

The background of the entire page is a photograph of a desert landscape at sunset or sunrise. Two women in black abayas are standing on a sand dune in the foreground, looking towards a large, rectangular, semi-transparent window that shows a closer view of the desert mountains. The sky is a mix of purple, orange, and blue.

from vision

to value

creating legacy
impact

ESG Performance Tables

02.

A snapshot of our journey

stc at a glance

Our business in 2024

Direct economic value (Thousand ٬)	2022	2023*	2024*	2023-2024 Trend
Total revenue	67,431,546	71,777,161	75,893,413	6%
Gross profit	37,393,255	34,740,066	37,300,410	7%
Net operating profits	15,088,441	13,161,291	14,425,638	10%
Zakat and taxes	1,083,175	1,326,610	1,191,564	-10%
Net profit for the year	12,170,537	13,295,381	24,688,652	86%
Dividends declared	7,984,024	7,975,133	13,711,661	72%
EBITDA	25,078,667	22,445,389	23,925,601	7%

* Both 2023 and 2024 figures have been restated to reflect the deconsolidation of Tawal following the sale of a 51% stake to PIF.

04.

Environmental performance and climate

Powering a greener future

Climate and emissions

Entity	Year	GHG emissions (tCO ₂ e)		
		Direct GHG emissions (Scope 1)	Indirect GHG emissions (Scope 2)	Total GHG emissions (Scope 1 and 2)
KSA*	2022	10,616	378,889	389,505
	2023	10,013	267,232	277,245
	2024	9,456	262,128	271,584
	%change	↓ 5.6%	↓ 1.9%	↓ 2.0%
stc Group	2022	187,217	1,174,589	1,361,806
	2023	174,870	1,192,877	1,367,747
	2024	168,560	1,288,041	1,456,601
	%change	↓ 3.6%	↑ 7.9%	↑ 6.5%

* KSA refers to stc KSA and its headquarters-based subsidiaries.

Scope 3 Total (tCO2e)				
Category	stc Group			% Change
	2023	2024		
1, 2	Purchased goods and services* Capital goods	445,614	324,822	↓ 27.1%
3	Fuel- and energy-related activities (not included in Scope 1 or Scope 2**)	284,006	310,644	↑ 9.4%
4	Upstream transportation and distribution	83,026	36,583	↓ 55.9%
6	Business travel	4,111	3,494	↓ 15.0%
7	Employee commuting	27,264	22,254	↓ 18.4%
9	Downstream transportation and distribution	9,209	9,654	↑ 4.8%
11	Use of sold products	58,378	71,016	↑ 21.6%
	Total	911,608	778,466	↓ 14.6%

*Excludes procurement activities conducted through stc Bahrain and Kuwait procurement departments

** Restatement: In line with our commitment to continuous improvement, we have restated 2023 category 3 values. Enhanced access to historical records has allowed us to integrate full data covering all assets in 2023 which led to increase in emissions.

GHG emissions (tCO2e)	stc Group	
	2023	2024
Scope 1	174,870	168,560
Scope 2	1,192,877	1,288,041
Scope 3	911,608	778,466
Total	2,279,355	2,235,067

Energy efficiency

Data centers	KSA			Bahrain			Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Number of exchanges	223	223	225	2	2	2	24	24	13
Number of data centers owned by stc*	9	17	17	2	2	2	2	2	2
Power usage effectiveness (average PUE) of old data centers	2.24	2.27	1.95	2.10	1.80	1.79	1.63	1.90	1.41
Power usage effectiveness (average PUE) of new data centers**	1.91	2.12	2.10	-	-	-	-	-	-

*Data centers for stc Kuwait are rented, not owned.

** No new data centers for stc Bahrain and stc Kuwait.

Base stations	KSA			Bahrain			Kuwait*			Other international locations		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Number of base stations	16,106	16,131	16,228	1,105	1,007	996	2,332	2,492	2,883	-	5,070	5,370
Number of base stations powered by renewable energy	69	115	82	0	0	1	0	0	0	-	49	288
Number of base stations powered by diesel	1,045	785	1,016	75	60	35	502	506	434	-	26	-
Number of base stations powered by other types of energy	1,051	1,211	959	1,030	947	960	0	0	0	-	-	-

* The number of base stations in Kuwait for 2022 and 2023 has been restated and differs from figures disclosed in last year's report.

