Community contribution and development

Community investment and development is paramount at stc, and features prominently into the Group's corporate strategy, particularly under the strategic objective of "enriching people's lives" for better sustainability. Our strategy for ensuring the best community development results is based on six key pillars: Education, Environment, Sports & Health, Entrepreneurship, Community Development, and Youth Empowerment. In addition, stc's Community Investment Policy statement further enables support for issues that are deemed most relevant to long-term, business objectives and where the greatest impact can be felt.

We are committed to delivering the most positive community development impacts possible by leveraging our key strengths as the leading telecom and ICT service provider in the Gulf and greater MENA region. stc continuously monitors and measures the results of our ongoing community investment activities to assess performance and guide plans on how to further maximize positive impacts on local communities. Our success in this area is not by the undertakings themselves, but by whether or not they achieved the stated goal of contributing to improved community development.

In 2023, stc contributed more than SAR 14 million towards community programs across Saudi Arabia, reflecting the company's commitment and ambitious strategy to develop communities and maximize positive impacts on the people within them. We reached 8 more cities over the past year, bringing the total to 64 cities, across 12 districts, that have benefited from these programs, including remote and underserved locations.

	stc Group (in Saudi Kingdom)		
Community investment	**2021**	**2022**	**2023**
Total community investment (SAR)	32.5 million	14 million	14 million

