solutions by stc that allows employees to report safety issues efficiently.

Once a work-related hazard is flagged, a thorough investigation is promptly launched, assessing risks in line with the Saudi Building Code (SBC) and National Fire Protection Association (NFPA) requirements. The findings then inform corrective actions aimed at mitigating hazards, fostering continuous improvement, and maintaining a safer work environment for everyone.

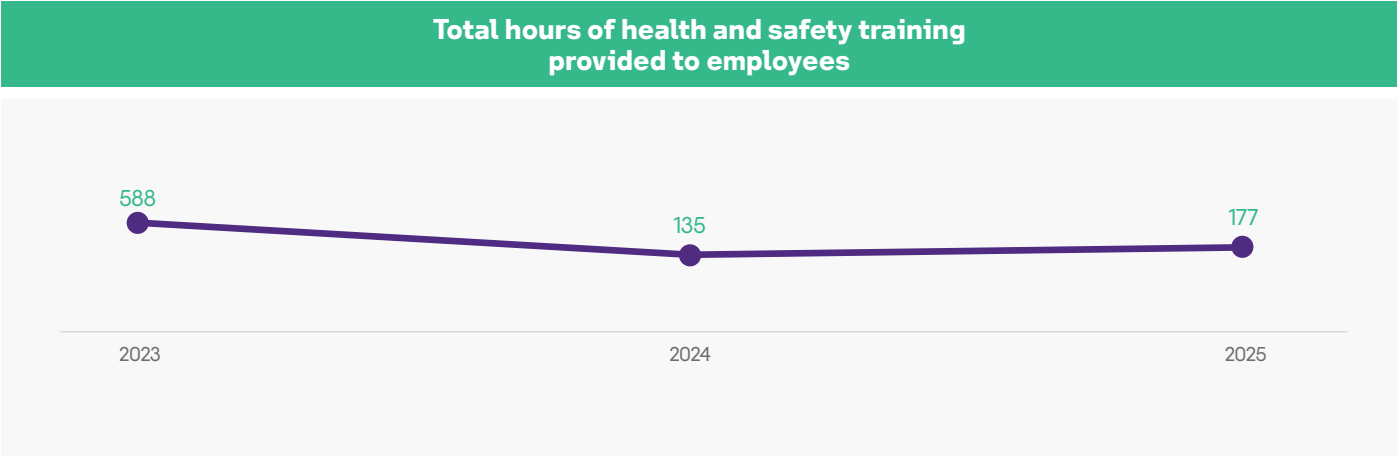
For the past four years, our commitment to employee health and safety has been proven through an impeccable record: zero work-related injuries, fatalities, or reported safety incidents.

Occupational health and safety [GRI 403-8, 403-9, SDG 3.6, 3.9, 8.8, 16.1]	Units	2023	2024	2025
Number of employees covered by the occupational health and safety system	#	1,777	1,484	1,358
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	#	4	5	3
Number of safety incident investigations initiated	#	1	0	0
Number of safety incident investigations completed	#	1	0	0

We continue to go beyond our minimum annual requirement of conducting one safety drill, having successfully carried out three drills across our different offices in the Kingdom, one of which was in upsource by solutions, demonstrating our proactive approach to strengthening preparedness and reinforcing a strong safety culture.

During the year, 2 health and safety trainings programs were delivered through multiple sessions. One program was focusing on CPR and first aid, while the other centered on fire drills. In addition to these programs, employees participated in evacuation drill training, ensuring they are equipped with essential skills to respond effectively in emergency situations.

These initiatives resulted in a 31% increase in total health and safety training hours compared to 2024, which underscores our ongoing efforts to maintaining a workplace with a strong culture of health and safety awareness.



Encouraging wellbeing

Prioritizing the wellbeing of our workforce remains central to our approach to health and safety. We understand that cultivating a supportive and engaging work environment is key to enhancing employee motivation while safeguarding their physical, mental, and emotional health.

At solutions by stc, our goal is to foster a holistic wellbeing culture that encourages employees to actively adopt and maintain wellness practices.

01 Physical wellbeing

We offer an on-site clinic staffed with medical professionals, as well as separate gyms for men and women at our Employee Service Center. This commitment is further reflected in the healthy food options available on-site, which include water and fruits.

02 Awareness and education

We integrate employee wellbeing as a core topic in the health and safety sessions led by our Health and Safety Team. Our employees also have complimentary access to Labayh App, which connects them to professionals including life coaches, psychiatrists, psychologists, nutritionists, and financial advisors, all for the purpose of supporting holistic wellbeing.

03 Health insurance inclusion

We provide health insurance coverage for our employees and their families, extending benefits to parents in accordance with official regulations.

04 Wellbeing activities

We establish activities for our employees that promote wellbeing, engagement, and a healthy workplace culture. In 2025, this focus was expanded through two dedicated workshops promoting mental wellness, held around World Mental Health Day to reinforce awareness and encourage open dialogue on mental health.

To complement these workshops, a series of newsletters was shared covering topics such as work-life balance, stress management, overcoming burnout, career wellbeing skills, meditation, maintaining a healthy diet during Ramadan, emotional wellbeing, and productivity enhancement. A total of 36 activities were organized, engaging 771 employees.

Drop by drop, we save lives

For the fourth consecutive year, our blood donation campaign successfully engaged 200 employees, reflecting their health awareness and commitment to community wellbeing and a significant increase from 53 last year. Such an initiative was enabled by the Memorandum of Understanding (MoU) signed with the King Faisal Specialist Hospital & Research Centre.



Blood drive initiatives	Units	2023	2024	2025
Number of blood drive initiatives held for employees	#	1	1	1
Number of employees volunteered in blood drive initiative	#	115	53	200

Empowering communities

GRI 203, GRI 413

Deep-rooted in our commitment to the Kingdom of Saudi Arabia, we remain loyal to the local communities we serve and to contributing meaningfully to their long-term development. This vision is embedded in our core operations, delivering services and innovative solutions that respond to real community needs while also supporting local capacity building. By operating across more than 10 sectors, we help strengthen local industries, enable inclusive growth, and create lasting value that aligns with national priorities and the evolving needs of society.

+2,200	138	+8	65
Beneficiaries reached	Training beneficiaries	Volunteering initiatives completed	Volunteering hours



solutions by stc proudly received the Corporate Social Responsibility Award from the Ministry of Human Resources and Social Development for the second consecutive year. This repeated recognition underscores the strength, consistency, and credibility of our commitment to corporate social responsibility.

Serving communities, strengthening connections

At solutions by stc, volunteering is about meaningful community connection. Through hands-on initiatives, our employees share their time, skills, and compassion with those who need it most, creating real and lasting impact. Our employees utilize the Takyah platform to register for and participate in volunteering initiatives, enabling them to contribute directly to social development efforts and community wellbeing.



solutions by stc signed a collaborative agreement with the Ministry of Human Resources and Social Development (HRSD) to advance our societal impact

As part of our leading role in CSR, solutions by stc signed a collaboration agreement with the HRSD during LEAP 2025. This agreement represents a distinguished model of partnership between the public and private sectors, aimed at promoting sustainable development and creating meaningful societal impact. Through this collaboration, we seek to combine efforts and exchange expertise to implement impactful initiatives that empower beneficiaries and support social development across the Kingdom of Saudi Arabia while aligning with the objectives of Saudi Vision 2030.



