



شركة مهارة
للموارد البشرية

Maharah Human
Resources Company



Strategic Growth for a Sustainable Future

ESG Report 2023





The Custodian of the Two Holy Mosques
King Salman bin Abdulaziz Al-Saud



His Royal Highness the Crown Prince and Prime Minister
Mohammad Bin Salman Bin Abdulaziz Al-Saud

Contents

Section 1 «Overview»



06

1 – 1 Introduction	09
1 – 2 About the Report	10
1 – 3 Chairman's Message	14
1 – 4 Company Profile	16
1 – 5 Our Sustainability Strategy	17
1 – 6 Strengths and Added Value	18
1 – 7 Our Priorities and Commitments	20
1 – 8 2023 Indicators of Sustainability	22
1 – 9 Business Model and Sustainable Development	24
1 – 10 Highlights on Annual Performance	25
1 – 11 Unique Year for Sustainability in Maharah	27
1 – 12 Sustainability Initiatives in 2024	30

Section 2 «Social Responsibility»



32

2-1 Sustainability and Social Responsibility	36
2-2 Our Approach and Vision for Achieving Sustainable Development for the Community	38
2-3 Our Human Resources	58
2-4 Social Practices	69
2-5 Enhancing Enriching Life and Customer Experience	72
2-6 The Community and SDGs	76

Section 3 "Environment Protection"



82

3 -1 Protecting and Caring for the Environment	84
3 -2 Maharah Role in Environmental Sustainability	84
3 -3 Environmental Practices	87
3 -4 Environmental Sustainability and the Kingdom Vision 2030	87
3 -5 The Environment and SDGs	88

Section 4 "Governance and Economy"



90

4 -1 Governance and Compliance	92
4 -2 Governance Practices and Framework	93
4 -3 Company's Organizational Structure	96
4 -4 Governance and Business Management	99
4-5 Responsibility and Governance Practices	104
4 -6 Enhancing Economic Effects	104
4 -7 Governance and Sustainable Development Goals (SDGs)	106
4 -8 Awards and Recognition	107



Section 1

Overview

1 – 12 Sustainability Initiatives in 2024

1 – 11 Unique Year for Sustainability in Maharah

1 – 10 Highlights on Annual Performance

1 – 9 Business Model and Sustainable Development

1 – 8 2023 Indicators of Sustainability

1 – 7 Our Priorities and Commitments

1 – 6 Strengths and Added Value

1 – 5 Our Sustainability Strategy

1 – 4 Company Profile

1 – 3 Chairman's Message

1 – 2 About the Report

1 – 1 Introduction

1- 1 Introduction



Stemming from the Company's belief in the importance of achieving environmental, social, and governance (ESG) sustainability, Maharah Human Resources Company adopts the principles of sustainability in all aspects of its business. Maharah, in all its operating sectors, seeks to achieve comprehensive development and balance between all ESG aspects.

Maharah believes that sustainability originates from the mutual and useful cooperation between the institution, employees, customers and local community. Accordingly, Maharah aims to efficiently and responsibly manage human resources and promotes innovation and the development of employees' skills and abilities in addition to committing to their human rights.

Maharah gives special care to maintaining the environment and adopts sustainability practices in all its daily activities. Maharah also works on reducing waste and population while protecting the environment and maintaining the health and safety of its community. Moreover, Maharah seeks to enhance communication and balance between the needs of both its customers and employees, further maintaining the highest degrees of transparency in all aspects of its business, with the aim of building sustainable and successful relations with all related parties.



1- 2 About the Report

Maharah 2023 sustainability report complements its annual report for the same year, thus reflecting the Company’s insightful vision in all its programs and achievements and its enhanced performance in all sustainability-related aspects.



Scope and Limitations

This report includes all the Company’s operations and all ESG and sustainability-related issues, risks and performance substantial data, that are as accurate as possible. It further explains the Company’s policies and strategies and its compliance towards achieving sustainability, showing what has been achieved so far and what is yet targeted to be achieved in the future.

This report covers the main issues of sustainability from the Company’s perspective in light of the information included in this report, in order to inform all our stakeholders of our sustainability performance, main initiatives and their effects, in addition to our strategic priorities towards such aspects.

Related Parties

This report is dedicated to all stakeholders who wish to know more about Maharah strategy, obligations and sustainability-related processes inside the communities it serves, the environment it operates in and the economy that it contributes to.

Framework and Objectives

This report has been based on Maharah strategic pillars that are compliant with the ESG standards. Moreover, this report has been made in accordance with the sustainability international reporting standards and frameworks, including the Global Reporting Initiative (GRI), the UN Sustainable Development Goals (UN SDGs) and other internationally recognized standards.

This report aims to support and implement sustainable practices and lays down our central standards and requirements so as to achieve our sustainability objectives. This report also highlights Maharah role and initiatives in the international growth frameworks and the sustainable development requirements, including its contribution to the 17 SDGs that are given maximum priority by the UN.



► **Report Approach**

The report approach is based on the importance of the sustainability issues to Maharah. Readers may also refer to other sections of Maharah 2023 annual report, which include important information on our operational performance, and financial data among other issues that are of relevance to our stakeholders, whether directly or indirectly related to this report.

► **Report Term**

This report covers the calendar year starting as of January 1, 2023G until December 31, 2023G, and draws on the activities that have taken place within such period.

► **Affirmation Statement**

We have done our best to enlist the main issues and to report our sustainability performance. All the contents of this report have been reviewed by the Company's senior management. However, we did not seek an independent auditing for this report, and thus we have given all possible care to disclose the most accurate information in light of the sustainability standards. At Maharah, we do realize that sustainability is a journey, rather than being a mere destination, that's why we continuously seek to promote and enhance disclosures. Maharah Management always seeks to develop aspects of sustainability and is in the process of preparing a more comprehensive strategy that comprises measurable outcomes to enhance its leadership performance in ESG human resources sector and support sustainability in the coming years.

► **Disclaimer**

The data and opinions expressed in this report have been provided at the date hereof and may be subject to change without prior notice. This report represents Maharah current policies and intentions. The data included in this report includes information about our future expectations. When we discuss our future strategies, plans and financial and operational performance, non-financial initiatives or substantial events that are not yet listed, reference is made to future reports. Such future reports have been devised to help readers and stakeholders understand our recent points of view regarding both our short and long term priorities. The data may not be suitable for other purposes and none of the information or data included in this report may be interpreted as conflicting with or contrary to any of the financial or non financial data included in the Company's financial statements or the investors' presentations, the company's website or any other media.

► **Communication**

At Maharah, we are keen to listen to you and encourage you to share your feedback on any of the topics tackled in this report. Thus, in order to enhance constructive communication with investors and other stakeholders, the Company has allocated a unified email for communication: investors@maharah.com and a phone number: +966 92000 9633 to quickly respond to your inquiries.



1- 3 Chairman's Message



Dear Shareholders and Stakeholders of Maharah Human Resources,

I would like to thank you all for your continuous support for the Company. It is my pleasure to present the Company's sustainability report for the year 2023G. The year which has been remarkable in terms of the great efforts exerted in the field of sustainability.

This report serves as a platform through which Maharah continues to enhance its priorities and display its pioneering experience in reinforcing the principles of sustainability and assessing the maturity of the ESG standards by laying down an agenda with predetermined paths and a roadmap for supporting a sustainable future.

"A Comprehensive Strategy to Achieve Business Sustainability"

Maharah has been founded on the concept of sustainability. Ever since its establishment, Maharah has strived for the provision and continuous development of services that are compliant with the standards of sustainability. The Company has also adopted a good and comprehensive strategy to achieve sustainability in all its business.

In 2023G, Maharah managed to achieve tangible progress in sustainability, having laid down strategic plans in its business model with the aim of reducing its environmental impact, enhancing its social responsibility and achieving gender equality. Maharah has continued its path on the right course to achieve the Company's new strategic aims, objectives and obligations under the name of "Maharah Growth Strategy ... Strategic Growth for a Sustainable Future".

Maharah continuously seeks to protect the rights of its shareholders, maintain their investment value and limit any conflicts of interest by complying with the implementation of all standards, enhancing the role of shareholders in the decision-making process in all that is related to their investments.

At Maharah, we take pride in the progress achieved in terms of boosting sustainable development and change not just on the Company level, but also on the community level, according to our clear strategy and vision to be one of the pioneers of sustainable development, governance and responsible practices to make a positive change, which has positively reflected on both our customers and employees.

Furthermore, at Maharah we adopt a strategic approach to merge the international sustainability standards and to apply the same to reduce the size of risks, enhance the base of our business and our sector activities and enhance the level of customer satisfaction in order to achieve the highest service levels. Maharah always seeks to develop its strategies to enhance such important conduct of the Company.

Maharah shall continue to lead sustainable growth in all its subsidiaries and to maintain its core values in terms of innovation, empowerment and determination. Soon, our ESG strategy shall prove the importance of our continued efforts in bringing about the required change to achieve our vision of becoming a leading company in supporting all sustainable development processes inside and outside the Kingdom.

"We abide by the implementation of a robust governance through our responsible board"

Maharah is committed to the implementation of robust governance through the performance of its accountable Board, its data, information security, transparent disclosures, risk control and its ESG management, let alone the moral practices encompassing all the Company's processes. Maharah adopts a policy that is based on protecting and respecting its shareholders' rights in light of the principles of transparency and equality, including compliance with all laws, controls and instructions it is subject to regarding the protection of its shareholders' rights, in addition to adopting a policy to protect the rights of its related parties and stakeholders.