Electricity consumption by infrastructure (MWh)	KSA*			stc Group		
	2022	2023	2024	2022	2023	2024
Buildings**	156,320	150,741	188,335	175,056	175,754	195,787
Data centers***	158,495	-	-	173,018	177,195	286,386
Base stations****	-	-	-	1,339,164	1,384,024	1,534,049
Exchanges	358,163	314,819	288,261	359,978	316,629	288,261
Total	672,978	465,561	476,596	2,047,217	2,053,604	2,304,483

*KSA refers to stc KSA and its headquarters-based subsidiaries.

** stc KSA buildings consumption has increased as a result of expansion of build area through commissioning of new buildings in 2024.

*** As of 2023, data pertaining to our data centers in stc KSA are considered under the Group, following the establishment of centre3.

**** Base stations for stc KSA are not applicable as its has been fully transferred to TAWAL. The increase in energy consumption across base stations is due to the commissioning of 574 new sites, and intense deployment of 5G equipment.

Fuel consumption (liters)	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Petrol consumption	4,451,959	4,168,144	3,944,944	5,290,426	4,312,517	4,108,042
Diesel consumption	121,952	128,032	113,352	65,115,487	63,751,211	59,339,151

Energy consumption	KSA*			stc Group		
	2022	2023	2024	2022	2023	2024
Direct energy consumption (GJ)	174,804	147,441	139,009	2,695,610	2,493,936	2,282,703
Indirect energy consumption (GJ)	2,422,730	1,676,021	1,715,746	7,369,983	7,392,976	8,296,140
Total energy consumption (GJ)	2,597,534	1,823,462	1,854,755	10,065,593	9,861,160	10,578,843
Energy intensity (GJ/petabytes)	127.51	74.77	63.45	454.86	373.79	337.04

*KSA refers to stc KSA and its headquarters-based subsidiaries.

Sustainable waste solutions in action

Promoting a circular economy across our supply chain

ESG KPIs	2023 Baseline	2024 Target	2024 Actual	% Target achievement
Number of recovered devices through trade-in program	44,000	50,000	52,818	106%
Percentage of recovered devices reused through the trade-in program	97%	97%	97%	100%

General waste	KSA**			stc Group		
	2022	2023	2024	2022	2023	2024
Total general waste generated in HQ* (t)	750	700	1,000	6,550	6,337	2,516

* Increase in waste generated at stc KSA is due to increased construction activities.

**KSA refers to stc KSA and its headquarters-based subsidiaries.

End-of-life assets waste	KSA*		
	2022	2023	2024
Total waste generated (t)	-	7,131	4,236
% of waste reused	-	74%	48%
% of waste recycled	-	16%	40%
% of waste responsibly disposed	-	10%	12%

*KSA refers to stc KSA and its headquarters-based subsidiaries.

Paper consumption	KSA*		
	2022	2023	2024
Paper consumption (t)	1.37	1.25	1.05

*KSA refers to stc KSA and its headquarters-based subsidiaries.

Network waste generated (Tons)	TAWAL (KSA only)		
	2022	2023	2024
Hazardous material (lead acid batteries, lithium (t), etc.)	500	413	496
Non-hazardous material (electrical materials, metals, etc.)	484	448	1,021
Total	984	861	1,517

Network waste recycled (%)	TAWAL (KSA only)		
	2022	2023	2024
Hazardous material (lead acid batteries, lithium (t), etc.)	60%	98%	67%
Non-hazardous material (electrical materials, metals, etc.)	96%	90%	72%
Total	78%	94%	67%

Optimizing water consumption

Water consumption (m ³)	KSA**			stc Group		
	2022	2023	2024	2022	2023	2024
Total water consumption*	430,603	403,864	444,636	819,478	714,626	478,259

* The increase in water consumption at stc KSA in 2024 is primarily attributed to the expansion of the built-up area, along with a rise in the number of employees on-site due to the relocation of subsidiaries into the headquarters.

**KSA refers to stc KSA and its headquarters-based subsidiaries.

05.