*Restated 2021 value due to enhanced data collection methodlogy

stc's geographic social impact

Across 64 cities within the Kingdom

Key
- Districts
- Cities
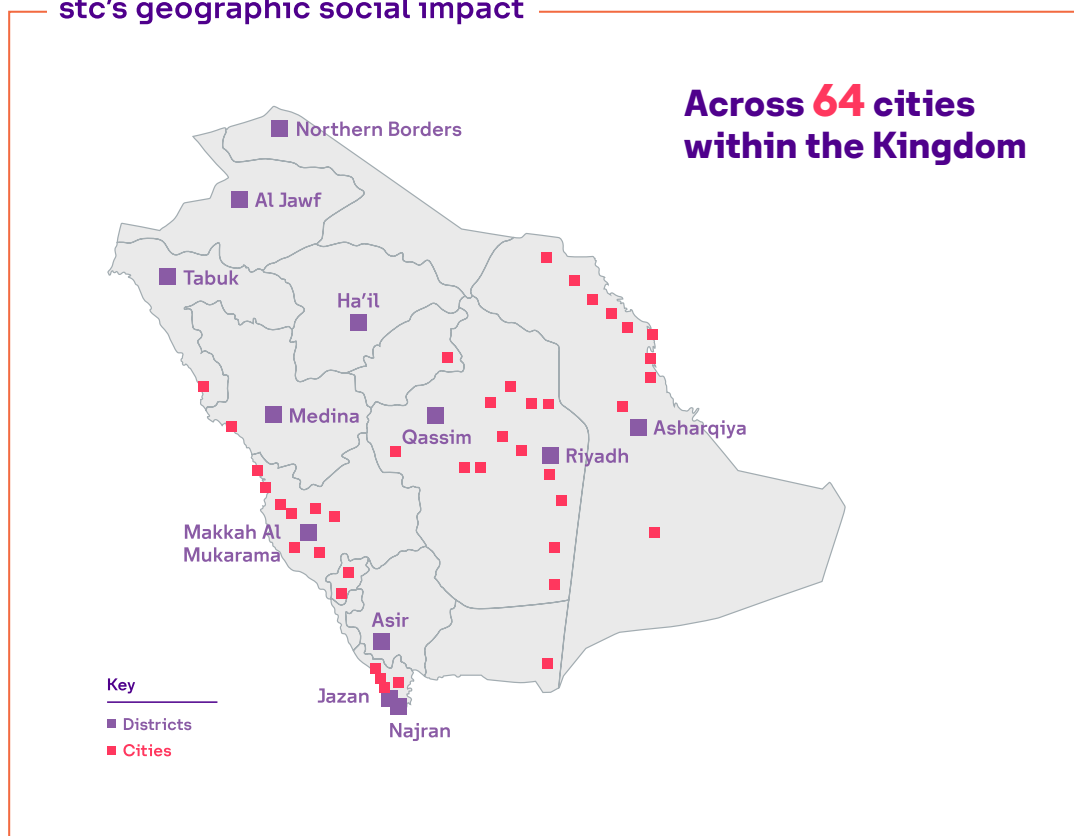
Sponsorship

stc's approach to sponsorship is guided by the company's Sponsorship Policy and Strategy for Relations and Partnerships, with a focus on evaluating potential sponsorships while assessing reputational and noncompliance risks. The sponsorship selection process is based on specific criteria that ensure selected initiatives are in line with our strategy, values, local market, target audience, vision, and objectives. Sponsorship allows us to support our sustainability objectives and endorse our core values in addition to extending our reach and raising brand awareness.

In 2023, we proudly sponsored 111 projects spanning across the KSA, Bahrain, and Kuwait. These sponsorships demonstrate our serious commitment to deliver positive impacts for the communities we operate within. Through our sponsorship support, we aim to influence and bolster programs and initiatives that hold significant importance to our communities, focusing on key areas such as investment, sectoral development, and recruitment.

Sponsorship	stc group	2021	2022	2023
Number of projects sponsored	stc KSA	91	124	59
	stc Bahrain	14	23	29
	stc Kuwait	19	32	23

Social development across KSA

In Saudi Arabia, 11 flagship programs have been established as of 2023, with each strategically deigned to address critical issues and opportunities across four overarching themes. These programs serve as pillars for creating long-lasting impacts that positively affect local communities and the environment. This involves utilizing our unique resources and expertise to effectively to drive meaningful change and empower communities in the areas of digital inclusion, education and health, volunteering and entrepreneurship culture, and welfare and quality of life.

theme	target	flagship initiatives	2023 social impact
Digital Inclusion and Digital Capabilities Promotion	Aiming to bridge the divides that exist in our operating markets, focusing on the inclusion of people with disabilities, underserved areas, low-income households and elderly	Smart Truck	Provided 150 awareness session to 2,003 elderly people across 11 governorates
		Technical enablement	Offered 1,055 technical services to 446 NPOs across 50 cities serving 8,000 users
Education, Health and Environmental Protection	Aiming to spread awareness on educational, health and environmental issues and help solve them through our support and innovative solutions.	Sharing knowledge	Conducted 2 workshops with 40 participants from 14 different partners (NPO & government) to build capacity on social return on investment and social value
		E-health smart cameras	Installed two smart cameras worth 160,213.48 SAR in health centers within an underserved area to help early diabetes detection
		Electronic waste recycling	Through Eritqa, recycled and refurbished 4,862 devices, with 100 NGO beneficiaries
		Educational grant support	Invested 3 million SAR in support of 15 students to continue their university education in the field of technology 100,000 SAR seed investment for each of the 10 incubated startups since 2021 - no intake in 2023
Embedding a Culture of Purpose and Entrepreneurship	Aiming to generate sustainable change while supporting entrepreneurship and empowering the next generation of young entrepreneurs through education, training and a supportive ecosystem.	ImpactU	100,000 SAR seed investment for each of the 10 incubated startups since 2021 - no intake in 2023
		Volunteering program	Completed 672 volunteering opportunities requested by 30 NPOS across 13 regions while recording 8,064 volunteering hours
Welfare and Quality of Life	Aiming to bridge the divides that exist in our operating markets, focusing on the inclusion of people with disabilities, underserved areas, low-income households and elderly	Furniture donation	Donated 343 furniture pieces to 10 NPOSInstalled two smart cameras worth 160,213.48
		Jood Eleskan initiative support	Renovated 4 houses by raising 456,429 SAR from stc employees and benefitting 26 people, and utilized stc's digital communication channels to raise awareness and donations by sending 144,571,023 SMS across KSA
		Home renovation	Renovated 40 homes across 8 governorates with 2 million SAR investment aiding vulnerable groups like widows, divorced, people with disability, and children of martyrs

Our flagship programs across KSA

Technical enablement program

With this program we seek to empower non-profit organizations (NPOs) through digital solutions (administrative, financial, and operational) that can usually be expensive, helping these organizations to cut costs, improve operational efficiencies, and increase reach and impact.