Activating the Saudi CSR Day

Activated Saudi CSR Day through an employee-led outreach, where 14 employees visited elderly care homes, shared a Ramadan iftar, and delivered engagement activities and appreciation gifts.

Impact

Enhanced social connection and wellbeing for over 20 elderly individuals, strengthened community ties, and reinforced a culture of volunteerism and responsible engagement.

Enhancing digital awareness for HRSD beneficiaries

Delivered a targeted digital awareness workshop for beneficiaries of HRSD, equipping 8 participants with practical digital skills to enhance access and capability.

Impact

Strengthened digital inclusion, improved participants’ confidence in navigating digital tools, and expanded access to opportunities.

Advancing digital intelligence skills for youth

Supported Awon Association for Technology’s “Digital Intelligence” initiative, delivering training in cybersecurity, AI, and cloud computing to youth in Makkah.

Impact

Strengthened the 60 participants’ digital competencies, improved their career readiness in high-demand technology fields, and supported digital transformation goals.

Advancing environmental impact with home tree planting

Supported Al Dahna Al Khadraa Association’s “Home Tree Planting” initiative, enabling the planting of trees across homes and communities to promote greener living.

Impact

Reached 1,000 beneficiaries, increased community participation in environmental stewardship, enhanced awareness of sustainable practices, and contributed to environmental goals aligned with the Riyadh Green Initiative.

Equipping HRSD beneficiaries for career success

Delivered a targeted employability workshop titled “Basic and Technical Skills to Prepare for the Job Market” for beneficiaries of HRSD, equipping participants with interview techniques, resume development, and essential technical skills.

Impact

Strengthened the 35 participants’ job readiness and competitiveness, improved confidence in securing employment, and advanced human capital development.

Igniting potential

Supported Al Bir Charity Association’s “Qualifying Youth for the Labor Market” initiative, equipping youth with professional and leadership skills that strengthen their readiness for employment opportunities in cooperation with HRSD and the National CSR Platform.

Impact

Enhanced practical knowledge and career-focused competencies of 50 beneficiaries, enabling smoother entry into the labor market.

Empowering non-profits through digital transformation

Supported the “Technical Transformation” initiative to enhance the digital capabilities and operational efficiency of a non-profit organization (NPO) serving the community in cooperation with HRSD and the National CSR Platform.

Impact

Improved governance and workflow management, strengthened service delivery, and enabled the organization to more effectively support approximately 1,000 beneficiaries, advancing institutional resilience and sustainability.

Making a difference on Arab Orphan Day

Distributed appreciation gifts to over 70 orphans, reinforcing inclusion and social responsibility.

Impact

Strengthened social inclusion and belonging among orphans, promoted collective community responsibility, and advanced social development objectives aligned with the National Transformation Program.



Acknowledged as a strategic success partner by the HRSD

In 2025, solutions by stc was honored as one of the Success Partners by the HRSD in recognition of our impactful contributions throughout 2024 in supporting community initiatives and advancing best practices in sustainability. This recognition reflects the tangible results of our continued efforts to create meaningful social value and deliver initiatives that positively impact communities.

Through volunteering programs, capacity building initiatives, and long-term community partnerships, we have actively contributed to social development while strengthening our role as a responsible corporate citizen. These efforts demonstrate our commitment to creating sustainable impact and supporting initiatives that empower individuals and communities.

At solutions by stc, we view this recognition not only as an achievement but as a motivation to continue leading with purpose, further strengthening our dedication to sustainability and social responsibility while contributing to the broader goals of national development.



Advancing sustainability excellence

solutions by stc's recognition as a leader in sustainability within our sector in the Kingdom of Saudi Arabia has earned us a place in the prestigious Sustainability Champions Program, led by the Ministry of Economy and Planning (MEP). We are participating as "Future Champions" and mentees, reflecting the capacity of solutions by stc to be a leader in sustainability in the Kingdom of Saudi Arabia across all sectors – driving broader national impact.

This prestigious national initiative is designed to accelerate sustainability transformation by facilitating knowledge transfer, building organizational capabilities, and enhancing sustainability performance across key sectors in the Kingdom of Saudi Arabia.

In the second and final year of the program, we are actively engaged in capability-building sessions, sharing best practices, and aligning our initiatives with the program to elevate sustainability standards nationwide. Our participation affirms our current leadership position and reinforces our commitment to advancing sustainability excellence both within our sector and across the broader national landscape.



Driving impact through partnership with Majmaah University

Through a collaboration agreement with Majmaah University, we extended support to rural communities while advancing educational development. As part of this agreement, employees conducted more than 10 sessions, both virtually and in person, to share practical knowledge and enhance learning opportunities for students.

These efforts align with Saudi Vision 2030 priorities related to education, digital empowerment, and community development, and directly support the UN SDGs focused on Quality Education and Reduced Inequalities. This collaboration reflects our commitment to creating meaningful social impact through knowledge-sharing and community engagement.

Shaping future innovators

Our sustainability journey places a powerful emphasis on unlocking human potential, especially among youth. By providing platforms, mentorship, and opportunities, we help cultivate the next generation of talent, enabling them to build solutions that drive progress for themselves, their communities, and the Kingdom of Saudi Arabia.



Empowering tomorrow's innovators

As the Digital Enabler Sponsor, solutions by stc played a pivotal role in creating a platform where the Kingdom's bright young minds could reimagine the future of financial technology. The event brought together eager, aspiring talents, all driven by a shared vision to design impactful, forward-looking fintech solutions.

Our employees offered mentorship, technical knowledge, and critical industry insights that transformed promising ideas into impactful solutions. Participants gained not just skills, but also confidence to turn creative concepts into solutions that could shape markets and communities.



05

Forward in driving innovation



Robust data privacy and security for sustainable customer trust

GRI 418

In today’s digital economy, trust is not a feature, it is the foundation. Because we believe that sustainable customer trust is built on the certainty that their data is secure, we embed privacy and security into every layer of our operations.

At solutions by stc, we protect our digital infrastructure through a comprehensive cybersecurity framework encompassing robust security policies, strict access controls and technical safeguards, continuous monitoring, and systematic vulnerability management. This framework uses a multi-layered approach to protect against threats and ensure accountability across the Company. Our cybersecurity and data protection controls are aligned with the National Cybersecurity Authority (NCA) controls as well as recognized third-party standards such as ISO/IEC 27001 for Information Security ensuring we follow leading national and global practices to provide the highest levels of security, resilience, and trust in our digital operations.

For further details on the data privacy and cybersecurity standards we comply with, please refer to [Data privacy and cyber resilience](#) section of this report.

As part of this robust framework, **we have established the Data Protection and Privacy Steering Committee. This committee is composed of C-suite members from the Executive Management, General Managers, and Directors, that oversees the Data Protection and Privacy (DPP) Program**, setting the vision and objectives while allocating resources and promoting staff engagement through training.

Business Data Executive Enforces the DPP Program, ensures regulatory compliance, develops policies and risk management measures, and cultivates a culture of data protection across the Company and our subsidiaries.
DPP Single Points of Contact Serve as the first line of defense, ensuring compliance and promoting responsible data use.
Data Owners Manage specific data sets, approving and enforcing practices aligned with business needs.
Data Stewards Implement security measures and privacy controls.
Data Users Manage, access, use, or update data to perform authorized tasks and adhere to the highest standards when handling data in line with established policies by the Business Data Executive.

