Sustainability Report 2023

Building a Better Tomorrow,
Advancing Sustainability Today

ESG Performance Tables

stc at a glance

Our business in 2023:

Direct Economic Value	2021	2022	2023	2022-2023 Trend
Total revenue (thousand SAR)	63,007,986	67,431,546	72,336,611	7%
Gross profit (thousand SAR)	33,794,029	37,393,255	37,803,690	1%
Net operating profits (thousand SAR)	13,127,755	15,088,441	14,200,434	-6%
Zakat and taxes (thousand SAR)	1,040,366	1,083,175	1,375,498	27%
Net profit for the year (thousand SAR	11,311,342	12,170,537	13,295,381	9%
Dividends declared (thousand SAR)	9,985,483	7,984,024	7,975,133	0%
EBITDA (thousand SAR)	22,840,600	25,078,667	24,683,011	-2%

03 Environmental

Energy and climate change

Energy consumption

Energy consumption	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Direct energy consumption (GJ)	174,469	174,804	147,441	2,921,054	2,695,610	2,493,936
Indirect energy consumption (GJ)	2,512,948	2,422,730	1,676,021	7,147,052	7,369,983	7,392,976
Total energy consumption (GJ)	2,687,417	2,597,534	1,823,462	10,068,106	10,065,593	9,861,160
Energy intensity (GJ/Petabytes)	150.89	127.51	74.77	516.59	454.86	373.79

Fuel consumption (Liters)	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Petrol consumption	4,770,225.46	4,451,958.62	4,168,143.98	5,120,629	5,290,426	4,312,517
Diesel consumption	47,504.99	121,952.40	128,032.15	53,576,357	65,115,487	63,751,211

Energy Consumption by infrastructure	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Electricity consumption from buildings (Kwh)	178,486,972	156,320,065	150,741,872	187,355,515	175,056,537	175,754,391
Data centers (kWh)	133,262,839	158,495,409	-	148,845,463	173,018,293	177,195,828
Base stations (kWh)	0	0	0	1,261,026,846	1,339,164,480	1,384,024,909
Exchanges (kWh)	386,291,420	358,163,064	314,819,483	388,064,444	359,978,096	316,629,310
Total electricity consumption (kWh)	698,041,231	672,978,538	465,561,355.00	1,985,292,268	2,047,217,406	2,053,604,437.89

* Base stations for stc KSA are not applicable as its under TAWAL
** As of 2023, data pertaining to our data centers in stc KSA are considered under the Group, following the establishment of Centre3

Solar energy site at stc buildings
[GRI 3-4]

Renewable energy	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of solar powered sites	2	7	7	77	78	128

* stc Group figures restated due to change in scope, reflecting an expanded inclusion of companies from last year as stated in the scope and boundaries of the report.

Energy optimization for data centers

Data Centers	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Number of exchanges	224	223	223	2	2	2	24	24	24
Number of data centers owned by stc*	9	9	17	2	2	2	2	2	2
Power usage effectiveness (average PUE) of old data centers	2.05	2.24	2.27	1.81	2.10	1.80	2	2	2
Power usage effectiveness (average PUE) of new data centers**	-	1.91	2.12	-	-	-	-	-	-

* Data centers by stc Kuwait are rented not owned
** no new data centers for stc Bahrain and stc Kuwait

Energy efficiency at tower sites

Base stations	KSA			Bahrain			Kuwait			Other international locations		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Number of base stations	15,524	16,106	16,131	709	1,105	1,007	2,392	2,332	2,492	-	-	5,070
Number of base stations powered by renewable energy	69	69	66	0	0	0	0	0	0	-	-	49
Number of base stations powered by diesel	1,268	1,045	785	62	75	60	478	502	506	-	-	26
Number of base stations powered by other types of energy	981	1,051	1,211	647	1,030	947	0	0	0	-	-	-

GHG emissions

GHG Emissions (tCO$_2$e)	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Direct GHG emissions (scope 1)	10,595	10,616	10,013	203,182	187,217	174,870
Indirect GHG emissions (scope 2)	396,487	378,889	267,232	476,240	1,174,589	1,192,877
Total GHG emissions	407,082	389,505	277,245	679,422	1,361,806	1,367,747

stc KSA scope 3 Total tCO$_2$	
Purchased Goods and Services Capital Goods	445,614
Fuel- and Energy-Related Activities (not included in Scope 1 or Scope 2)	248,783
Upstream Transportation and Distribution	83,026
Business Travel	4,111
Employee Commuting	27,264
Downstream Transportation and Distribution	9,209
Use of Sold Products	58,378