In 2023, NPOs that utilized this program increased operational efficiency, enhanced beneficiary satisfaction, and reduced technical operational costs, saving more than SAR 56 million in the process.

We offer 13 different digital cloud-based solutions through the platform, as listed below:

Services...

Online store	Live lectures (Webinar)	Meeting management
Event management	Training management	Membership management
Technical licenses	Gift cards (Donation)	Election management
Website building	Consulting management	Grant management
ERP systems		

2023 social impact:

Offered 1,055 technical services		**to 446 NPOs**	
across 50 cities		**serving 8,000 users**	

Smart truck

In a joint effort with select partners, stc created the Education4ALL Digital Inclusion Action Plan in 2023. Through this initiative, the smart truck project was launched in an effort to reach remote areas and fill the growing gap between elderly populations and fast-developing digital technologies.

The smart truck includes a digital classroom, which is mobilized across the Kingdom and tailored specifically for elderly individuals, aimed at empowering them with the necessary digital skills to navigate governmental applications and other important apps both safely and securely.

This initiative helps to bridge the digital divide and foster digital literacy among the elderly population, enhancing their independence, connectivity, and overall quality of life in an increasingly digital world.

2023 social impact:

2003+ of elderly beneficiaries	**6 of Apps(Absher, Najiz, Sehaty, Tawaklna, Tawaklna services, mystc)**	
150 of awareness sessions	**11 of governorates**	
48+ promoters & trainers	**27 volunteers from stc**	

Knowledge sharing program

The knowledge sharing program aims to help in building capacity and increasing knowledge and awareness toward sustainability-related subjects. It has been delivered in partnership with specialized agencies, targeting audiences in leadership positions or those specialized in areas related to sustainability and social investment.

In 2023, more than 40 people from within stc Group and from non-profit organizations attended the workshops.

2023 social impact:

2 training workshops conducted	**14+ of our partners in the non-profit sector & various government sectors**	
40+ from entities, non-profit organizations and internally		

Educational grants

Among the prioritized United Nations Sustainable Development Goals that best reflects our business strategy is SDG #4 – Quality Education, which mission is to "ensure inclusive and equitable quality education and promote lifelong learning opportunities for all." Through the support of education and skills development, we aim to strengthen our workforce and the economy at large while helping to create a more educated and interdependent society.

In 2023, a strategic partnership agreement was signed with the Ministry of Human Resources & Social Development and Ta'alum to aid in furthering SDG #4. This project was designed to support social security for families, which in turn will help increase access to quality education and improve quality of life.

Overview of social impacts from educational grants:

Supporting 15 male & female students	**In the technology field**
For 4 years	**Amount of 3 million SAR**

Overview of typical educational grant beneficiary profile:

Percentage ditribution of new male and female students

	Male	Female
Riyadh	2	0
Jeddah	1	0
Dhahran	0	1
Al Bahah	3	8
Total	6	9

Geographical distribution of male and female students according to universities

■ Effat University
■ Al Maarefa University
■ AlBahaa Private College of Sience
■ Prince Mohammed Bin Fahed University
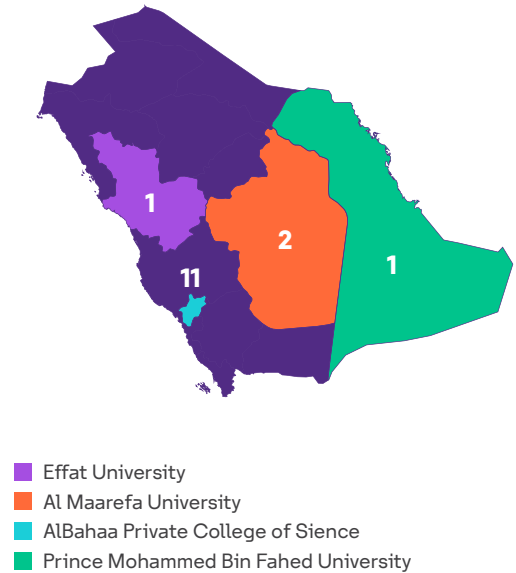
Electronic waste recycling and refurbishment

We seek to serve the digitally disadvantaged while simultaneously tackling the critical issue of e-waste disposal.