"Digital Transformation and Excellence Boosts our Role in Customer Service"

There is no doubt that our digital transformation strategy has shown a quick response to the uprising growth of the Company's solutions and services which shall develop the service of customer requirements in accordance with the comprehensive transformation aiming to digitize the Company services. All this has been made according to a systemized strategy, especially with the boom the Kingdom's digital transformation

witnessed.

Within its business model, Maharah seeks to be among the leading companies adopting digital transformation in its activities, stemming from its belief that it is a robust pivotal point for local and regional expansion. Maharah has always sought to develop its digital infrastructure and to approve its modern technology in its business model to facilitate things for customers and constantly develop and enhance the customers' experience.

"Leadership and Comprehensiveness in Supporting our Human Resources"

At Maharah, we prepare a work environment that features comprehensiveness and engagement of our employees being the main drive of the Company's continuous success. This can only be achieved by adopting a various group of initiatives and training programs in cooperation with some of the most established international organizations and most prominent experts specialized in training in order to enhance and develop the most important career paths and methods of professional development amid an exceptional work environment. Currently, 392 of our employees have already attended our specialist training programs including 365 employees in the internal training courses and 27 employees in the external training courses.

Maharah is generally keen on providing equal and coefficient job tasks for all its national cadres both men and women, to establish the principle of equality with regards to empowering women in leading positions. The number of the Company's female employees has risen to 28.5%, with 66.5% Saudi employees at all job levels, and a Saudization of 78.57% at the level of Senior Management.

"Social and Environmental Responsibility Conforms to International Standards"

The most prominent thing that distinguishes the social responsibility program in Maharah is the diversity of the fields it tackles and the obvious support for the same through the Company's various contributions, voluntary and charity works that deeply root the principle of the private sector social contribution to achieving sustainability in various fields of business.

In 2023G, the social responsibility strategy has clearly reflected Maharah compliance with setting down special standards in order to achieve constant communication with its customers, employees and others, to positively affect and target the Company's journey and development so as to achieve sustainable development.

Furthermore, our efforts include sustainable environmental practices, which affect the community and are affected by its behaviors. Accordingly, at Maharah we are keen on measuring the impact of our practical practices in all different sectors, limiting negative effects of carbon emissions, avoiding the excessive consumption of power and water and also avoiding the generation of wastes that harm the environment and community. At Maharah, we laid down clear plans to contribute to handling all such phenomena.

Maharah journey on this way is just the beginning, as we are determined to complete this path with you, having realized that achieving the objectives of the ESG practices imposes upon us non-stop compliance that requires unweaning determination, patience and attentiveness to ensure progress and achievement. We hereby aspire to discuss the details of this journey with you in the sustainability report and are genuinely pleased to find more sustainable and responsible solutions that would grant our success in Maharah.

In the end, I would like to express my gratitude to all those who participated in this journey for their support and participation, without which we would not have built a sustainable and bright future, further aspiring – God Willing – to more achievements and successes.

May Allah Guide us to the Right Path...

Chairman of the Board

Suleiman bin Abdulaziz Al Majed

1- 4 Company Profile

Maharah was first established in 2013G as a Saudi closed joint stock company under Ministerial Resolution No. (80/q), dated 02/04/1434H, corresponding to 12/02/2013G and Commercial Registration (C.R.) No. (1010364538), dated 07/04/1434H, corresponding to 18/02/2013G, with its main headquarters at the capital Riyadh.

Today, Maharah is one of the leading companies in the Kingdom, owner of a distinguished trademark and a big market value. Maharah capital amounts to SAR (475,000,000), divided into (47,5000,000) ordinary shares with a nominal value of SAR (10) per share.

11 years since establishment	Growth Strategy "Provide Manpower, Enable Maharah, "Grow Services
Company capital SAR 475 million	branches across more than 17 cities (22)
More than 500 employees	Wide Geographic reach in KSA and UAE
subsidiaries and affiliates 16	More than 90 thousand customers in both the business and individual sectors
Providing more than 120 thousand employees in various professions	Providing services for more than 160 thousand households since the establishment
Obtaining an ISO certificate (ISO 9001:2015) for the Company's ability to provide services and products	Obtaining the certificate of Great Place to Work 2024-(GPTW) for the best work environment in 2023

According to its Articles of Association (AOA) and commercial register, the Company's main objectives are to mediate in the recruitment of manpower and the provision of domestic services and manpower for both the public and private sectors, that meet the needs of the Saudi HR market in both the business and individual sectors.

The Company aims to provide the labor market with highly efficient national and foreign manpower in more than 280 professions. Maharah provides innovative HR solutions for HR management in various fields. In an attempt to provide the best services to its customers, the Company works according to the highest international standards to enhance the academic and practical capabilities of its cadres.

1- 5 Our Strategy in Sustainability

Maharah leadership is highly committed to the sustainability journey in the Company and strongly believes that sustainability is an inseparable part of its business performance. In 2023G, we managed to transform our sustainability framework. Thus, our strategic commitment in the first place is to move forward towards fully merging the ESG sustainability standards into our core business strategy and the management of risks, products, services and operations.

Maharah Sustainability Strategy

Wise Governance

The Company is highly committed to the strongest moral standards that go hand in hand with comprehensive strategic planning and effective, transparent and reliable structures, policies and government processes, in coordination with our strong risk management to develop the ability to encounter the economic, environmental and social risks. Such main factors provide guarantees to our stakeholders regarding our leadership, supervision and accountability.

Responsible Services

Participating in economic, social and environmental development, whether through our processes or by dealing with our customers to adopt sustainable practices by funding their transformations, has always been one of the core and strategic pivotal points for the Company. Responsible services are what defines Maharah approach with regard to transforming into net zero by directing the capital to the activities that preserve the environment. For this purpose, we continue to trace and take the necessary steps to manage and report our power and water consumption, greenhouse emissions, the consumption of materials and getting rid of the same.

Benefiting from Capabilities

The main target of the Company strategy to benefit from capabilities is to push down the growth of sustainable business to achieve organizational flexibility. This starts with the management of our work place, policies, cultures, practices and programs to allow for the environmental, social and organizational transformation at the Company level by enhancing employee engagement and development programs. In addition to the HR practices of our group, we determine our commitment and initiatives to enhance diversity, equality and comprehensiveness, to promote safety, security and luxury and to establish a developed digital work environment that depends on innovative technical solutions.

Investment in Community

Part of our mission is to contribute to our community: which is one of the main pillars of our Company's ESG strategy. The Company's community investment focuses on the provision of the best supportive customer service, ensuring access to the widest base of people in the community, and ensuring the protection of customers and data confidentiality and security.

Whereas sustainability is one of our strategic priorities, we are committed to the simple and main principle of our business “Working together”; stemming from our belief that such work can only be sustainable if we give special care to all our partners. Considering our leading role in the sector, we do believe that there are strong links between our work and the community in which we operate.

Sustainability Pillars in Maharah



1- 6 Strengths and Added Value

Being a leading company in its field, Maharah is providing a wide selection of services to the community, through the provision of specialist solutions that suit the needs of various companies, individuals and business sectors. What distinguishes Maharah is its highly experienced and efficient work team that efficiently analyzes customers’ needs and provides the best innovative solutions. Thanks to its strategic vision to develop its HR, and the Company’s mission to achieve excellence and innovation, the Company ensures the provision of value added efficient services to its partners. The Company’s main values; namely transparency, integrity and innovation, in addition to the provision of specialist solutions tailored to the needs of its customers, give the Company a competitive edge in the HR market.

Strengths which Set Us Apart

- 1 Leading position in the market.
- 2 Wide geographic reach.
- 3 Diversity of products and services.
- 4 High quality and suitable costs.
- 5 Robust facilities and construction base.
- 6 Administrative team experience and efficiency.
- 7 Risk management abilities.
- 8 Flexibility in responding to business changes.

Our Added Value

1 Insightful Vision

To be the first choice in providing highly efficient manpower in various sectors to participate in achieving the social and economic objectives of Saudi Arabia.

2 Clear Mission

To meet our customers’ needs in Saudi Arabia, by providing highly experienced manpower solutions and sustainable growth through new projects and strategic alliances.

3 Core Values

Maharah abides by developing its services and operations and enhancing relations with its customers and shareholders, thus contributing to achieving the Kingdom Vision 2030.

Our Stakeholders Are Our Top Concern

- 1 Community.
- 2 Manpower.
- 3 Customers and Suppliers.
- 4 Shareholders and Investors.
- 5 Employees.
- 6 Regulatory and Government Authorities.