Water management

Water consumption	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total water consumption (m³)	297,087	430,603	403,864	925,095	819,478	714,626

Waste management

Total waste

Total waste	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total waste generated in HQ (t)	350	750	700	5,250	6,550	6,337

Network waste generated

Network waste generated	Tawal (KSA only)	
	2022	2023
Hazardous material such as Lead acid batteries, lithium (t)	500	413
Electrical materials such as Air-conditioner and Alternators (t)	231	160
Metals such as towers, shelters and other lights metals (t)	191	42
Electro-mechanics including generators & e-waste (t)	62	246

Network waste diverted from disposal

Network waste diverted from disposal	Tawal (KSA only)	
	2022	2023
Hazardous material such as Lead acid batteries, lithium (t)	299	405
Electrical materials such as Air-conditioner and Alternators (t)	220	156
Metals such as towers, shelters and other lights metals (t)	191	251
Electro-mechanics including generators & e-waste (t)	58	210.8

Network waste diverted to disposal

Network waste diverted to disposal	Tawal (KSA only)	
	2022	2023
Hazardous material (t)	195	8
Non-Recycle items such as Freon Gas, pallets, etc	22	8

Paperless work environment

Materials consumption	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Paper consumption (t)	3.04	1.37	1.25**	934	1,005	1,217

* restated due to change in scope.
** number of Pages (251,703 papers)

04 Social Chapter

Our customers

Customer satisfaction

Customer satisfaction	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Customer satisfaction rate	82.9%	83.5%	84.7%	87%	91%	92%	80%	87%	87%
Number of customers surveyed for satisfaction rate	3,221,010	3,947,643	4,195,553	161,377	130,174	102,926	-	400	400

*Data not available for stc Kuwait for years 2021 on (Number of customers surveyed for satisfaction rate)

Customer complaints

Customer complaints	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Percentage of customer complaints resolved	100%	100%	100%	100%	99%	100%	99%*	74%*	82%

*restated data as a result of enhanced calculations.

Protection against cyberattacks

SMS Spam/Fraud – stc KSA	2022	2023
Number of spam messages report handled	39,864	67,915

Data privacy and protection training and awareness

Data protection and security training	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of attendees on training courses in data protection and cybersecurity	855	11,068	18,781	-	-	22,422
Number of hours of training in data protection and cybersecurity	2,928	34,207	65,733	-	-	90,012

* Group data for 2021 and 2022 are not available due to expanded scope of operations.
Accurate calculations and comprehensive data collection across group were initiated starting 2023.
Includes stc KSA and all subsidiaries in the Saudi Kingdom.

Data privacy and security audits

Frequency of information system audits	2022		2023	
	Internal	External	Internal	External
stc KSA	> 100	2	> 100	15
stc Bahrain	2	3	1	3
stc Kuwait	10	5	12	6
Aqalat	1	-	1	-
Channels	1	2	1	1
Intigral	4	3	4	3
Sirar	3	2	2	6
Solutions	-	4	2	5
Specialized*	2	2	1	5
TAWAL	1	5	3	4
iot squared	-	-	0	2
Center3	-	-	1	3
SCCC	-	-	-	-

*Restated figures for improved and unified calculation methodologies
Note: iot squared, center3, and SCCC started operations officially in 2023 and thus no prior data is available.

5G networks

Network coverage	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Percentage of 3G population coverage	98.00%	-	-	100.00%	100.00%	100.00%	100.00%	100.00%	00.10%
Percentage of 4G population coverage	93.99%	98.00%	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of 5G population coverage	37.75%	40.80%	47.50%	99.4%	100.00%	100.00%	98.00%	100.00%	100.00%

* 3G shutdown project in KSA and Kuwait: 4G/ 5G replacing 3G for improved user experience

Network quality and mobile adoption

Network speed	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Average mobile broadband download speed (Mbps)	87.66	113.58	115.90	64.90	80.97	164.4	147	147	164
Average mobile broadband upload speed (Mbps)	20.24	19.61	23.30	4.16	3.43	3.59	9	9	7