We identify and address data security risks through a structured risk management approach that includes periodic risk assessments, control evaluations, and continuous monitoring. Risks are proactively monitored through real time logging and threat detection systems, with identified risks formally tracked, mitigated, and reported in accordance with established governance and risk management processes to ensure sustained resilience and accountability. This structured model ensures that everyone at solutions by stc, from leadership to front-line staff, understands their role in safeguarding data, fostering a culture of privacy, compliance, and accountability.

Data privacy and cyber resilience

We recognize that in an era marked by growing uncertainty around data protection and user mistrust, robust data protection and cybersecurity practices are fundamental to sustaining long-term client relationships.

Hence, at solutions by stc, we remain in full compliance with applicable regulations in the Kingdom of Saudi Arabia concerning data privacy and cybersecurity, including those issued by the Saudi Authority for Data and Artificial Intelligence (SDAIA), NSDAI, the NCA, and the CST.

The national regulations and standards we comply with include:

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

Even beyond mere regulatory compliance, we proactively align our practices with global industry standards. This includes adherence to:

- 01

ISO/IEC 27001 for Information Security Certification
Specifies requirements for establishing, implementing, maintaining, and continually improving an information security management system within solutions by stc.
- 02

ISO/IEC 27002 for Information Security Controls Certification
Provides guidance for organizations looking to establish, implement, and improve an Information Security Management System (ISMS) focused on cybersecurity.
- 03

ISO/IEC 27701 for Privacy Information Management System Certification
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.
- 04

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 by stc.
- 05

SOC-CMM (Capability Maturity Model for Security Operations Centers) Certification
This certification helps SOC’s 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.

Beyond our alignment with leading frameworks and standards, we have institutionalized robust internal protocols within multiple streams, starting with our [Code of Ethics and Business Conduct](#). It includes a dedicated section titled “Integrity Commitment to Our Customers and Communities,” which outlines our privacy and cybersecurity practices and urges employees to report any privacy or cybersecurity concerns through dedicated channels. By formalizing these commitments, we ensure consistency in execution and help embed accountability at every level of operations.

 **Commitment**

As per our [Data Privacy and Cybersecurity Position Statement](#), we are committed to:

- Collecting data that is strictly necessary. The collected personal information refers to information that belongs to an identified individual.
- Presenting and communicating user rights in a transparent and clear manner when requesting consent for data processing.
- Notifying users in a timely manner about any changes in our data privacy policies and data safety breaches incidents using the appropriate channels. We also ensure that all rights as stated by the laws and regulations are fully respected and adhered to.
- Ensuring that Personal Data shall not be retained longer than required for the purpose it was collected for, aligned to legitimate business requirements, and applicable laws and regulatory requirements. However, personal data can be kept for a longer period in case of availability of statutory justification or if personal data is connected directly to an open case judicial body.

Stemming from this commitment is our comprehensive [Data Privacy Notice](#) together with our [Code of Ethics and Business Conduct](#) and [Data Privacy and Cybersecurity Position Statement](#) set our intention to **uphold the privacy rights of stakeholders including our customers, suppliers, contractors, employees, candidates, and visitors** throughout the entire lifecycle of personal data. This includes its **collection, securing, retention, use, processing, and deletion or disposal**.

The [Data Privacy Notice](#), along with the [Data Privacy and Cybersecurity Position Statement](#), formalizes our commitment to responsible data management. Specifically, we:

- 01
- Collect **only the data strictly necessary**. Additionally, **where processing is based on customers and stakeholders’** consent, they have the right to withdraw that consent at any time.
- 02
- Prohibit strictly the **sale, rental, or exchange of personal data with third-parties for non-service-related purposes**.
- 03
- Customers and stakeholders are **granted full control over their data in accordance with PDPL, including the rights of being informed, to access, rectify, restrict processing, withdraw consent, or erasure of data which is no longer required for the purposes for which it was collected, unless there is a legal or regulatory requirement necessitating its preservation**. We will process all requests, including deletion, within the legally prohibited timeframes.
- 04
- Retain personal data only for the period required to fulfill its original purpose and in alignment with applicable legal requirements**, and we commit to **deleting data after a defined retention period**.
- 05
- May provide access data to third parties to **support in managing business activities and maintaining service quality**. All such sharing is conducted in full compliance with PDPL and regulations, ensuring that customers and stakeholders’ rights and interests are not impacted.



Stakeholders are encouraged to contact us for more information on their rights on the communication channels specified in solutions by stc’s [Data Privacy Notice](#).

Ahead of this report’s publication, the [Data Privacy Notice](#) was updated to strengthen its scope and clarity. It now applies across all relevant business lines of solutions by stc, clearly defines the purposes of data collection, and specifies the methods through which data is collected.

Our cybersecurity practices and frameworks have contributed to the enhancement in our security incidents response time, reducing the average from 48 hours in 2023 to 4 hours in 2024, and further to only 2 hours in 2025. This success can be attributed to our dedicated incident response team. We also continue to align our cybersecurity frameworks, policies, and standards with legal and regulatory requirements, ensuring robust protection and compliance across our operations.

Cybersecurity maturity	Units	2023	2024	2025
Cybersecurity Capabilities Maturity CM Index	-	4.54	4.8	4.7
Average time to respond to security critical/high incidents in accordance with guidelines and standards	# (hours)	48	4	2
Percentage of compliance with legal, regulatory and cybersecurity requirements	%	96	96	99
Percentage of frameworks, policies and standards fully aligned with legal and regulatory requirements	%	100	100	100



Our employees are encouraged to remain vigilant and to report any suspicious messages through established communication channels, as urged by our [Code of Ethics and Business Conduct](#). We maintain a robust spam and phishing monitoring system that enables our workforce to respond promptly to emerging threats, ensuring the ongoing protection of our operating environment.

Cybersecurity and phishing resiliency

Although a significant number of cybersecurity attacks were attempted, no breaches occurred, reflecting the effectiveness of our cybersecurity measures.



To proactively identify and address potential vulnerabilities, we **conduct comprehensive annual internal and independent external audits of our information security system. In 2025, we conducted 8 internal audits and underwent 9 external audits**, including those required under our ISO/IEC 27001 certification for Information Security. These audits are essential in maintaining compliance with applicable standards and regulations, while also **enabling us to detect and address any weaknesses within our systems to prevent any potential data breaches as a proactive measure.**

Information security policies and systems audit frequency [TC-SI-230a.2]	Units	2023	2024	2025
Number of internal information system audits	#	7	5	8
Number of external information system audits	#	10	8	9

We are proud to report that, once again, there were **no data security breaches in 2025**, a testament to our proactive data protection measures. Nevertheless, we remain prepared for any potential incidents by having the necessary **reactive safeguards** including activating the Cybersecurity Incident Management Framework and Data Privacy Breach Management Procedure, **forming an incident response team for each case to lead the investigation and track progress through to closure.**

Data security [GRI 418-1, SASB TC-SI-230a.1, TC-SI-220a.3, TC-SI-220a.4, SDG 16.3, 16.10]	Units	2023	2024	2025
Number of data security breaches	#	0	0	0
Total number of data breaches per million subscribers	#	0	0	0
Number of data security breaches involving customers' Personally Identifiable Information (PII)	#	0	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	#	0	0	0
Number of law enforcement requests for customer information*	#	52	0	0
Number of customers whose information was requested by law enforcement	#	44	0	0
Percentage of law enforcement customer information requests resulting in successful disclosure	%	100	NA*	NA*

*solutions by stc did not receive any request by law enforcement relating to customer information during the years 2024 and 2025.