The lifespan of typical electronic devices averages out to only three years; to avoid unnecessary disposal of electronic devices, we donate electronic devices to national non-profit organizations such as "Ertiqa" for proper recycling, refurbishment, and disposal.

In 2023, the following impacts were realized:

100 non-profit organization benefited from the project	**4,862 devices donated**

Medical cameras

The smart medical camera initiative supports a breakthrough AI-driven eye exam system that identifies and detects eye disease early, while also utilizing digital technologies for retinal care in diabetic retinopathy. This initiative brings expert surgical consultations closer to remote and underserved areas and provides excellent healthcare in an easy-to-access manner at lower prices.

stc's role:

stc supported in installing 2 devices with a value of SAR 160,213 in hospitals and health centers within the Jazan region, as a continuation of social investment efforts in the field of health.

social impact:

Speed up the patients' access to the service and obtain appropriate treatment without the need to travel to specialized hospitals

Reduce high waiting lists due to the increase in the number of patients and the scarcity of specialization

Home renovation

In collaboration with Emirate of Riyadh represented by the Women's Committee for Community Development, we aim with this project to restore and maintain a number of homes for needy families in Riyadh region and its initiative existed in continuation of stc efforts to support and empower the less fortunate people in society and supporting the quality of life programs for needy families in those areas.

Number of renovated Homes (contributed towards by stc) **40**

40 houses to be renovated and connected to network	**Total of SAR 2 million awarded for renovation works**
Over a period of 16 months	**Across 8 governorates in Riyadh**
Targeting (divorced womens, widows, orphans, the elderly and people with disabilities, children of martyrs and participants in the southern border)	

ImpactU

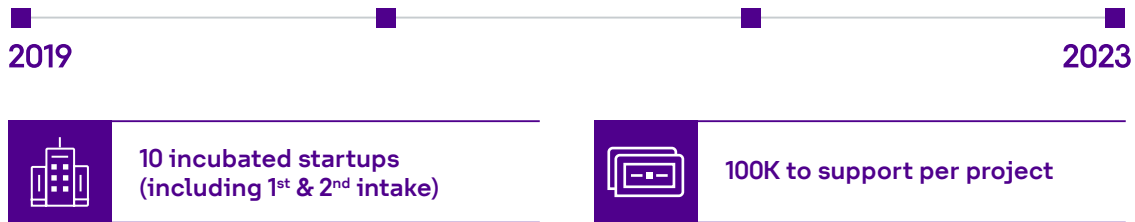ImpactU is a social incubator designed to support social and environmental projects that address relevant UN SDGs, with a focus on empowering entrepreneurs whose core business ideas foster sustainability-related solutions, such as improving environmental, health, and education outcomes.

Through ImpactU, stc provides direct training and consultancy in the field of social and environmental sustainability and entrepreneurship.

No intake in 2023, however since the program started

2019 ————————————————————————— 2023

**10 incubated startups
(including 1st & 2nd intake)**

100K to support per project

Volunteering platform

The volunteering platform aims to empower organizations in the non-profit sector by supporting them with specialized human cadres from stc, which in turn enhance their participation in sustainable community development.

The ethos of volunteering is greatly aligned with stc's values of dynamism, devotion, and drive, all of which contribute to stc's vision. Through the volunteering program, we aim to embed a culture of purpose and giving while simultaneously helping to meet the UN SDGs and improve employee engagement and workplace wellbeing.