Network traffic	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Network traffic (petabytes)	17,810	20,364	24,386	273	324	446	1,406	1,441	1,549

Digitizing touch points and sales services

stc KSA

mystc application	2021	2022	2023
Number of active users	9,460,371	10,026,542	12,103,529
Unique clients served	6,686,154	7,413,168	7,429,535
Total subscriptions	23,638,622	24,595,211	26,742,269

Sales transactions	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
mystc sales transactions	52%	52%	55%	13%	14%	16%	-	28%	32%
Other sales transactions (SSM+SMS+outlet) without mystc	18%	16%	14%*	52%	46%	48%	-	72%	68%

* For stc KSA, the remaining 31% of transactions were done through other channels 900 IVR, Mobile Shops, etc.
**2021 data not available for stc Kuwait

Digital support channels	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Digital self-service assisted support	96%	96%	96%	31%	37%	38%	-	60%	57%
Human interaction support	4%	4%	4%	69%	63%	62%	-	40%	43%

* Tracking of this indicator in Kuwait started in 2022

Leading Fintech in Saudi Arabia

Boosting the digital economy through InspireU

InspireU	stc KSA		
	2021	2022	2023
Number of incubated startups	10	17	20
Investment to support digital innovation (SAR)	More than 1B since 2015 to date		
Jobs created through the start-ups	More than 650K jobs created		
Percentage of women owned start-up or investees	10%	18%	20%
Startup survival rate	100%	100%	100%
Number of companies still operating after they've left the accelerator	10	16	20
Mentorship opportunities	10	17	26

* InspireU runs across KSA only; Kuwait's first intake is planned in 2024.

Driving innovation

Innovation	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Investment in R&D and Innovation (million SAR)	23.11	29.85	31.20	29.01	42.15	40.2
Number of users of entrepreneurship and innovation platform	140	435	1,800	190	735	2,200

Innovation	stc KSA		
	2021	2022	2023
Awarded patents	-	2	5
Number of labs	1	2	2
Number of R&D employees in the lab	9	8	19
Number of Non-Saudi employees working in R&D in the lab by nationality:			
Number of Saudi employees working in R&D	-	11	15
Number of Non-Saudi employees working in R&D	-	6	4
Number of Non-Saudi employees working in R&D in the lab by gender:			
Women	-	3	5
Men	-	14	14

Our people

Employee workforce profile

Workforce profile	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of employees (excluding trainees, students and outsourced staff)	12,900	13,237	12,643	-	22,168	22,751
Employees on a fixed term or temporary contract	1,255	1,882	1,786	-	2,238	2,961
Employees on an indefinite or permanent contract	11,645	11,355	10,857	-	19,930	19,790
Total Full-Time Equivalent (FTE) Employees*	12,900	13,237	12,643	-	22,168	22,751
By age						
• <30	1,824	2,136	2,158	-	3,812	5,072
• 31-50	9,846	9,693	9,300	-	16,055	16,149
• >50	1,230	1,408	1,185	-	2,301	1,530
By gender						
• Women	903	1,208	1,365	-	2,790	3,204
• Men	11,997	12,029	11,278	-	19,378	19,547
By employment level						
• Executive/Senior management	159	200	229	-	392	483
• Middle management	1,364	1,399	1,520	-	2,549	2,794
• Staff	11,377	11,638	10,894	-	19,227	19,474
Inclusion and diversity:						
Number of employees with disability	70	67	70	78	76	104

*stc does not have part-time employees

Women empowerment

Women employment	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of new women employees	215	287	223	-	693	552
Women hiring rate	37%	37.66%	34.17%	-	31.4%	31.6%
Percentage of women in middle management	4.47%	6.08%	6.84%	-	8.46%	8.9%
Percentage of women in senior management	2.52%	6.00%	6.9%	-	4.85%	5.2%

* Group data for 2021 is not available. Accurate calculations were initiated starting 2022.