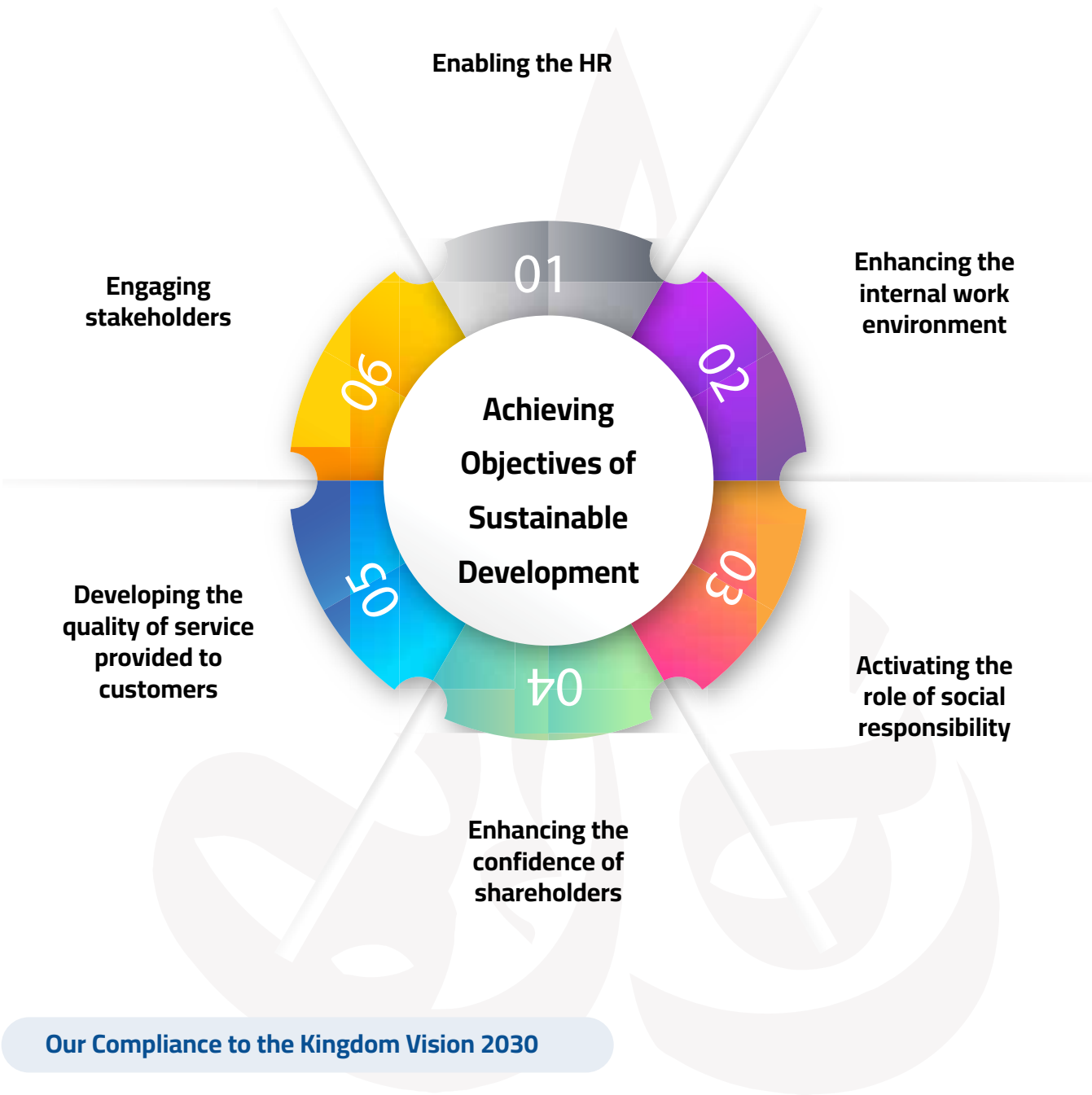
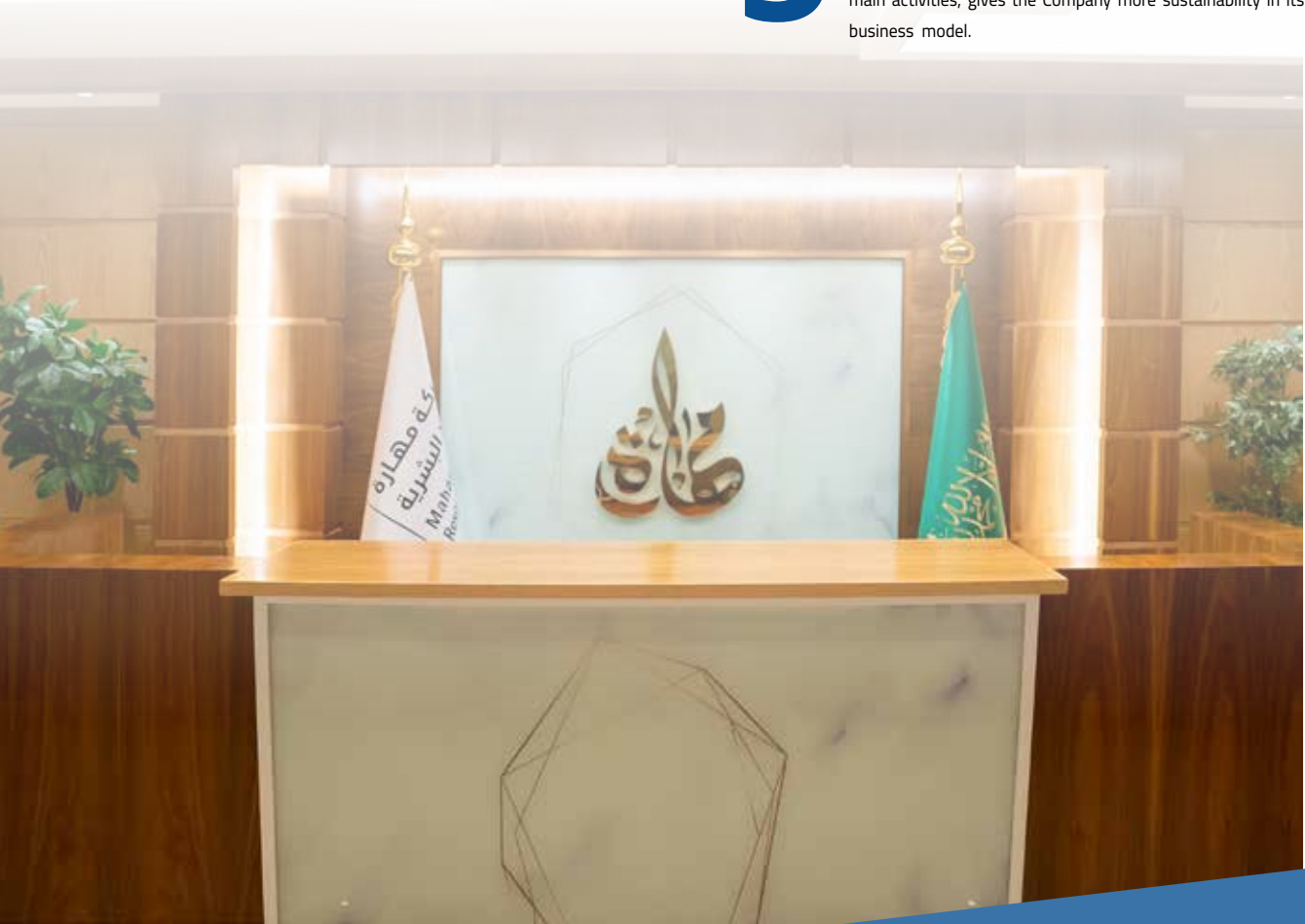


1 - 7 Our Priorities and Commitments

In line with the Kingdom Vision 2030G, the serious initiatives and the State strategy and orientation towards diversifying its economy and raising cost-effectiveness, we at Maharah work hard to pace up with this orientation by increasing our market share, diversifying services and products and seizing opportunities created by the State to leverage the economy and the gross domestic product.



- 1** A supportive Board that maintains the rights of shareholders and the Company's rights abroad, which contributes to the sustainability of Maharah business and its leading market position.
- 2** The stability of the Executive Management and the maintenance of the most effective and efficient competencies in the Company, which shall contribute to the stability of its business and shall maintain its sustainability.
- 3** Compliance to achieving sustainability in the Company business by protecting the environment, enhancing the community contribution, maintaining employees' rights and adopting a strict approach in applying value-based governance.
- 4** Meeting the factors of business sustainability; namely the diversity of services and products, measuring the customer experience, developing the customer's journey and boosting the level of quality.
- 5** Getting a market share that is bigger than its competitors, in addition to supporting the Company's profitability by investing in high-profitability companies that support the Company's main activities, gives the Company more sustainability in its business model.