To ensure that our workforce is well-equipped with data security measures, **we require all employees, contractors, and third-party personnel to complete annual mandatory training on privacy and data security**, with periodic refresher sessions and ongoing awareness campaigns. The topics covered are informed by national regulations, aligned with business requirements, and continuously updated based on emerging threats and lessons learned from past incidents. **While solutions by stc currently has no part-time employees, the mandatory training would apply to part-time staff if such positions are established.**

Through targeted cybersecurity training, reinforced by regular phishing simulation campaigns, the initiative aimed to lower susceptibility to phishing and minimize the risk of credential compromise, malware infections, and data breaches. The training also aimed to enhance employees’ ability to recognize and avoid malicious emails and report suspected phishing attempts.

To ensure continued impact, the program incorporated continuous monitoring of phishing trends and user behavior, leveraged data driven metrics for improvement, reporting, and audits, and integrated lessons learned into future awareness campaigns. In doing so, cybersecurity awareness evolved from a periodic initiative into a sustained and measurable driver of resilience.



More satisfied customers

Placing our customers at the core of our operations, we treat our customers as genuine partners in advancing digital transformation.

We remain committed to surpassing expectations, elevating the customer experience, and achieving recognition for excellence in all that we deliver.

 Commitment

As per our [Customer Satisfaction Position Statement](#), we are committed to:

- Focusing on the customer’s interests, needs, preferences, and behaviors above all else.
- Our employees shall always look for the best ways to serve the customer. They shall do everything in their capacity to achieve, maintain and enhance customer satisfaction through collective focus, change and innovation and shared beliefs.

Guided by our [Customer Satisfaction Position Statement](#), we take pride in presenting successful partnerships where collaboration leads to meeting and exceeding clients’ expectations.

At the core of this approach lies our 360° Customer Experience (CX) Framework, ensuring that every element of our service reflects the customer’s best interests.

The framework operates through a continuous cycle of Listen, Analyze, and Act, which underpins our overall strategy. Through this structured approach, we engage proactively with customers and stakeholders, gathering meaningful insights through multiple channels, including customer surveys, partner feedback, employee input, and our comprehensive complaint management system.

We ensure to review and analyze the feedback collected, working closely with the relevant internal teams to identify appropriate solutions, ensure timely resolution of issues, and ultimately enhance overall customer satisfaction.



Through the systematic use of CX measurement tools, we rigorously assess feedback to pinpoint areas for improvement, enabling targeted initiatives that span from immediate improvements to long-term strategic measures, all aimed at strengthening and elevating the overall customer journey.

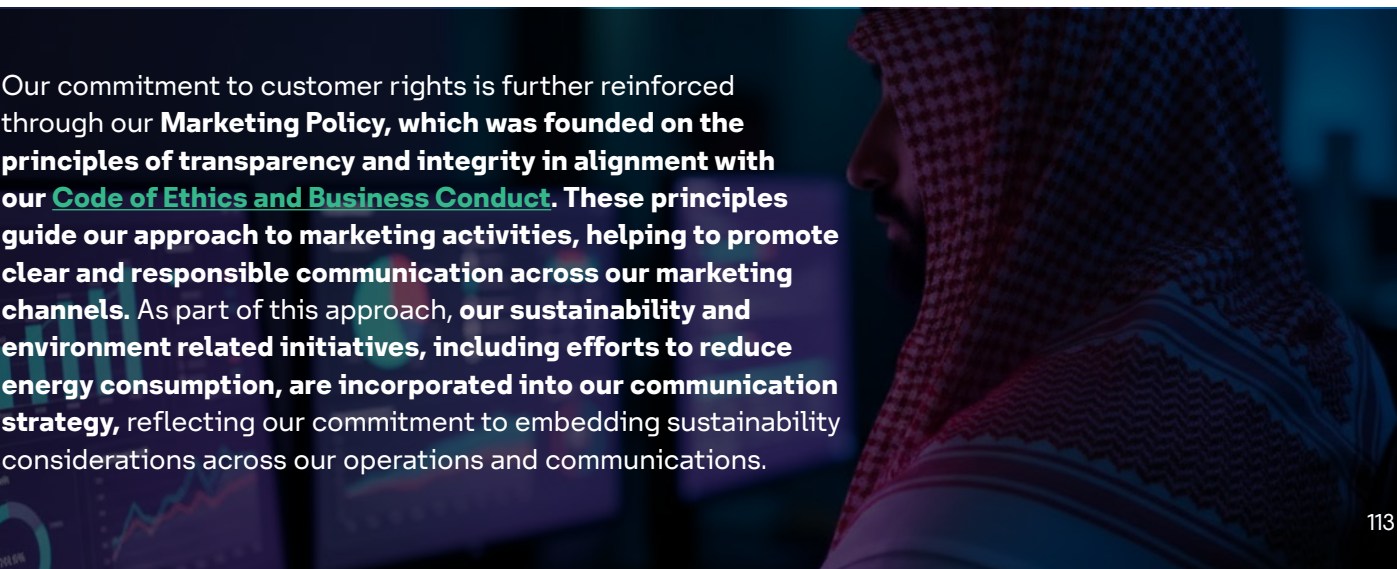
Customer satisfaction also means safeguarding the trust they place in us with their personal information. Our comprehensive data privacy policies, aligned with PDPL, are supported by clearly defined procedures and secure systems governing the collection, processing, and protection of personal data.

Access to information is strictly limited on a need-to-know basis and reinforced by robust technical controls, including authentication protocols,

encryption mechanisms, and continuous monitoring. Regular risk assessments, ongoing employee awareness initiatives, and structured incident management processes further strengthen our ability to prevent unauthorized access, misuse, or disclosure of customer information.

In keeping with these commitments, we are proud to report that we have consistently maintained zero use of customer information for secondary purposes, ensuring privacy remains fully protected. **This strong track record in safeguarding data is reinforced by the fact that no legal cases were raised by clients against solutions by stc in 2025, underscoring our commitment to responsible data management and the trust our customers place in us.**

Customer rights and interest protection	Units	2023	2024	2025
Number of customers whose information is used for secondary purposes	#	0	0	0



Advancing in digital innovation

As part of solutions by stc’s LEAP strategy to drive business growth and diversification, we aim to foster innovation across the Company and beyond. In alignment with Saudi Vision 2030 and its purpose to empower digital innovation, we equip our teams with the innovative tools and skills required to lead change effectively. Our solutions not only enhance products, services, and processes but also uphold ethical standards, ensure transparency, and drive positive social and environmental impact.

As part of our understanding of the profound impact of technology on innovation, operational efficiency, and informed decision-making, we acknowledge both the opportunities and the responsibilities it entails. While we leverage advanced solutions to enhance performance and create value, we remain firmly guided by our core values and sustainability commitments. Accordingly, we are committed to deploying technology in a responsible and ethical manner, ensuring that our practices generate positive outcomes for society and the environment.