Development of human capital through digital innovation

Our customers

Cultivating connections that matter

Customer satisfaction	stc KSA		
	2022	2023	2024
Customer Experience Index (CEI)	88%	89%	92%

Customer satisfaction	stc KSA			stc Bahrain**			stc Kuwait*		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Customer satisfaction rate	83.50%	84.70%	84.77%	78%	92%	93.3%	87%	87%	90.1%
Response rate (%)	12%	14%	11%	-	-	-	100%	100%	100%
Call center productivity									
% of first call resolution (FCR)	79%	78%	82%	96%	96%	96%	88%	91%	91%

*2024 data is not comparable year-on-year due to a new methodology (CATI, condensed questionnaire, stratified base, and 5-point NPS scale).

**stc Bahrain percentages are not available; however, the response counts are as follows: 130,174 (2022), 102,926 (2023), and 465 (2024).

Customer satisfaction	stc KSA			stc Bahrain			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Percentage of customer complaints resolved	100%	100%	100%	99%	100%	100%	74%	73%	80%
Complaint resolution average time (days)	4.2	1.3	1.08	4.2	2.7	3.2	0.45	0.70	0.75

Bridging gaps, building futures

Network coverage*	stc KSA			stc Bahrain			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
4G population coverage	98.0%	98.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5G population coverage	40.8%	47.5%	54.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

*User experience has been enhanced on both 4G and 5G networks, with a complete shutdown of the 3G network.

Network speed	stc KSA			stc Bahrain			stc Kuwait*		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Average mobile broadband download speed (Mbps)	113.58	121.72	142.97	80.97	164.40	164.73	158.00	158.00	167.00
Average mobile broadband upload speed (Mbps)	25.15	23.30	22.55	3.43	3.59	4.1	6.20	6.35	9.86

*stc Kuwait's 2022 and 2023 figures have been restated and differ from those published in the previous report.

Network traffic	stc KSA			stc Bahrain			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Network traffic (petabytes)	20,577.61	24,730.11	29,481.91	324	446	552	1,441	1,549	1,636

Digital inclusion	2023	2024
Cost of the most affordable smartphone (ﷵ)	300	269
Cost of 1 GB of data (ﷵ)	34.5	34.5

Digitizing touchpoints and sales services

mystc application	stc KSA		
	2022	2023	2024
Number of active users	10,026,542	12,036,473	13,287,896
Unique clients served	7,413,168	7,384,950	8,090,256
Total subscriptions	18,933,785	21,052,583	28,852,760

Sales transactions	stc KSA			stc Bahrain*			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
mystc sales transactions	52%	46%	42%	14%	16%	18%	28%	32%	31%
Other sales transactions (SSM + SMS + outlet) without mystc	16%	14%	13%	46%	48%	48%	72%	68%	69%

Digital channels support	stc KSA			stc Bahrain*			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Digital self-service assisted support	96%	96%	97%	37%	38%	34%	60%	57%	59%
Human interaction support	4%	3%	3%	63%	62%	66%	40%	43%	41%

* Figures for stc Bahrain from the previous year have been restated to reflect updates in reporting methodology

Digital innovation

Innovation	stc KSA		
	2022	2023	2024
Awarded patents	2	5	7

Innovation	stc KSA		
	2022	2023	2024
Number of R&D labs	2	2	2
Number of R&D employees in the lab	17	19	21
By nationality			
Number of Saudi employees working in R&D	11	15	16
Number of non-Saudi employees working in R&D	6	4	5
By gender			
Women	3	5	6
Men	14	14	15

Embracing every voice

Workforce profile	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Workforce						
Number of employees (excluding trainees, students and outsourced staff)	13,237	12,643	10,577	22,168	22,751	19,863
Employees on a fixed term or temporary contract	1,882	1,786	1,644	2,238	2,961	2,630
Employees on an indefinite or permanent contract	11,355	10,857	8,933	19,930	19,790	17,233
Total full-time equivalent (FTE) employees*	13,237	12,643	10,577	22,168	22,751	19,863

The below workforce breakdown numbers (by age, gender, etc.) are based on the total number of employees on an indefinite or permanent contract