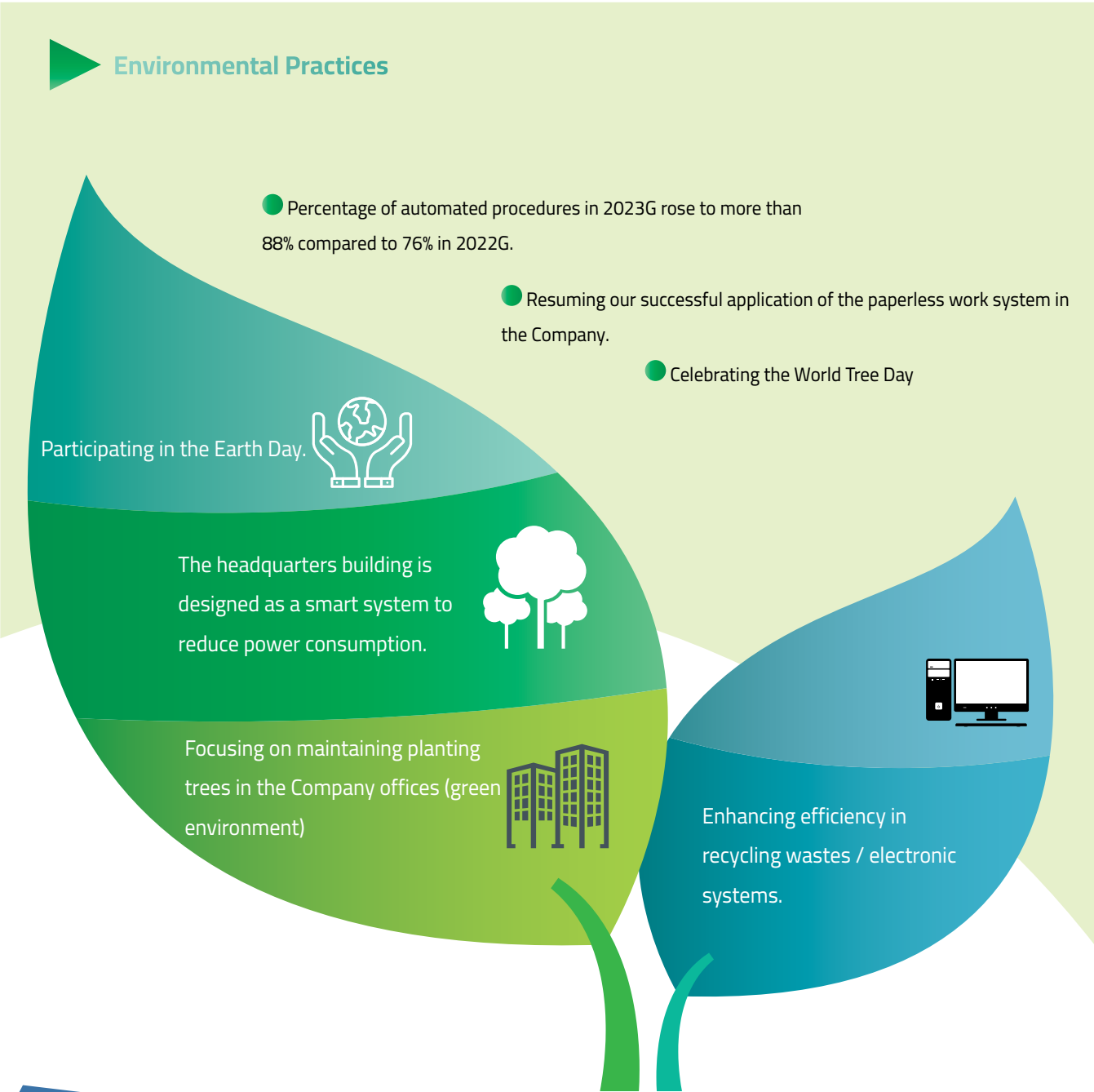
Our Compliance to the Kingdom Vision 2030

- 1. The Company's contribution to sustainable growth since the Saudi economy is one of the biggest economies in terms of growth in the G20, and will always be a substantial contributor to the international economic development.
- 2. Stemming from our optimistic vision of future growth opportunities, Maharah is committed to taking part in the comprehensive initiatives launched under the umbrella of the Saudi Vision 2030, in order to activate its social participation and engagement, and further enhance the culture of sustainability in terms of the ESG practices.
- 3. Maharah is committed to the objectives of the Saudi Vision 2030 in order to enhance the Saudi future. That's why, Maharah mainly focuses on sustainability being one of the basic pillars for planning, the required development of the infrastructure and the development of policies and investments, in line with global changes and developments.
- 4. The Company adopts the concept of sustainability and works with all private sector companies and organizations for the development of business mechanisms and methods that ensure the sustainability of the national economy.

1- 8 Sustainability Indicators in 2023G

The Company has achieved tangible results through its efforts in the field of sustainability. Such results included more efficiency in the consumption of resources, enhancing the practices of environmental management and greatly boosting all that is related to governance and compliance.

Core Sustainability Indicators in 2023G



Social Practices

- Average annual training hours per employee (32 hours).
- Percentage of female employees to the total number of employees (28.5%).
- Percentage of salaries and bonuses of female employees to male employees (100%).
- Human rights violations and tackling the same (zero).
- Amount spent on community initiatives one million Saudi Riyal).
- Implementing the initiatives of HR transformation including the long-term incentives programs for employees, Future Competencies Program and Program for the Development of Medium Departments Managers.
- Employee luxury program and enhancing work environment.
- Promoting voluntary activities.
- No. of employees who were subject to training and development programs (392 employees, including 365 employees in the internal training courses and 27 employees in the external training courses).
- Holding surveys related to the job merge for employees.
- No. of meetings held with the CEO (7 meetings).
- Participation of Company officers in the World Health Day.
- Vaccinating employees against seasonal flu.



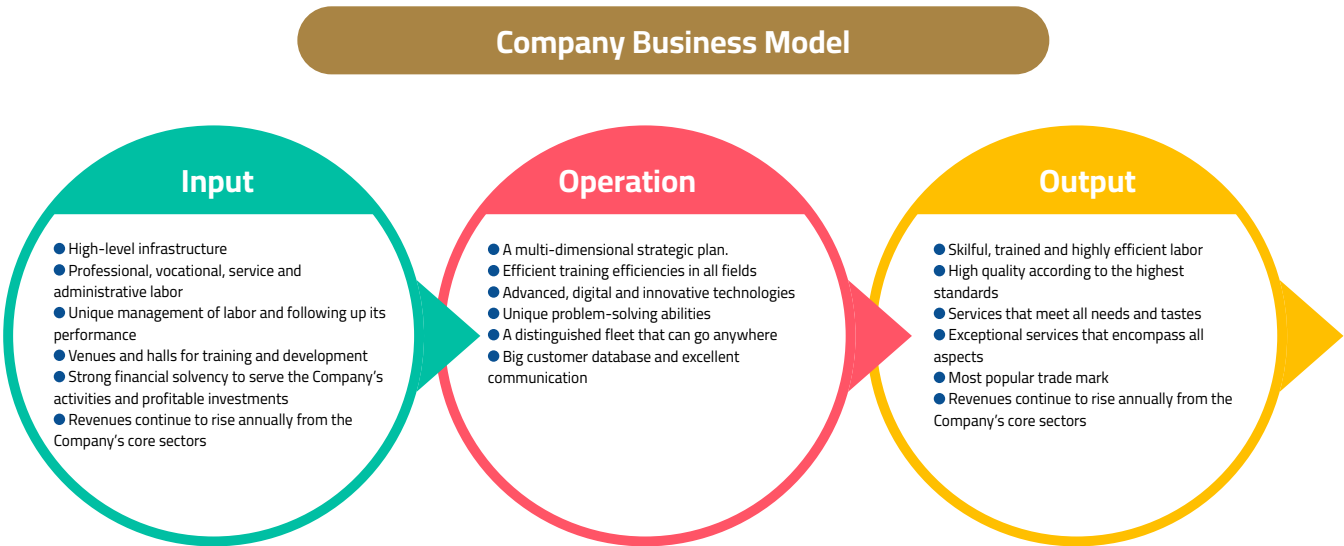
Governance and Compliance

- Clearly define the responsibilities of the board, management, and other stakeholders and enabling employees.
- Ensuring the presence of independent members in the main committees.
- No non-compliance penalties have been imposed upon the Company by any of the regulatory authorities.
- Protecting the Company shareholders and stakeholders by submitting precise and comprehensive disclosures and organizing transactions with relevant parties along with applying approved conflict of interest policy.
- Implementing internal controls, justice mechanisms and control and increasing the e-security level.
- No cases of betrayal of trust, including bribery or administrative corruption were reported.
- Implementing the policy of reporting violations to create a culture of transparency in filing complaints and grievances without fear.

1- 9 Commercial Business Model and Sustainable Development

The Company believes that achieving sustainable development is a continuous obligation that lies within the framework of its social responsibility and contribution to achieving economic development in line with the Kingdom Vision 2030G. Thus, the Company has dedicated all its capabilities to creating added value for all its shareholders, within its attempts to be the first choice for partnership all over the Kingdom and a reliable source for the products and services provided to the community and the market.

Ever since its establishment, Maharah has followed a developed business model based on quality and advanced technology, with the aim of providing premium quality products and services to its customers. To serve this purpose, the Company has adopted developed technologies and methods in providing its services to the Saudi community, to contribute to achieving efficiency and competitiveness in the market.