For us, innovation begins with purpose. We pursue it to solve real challenges, unlock human potential, and create lasting impact. By combining technology with ethics, accountability, and sustainability, we ensure that progress not only strengthens our clients and communities, but also contributes to a more resilient and sustainable future for all.

Saleh Abdullah Alzahrani
Chief Technology Officer



Anchored in strong regulatory and strategic practices, our innovation approach reflects full compliance with local requirements, including those established by the Kingdom of Saudi Arabia, and alignment with the principles of the National Strategy for Digital Transformation. Through a structured focus on governance, risk management, effective policy implementation, and continuous technological advancement, we strive to establish a robust foundation that supports responsible and sustainable technological progress.



Silver Award

Technology Project of the Year

Global Project Management Forum

In our relentless pursuit of innovation and excellence in delivering cutting-edge technology solutions, we are proud to be honored with the Technology Project of the Year – Silver Award for the second consecutive year at the Global Project Management Forum.

Guided by a strong sense of accountability, we actively engage with our customers, stakeholders, and partners to establish a comprehensive set of principles that shape our responsible innovation journey. Central to this effort is the reinforcement of governance structures and a firm commitment to transparency, enabling inclusive decision-making and strengthening trust across all parties. Moving ahead, we will continue to comply with applicable laws and regulations through a robust risk, policy, and control framework, ensuring that innovation progresses in parallel with responsibility.

In line with our commitment to responsible digital innovation, we are pleased to report that there were **no cases of patent infringement related to solutions by stc in 2025**, reflecting our commitment to respecting intellectual property rights, maintaining ethical business practices, and fostering a culture of innovation built on compliance and accountability.

In parallel, we collaborate with leading technology developers to design solutions that place fairness, privacy, and inclusivity at the forefront; earning partner awards and recognitions over the years.

To further operationalize these principles, we implement a “before-go-live” assessment process. This process ensures that **privacy-by-design and cybersecurity considerations are systematically integrated into the development and deployment of all products, systems, and services**. Under this approach, all solutions we produce undergo rigorous privacy impact assessment and cybersecurity evaluations prior to deployment. The “before-go-live” governance framework encompasses a structured set of control measures, including:

- Mandatory data privacy and cybersecurity assessments, which include **privacy impact assessments** among other assessments and tests, prior to deployment.
- Systematic vulnerability assessments to identify and mitigate potential risks ahead of launch.
- Review of data categories processed, including Personal Identifiable Information (PII), Sensitive Personal Information (SPI), and Sensitive Critical Personal Information (SCPI), as well as typical data records.
- Assessment of hosting models, data storage locations, and cross-border data transfer considerations and verification of access controls, assigned roles, and user permissions.
- Due diligence and oversight of third-party vendor involvement and associated risks.

Through this framework, privacy-by-design principles are embedded at every stage of the development and deployment lifecycle, ensuring that data protection considerations are proactively integrated rather than retrospectively applied.

Equivalent to our efforts to strengthening our internal governance and innovation practices, we continue to invest in building digital capabilities beyond the Company. More than 80 aspiring learners took part in our basic, intermediate, and advanced digital skills programs, each step representing more than just training; it was an investment in future innovators who will carry forward a culture of responsibility, progress, and inclusive growth.



Collaboration with Nile to launch their joint venture “Nile MEA”

solutions by stc and Nile, a leading NaaS provider, have proudly announced the launch of their joint venture, “Nile MEA,” with a mission to deliver secure, advanced networking solutions that elevate digital infrastructure across the Kingdom of Saudi Arabia and the wider region, fully aligned with Saudi Vision 2030.

This joint venture showcases the two companies commitment to providing AI-driven networking solutions powered by the latest technologies, fortifying the security of both wired and wireless networks against emerging threats, and seamlessly integrating technological innovation with advanced infrastructure to drive the region’s digital transformation.



Enhancement in digital technology and transformation

Digital advancement and technological transformation continue to represent a core strategic priority for the Company. Therefore, we ensure that our innovation development initiatives remain closely aligned with evolving client expectations, leveraging data-driven insights to continuously enhance our offerings. Our goal is to deliver personalized, value-focused solutions designed to address future needs and create sustainable impact.

To achieve this goal, the Company maintains the Immersive Hub as a laboratory dedicated to develop innovatively, serving as a structured environment for testing, developing, and advancing innovative solutions. The realization of this mission is reinforced by our significant investment in innovation development, which reached SAR 28.7 million in 2025, reflecting an impressive 70% increase compared to last year's SAR 16.9 million, allowing us to continuously innovate and meet the evolving needs of our clients.

Showcasing innovation through the Immersive Hub

In 2025, solutions by stc launched the Immersive Hub – a bold step to transform how digital possibilities are understood and experienced.

The Immersive Hub is a physical space to showcase real, live technology use cases across key sectors, translating complexity into clarity. Within this interactive environment, clients, partners, and employees do not simply hear about digital solutions, they experience how these solutions drive sustainability, innovation, operational efficiency, resilience, and long-term value creation.

At the same time, the Hub has evolved into a dynamic space for knowledge-sharing, capability building, and cross functional collaboration. Guided by clear objectives, the Hub was designed to cultivate an innovative culture both internally and externally and strengthen trust and credibility through real and proven stories. Being more than a display space for our projects, the Immersive Hub has already delivered several tangible benefits:

From a business perspective...

The Hub increased win rates, generated qualified opportunities, and accelerated decisions through experience led storytelling

Across the ecosystem...

The Hub strengthened partner engagement, enabled joint innovation and co-creation, and positioned solutions by stc at the heart of the innovation landscape

And internally...

The Hub upskilled teams, fostered intrapreneurship and innovation ownership, and instilled pride and confidence in solutions by stc as a digital leader

By turning complex digital possibilities into tangible, experience-led engagements, the Immersive Hub builds trust, accelerates decisions, unlocks collaboration, and drives measurable outcomes.

To ensure the continuity of its impact, the Immersive Hub was designed to be scalable and continuously updated, enabling solutions by stc to reflect evolving technologies and shifting sustainability and innovation priorities.



solutions by stc

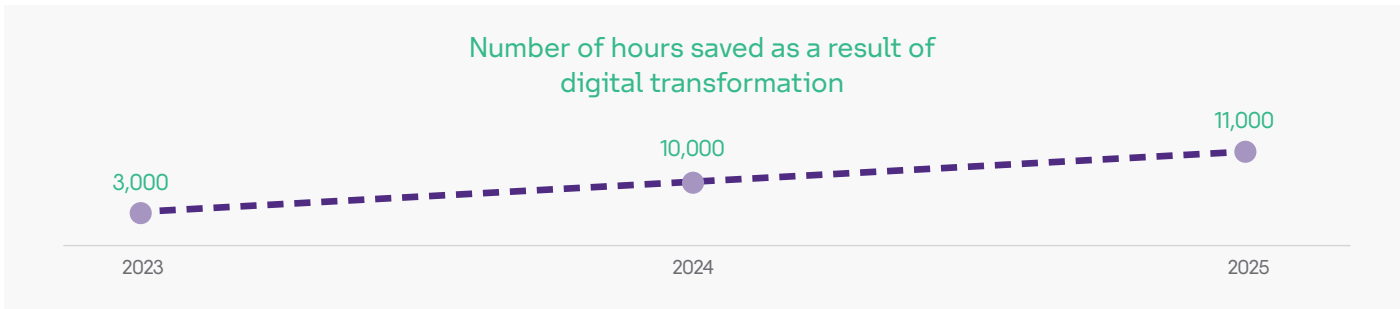
One way we innovate in our solutions is by harnessing the power of Low Earth Orbit (LEO) satellite technologies. This cutting-edge solution enables real-time responses for critical applications, offering flexible coverage across land and sea, enterprise-grade security, and intelligent tools that enhance field operations.