People with disability

Inclusion and diversity	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of employees with disability	70	67	70	78	76	104

Internal grievance reporting

Incidents reported through internal incidents reporting	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of incidents reported (internal grievance system)	1,276	1,116	1,407	-	1,136	1,448
Percentage of these incidents addressed or resolved (internal grievance system)	100%	100%	100%	-	100%	98%

*Group data exclude Aqalat, Intigral, and channels
*Group data not available for 2021

Talent management

Training and development - stc Academy

stc Academy Development Programs	stc Group			
Leadership development	Total number of training hours		Average number of training hours	
	Women	Men	Women	Men
Leadership Development courses	15,472	72,522	81	29
Professional development	Total number of training hours		Average number of training hours	
	Women	Men	Women	Men
Professional Development courses	50,680	99,874	43	11
Business enablement & development	Total number of training hours		Average number of training hours	
	Women	Men	Women	Men
Digital Learning	26,193	213,360	19	19

Summary of employee training

Trainings & Development	stc Group		
	2021	2022	2023
Total hours of training for employees	449,160	470,398	530,073
Training by type:			
• In Class	4,904	213,459	276,206
• eLearning	444,256	256,939	253,867
Total hours of training for employees by gender			
• Men	328,823	382,048	420,287
• Women	120,337	88,350	109,786
Total hours of training for employees by job category:			
• Senior management	697	6,905	8,724
• Middle management	60,150	78,980	78,328
• Staff	388,313	384,513	443,021
Total hours of training for employees by nationality:			
• National employees	427,548	445,259	459,004
• Non-National employees	21,612	25,139	71,069
Total hours of training for employees by age:			
• <30	201,435	143,732	264,432
• 31-50	219,579	297,051	243,320
• >50	28,146	29,615	22,321
Average training hours			
Average hours of training / employee	38	40	39
Average training hours by gender:			
• Men	28	37	36.7
• Women	10	85.7	80
Average training hours by job category:			
• Senior management	28	43	37.8
• Middle management	42	58	55.3
• Staff	38	38	39.6
Average training hours by age:			
• <30	134	91	129.9
• 31-50	26	35	27.7
• >50	18	19	11.1

Average training hours by nationality			
● National employees	40	42	40.6
● Non-National employees	22	26	46.7
Diversity and inclusion training **			
● Total number of training hours provided to employees on diversity and inclusion	-	-	5,318
Data privacy and security training **			
● Total number of training hours provided to employees on data privacy and security	-	-	22,422
Human rights training			
● Number of hours devoted to training on human rights-related policies or procedures concerning aspects of human rights that are relevant to operations	40,724	196,034	151,559
● Percentage of employees trained in human rights-related policies or procedures concerning aspects of human rights that are relevant to operations.	100%	100%	100%

* Restated figures for group for improved and unified calculation methodologies of training hours across entire Group following implementation of stc Group latest GOM through the Academy
** Training program rolled across entire group only in 2023.

[GRI 2-4]

Youth development programs

Youth talent development programs	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Specialist Development Program (SDP)	68	162	155	-	175	176
Talent Incubation Program (TIP)	300	631	433	-	739	627
High Potential (HiPo) Leadership Development Program	57	81	43	-	99	56
Scholarships	16	15	25	-	52	60

Note: The SDP and HiPo are programs exclusive to stc KSA.
Restated 2021 and 2022 data for improved data collection methodologies

Nationalization

Nationalization	stc KSA & subsidiaries in the Kingdom			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Nationalization rate of senior management (%)	-	91.5%	92.5%	31%	34%	26%	60%	67%	53%
Nationalization rate among total workforce (%)	-	89.5%	90.1%	53%	51%	51%	64%	65%	64%
Number of women national employees	-	2,365	2,634	52	53	4	66	68	62
Total number of national employees	-	17,536	17,215	129	133	128	268	261	250

* Includes stc KSA and all subsidiaries in the Saudi Kingdom. The data for all in Saudi Kingdom nationalization is not available for year 2021.

Performance review

Performance review	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
% of employees who received a performance development review*	100%	100%	100%	-	82%	91%
% of employees who received a career development review**	10.63%	100%	100%	-	34.79%	35.7%

*Group data not available for 2021 and no data available for center3
**Group data not available for Solutions, integral, and channels

Employee engagement

Employee Engagement	stc KSA	stc Group
	2023	2023
2023 Employee experience index	80.7	80.1
2023 engagement rate	90%	88%

Employee compensation and benefits

Performance based pay and benefits	stc KSA			stc Bahrain			stc Kuwait		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Number of benefited employees from performance-based pay	11,162	10,827	10,490	-	244	247	-	434	417