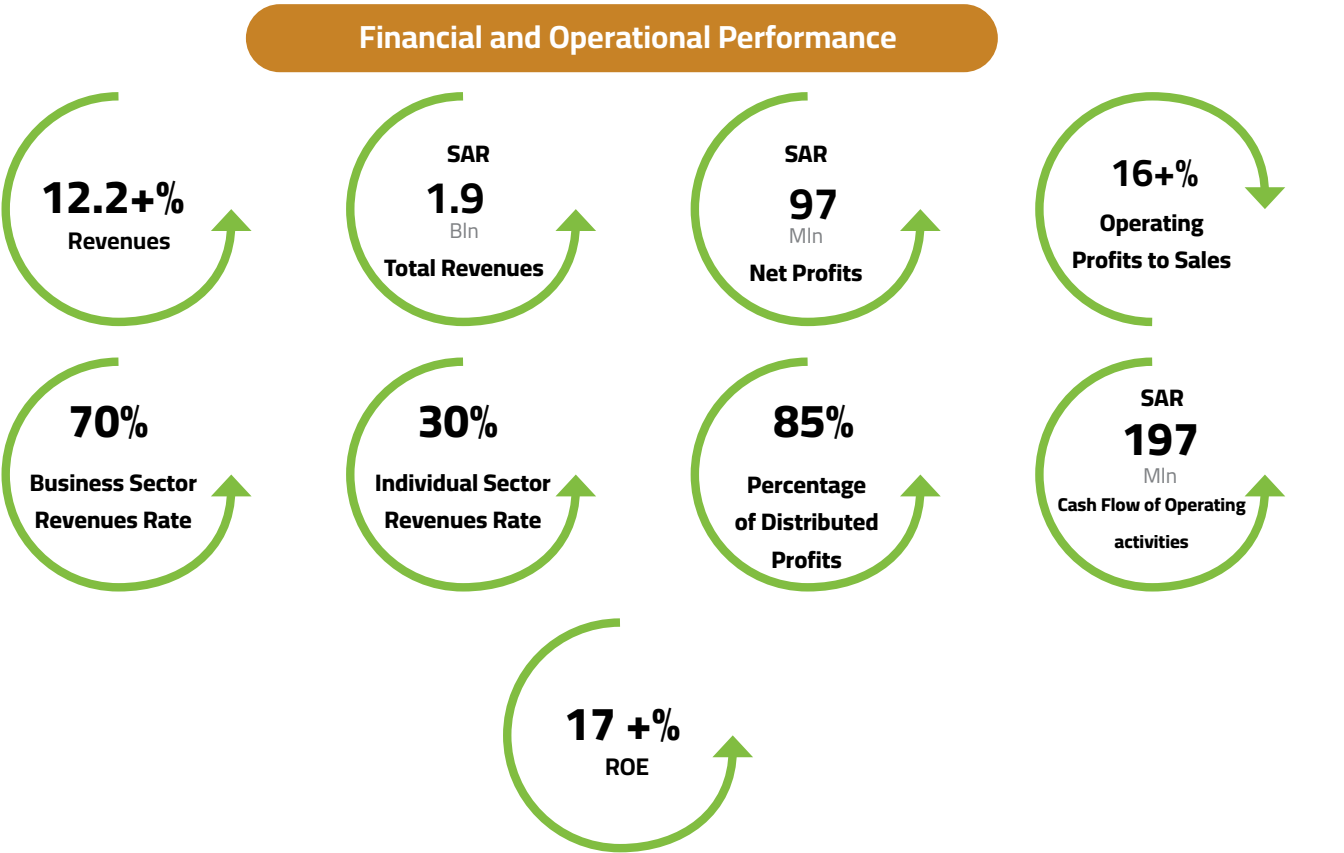
In its business model, Maharah is committed to its social and environmental responsibility and the principles of governance, basically by adopting the principles of sustainability and maintaining natural resources. This, in turn, enhances the Company's role in achieving sustainable development in the communities in which it operates. Based on the above, the Company works continuously on enhancing the quality of living conditions of its manpower, their families and the community as a whole, while maintaining the environment, caring for moral principles and abiding by international specifications and standards, stemming from the Company's belief that such compliance is the best way to achieve sustainability.

The Company has inspired its sustainable strategy from the UN SDGs while continuing to focus on the most substantial ESG factors. In the upcoming stage, the Company plans to continue to follow and manage its environmental print in a systemized way, by finding suitable technologies to limit carbon emissions in its operations, in addition to following a carefully studied and purposeful program for water and waste management, to help reduce its impact on the environment.

1- 10 Highlights on our Performance through the Year

Sustainability has always been one of the focal axes for Maharah. In fact, our developed operational structure gives us the opportunity to re-assess and adapt our approach at the Company level. Over the last two years, our activities have witnessed a notable change, especially in light of the instability of the international economy. Despite this, Maharah has focused on making strong financial returns with sustainability as one of the basic pillars of our business model. Thus, we may safely say that our operational and investing structure gives us a great opportunity to re-assess and adapt to our approach at the Company level and enhance the company's profitability levels to create added value and sustainability of main activities through an integrative model.

In Maharah, we shall continue to focus on the most important issues for our stakeholders, while offering full support for our subsidiaries so that each of them shall achieve our sustainability strategy, in light of the business sector and the business field of each company. Furthermore, we shall continue to develop our approach towards responsible investment, as the Company shall pump investments in the Company with a special focus on sustainability. We have already started to officially formulate our approach in order to review the reliability of our ESG practices in our potential future investments.



Comparative Statistics of Maharah Sustainability Performance between 2022G and 2023G

Description	Unit	2022G	2023G	% of Change
- No. of employees who do not comply with the regulations and procedures regulating work.	Employee	0	0	0
- Total number of employees	Employee	536	516	3.7-%
- Number of male employees	Employee	381	369	3.2-%
- Number of female employees	Employee	155	147	5.2-%
- Number of Saudi employees	Employee	339	343	1.2-%
- Number of non-Saudi employees	Employee	197	173	12.2-%
- Number of new employees	Employee	126	102	19.1-%
- Number of employees from 18 – 30 years.	Employee	103	138	34%
- Number of employees from 31 – 40 years.	Employee	148	176	18.9%
- Number of employees from 41 – 50 years.	Employee	29	32	10.4%
- Number of employees above 50 years.	Employee	2	2	0
- Number of employees with disabilities	Employee	0	0	0
- Number of injuries that waste the time of employees	Employee	0	8	0
- Number of employees entitled to a maternity leave	Employee	1	8	700%
- Number of officially reported discrimination incidents	Incident	0	0	0
- Total number of training hours provided	Hour	10,465	10,169	2.8-%
- Average training hours per employee	Hour	17	44	158.8%
- Employee absence rate	%	4.29	1.73	59.7-%
- Voluntary employee turnover	%	16	8.7	45.6-%
- Rate of female employment	%	55	53	3.6-%
- Automated procedures	%	80	89	11.25%

1- 11 Ideal Year for Sustainability in Maharah



Maharah Celebrating the GREAT PLACE TO WORK (GPTW) Certificate 2023 -2024



Maharah Celebrating Kingdom's Hosting the Expo 2030



Maharah Celebrating the Saudi National Day



Maharah Celebrating the Saudi Founding Day



Business Sector Celebrating a New Record



Welcome Party for New Employees at Maharah



Maharah Growth Strategy Workshop



Maharah Employees Participating in World Health Day



Open Day for Maharah Employees in Riyadh



Open Day for Maharah Employees in the Eastern Region



Maharah Buds Day



Maharah Football Tournament and Commemoration Ceremony



Maharah Ramadan Iftar



Maharah Celebrating Eid Al Fitr



Maharah Table Tennis Tournament



Honoring "I Can Champions" for the Year

1- 12 Sustainability Initiatives in 2024G

Maharah continuously launches permanent and future initiatives for investment in all ESG aspects of sustainability. Maharah further continues to enhance its business model in all its activities to achieve ESG compliance and due diligence.

In 2024, Maharah is redrafting and approving its policy for ESG sustainability as one of the initiatives emerging from the Company's general strategy approved in 2023. The above proves the interest of the Company, Board and Executive Management of all that can enhance the Company's ability and leading role in the HR sector with regard to its social and environmental responsibility and governance. It is expected that ESG strategy shall include initiatives comprising all related departments to be implemented within the coming years along with determining performance indicators that assess the effectiveness of the said initiatives to enhance the Company's status with regard to sustainability.

Sustainability Initiatives to be Launched by Maharah in 2024G

- | | | | |
|---|---|---|--|
| 1 | Enhancing work values. | 2 | Manpower survey. |
| 3 | Addition of containers for recycling wastes. | 4 | Increasing the employee financial awareness. |
| 5 | Participating in the voluntary work platform. | 6 | Company's participation in the Green Riyadh Project. |
| 7 | Focusing on and developing incentive programs to meet the current needs of employees. | 8 | Celebrating achievements and occasions that directly affect the community and that are directly related to the Kingdom Vision 2030G. |





Section 2

Social Responsibility

2- 6 The Community and SDGs

2- 5 Enhancing Enriching Life and Customer Experience

2- 4 Social Practices

2- 3 Our Human Resources

2- 2 Our Approach and Vision for Achieving Sustainable Development for the Community

2- 1 Sustainability and Social Responsibility



Maharah has the ability, the impact and the sure intentions to enhance the life of individuals and communities and to promote their surrounding environment. The Company strives to enrich the employees, customers and stakeholders' lives and experiences by enabling employees, enhancing the customer experience and providing services to the communities in which the Company operates.

The Company considers social responsibility and sustainability one of the main pillars of its strategy. Maharah seeks to achieve the sustainable development goals for the Saudi community, by enhancing the internal and external social responsibility initiatives, such as participating in charity projects and national events, celebrating the achievements of employees and other effective participations in the community. Let alone the efforts exerted by the Company in training individuals as well as in developing employees and the communities in which the Company operates.



2- 1 Sustainability and Social Responsibility

Maharah continuously seeks to merge its sustainability approach in all the Company business, in order to magnify the added value of its business for all its stakeholders. It aims to enhance its positive footprint in the community and to shoulder its responsibility towards the social, economic and environmental issues, within a responsible framework of wise governance.

In line with the Kingdom Vision 2030 objectives in terms of enhancing the non-profit sector and the promotion of voluntary work, in order to push down the development locomotive in the Kingdom, Maharah has launched a number of corporate social responsibility initiatives with the aim of boosting the social engagement and supporting the non-profit organizations located in the regions in which the Company operates.