It strengthens mobile connectivity, supports emergency response, and provides managed services for remote sites, ensuring seamless, dependable performance wherever it is needed. Through this solution, we are elevating digital infrastructure to unlock new opportunities and deliver efficient, reliable services in line with Saudi Vision 2030.



While our priority is fulfilling our clients' requirements, we apply the same dedication to innovation to enhancing our own operations. By integrating innovative solutions into our digital transformation initiatives, we have streamlined workflows and automated processes across the business, resulting in 11,000 hours saved in 2025, an increase from last year's 10,000 hours.

Digital transformation benefits





Fostering innovation from within

At solutions by stc, innovation is not confined to labs; it is embedded within our day-to-day work. To nurture a culture where creativity is celebrated, we have implemented programs that empower employees to develop ideas with the potential to become revenue-generating products and services, or practical tools that enhance innovation in their roles.

01 Ignite Program driving innovation forward

We view the Ignite Program as our internal innovation program, where impactful solutions are realized, and individual success seamlessly aligns with our growth. Within the Ignite Program we mentor our employees, the untapped audience for innovation, to come up with groundbreaking ideas for products and services that can enhance our offerings and serve as recurring revenue streams for the Company.

The program achieves the following key objectives:

For the Company

Breaking into new strategic verticals, unlocking recurring new revenue streams, engaging new audiences, sharpening strategic capabilities.

For our employees

Equipping our employees with transferable and practical skills that can be applied to new projects, ventures, and daily activities.

For our customers

Launching new solutions that tackle critical problems and offer new and better value.

Following the hours of training our employees completed last year through Ignite, we took it a level further this year and scored outstanding numbers in our Company again.

2025 highlights

+80

Passionate minds came together to pitch and refine groundbreaking solutions

+55

Bold ideas sparked across solutions by stc

+120

Dedicated hours invested by our team in shaping ideas and sharing knowledge to drive innovation forward

3

Transformative ideas shortlisted to advance to Discovery and Shaping, recognizing their potential to transform our Company

2

Ideas were demoed and are in preparation for scaling and acceleration.

02 Voice of Innovation

Our Voice of Innovation Program was established to bridge the gap between traditional thinking and creative problem solving, enabling teams to innovate with confidence and purpose.

The initiative focuses on introducing and reinforcing design thinking principles in an engaging, hands-on manner that encourages practical application in daily work. Through workshops centered on familiar and real challenges, such as improving processes and enhancing collaboration, we ensure that innovation is grounded in solving the issues teams face every day.

We began by gathering the challenges employees faced, then conducted targeted sessions to address them while reinforcing design thinking principles in problem solving. We further organized sessions to share relatable successes and foster a culture of learning, highlighting impactful examples from everyday work to inspire innovation. Ultimately, we equipped teams with a practical toolkit that enables them to consistently apply innovative methods in their daily responsibilities.

Foster a culture of innovation

Encourage proactive engagement

Drive business growth

Promote cross-functional collaboration

Empower employees and boost engagement

Strategic partnerships

At solutions by stc, sustainability begins with the choices we make in sourcing and procurement. We embed environmental and social considerations directly into procurement, ensuring that every partnership, policy, and purchase reflects our long-term responsibility. Through deliberate measures and strategic collaborations, we align our supply chain with shared sustainability ambitions, transforming procurement from a transactional function into a catalyst for collective impact.

Commitment to sustainable procurement

Embedded across our operations, sustainability remains a fundamental priority at solutions by stc, including within our supply chain. We collaborate closely with suppliers who reflect our commitment to ethical and sustainable practices, ensuring that our collective efforts generate meaningful positive impact. This dedication is clearly articulated in our [Supplier Code of Conduct](#), which defines our expectations regarding ethical business conduct, environmental stewardship, and social responsibility.

The Supplier Code of Conduct requires that our suppliers implement all applicable cybersecurity and privacy safeguards in compliance with relevant laws and regulations in the Kingdom of Saudi Arabia, and be no less rigorous than recognized industry practices, such as ISO/IEC 27001, or ISO/IEC 27701. All suppliers are required to formally sign and commit to the Supplier Code of Conduct as part of the onboarding and registration process, with 100% of suppliers completing this requirement in 2025.

The Code also grants solutions by stc the right to conduct audits; including on-site visits, inspections, and questionnaires, to monitor and verify supplier compliance. As part of this process, and to ensure adherence to cybersecurity and privacy requirements, relevant documentation may be requested from suppliers, including valid certifications such as ISO/IEC 27001 or equivalent, a signed Code of Conduct, and other supporting compliance documents.

As a signatory of the UNGC and guided by its 10 principles on human and labor rights, we developed a [Human Rights Policy](#) that also holds suppliers accountable to these principles. The policy requires suppliers' adherence to health and safety standards and sustainable, environmentally friendly practices. For further information on our Human Rights Policy/ please refer to [Formalization of our Human Rights Policy](#) section of this report.

Our procurement policies further strengthen our dedication to sustainable practices by aligning with internationally recognized standards, including the ISO 20400 for Sustainable Procurement, ensuring that our approach is both comprehensive and aligned with global benchmarks.

The aforementioned certification translates directly into the way we conduct business and cultivate meaningful supplier relationships. At solutions by stc, we place great importance on supplier partnerships, transforming them into engines of sustainability and innovation.

By working closely with our suppliers, we not only maximize product recyclability and cut down on waste but also create dynamic collaborations through workshops and periodic engagement initiatives that spark ideas and drive continuous improvement, which include an annual Vendor Day. This hands-on approach ensures that every partnership is more than transactional; it is a joint journey toward smarter, greener solutions.



Commitment

As per our [Supply Chain and Responsible Sourcing Position Statement](#), we are committed to:

Ensuring that all suppliers we work with uphold the guidelines and requirements issued by solutions, which include Environmental Management, Diversity, Equity, and Inclusion, no Child / Forced Labor, and Cybersecurity and Data Protection.

Expanding on this, we invested in programs designed to improve both the efficiency and sustainability of our supply chain operations. Notable examples include the Stock Provision Control Implementation Program, which automatically notifies stock owners and inventory managers of items held for more than 3 months, and the Demand Estimation and Demand Planning Initiative, which promotes a collaborative approach to transport and inventory management through order consolidation and direct delivery. Together, these programs enhance inventory control and optimize resource utilization, driving more sustainable operational practices.

Aligned with solutions by stc's commitment to maintaining a well-informed workforce, our procurement team ensures that employees remain up to date on best practices and standards. In the past year, team members have earned globally recognized certifications, including Certified Procurement Professional (CPP), Certified Best Procurement Manager (CBPM), Certified International Procurement Manager (CIPM), and Certified Manager of Procurement (CMP).

Building on these achievements, this year's focus has shifted toward delivering targeted in-house training programs designed to strengthen and expand these capabilities.

We advance responsible procurement by actively maintaining paperless operations. All physical documents are digitized, while the implementation of key procurement processes such as vendor management, purchase orders creation, contract management, and invoicing are automated.