2023 Social impact...

30 non-profit organizations benefited

672 volunteer employees

13 regions served

8,064 volunteer work hours
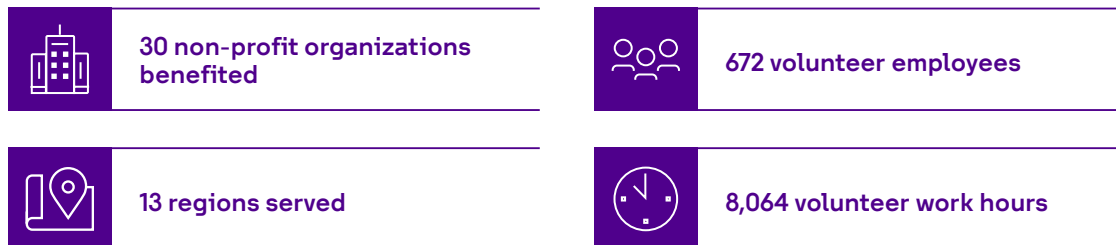
We also roll out volunteering opportunities across the entire group. In 2023, we recorded 907 volunteers across the stc Group.

Volunteering in 2023	stc KSA	stc Group
Number of volunteers	672	907
Number of volunteering hours	8,064	-

Furniture donation

Through stc's furniture donation program, new material usage is decreased while simultaneously improving the environmental footprint of both stc and the recipient of these donations. By donating furniture to those in need, we aim to reduce the demand for new manufacturing processes and carbon emissions associated with production and transportation of new furniture, thereby conserving valuable resources and minimizing waste, all while recipients benefit from receiving essential furnishings.

This program underscores our commitment to environmental and social responsibility as we strive for a more equitable future.

2023 Impact

|	
Donated 343 furniture pieces to	to 10 NPOs

Jood Eleskan

This ongoing non-profit community initiative, which started in mid-2020 during the height of the COVID-19 pandemic, aims to empower the non-profit housing sector by encouraging all stc employees, private individuals, and the public sector to provide a donation for families in need of housing.

2023 social impact

stc supported in installing 2 devices with a value of SAR 160,213 in hospitals and health centers within the Jazan region, as as a continuation of social investment efforts in the field of health.

by stc employees	456,429 SAR donations
4 houses	26 beneficiaries (family members)
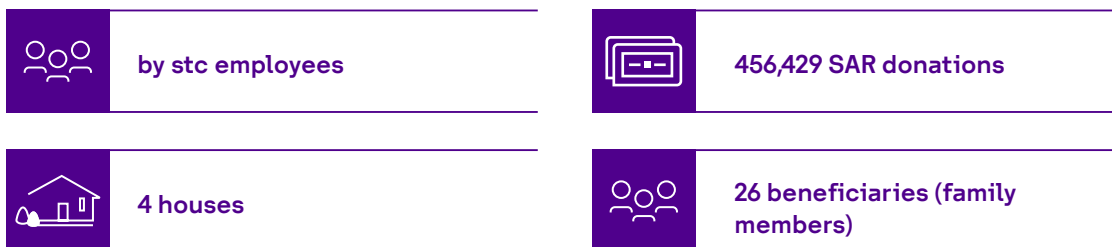
In 2023, in addition to providing donations, we also used our digital communication channels – internally through the SMS messaging centre and externally through social media accounts – to raise awareness and encourage greater donations for this national initiative.

144,571,023 messages
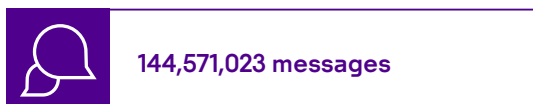
Other programs across KSA:

In 2023, TAWAL engaged in several community development programs, demonstrating an ongoing commitment to social responsibility. These initiatives included a SAR 45,000 donation for children with disabilities in partnership with Children with Disabilities Association (CWDA) and distributing food baskets to low-income families during Ramadan, with a total of 40 food baskets distributed by TAWAL's employees, as well as a blood donation drive, which was organized in collaboration with Tawuniya Insurance Company and drew 122 participants.