Maharah Social Responsibility in 2023G

Field	Donations and Care	Health	Sport	Training and Development
Brief Outlook	Maharah has launched several initiatives with the aim of supporting needy segments and providing community care through donations and financial contributions to various humanitarian associations and programs.	Maharah is committed to improving the public health of its employees and the community by implementing awareness programs and training courses that focus on occupational health and safety.	Maharah cares for supporting sports activities to promote sportsmanship and physical health among employees and the local community, by sponsoring local sports tournaments and competitions.	Maharah invests in developing its employee capabilities through comprehensive training programs that cover leadership and specialized skills, plus developing competencies to achieve the company's strategic goals.
Initiatives	1. Donations to the National Campaign for Charitable Work. 2. Support for the provision of kidney dialysis machines. 3. Support for surgical operations for the needy in cooperation with health associations. 4. Social Solidarity Initiative to support employees in financial need. 5. Support for the Endowment Fund for the Care of Road Mosques. 6. «Naqel» and «Iskan» initiatives in cooperation with the Saudi Cancer Society.	1. Occupational health and safety courses for all company departments. 2. Awareness Campaign on the dangers of smoking and treatment methods. 3. Occupational Therapy Clinic initiative in cooperation with Children with Disability. 4. World Association Health Day and other awareness initiatives to support the health of employees and the community.	1. Sponsoring internal sports tournaments such as table tennis, Baloot, and Get Moving and Stay Cool. 2. Organizing Open Days in areas such as Al-Qassim, Hail, and the Eastern Region. 3. Organizing Maharah League Crowning Ceremony for the Regions. 4. Supporting community sports activities to encourage a healthy lifestyle.	1. Organizing 48 training courses covering specialized and leadership areas such as KPI Masterclass. 2. Organizing workshops such as digital transformation and Maharah Growth Workshop. 3. Onboarding programs and Internship Program.
Objectives	1. Improving the living conditions of needy classes through financial donations. 2. Contributing to meeting health needs in less favored areas. 3. Promoting the values of social solidarity among employees and strengthening the loyalty spirit.	1. Increasing employee awareness of the importance of public health and safety in the work environment. 2. Reducing potential health risks through awareness and training courses. 3. Promoting employee public health and improve quality of life.	1. Promoting physical health and encouraging sports participation among employees. 2. Encouraging social bonds and team spirit through recreational sports activities. 3. Improving employee well-being and promoting healthy lifestyle.	1. Raising the level of employees' efficiency and preparing them to assume leadership roles. 2. Improving productivity through advanced training programs. 3. Enhancing a cooperative work environment and developing communication and leadership skills.

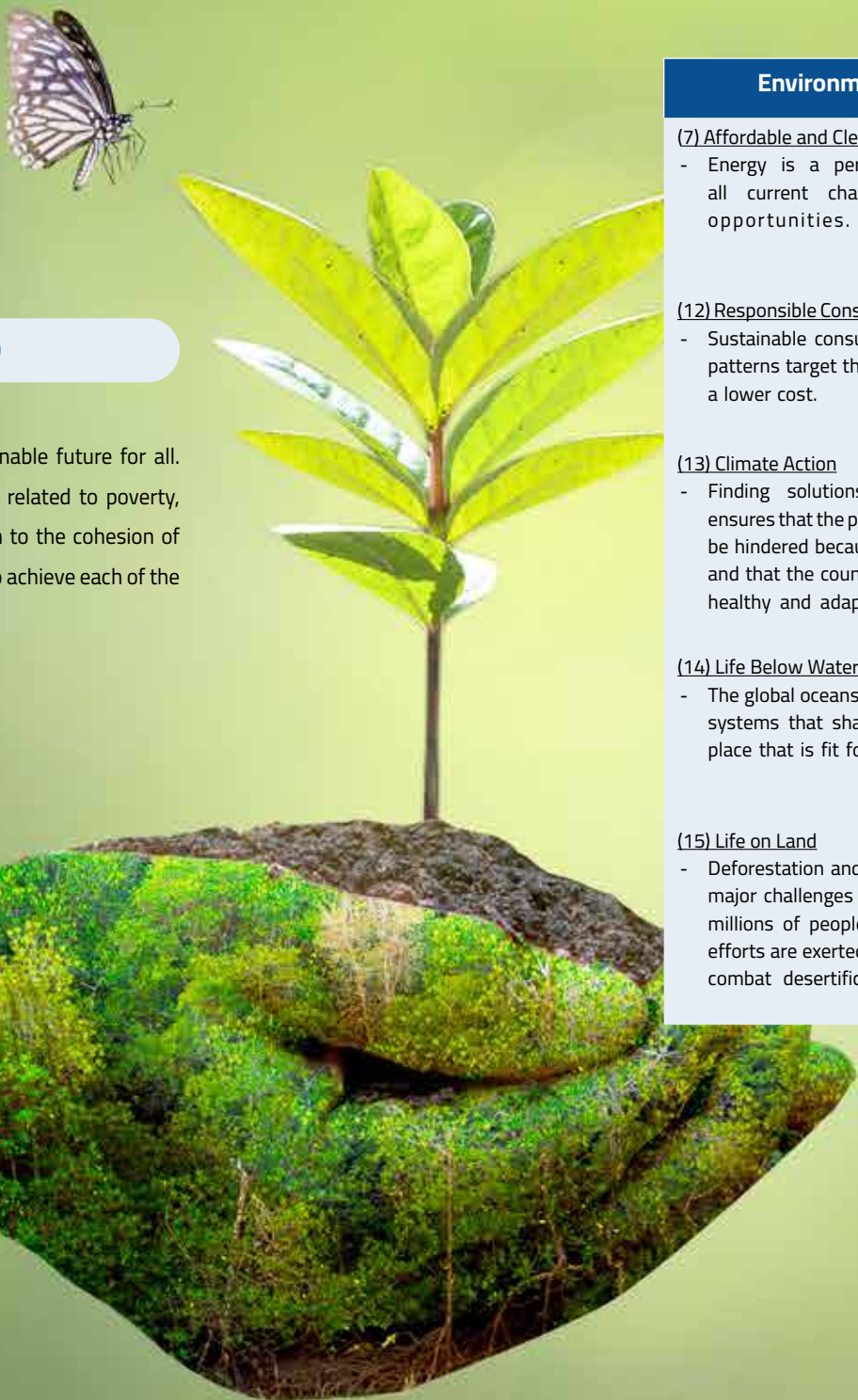


2- 2 Our Approach and Vision for Achieving Sustainable Development for the Community

Maharah approach towards sustainability depends on a number of rules that serve as a model to be followed in the sector, being one of the leading companies in ESG practices. Maharah works on achieving the same through a group of programs that encompass all the elements of sustainable development, in addition to a number of diverse initiatives launched every year to develop the community and meet the needs of individuals.

UN Sustainable Development Goals (SDGs)

Sustainable development goals are a plan to achieve a better and more sustainable future for all. Such goals tackle the global challenges we are facing, including the challenges related to poverty, inequality, environmental deterioration, prosperity, peace and justice. In addition to the cohesion of such objectives, and to ensure that no one is left behind, it is primarily important to achieve each of the objectives by 2030G.



UN Sustainable Development Goals (SDGs)

Environmental Goals	Social Goals	Corporate Governance
<p>(7) <u>Affordable and Clean Energy</u></p> <p>- Energy is a persistent focal issue in all current challenges and available opportunities.</p>	<p>(1) <u>No Poverty</u></p> <p>- The economic growth must include all people in order to allow for sustainable jobs and to enhance equality.</p>	<p>(5) <u>Gender Equality</u></p> <p>- Gender equality is not just a genuine human right, it is one of the needs for a sustainable world that lives in prosperity and peace.</p>
<p>(12) <u>Responsible Consumption and Production</u></p> <p>- Sustainable consumption and production patterns target the production of more at a lower cost.</p>	<p>(2) <u>Zero Hunger</u></p> <p>The food and agriculture sector provides the main solutions for development; being two axial sectors in the efforts to eradicate hunger and poverty.</p>	<p>(8) <u>Decent Work and Economic Growth</u></p> <p>- We need to reconsider the predominant ideas in our economy, its tools and the social policies aiming to eradicate poverty.</p>
<p>(13) <u>Climate Action</u></p> <p>- Finding solutions for climate change ensures that the progress achieved will not be hindered because of this phenomenon and that the countries' economies will be healthy and adaptive.</p>	<p>(3) <u>Good Health and Well-Being</u></p> <p>- Ensuring healthy life patterns and enhancing the well-being of all are two basic issues to achieve sustainable development.</p>	<p>(9) <u>Industry, Innovation and Infrastructure</u></p> <p>- Investment in infrastructure is pivotal for achieving sustainable development.</p>
<p>(14) <u>Life Below Water</u></p> <p>- The global oceans stand behind the global systems that shall make planet Earth a place that is fit for human inhabitants.</p>	<p>(4) <u>Quality Education</u></p> <p>- Access to quality education is one of the basic pillars for enhancing the lives of people and achieving sustainable development.</p>	<p>(10) <u>Reduced Inequalities</u></p> <p>- Reduce inequalities within and among countries.</p>
<p>(15) <u>Life on Land</u></p> <p>- Deforestation and desertification are two major challenges that impact the lives of millions of people, that's why imminent efforts are exerted to manage forests and combat desertification.</p>	<p>(6) <u>Clean Water and Sanitation</u></p> <p>- Access to clean water for all is one of the basic components of the world we wish for.</p>	<p>(16) <u>Peace, Justice and Strong Institutions</u></p> <p>- Promote peaceful and inclusive societies for all, provide access to justice and build effective, accountable and inclusive institutions.</p>
	<p>(11) <u>Sustainable Cities and Communities</u></p> <p>- Overcome the challenges that cities face in a way that allows such cities to continue booming and grow.</p>	<p>(17) <u>Partnerships for the Goals</u></p> <p>- Achieving sustainable development requires forming successful partnerships between governments. The private sector and the civil community are based on mutual objectives and visions.</p>

The Kingdom Vision 2030 and SDGs

The Kingdom government has been keen on drawing a vision for a non-oil dependent economy. This has been assured by the Kingdom Vision 2030 through diversifying the energy resources like the renewal and alternative energy, by producing 5.3 gigawatt of renewable energy by 2020G and the production of 5.9 gigawatt of renewable energy by 2030G.