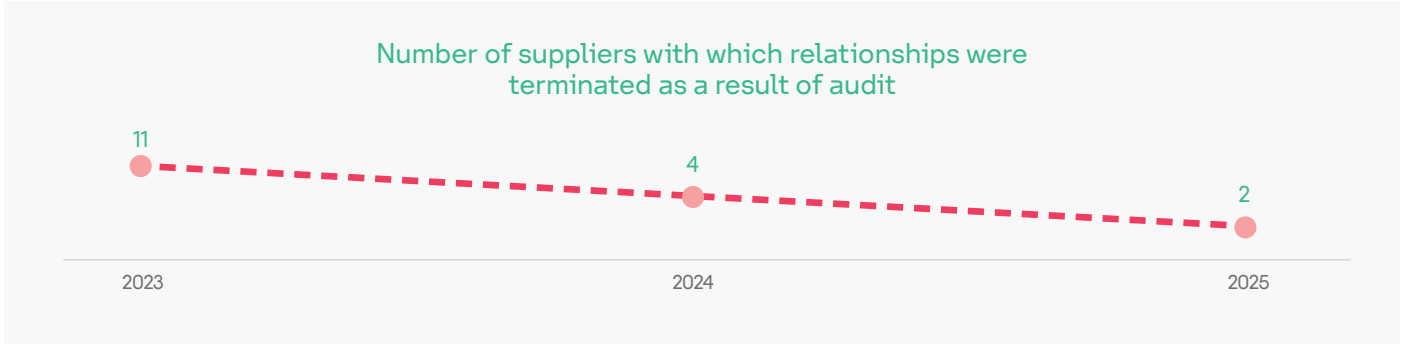
Digital procurement	Units	2023	2024	2025
Percentage of reduction of paper-based documents with the electronic procurement process	%	100	100	100
Number of digitally signed contracts	#	256	184	536
Percentage of electronically issued invoices	%	100	100	100
Percentage of electronic orders sent to suppliers	%	100	100	100
Number of suppliers that were trained in the electronic management of negotiations, orders, and invoices	#	150	159	310

A central element of our sustainable supply chain commitments is our focus on environmentally and socially responsible sourcing. We continue to proactively screen and audit suppliers, incorporating environmental and social criteria into our evaluation processes.

In 2025, the percentage of new suppliers that were screened using social and environmental criteria increased from 59% in 2024 to 100% in 2025. This value is reflective of the percentage of new suppliers that signed our Supplier Code of Conduct, formally committing to abide by our guidelines and principles on human rights, environmental stewardship, social responsibility, and ethical business conduct.

Suppliers screening [GRI 308-1, 414-1]	Units	2023	2024	2025
Number of new suppliers that were screened using social and environmental criteria	#	336	318	310
Percentage of new suppliers that were screened using social and environmental criteria	%	57	59	100
Total number of new suppliers	#	588	541	310

Reinforcing our dedication to a responsible supply chain, we conduct rigorous audits and compliance checks in line with local regulations, particularly those set by the Local Content & Government Procurement Authority (LCGPA). In 2025, only 2 instances of non-compliance were identified, highlighting an improvement from 4 last year and 11 in the year before, showing progress in our supplier screening and due diligence processes.



When supplier relationships must be discontinued, solutions by stc follows a legally reviewed, structured procedure that ensures fairness and accountability, with such suppliers recorded in our internal systems for future reference, in accordance with procurement governance standards.

Local sourcing GRI 204

Placing strong emphasis on local sourcing, we integrate it as a core element of our sustainable procurement practices, supporting both environmental and economic goals. We continue to prioritize procuring goods and services from local vendors, acknowledging the substantial benefits this brings in bolstering regional economies and minimizing the carbon footprint linked to long-distance transportation.

Reflecting our commitment to promoting local businesses and supporting the objectives of Saudi Vision 2030, this year the percentage of our procurement spending allocated to local suppliers rose from 76.8% to 79.27%.

Local procurement [GRI 204-1, SDG 8.4]	Units	2023	2024	2025
Procurement budget spent locally (such as amount spent to purchase products and services locally)	Billion ﷲ	3.30	5	6.72
Total procurement budget	Billion ﷲ	4.67	6.53	8.47
Percentage of the procurement budget spent on local suppliers	%	71	76.8	79.27

To ensure local sourcing remains a central consideration in our procurement decisions, we have embedded clear mechanisms within our evaluation process. These include system controls that enforce the Local Content Mandatory List and the allocation of 10% preferential weighting for small and medium enterprises (SMEs) during tender evaluations, enabling them to compete more effectively alongside other vendors.

This approach actively strengthens local participation while advancing broader economic value creation.

Suppliers engagement
[GRI 204-1, SDG 8.4]

2025
310

2024 574 Total number of suppliers engaged
2023 588 Total number of suppliers engaged

2025
211

2024 467 Total number of local suppliers engaged
2023 462 Total number of local suppliers engaged

2025
145

2024 207 Total number of SME suppliers engaged
2023 149 Total number of SME suppliers engaged

2025
15

2024 23 Total number of women-owned suppliers engaged
2023 17 Total number of women-owned suppliers engaged

Our successes are strongly supported by the Local Content Program, a strategic initiative spearheaded by the Supply Chain team. As an integral part of the wider Supply Chain Transformation Program, it focuses on reinforcing and sustaining the local procurement ecosystem while ensuring adherence to local content regulations and guidelines. Beyond boosting the participation of local suppliers, the program also seeks to elevate our local content score.

To maximize the impact of this initiative, we align all procurement activities with the mandatory local content list. This alignment is embedded within our Request for Proposal (RFP) process, prioritizing local content at every stage. Also, our systems incorporate validations to ensure that all items on the mandatory procurement list are procured solely from local vendors.

Partnerships and collaborations

Meaningful progress in digital transformation and sustainability is rooted in strong collaboration. We deliberately foster partnerships that extend beyond transactional engagements, focusing instead on building long-term and mutually beneficial alliances. Through these strategic relationships, we combine our strengths to deliver innovative and sustainable solutions that create value not only for solutions by stc but also for the wider ICT sector.

Cooperation agreement with Alinma Bank to build an integrated digital real estate marketplace through Giza Arabia

On the sidelines of Cityscape, solutions by stc signed a strategic cooperation agreement with Alinma Bank to develop an integrated digital real estate marketplace, marking a significant step toward redefining how property transactions are experienced in the Kingdom of Saudi Arabia.

Through this collaboration, innovative financing solutions will be delivered via Giza Arabia, ensuring that digital convenience is seamlessly matched with accessible financial enablement. This partnership transforms the real estate journey into a fully integrated, technology driven ecosystem, reinforcing our commitment to innovation and advancing a smarter, more connected property market.

Collaboration with Nile to achieve world’s largest network as a service during LEAP 2025

In a remarkable display of speed, scale, and precision, Nile and solutions by stc achieved a major milestone by implementing the largest Campus NaaS in just 3 days, seamlessly connecting over 200,000 participants at LEAP 2025, the leading global technology event.

The achievement was defined by rapid implementation, with the collaboration enabling a swift network setup across nearly 2 million square feet, including 7 conference halls.

Exceptional performance followed, as the network flawlessly supported 55,000 simultaneous users without a single disruption or security breach, setting a new benchmark for reliability at scale.