Employee attraction and retention

Employee hires	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total new employee hires	545	762	597	5,309	5,766	2,386
New hires by gender						
• Women	215	287	218	1,190	2,275	636
• Men	330	475	379	3,319	3,491	1,750
By age						
• <30	370	522	275	3,608	4,190	973
• 31-50	170	231	313	1,383	1,542	1,374
• >50	5	9	9	28	34	39

Employee turnover	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Turnover rate (%)	2.9%	3.54%	2.65%	-	4.4%	3.9%
Number of employees who left	352	413	303	4,678	4,371	1,012
Turnover by gender						
• Women	62	89	73	2,989	2,854	761
• Men	290	324	230	1,689	1,630	251
Turnover by age						
• <30	149	211	158	3,229	2,967	432
• 31-50	180	193	143	1,406	1,384	555
• >50	23	9	2	43	20	25

Parental leave

Entity	2023							
	Parental leave taken (#)		Return to work when leave ends (#)		Return to work rate (%)		Retention rate (%)	
	Women	Men	Women	Men	Women	Men	Women	Men
stc KSA	63	553	63	553	100%	100%	100%	100%
stc Group	144	1,021	139	1,021	97%	100%	97%	100%

Occupational health and safety

Workplace-related fatalities/ injuries	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Employee work related fatalities	0	0	0	0	0	0
Contractors work related fatalities	0	0	0	1	0	0
Employee total recordable injuries	0	1	0	0	1	0
Employee occupational illnesses	0	0	0	0	0	0
Heat stress events	0	0	0	0	0	0
Rate of fatalities as a result of work-related injury	0	0	0	0	0	0
Incident rate of recordable work-related injuries*	0.00	0.008409	0	0	-	0

*2022 Group Data not available for "incident rate of recordable work-related injuries" due to incomplete employee work hours data for accurate calculation Note: The occupational injury rates have been calculated based on 200,000 hours worked, in accordance with OSHA standards.

Workers covered by an occupational health and safety management system	stc KSA		
	2021	2022	2023
The number of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system	74	62	152
The percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system	0.64%	0.54%	1.30%

Hazard identification, risk assessments and incident investigation

Emergency preparedness and safety indicants	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total number of emergency response drills conducted	220	139	128	-	-	382
Safety incident investigations initiated	1	0	6	-	-	29
Safety incident investigations completed	1	1	6	-	-	30

Data not available at group level for 2021 and 2022.
Total number of emergency response drills conducted at group level excluding center3

Health and safety training

Health and safety training	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total hours of H&S training provided to employees and contractors	9,028	28,000	31,448	10,531	34,244	45,162
Average hours of H&S training per employee and contractors	0.78	2.45	2	-	-	5.32

Promoting employee health wellbeing

	stc Group
Blood donation drive	2023
Number of blood drive initiatives held for employees	8
Number of employees volunteered in blood drive initiative	510

Our community

Community contribution and development

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

*Restated 2021 value due to enhanced data collection methodlogy

Sponsorship

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

Volunteering platform

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

05 Governance

Corporate governance

Board of Directors – stc Group	2021	2022	2023
Percentage of Board seats occupied by women	18%	18%	18%
Percentage of Board seats occupied by independent directors	36%	36%	36%
Executive members of the Board of Directors	0	0	0
Non-executive members of the Board of Directors	11	11	11
Independent members of the Board of Directors	4	4	4
Non-independent members of the Board of Directors	7	7	7

Board diversity

	Board diversity – stc Group	2021	2022	2023
By gender	Women members of the Board of Directors	2	2	2
	Men members of the Board of Directors	9	9	9
By nationality	Number of Board members that are Saudi	9	9	9
	Number of Board members that are non-Saudi	2	2	2
By age	Age less than 30	0	0	0
	Age 30-50	5	5	5
	Age over 50	6	6	6

Business ethics

Code of ethics acknowledgment	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Percentage of employees who signed a code of ethics acknowledgement	100%	100%	100%	100%	100%	100%

Business ethics training

Code of ethics training	stc KSA		
	2021	2022	2023
Number of full time employees completed code of ethics training	10,941	12,131	12,217
Number of contractors who completed code of ethics training	665	1,671	1,711

Internal compliance monitoring and reporting

Internal compliance monitoring and reporting, and whistleblowing	stc KSA		
	2021	2022	2023
Number of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system	405	532	321
Percentage of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system that were substantiated	60%	95%	84%
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	0
Percentage of incidents raised related to human rights	0%	0%	0%