The United Nations (UN) has been working with the Saudi government and the national partners within the mutual strategic framework of the United Nations, under the umbrella of the Kingdom Vision 2030 and the National Transformation Program, in order to support the sustainable development goals to combat the challenges and development opportunities in Saudi Arabia.

Within this context, the Kingdom government has implemented a list of substantial economic reforms within the Kingdom Vision 2030, including enhancing the business climate and the economic framework, reducing the limitations imposed on female employment, enhancing the local capital markets and corporate governance, reducing power subsidies, and developing new economic sectors led by the human capital development.



Maharah Approach to Sustainability

1 Improving Internal Work Environment

2 Empowering Human Resources

3 Engaging Stakeholders

4 Enhancing Quality of Services Provided to Customers

5 Enhancing Shareholder Confidence

6 Activating Social Responsibility

7 Environmental Responsibility

Improving Internal Work Environment:

1

Maharah is keen to create a family work environment, provide a satisfying workplace environment, and focus on employee welfare programs, through:

Activating remote work and flexible working hours.

Giving special care to employees' personal occasions, and participating in the most important events.

Honoring and motivating employees.

Activating celebrations of the national occasions and social events: As the Company has held a group of activities and events as follows

National Occasions and Social Events which the Company Celebrated with its Employees in 2023G

Celebration of Maharah as a Great Place to Work in the Large Companies Category



Saudi Founding Day



A national occasion that has been activated to promote cohesion among employees and to raise their culture on the Founding Day, in which leaders of employees take part in various events held during this day with their families.

(Founding Day (Best Traditional Uniform Contest



Objective: Enhancing the culture and identity on the Founding Day and raising internal cohesion among employees by enhancing communication by voting for the contest held and allocation valuable awards for winners, to promote a sense of fun and break the routine for employees.

Health Corner



Objective: Promoting health culture and raising awareness of the importance of the same and its impact on employee work in addition to holding strategic partnerships with the authorities which offer health services for employees to raise the quality of employees' lives

Winter Gathering



Among the initiatives which enhance communication and internal relations among employees through friendly sessions held inside the Company

Maharah Football Tournament for Regions



Maharah football tournament is one of the activities and events held all over the Kingdom regions, in which a number of values are duly achieved and enhanced. This tournament continued for one whole year by forming entire internal teams, which was highly effective, having duly instilled and promoted a set of values.

Gatherings by the Sea



Enhancing communication among the Eastern region employees, breaking routine, re-energizing employees to exert more efforts.

Honoring "I Can Champions" for 2023G



For the employees who achieved their personal objectives with support and follow-up from the HR department, in January 2023G
-Introduction to the Initiative: It is a challenge that has been held over an entire year in which the personal objectives of the employees were traced further supporting and helping them to achieve such objectives, and by the end of the year, such employees were awarded for achieving such objectives.

Maharah Cup for Regions Celebration



Friendly Matches for Riyadh Teams



Ramadan Gatherings (All Regions)



Eid Al Fitr Celebration



Maharah Table Tennis Tournament



World Health Day

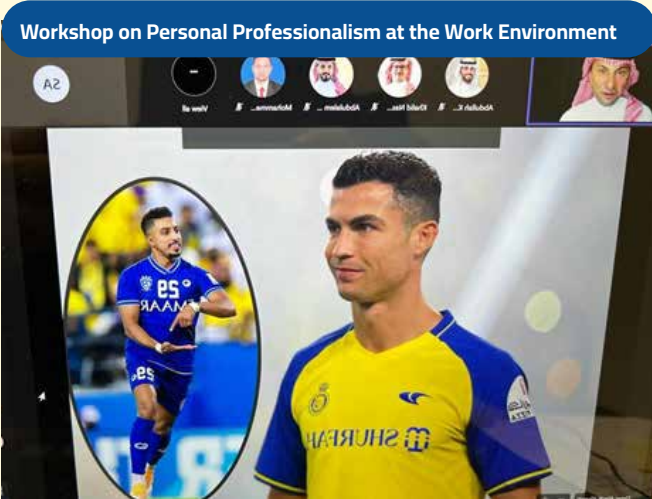


Giveaways on Eid Al Fitr by Maharah Leaders



(Get Moving and Stay Cool (Main Headquarters





International Day of Education

اليوم العالمي للتعليم

إن التعليم في السعودية هو الركيزة الأساسية التي تتحقق بها طموحات شعبنا نحو التقدم والرفي في العلوم والمعارف.

الملك سلمان بن عبدالعزيز آل سعود

Education in Saudi Arabia is the cornerstone on which we achieve the aspirations of our people towards progress and advancement in science and knowledge.

King Salman bin Abdulaziz

ولذلك تسعى إدارة الكفاءات والتعاقب الوظيفي إلى تطوير الموظفين من خلال مبادرات التدريب

التدريب السلوكي التدريب الفني ورش العمل المنصات الإلكترونية برامج اللغة الإنجليزية

World Blood Donor Day

اليوم العالمي للموارد البشرية
Maharah Human Resources Company

إذا كنت من التي #دهم سابق..
فأكثر من مليون مريض سنوياً يعتمدون لك
وإذا ما كنت منهم!

حمل التطبيق وتبرع بأقرب مكان لك
خطوات حجز موعد داخل تطبيق و١١١١

www.maharah.com

International Day of Charity

اليوم الدولي لخصم الجري
خير الناس أنفعهم للناس

لأهلك
خصص مبلغ شهري لإسعاف والحدك أو التبرع عنهم
لنفسك
استقطع مبلغ من راتبك كل شهر للتبرع فيه
لمجتمعك
ساهم بدعم الجمعيات الخيرية المعتمدة
للسالم
نشر السلام والحب والأخلاق والصفات الحميدة

منصات التبرع

Waqafy جود إحسان

www.maharah.com

World Photography Day

تشيبيز
اليوم العالمي للتصوير

مناس الحظوظ المدفون وصل وبمناسنا بغيره
أحذاري لودارته يشوف فيها كيف قاعدت
يشغلون بطريقه إبداعية وتوسع الصدر

اشترك بالمسابقة وفلنا يشوف إبداعك
جج مايتحتاج توصيل بالفلوس والبرو وماني بفسله
جج عادي ترا تستخدم ججولك بس مو الفلوكيا
جج أرسل مشاركتك هنا

هديه عليها الكلام لأفضل مونتاج

www.maharah.com

Global Parents Day

اليوم العالمي للموارد البشرية
Maharah Human Resources Company

وبالوالدين أحسبنا

بمناسبة اليوم العالمي للوالدين وهدية منا لوالديكم
تم التبرع بسقيا الماء بمكة المكرمة وذلك بالتعاون مع جمعية صنائع
البر الخيرية في وادي عمير

صنائع

World Environment Day

اليوم العالمي للبيئة
5 June

#التلوث البلاستيكي

تقليل من استخدام البلاستيك يساعد في
خلق مستقبل أكثر استدامة للأجيال القادمة

www.maharah.com

Message from your Children (First Academic Week)

ماما وبابا

أنا كبرت شوي ومو فخان إلي بروج المدرسة وأبدأ أول خطواتي كبري كثير متحمس للمدرسة
ووجهت شغتي وذهبت فيها أغراضي التي شربناهم مع بعض لكني خيف ومو متهود على
المجتمع الجديد وانتاكون معي أين أكون بطل ولقي وأعرف على معلميني وأصدقائي الجدد...
عائلتي في هبة ماسوني وبنتيكم تكونون معي أول أسبوع دراسي لي وتسمح لكم عشائي

التأخير إلى الساعة 12 لأول أسبوع لين اتعود على جو المدرسة...
أحضر شي بيت إني مستعد على عالم المدرسة ومو كبير إني أحوالي

عذابي متشوفوني متخرج وواقع روسكم

المهرة/ شاركوا زملائكم في المكتب قصة أول يوم دراسي لكم

Smoking Awareness Campaign

مستمر بالتدخين!!

وأنت تدري إيه يسبب كل هالمشاكل!!