In an effort to monitor the effectiveness of these initiatives and ensure they deliver value, TAWAL has developed relevant sustainability KPIs across each strategy pillar, which are reported to TAWAL management on a quarterly basis.

Continuing with impactful initiatives such as Network Resilience, TAWAL ensures superior network planning for uninterrupted access across the Kingdom and infrastructure expansion in underserved areas, which resulted in releasing a concept paper defining the product(s) to enhance network coverage. Additionally, aligned with the Saudi Green Initiative, TAWAL partnered with the Environmental Green Horizons Society to plant 1,500 trees in Um Alshquoq Park in 2023, supporting air quality improvement, soil erosion reduction, and wildlife habitat provision. Over the last 3 years, TAWAL has planted 4,500 trees. These efforts demonstrates of TAWAL's dedication to environmental sustainability and community welfare, as well as the adherence to a well-designed long-term sustainability strategy.

Solutions by stc showcases a bold commitment to Corporate Social Responsibility (CSR) by empowering NPOs through volunteering programs that offer digital services and mentorship, including partnerships with Misk and the King Khalid Foundation. Furthermore, Solutions has signed an MOU with Estidamah, a joint venture between SABIC & MEWA, to support sustainable agriculture in the Kingdom through digital transformation. The company also facilitates educational workshops for children aged 8 to 13, teaching them programming languages and digital awareness, demonstrating Solutions by stc's dedication to nurturing future innovators and promoting digital literacy.

SCCC champions knowledge sharing and technological advancement with focused CSR initiatives that enrich the community. Through cloud computing events, the company connects experts and enthusiasts to enhance understanding and application of cloud technologies. Training bootcamps offer in-depth knowledge, preparing participants with ACA and ACP certifications critical for cloud computing proficiency. Additionally, Alibaba Cloud Online Courses extend valuable cloud education to a wider audience, supporting ongoing learning, and hackathon events facilitated by SCCC encourage innovative solutions to real-world challenges, fostering a culture of creativity and problem-solving. These diverse efforts underscore SCCC's dedication to driving technological knowledge and innovation within the community.

Social development across stc Kuwait

In collaboration with the Ministry of Education and other partners, stc Kuwait hosted a Graduation Ceremony to honor the 100 top students in 2023. This was part of a broader initiative that included updating the Sponsorship Procedure on the QMS portal to streamline educational sponsorships, reflective of stc Kuwait's social responsibility efforts which show through their diverse community initiatives.

Additionally, stc Kuwait implemented several community-focused initiatives, including a Back to School program providing essential supplies to students, a summer camp offering developmental activities for youth, Ramadan Charity Campaigns aiding families in need, a Special Needs Graduation celebrating students with disabilities, support for orphanages with resources and mentorship, and housing initiatives for the elderly to improve their quality of life.

In 2023, stc Kuwait also organized a Paddle Tournament for people with special needs, in collaboration with the Public Authority for Disability Affairs. The event commemorated the International Day of Persons with Disabilities and stc's commitment towards community inclusion and sustainable development. Nearly 100 talented young athletes from special education schools competed in this friendly tournament.

These efforts highlight stc Kuwait's commitment to social responsibility and its impact on various community segments.

Social development across stc Bahrain

stc Bahrain's dedication to positive community change is showcased through its comprehensive CSR strategy, focusing on four main pillars: Family, Eco, Tech, and Community. The company has launched several key initiatives such as Conserving Bounties, providing digital inclusivity through postpaid lines and WiFi, and the Students 5G Campaign, offering complimentary 5G to students.

stc Bahrain's commitment to youth and education were further shown in 2023 with Battle of the Schools and partnerships with Al Sanabel Orphan Care Society to deliver laptops and educational resources to orphans, alongside the Fereej stc project which equips orphan students with fully furnished study rooms.

The Ramadan program Ana Laha, which has reached nearly 150 million views, and stc Bahrain's Internship Program, which offers professional development opportunities to students, further highlight stc Bahrain's role in fostering community spirit and nurturing future professionals. Through these initiatives, stc Bahrain is not just enhancing community development but also contributing to sustainable social growth.