Workforce profile	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Workforce						
<30	2,136	2,158	1,238	3,812	5,072	2,574
31-50	9,693	9,300	6,548	16,055	16,149	12,716
>50	1,408	1,185	1,147	2,301	1,530	1,943
By gender						
Women	1,208	1,365	1,122	2,790	3,204	2,787
Men	12,029	11,278	7,811	19,378	19,547	14,446
By employment level						
Executive/senior management	200	229	230	392	483	464
Middle management	1,399	1,520	1,643	2,549	2,794	2,926
Staff	11,638	10,894	7,060	19,227	19,474	13,843
Inclusion						
Number of employees with disability	67	70	45	76	104	66

Women empowerment programs at stc

Women employment	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Total new employee hires	762	597	141	5,766	2,386	924
Number of new women employees	287	223	40	693	552	286
Women hiring rate	37.66%	34.17%	28.37%	31.40%	31.60%	30.95%

Women employment	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Percentage of women in junior/middle management	6.08%	6.84%	9.98%	8.46%	8.9%	12%
Percentage of women in senior management	6.00%	6.90%	6.52%	4.85%	5.2%	6.25%

People with disability	stc KSA			stc Group*		
	2022	2023	2024	2022	2023	2024
Number of employees with disability	67	70	45	76	104	66

*Group data excludes Aqalat, Intigral and channels.

Nationalization	stc KSA and local subsidiaries			stc Bahrain			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Nationalization rate of senior management (%)	91.5%	92.5%	93.8%	34%	26%	47%	67%	51%	50%
Nationalization rate among total workforce (%)	89.5%	90.1%	89.9%	51%	51%	56%	65%	64%	64%

Nurturing talent, unlocking potential

Employee hires	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Total new employee hires	762	597	141	5,766	2,386	924
By gender						
Women	287	218	40	2,275	636	286
Men	475	379	101	3,491	1,750	638
By age						
<30	522	275	31	4,190	973	415
31-50	231	313	106	1,542	1,374	499
>50	9	9	4	34	39	10

Employee turnover	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Turnover rate (%)	3.54%	2.65%	2.7%	4.4%	3.9%	4.3%
Number of employees who left	413	303	294	4,371	1,012	854
Turnover by gender						
Women	89	73	72	2,854	761	219
Men	324	230	222	1,630	251	635
Turnover by age						
<30	211	158	106	2,967	432	281
31-50	193	143	181	1,384	555	547
>50	9	2	7	20	25	26

Restated all 2022 data for improved data collection methodologies.

Training and development	stc Group		
	2022	2023	2024
Total hours of training for participants	470,398	530,073	476,675
Training by type			
In class	213,459	276,206	292,283
e-learning	256,939	253,867	184,392
Total hours of training for participants by gender			
Men	382,048	420,287	360,329
Women	88,350	109,786	116,346
Total hours of training for participants by job category			
Senior management	6,905	8,724	9,244
Middle management	78,980	78,328	61,913
Staff	384,513	443,021	405,518
Total hours of training for participants by nationality			
National participants	445,259	459,004	388,317
Non-national participants	25,139	71,069	88,358
Total hours of training for participants by age			
<30	143,732	264,432	95,578
31-50	297,051	243,320	363,816
>50	29,615	22,321	17,281
Average training hours			
Average hours of training/participant	40	39	40
Average training hours by gender			
Men	37	36.7	34.12
Women	85.7	80	88.75
Average training hours by job category			
Senior management	43	37.8	38.36
Middle management	58	55.3	38.91
Staff	38	39.6	40.39
Average training hours by age			
<30	91	129.9	61
31-50	35	27.7	23.75
>50	19	11.1	7.75
Average training hours by nationality			
National participants	42	40.6	63.3
Non-national participants	26	46.7	37.1
DEI training**			
Total number of training hours provided to participants on DEI		5,318	5,118
Data privacy and security training**			
Total number of training hours provided to participants on data privacy and security		22,422	13,191
Human rights training			
Number of hours devoted to training on human rights-related policies or procedures relevant to our operations	196,034	151,559	58,072
Percentage of participants trained in human rights-related policies or procedures relevant to our operations	100%	100%	100%

Note: Restated figures for Group, following recent implementation Group Operating Model, through the Academy.

