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Our alignment with national and global priorities

Pillar	Material	SDGs	UNGC	Saudi Vision 2030	Initiatives	Impact outcomes
Environmental performance and climate	Energy and climate change	 	Principles 7 and 9	Ensure environmental sustainability 	<ul style="list-style-type: none"> Renewable energy across facilities Involvement in GCC Innovation Hub 	Reduced Scope 3 GHG emissions by 14.6%; TAWAL tower sites in KSA and abroad operated primarily on renewable energy contributed an additional 4,630MWh of renewable energy.
	Waste water, e-waste and water management	 	Principle 8	Ensure environmental sustainability 	<ul style="list-style-type: none"> E-waste recycling initiative Water treatment facilities 	13,846 electronic devices recycled and refurbished; 33.08% reduction in water usage
Development of human capital through digital innovation	Accessibility and digital inclusion	 	Principle 6	Enable social contribution of businesses 	<ul style="list-style-type: none"> Expansion of 5G coverage 	Deployed 6% more 5G sites across KSA reaching and increasing the network users to more than 16 million
	Health, safety and wellness	 	Principles 3 and 4	Promote a healthy lifestyle 	<ul style="list-style-type: none"> Health and safety training Blood donation drive Virtual medical care 	33,216 participants of the trainings; 34,000+ participation in health trainings; 114 individuals donating blood
	Diversity, equality and inclusivity	 	Principle 6	Ensuring equal access to job opportunities 	<ul style="list-style-type: none"> Inclusion programs for people with disabilities DEI training and women empowerment 	66 employees with disabilities in diverse hires; 6.25% women in leadership roles
	Digital innovation and experience		Principles 9 and 10	Unlock potential of non-oil sectors 	<ul style="list-style-type: none"> Emergency response products such as Tari' Sustainable products and services through stc Cloud, iot squared, solutions and specialized by stc 	92% customer experience index in KSA
	Customer relations and satisfaction		Principle 1	Grow contribution of the private sector to the economy 	<ul style="list-style-type: none"> Customer satisfaction survey Customer complaints resolution 	84.8% customer satisfaction score across stc KSA
	Talent management	 	Principle 6	Develop human capital in line with labor market needs 	<ul style="list-style-type: none"> Emerging women leaders Emerging talent programs, including SDP and HiPo 	196 participants in programs; 476,675 training hours
	Community contribution and development	 	Principle 1	Enable social contribution of businesses 	<ul style="list-style-type: none"> Flagship programs including Technical Enablement program SmartTruck for elderly digital literacy Employee volunteering and more 	Offered 3,500+ technical services to 1,300+ NPOs; 9,000+ elderly individuals digitally empowered
Strong governance and ethical excellence	Business ethics and governance		Principle 10	Enable social contribution of businesses 	<ul style="list-style-type: none"> Mandatory employee and contractor business conduct training 	99.6% of employees attended the anti-corruption training sessions
	Human rights	 	Principle 1	Enable social contribution of businesses 	<ul style="list-style-type: none"> Online child safety guidebook Training on human rights policies and procedures 	100% of employees trained on human rights
	Data privacy, security and protection	 	Principles 1 and 2	Enable social contribution of businesses 	<ul style="list-style-type: none"> Training for employees and contractors in data privacy and security 	900+ hours of employees trained; 99% of stc KSA employees completed the mandatory data privacy and protection training
	Supply chain management	 	Principle 2 and 8	Enable social contribution of businesses 	<ul style="list-style-type: none"> rawafed (to maximize local content) Local procurement spending SME support 	96% spend on local procurement at Group level 492 SMEs supported through procurement efforts