Elevating this success further, AI driven automation played a critical role. Nile’s AI Automation Center ensured optimal availability, coverage, and capacity throughout the event, reinforcing the partnership’s commitment to cutting edge technology and secure connectivity.

This accomplishment transformed complexity into seamless connectivity, showcasing innovation delivered at scale and excellence executed under pressure.

Partnering with organizations that align with our sustainability values enables us to enhance the positive impact of our initiatives. Through these collaborations, we contribute to creating solutions that promote innovation, minimize environmental impact, and support a more sustainable future for everyone.

06

Appendices

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 2025 to 31 December 2025 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	16-21
	2-2 Entities included in the organization’s sustainability reporting	8
	2-3 Reporting period, frequency and contact point	8
	2-4 Restatements of information	No restatements were made in the reporting period.
	2-5 External assurance	solutions by stc does not seek external assurance for our Sustainability Report.
	2-6 Activities, value chain and other business relationships	16-21
	2-7 Employees	75
	2-9 Governance structure and composition	25-32
	2-10 Nomination and selection of the highest governance body	25, 28
	2-11 Chair of the highest governance body	26
	2-12 Role of the highest governance body in overseeing the management of impacts	25-32, 44-45
	2-13 Delegation of responsibility for managing impacts	25-32

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	44-45, 55
	2-15 Conflicts of interest	Annual Report 2025
	2-16 Communication of critical concerns	34-37, 78, 91
	2-17 Collective knowledge of the highest governance body	Annual Report 2025
	2-18 Evaluation of the performance of the highest governance body	28, 31-32
	2-19 Remuneration policies	31-32, Annual Report 2025
	2-20 Process to determine remuneration	28, 31-32, Annual Report 2025
	2-22 Statement on sustainable development strategy	48-49
	2-23 Policy commitments	31, 32, 35, 36, 38, 50, 60, 76, 90, 91, 113
	2-24 Embedding policy commitments	31, 32, 35, 36, 38, 50, 60, 76, 90, 91, 113
	2-26 Mechanisms for seeking advice and raising concerns	34-37, 78, 91
	2-27 Compliance with laws and regulations	32-37, 60, 66, 80, 91, 107, 109, 110, 122, 125
	2-29 Approach to stakeholder engagement	52-54
	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	54-55
	3-2 List of material topics	55
	3-3 Management of material topics	32-39, 58-71, 72-103, 104-127
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report 2025
	201-2 Financial implications and other risks and opportunities due to climate change	Annual Report 2025
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report 2025
	201-4 Financial assistance received from government	Annual Report 2025
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	26-27, 88
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	66-67, 68, 69, 70-71, 116, 118, 120-121, 127
	203-2 Significant indirect economic impacts	Annual Report 2025
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	125
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	35
	205-2 Communication and training about anti-corruption policies and procedures	32-37
	205-3 Confirmed incidents of corruption and actions taken	35

GRI standard	Disclosure	Location
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	34
GRI 302: Energy 2016	302-1 Energy consumption within the organization	61
	302-4 Reduction of energy consumption	61
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	62
	305-2 Energy indirect (Scope 2) GHG emissions	62
	305-3 Other indirect (Scope 3) GHG emissions	62
	305-4 GHG emissions intensity	62
	305-5 Reduction of GHG emissions	62
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	63-64
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	124
	308-2 Negative environmental impacts in the supply chain and actions taken	124-125
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	83-84
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	79
	401-3 Parental leave	81
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	80

GRI standard	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	96-97
	403-2 Hazard identification, risk assessment, and incident investigation	96
	403-3 Occupational health services	96
	403-5 Worker training on occupational health and safety	97
	403-6 Promotion of worker health	96-97
	403-8 Workers covered by an occupational health and safety management system	97
	403-9 Work-related injuries	97
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	93
	404-2 Programs for upgrading employee skills and transition assistance programs	92-96
	404-3 Percentage of employees receiving regular performance and career development reviews	77
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	75
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	86
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	99-103

GRI standard	Disclosure	Location
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	124
	414-2 Negative social impacts in the supply chain and actions taken	124-125
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	111

Glossary

Acronym	Expansion
AI	Artificial Intelligence
BCMS	Business Continuity Management System
BMS	Building Management System
BPO	Business Process Outsourcing
CAIQ	Consensus Assessments Initiative Questionnaire
CBPM	Certified Best Procurement Manager
CCC	Cloud Computing Cybersecurity
CCM	Cloud Controls Matrix
CFD	Computational Fluid Dynamics
CFI	Corporate Finance Institute
CIPM	Certified International Procurement Manager
CMA	Capital Market Authority
CMP	Certified Manager of Procurement
Co-op	Cooperative Program
CPP	Certified Procurement Professional
CSF	Cybersecurity Framework
CST	Communications, Space and Technology Commission
CX	Customer Experience
DCC	Data Cybersecurity Controls
DGA	Digital Government Authority
DPP	Data Protection and Privacy
ECC	Essential Cybersecurity Controls
EDP	Executive Development Plan
ERM	Enterprise Risk Management
ESG	Environmental, Social, and Governance
EV	Electric Vehicle
GPMF	Global Project Management Forum
HiPo	High Potential Employee Program
HPE	Hewlett Packard Enterprise
HRSD	Ministry of Human Resources and Social Development
HRSE	HR Summit & Expo
ICT	Information and Communications Technology
ILO	The International Labor Organization
IMS	Integrated Management System

Acronym	Expansion
IoT	Internet of Things
IPCC	Intergovernmental Panel on Climate Change
IPO	Initial Public Offering
IR	Investor Relations
ISMS	Information Security Management System
ISP	Internet Service Provider
IT	Information Technology
JAP	Job Attachment Program
KPIs	Key Performance Indicators
KRIs	Key Risk Indicators
LCGPA	Local Content & Government Procurement Authority
LEO	Low Earth Orbit
LTIP	Long-Term Incentive Plan
MCIT	Ministry of Communication and Information Technology
MEP	Ministry of Economy and Planning
MoU	Memorandum of Understanding
NaaS	Network-as-a-Service
NCA	National Cybersecurity Authority
NFPA	National Fire Protection Association
NPO	Non-Profit Organization
NIST	National Institute of Standards and Technology
NOC	Network Operating Center
NSDAI	National Strategy for Data and AI
OSMACC	Organization’s Social Media Accounts Cybersecurity Controls
PDPL	Personal Data Protection Law
PII	Personally Identifiable Information
PoD	People of Determination
PPP	Public-Private Partnership
PUE	Power Usage Effectiveness
R&D	Research and Development
RFP	Request for Proposal
SASB	Sustainability Accounting Standards Board
SBC	Saudi Building Code
SBF	Sports Boulevard Foundation

Acronym	Expansion
SCPI	Sensitive Critical Personal Information
SDAIA	Saudi Authority for Data and Artificial Intelligence
SDP	Specialists Development Program
SI	System Integration
SMEs	Small and Medium Enterprises
SOC	Security Operations Center
SOC-CMM	Capability Maturity Model for Security Operations Centers
SPI	Sensitive Personal Information
TCC	Telework Cybersecurity Controls
TES	Thermal Energy Storage
TIP	Talent Incubation Program
UN SDGs	United Nations Sustainable Development Goals
UNGC	United Nations Global Compact



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