** Training program rolled across entire Group only in 2023.

stc Academy development programs	stc Group			
	Total number of training hours		Average number of training hours	
	Women	Men	Women	Men
Leadership development				
Leadership development courses	17,579	74,116	19	15
Professional development				
Professional development courses	67,030	133,559	26.17	24.47
Business enablement and development				
Digital learning	31,738	152,654	2.16	2.09

Youth talent development programs	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Specialist development program (SDP)	162	155	157	175	176	177
Talent incubation program (TIP)	631	433	91	739	627	178
High-potential (HiPo) leadership development program	81	43	46	99	56	62

Employee engagement	stc KSA		stc Group	
	2023	2024	2023	2024
Employee experience index*	80.1	76.3	80.7	78.1
Engagement rate	90%	86.1%	88%	88%

* Selected 2023 figures for stc KSA and stc Group have been restated and differ from previously published data.

Performance-based pay and benefits*	stc KSA			stc Bahrain			stc Kuwait		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Employees benefited from performance-based pay	10,827	10,907	9,926	244	247	225	434	417	475
Percentage of employees who benefited from performance-based pay	-	49.39%	52.17%	-	98.80%	62.33%	-	100.00%	100.00%

*The decrease in the number of employees benefiting from performance-based pay reflects a reduction in overall headcount. Additionally, data for the 2022 percentage was unavailable at the time of publication.

Entity	2024							
	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%

Performance review	stc KSA			stc Group*		
	2022	2023	2024	2022	2023	2024
% of employees who received a performance development review	100%	100%	100%	82%	91%	99%

*stc Group data exclude sirar, SCCC, and specialized by stc

Incidents reported through internal reporting channels	stc KSA			stc Group*		
	2022	2023	2024	2022	2023	2024
Number of incidents reported (internal grievance system)	1,116	1,407	786	1,136	1,448	929
Percentage of these incidents addressed or resolved	100%	100%	100%	100%	98%	100%

*stc Group data excludes stc Kuwait, iot squared, specialized by stc, and Intigril.

Prioritizing health, safety and well-being

Workplace-related fatalities/injuries	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Employee work-related fatalities	0	0	0	0	0	0
Contractors' work-related fatalities	0	0	0	0	0	0
Employee total recordable injuries	1	0	2	1	0	2
Employee occupational illnesses	0	0	0	0	0	0
Heat stress events	0	0	0	0	0	1
Rate of fatalities as a result of work-related injury	0	0	0	0	0	0
Incident rate of recordable work-related injuries*	0.008409	0	0.02	-	0	0.0242

*2022 Group Data not available for "incident rate of recordable work-related injuries" owing 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.

Coverage of OH&S management system	stc KSA		
	2022	2023	2024
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	62 0.54%	152 1.30%	166 1%

Emergency preparedness and safety	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Total number of emergency response drills conducted	139	128	462	-	382	716
Safety incident investigations initiated	0	6	4	-	29	31
Safety incident investigations completed	1	6	4	-	30	31

Data not available for Group level 2022.

Total number of emergency response drills at Group level excluding center3.

Health and safety training	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Total hours of H&S training provided to employees and contractors	28,000	31,448	22,406	34,244	45,162	34,022
Average hours of H&S training per employee and contractors	2.45	3.00	2.80	-	5.32	2.47

Our community

Empowering communities, enabling progress

Sponsorships	Entity	2022	2023	2024
	stc KSA	124	59	44
Projects sponsored	stc Bahrain	23	29	33
	stc Kuwait	32	23	23

Volunteering opportunities	Entity	2023	2024
Volunteers	stc KSA	672	715
	stc Group*	907	594
Volunteering hours	stc KSA	8,064	8,580
	stc Group*	-	3,160

*Group data in the table above excludes stc KSA.

inspireU	stc KSA		
	2022	2023	2024
Number of incubated startups	17	20	25
Total funding raised by accelerated startups	More than ₪ 1 billion since 2015		
Percentage of female-owned startups or investees	18%	20%	8%
Startup survival rate	100%	100%	100%
Number of companies still operating after they have left the accelerator	17	20	25
Mentorship opportunities	17	26	30

06.