Anti-corruption

Public legal cases regarding corruption brought against the organization or its employees (#) – stc Group	2021	2022	2023
Public legal cases regarding corruption brought against the organization or its employees (#)	0	0	0

Anti-corruption communication – stc KSA	2021	2022	2023
Percentage of governance body members that stc's anti-corruption policies and procedures have been communicated to	100%	100%	100%
Percentage of employees that stc's anti-corruption policies and procedures have been communicated to	100%	100%	100%
Percentage of business partners that stc's anti-corruption policies and procedures have been communicated to	100%	100%	100%

Compliance with laws and regulations

Non-Compliance with laws and regulations – stc Group	2021	2022	2023
Total incidents of non-compliance with laws and regulations related to society & national economy regulations	0	0	0
Total incidents of non-compliance with environmental laws and/or regulations	0	0	0
Total amount of legal and regulatory fines and settlements (for environmental , society & national economy regulations)	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions	0%	0%	0%

Risk management and business continuity

Risk management - stc Group	2021	2022	2023
Percentage of business units analyzed for risk related to corruption	100%	100%	100%

Anti-competitive behavior

Anti-competitive behavior – stc Group	2021	2022	2023
Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations or violations of anti-trust laws (SAR)	0	0	0

Human rights

Human rights training – stc KSA	2021	2022	2023
Number of hours devoted to training on human rights-related policies or procedures concerning aspects of human rights that are relevant to operations	40,724	196,034	151,559
Percentage of employees trained in human rights-related policies or procedures concerning aspects of human rights that are relevant to operations.	100%	100%	100%

Supply chain management

Responsible and sustainable procurement

Supplier screening, qualification, and monitoring

Supplier screening – stc KSA	2021	2022	2023
New suppliers that were screened for environmental, labor, and human rights practices	1,197	221	230
Percentage of new suppliers that were screened for environmental, labor, and human rights practices *	100%	100%	100%
Number of supplier's subject to assessments for sustainability impacts (supplier evaluations)	173	158	122

* All new suppliers are screened for environmental, labor and human rights standards.

Human rights in procurement processes – stc KSA	2021	2022	2023
Percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	100%	100%	100%

Supplier audits and monitoring	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of suppliers identified as having significant actual and potential negative impacts	41	52	49	41	52	49
Suppliers with which sustainability improvements were agreed upon as a result of audit	7	9	3	7	9	8
Suppliers with which relationships were terminated as a result of audits and monitoring	2	5	4	2	5	4
Number of suppliers blocked for non-compliance with ethical aspects	2	5	4	2	7	4

Local procurement spending

Procurement spending	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Total procurement spending (Billion SAR)	22.5	22.1	35.2	27.9	45	67.48
Amount spent on local suppliers (Billion SAR)	19	21	33.2	24.3	38	42
Percentage of total procurement spending on local suppliers	83%	93%	94%	72%	71%	89%

* Group data excluding Channels

Suppliers	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of total suppliers	1,556	2,227	3,475	2,734	6,289	9,316
Number of tier-1 suppliers	106	171	199	127	213	993
Number of local suppliers	1,191	1,787	2,828	1,801	4,941	6,941
Number of foreign suppliers	365	440	647	808	1,656	2,217

Supporting SMEs

SME Suppliers	stc KSA			stc Group		
	2021	2022	2023	2021	2022	2023
Number of SME suppliers engaged	138	134	168	335	531	665

* Group restated figures due to expanded scope as per report boundaries and improved calculation methodologies

Building a digital ecosystem across procurement practices

Digitization of procurement processes

Reduction of paper-based documents with the electronic procurement process	stc KSA			stc Bahrain			stc Kuwait			Aqalat			centre3			Channels			Intigral (including stc Play)		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
	100%	100%	100%	80%	95%	100%	100%	100%	100%	-	90%	90%	-	-	5%	-	100%	100%	100%	100%	100%

Reduction of paper-based documents with the electronic procurement process

Reduction of paper-based documents with the electronic procurement process	IoT Squared			SCCC			Sirar			Solutions			Specialized			Tawal		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
	-	-	100%	-	-	50%	100%	100%	100%	-	90%	100%	15%	15%	15%	-	80%	90%

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Local content – stc KSA	ICT Benchmark	2021	2022	2023
Local content score	30%	39.28%	40.75%	42.90%