Strong governance and ethical behavior

Leadership in action

Corporate governance and Board details

Composition of the Board of Directors

	2022	2023	2024
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	6
Non-independent members of the Board of Directors	7	7	5

Governance with integrity

Business ethics

Code of ethics acknowledgment	stc KSA				stc Group			
	2021	2022	2023	2024	2021	2022	2023	2024
Percentage of employees who signed a code of ethics acknowledgement	100%	100%	100%	100%	100%	100%	100%	100%

Code of conduct training	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Full time employees	12,131	12,217	9,904	-	13,735	12,770
Part-time employees and contractors	1,671	1,711	1,584	-	-	-

stc KSA Anti-corruption training	2022	2023	2024
Legal cases raised by external entities regarding corruption	0	0	0
Incidents in which employees were dismissed or disciplined for corruption	0	0	0

stc KSA Anti-corruption training	2022	2023	2024
Number of employees attended training on anti-corruption	10,977	12,331	11,473
Percentage of employees attended training on anti-corruption	96%	98%	99.6%
Percentage of governance body members who have received training on anti-corruption	100%	100%	100%

stc KSA Anti-corruption communication	2022	2023	2024
Percentage of governance body members to which stc's anti-corruption policies and procedures have been communicated	100%	100%	100%
Percentage of employees to which stc's anti-corruption policies and procedures have been communicated	100%	100%	100%
Percentage of business partners to which stc's anticorruption policies and procedures have been communicated	100%	100%	100%

stc KSA Whistleblowing metrics	2022	2023	2024
Number of inquiries, complaints or issues received by whistleblowing	532	321	617
Percentage of substantiated inquiries, complaints or issues received by whistleblowing	95%	84%	80%
Percentage of cases raised related to human rights	0%	0%	0%

Compliance

stc Group			
Compliance with laws and regulations	2022	2023	2024
Incidents of non-compliance Society & national economy regulations	0	0	0
Incidents of non-compliance Environmental laws & regulations	0	0	0
Number of non-monetary sanctions Environmental, society & national economy regulations	0	0	0
Amount of legal and regulatory fines and settlements Environmental, society & national economy regulations	0	0	0

Our commitment to human rights

stc KSA			
Human rights training	2022	2023	2024
Number of hours	196,034	151,559	58,072
Percentage of all employees attending the training	100%	100%	100%

stc KSA			
Risk management	2022	2023	2024
Percentage of business units analyzed for risk related to corruption	100%	100%	100%



Impact: The loss expected if a risk materializes; the impact is generally tiered between 1 to 5 levels on an exponential scale. stc's impact rating scale is as follows.

Rating	Qualitative measure	₪ value utilized for inherent risk calculation	Quantitative measure (monthly revenue)
5	Severe	Above ₪ 400M	>10%
4	Major	Between ₪ 200M and 400M	5% to 10%
3	Moderate	Between ₪ 40M and 200M	1% to 4.99%
2	Minor	Between ₪ 2M and 40M	0.05% to 0.99%
1	Insignificant	Below ₪ 2M	< 0.05%



Likelihood: The likelihood is the probability that a risk may cause a loss for the stc before considering the effectiveness of controls. The likelihood rating scale is as follows.

Rating	Qualitative measure	Qualitative chance of risk occurring in time period	Probability
5	Almost certain	Once in 3 months or less	90%-100%
4	Likely	Once in 6 months	60%-89%
3	Moderate	Once in a year	41%-59%
2	Unlikely	Once in 2 years	5%-39%
1	Remote	Once in 4 years or more	Less than 5%



Inherent risk scoring²: Quantifies the potential impact and likelihood of risks using inherent risk ratings, which assume no controls. The calculated inherent scores result in an attention score or index.

Action attention index							
Impact rating	Severe	256	16	36	64	144	256
	Major	81	9	20	36	81	144
	Moderate	16	4	9	16	36	64
	Minor	5	2	5	9	20	36
	Insignificant	1	1	2	4	9	16
			1	5	16	81	256
			Remote	Unlikely	Possible	Likely	Almost certain
Likelihood rating							



The inherent and residual risk scores assist in assessing the risks against the risk appetite baseline.

Risk rating	Risk matrix score	Risk appetite baseline
Negligible	< 9	Below appetite
Marginal	>= 9 to < 20	Within appetite
Manageable	>= 20 to < 51	Above appetite
Substantial	>= 51 to < 101	Greatly above appetite
Critical	>=101	Beyond appetite

Safeguarding trust in a digital world

Data privacy and security

stc KSA SMS spam/fraud	2022	2023	2024
Reported spam messages handled	39,864	67,915	44,548

stc KSA Cyberattacks	2022	2023	2024
Attempted cyberattacks	9,090	9,708	8,405
Actual cyberattacks	26	11	15
% of compliance with legal, regulatory and cybersecurity requirements	N/A	99%	98%
% of frameworks, policies and standards fully aligned with legal and regulatory requirements	N/A	100%	100%

Data protection and security training	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Number of employees attended data protection training	11,068	17,637	21,661	-	1,175	5,339
Total training hours	34,207	61,553	75,597	-	4,100	18,633
Number of employees attended security training	11,068	18,781	11,066	-	22,422	4,118
Total training hours	34,207	65,733	25,452	-	90,012	9,746

* Group data for 2022 is not available owing to expanded scope of operations. Accurate calculations and comprehensive data collection across Group were initiated starting 2023.

Frequency of information system audits	2022		2023		2024	
	Internal	External	Internal	External	Internal	External
stc KSA	>100	2	>100	15	>100	7
stc Bahrain	2	3	1	3	1	3
stc Kuwait	10	5	12	6	20	6
Aqalat	1	-	1	-	1	-
channels	1	2	1	1	1	1
Intigral	4	3	4	3	5	3
sirar	3	2	2	6	2	6
solutions by stc	-	4	2	5	5	8
specialized by stc	2	2	1	5	1	3
TAWAL	1	5	3	4	1	6
iot squared	-	-	0	2	1	2
center3	-	-	1	3	-	2
SCCC	-	-	-	-	3	1

Supply chain management

Supplier Code of Conduct

stc KSA Sustainability screening	2022	2023	2024
Suppliers screened for environmental, labor and human rights practices	221	230	656
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)	158	122	40

Integrating sustainability into our supplier assessment

stc KSA Human rights integration	2022	2023	2024
Percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	100%	100%	100%

Suppliers' sustainability audits and monitoring	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Number of suppliers identified as having significant actual and potential negative impacts	52	49	47	52	49	47
Suppliers with which sustainability improvements were agreed upon as a result of audit	9	3	10	9	8	71
Suppliers with which relationships were terminated as a result of audits and monitoring	5	4	0	5	4	0
Number of suppliers blocked for non-compliance with ethical aspects	5	4	0	7	4	0

Supplier engagement and development initiatives

Procurement spending	stc KSA			stc Group*		
	2022	2023	2024	2022	2023	2024
Total procurement spending (₪ billion)	22.1	35.2	29.9	45	6748	129
Amount spent on local suppliers (₪ billion)	22	33.2	28.6	38	42	124
Percentage of total procurement spending on local suppliers	93%	94%	96%	71%	89%	96%

* Group data excluding channels, specialized by stc and sirar.

Suppliers	stc KSA			stc Group*		
	2022	2023	2024	2022	2023	2024
Number of total suppliers	2,227	3,475	3,773	6,289	9,316	9,024
Number of tier 1 suppliers	171	199	24	213	993	684
Number of local suppliers	1,787	2,828	3,111	4,941	6,941	7,101
Number of foreign suppliers	440	647	662	1,656	2,217	1,923

* Group data excluding channels and specialized by stc.

Maximising local content through rawafed

stc KSA					
Local content	ICT benchmark	2022	2023	2024	
Local content score	30%	40.75%	42.90%	44.32%	

stc KSA					
Local content	Unit	2022	2023	2024	
Local content contribution spends	؄ billion	11.2	13.0	14.0	

SME suppliers	stc KSA			stc Group		
	2022	2023	2024	2022	2023	2024
Number of SME suppliers engaged	134	168	117	531	665	492

Digitization of procurement process	Reduction of paper-based documents with the electronic procurement process		
	2022	2023	2024
stc KSA	100%	100%	100%
stc Bahrain	80%	95%	100%
stc Kuwait	100%	100%	100%
Aqalat	-	90%	90%
TAWAL	80%	90%	99%
sirar	100%	100%	100%
iot squared	-	100%	100%
center3	-	5%	100%
Intigral	100%	100%	100%
solutions by stc	90%	100%	100%
SCCC	-	50%	100%
specialized by stc channels	15%	15%	100%
	100%	100%	100%

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