أمراض العيون نوبة قلبية سرطان الرئة الخبطة الدماغية

قرحة المعدة تسوس الأسنان هشاشة العظام

www.maharah.com

Standing in Commemoration of Mr. Abdullah Al Aqeel – God Rest his Soul

وقفه وفاء

عزنا و ومه لآسناد/ عبدالله العجيل ونوفاته الإنسانية في خدمة المجتمع
ومسانده له في حالته الصحية الحاضر ندعوهم للمشاركة في مبادرة التبرع
بالدم والتي سيجريها أهل الموظفين الرائين بالبرع من الشهر الكريم سي
إلى بنك الدم في مستشفى الملك فيصل التخصصي والعودة بعد الانتهاء
بداية من يوم الأحد القادم وحتى الخميس موعد الانطلاق يومياً 11:00ص
نسال الله العلي العبد له الشفاء العاجل

www.maharah.com

BSF Corner



Smoking Awareness Corner (Purity Association)

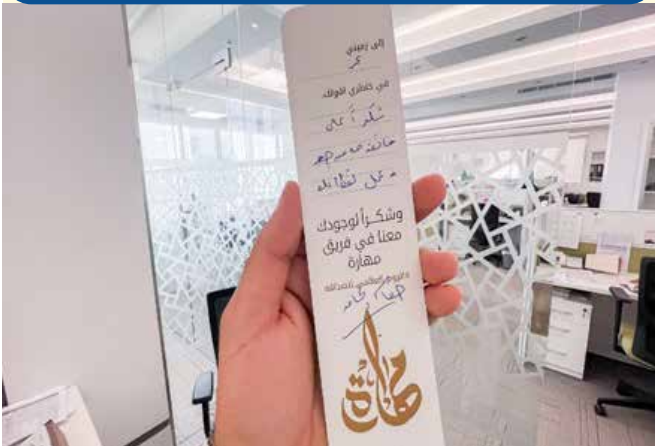


Maharah First Ceremony (You Are our Capital)



Maharah, the First in the HR Sector

International Day of Friendship



World Manager's Day



Eastern Region Open Day



Western Region Open Day



World Mental Health Day



Pink October



Riyadh Open Day



Noble Smile Clinic Corner



Thursday Coffee



93rd National Day



Achievement Day for all Departments



Paddle for all Regions (Female Employees)



Paddle for all Regions (Male Employees)



Medical Examinations for Employees



Maharah Buds 2023G



Workshop on Maharah Growth Strategy



Farewell Parties



Welcome Parties for New Employees



Open Day for Maharah Female Employees in Al Qassim and Hail



Honoring Sales Employees by the Business Sector in 2022G



Expo 2030 Celebration



Honoring Company Employees under "We Are Proud of You" Program



Open Day for Maharah Male Employees in Al Qassim and Hail



Greeting CEO following his Return from India and Signing a Number of Agreements in G20 Summit



Celebrating Maharah New Record of the Highest Number of Working Manpower since Founding



Walaplus



The Walaplus Program provides lots of competitive advantages like the offers granted by various authorities which serve the interests of the employees of the participating authority. It reduces the costs borne by employees on a monthly basis, and gives them many tempting offers for 6 of their family members, in order to raise the quality of life for employees and their families.

Honoring Maharah as a Great Place to Work in the Large Companies Category



Maharah celebrations are not only limited to the national occasions with the Company employees, it further holds ceremonies celebrating the national days of other nationalities working in the Company to promote communication and win their loyalty.

Empowering Human Resources:

2

Maharah is committed to empowering people and highlighting their talents and ideas. Therefore, it launched the Human Capital Transformation Program to empower its human resources as our real capital, select the best talents, train them, and create a suitable work environment that supports creativity and innovation.

The employees participated in the Great Place to Work (GPTW) Survey, and the average data collected was 81%, with 85% of employees satisfied and choosing Mahara as GPTW.

Maharah Measures to Empower its Human Resources

(a) Providing Development and Training Opportunities	(b) Promoting Innovation and Participation	(c) Enhancing Balance between Work and Personal Life
(d) Promoting the Culture of Communication and Interaction	(e) Enhancing the Value of Work	(f) Providing Awards and Benefits
(g) Honoring and Awarding Programs	(h) Preparing and Setting Offices for New Employees before Starting Work	(i) Communicating with Employees to Know more about their Needs in Relation to their Work Environment

SAR
11+
Mln

Bonuses, Incentives, Support and Honor of Employees Provided in 2023G

Maharah Program for Supporting and Honoring Employees

Program Name	Description	No. of Employees Honored
Anniversary of Joining	Each and every employee receives an email on the anniversary of joining the Company.	235
Award of Giving Program 5 years	This Program honors employees who completed 5-10 years in the Company service.	201
We Are Proud of You Program	In this Program, employees who managed to retain their high performance at a grade of 4 out of 5 for two years in a row are honored.	69
Certificates of Honors and Recognition	-	60
Thanaa Program	This Program targets honoring employees on a quarterly basis.	52



As for our partnership approach at Maharah, we work on engaging all the Company stakeholders, magnifying their interests and enhancing continuous communication channels with them.

Mechanisms for Engaging Stakeholders in Raising the Sustainability Level

#	Stakeholders	How does the Company Maximize Value for Stakeholders?	Method of Engagement
1	Shareholders	- Achieving the highest possible return for the Company shareholders. - Creating an exceptional value by innovation and adopting an optimistic insight into the future. - Disclosure and transparency.	Reports, regular meetings and conferences (quarterly and annually)
2	Customers	- Providing a group of various products and services to meet the needs of customers. - Ensuring a positive experience for customers through the highest level of services provided.	Reports / daily posts on social media/customer service
3	Suppliers	- Enhancing confidence and accountability.	On a daily basis or upon request
4	Regulatory Authorities	- Enhancing long-term confidence, transparency and sustainability. - Impacting the regions in which the Company operates and impacting the sector as a whole.	Regularly
5	Employees	- Providing a healthy work environment. - Empowering employees through opportunities for building capabilities and developing skills. - Preparing future local leaders.	On a daily basis
6	Community	- Supporting the social and economic sustainable development objectives. - Supporting educational institutions through the job direction, partnerships and employment. - Working as a supportive engine for economic development in the Kingdom.	Upon request and available opportunities for participation

Engaging Stakeholders:

3

At its core, Maharah sustainability philosophy focuses on meeting the needs of its employees, customers and the community in which it operates. This strategic and directional principle helps Maharah to create long-term and sustainable value for all the Company stakeholders.

We mainly focus on our customers and employees in all our business and we aim to achieve happiness for our customers by providing exceptional value against money and excellent services of their choice. As for our employees, not only does Maharah provide them with an excellent work environment and various benefits, but its business does exceeds the regulatory requirements, which raises its employees' level of satisfaction.

In this respect, Maharah has received official delegations from the Republic of Kenya and the Republic of Uzbekistan, at the Company headquarters in the city of Riyadh. During the meeting, they discussed means of recruiting skillful and unskilled manpower, further considering new cooperation opportunities in line with Maharah new strategy "Maharah Growth Strategy". Further, Maharah holds various meetings and visits with shareholders and banks, in order to enhance the principle of transparency, promote trust, and develop many aspects of products or interactive, practical, and societal participation.



Enhancing Quality of Services Provided to Customers:

4

Maharah has worked on enhancing communication with customers through various media, including the electronic application, the Company branches, and the unified number, in addition to the social media.

In 2023G, the Company conducted a survey for the individual sector and business sector services, which revealed that the customer satisfaction rate for the business sector reached 78% and 91% for the individual sector.

Enhancing Shareholder Confidence:

5

Maharah aims to gain the shareholder confidence, through efficiently implementing the principles of governance, disclosure and transparency of information. This is to raise the level of trust and confidence of shareholders in their investments, and to ensure the Company's ability to manage and mitigate the risks it may be exposed to, which in turn shall help the investor make his investment decision.

Activating Social Responsibility:

6

Maharah is keen on activating the Company's social responsibility, by concluding agreements with the non-profit sector which included financial donations or cooperation in social issues. Nine cities have benefited from Maharah program and its social responsibility initiatives in 2023G; namely: Riyadh, Dammam, Jeddah, Abha, Al Madina Al Monawara, Taif, Al Qassim, Al Kharj and Hail.

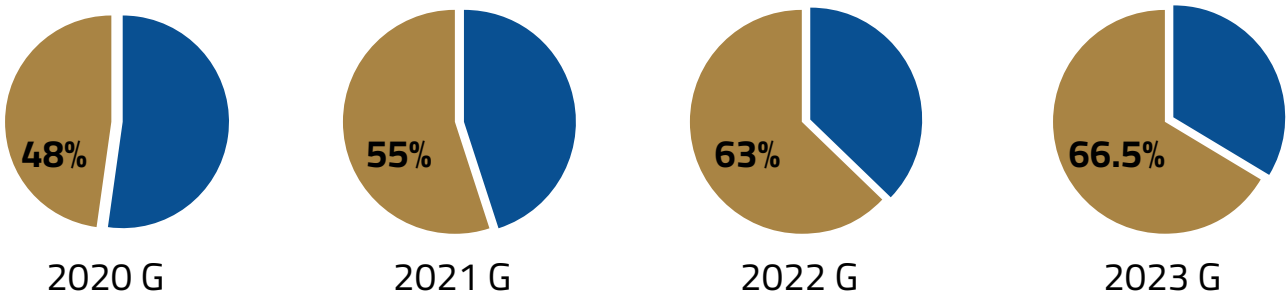


2- 3 Our Human Resources

Maharah Manpower in 2023G

Category	Department	According to Nationality			According to Gender		
		Saudis	Non-Saudis	Total	Males	Females	Total
	CEO Office	3	1	4	3	1	4
	Compliance, Governance and Risk Management Department	3	0	3	2	1	3
	Legal Department	7	0	7	6	1	7
	Internal Audit Department	2	0	2	2	0	2
	Strategy and Business Development Department	7	3	10	4	6	10
	Mutual Services Department	0	1	1	1	0	1
	Sales and Operations Department	23	14	37	20	17	37
	HR Department	17	1	18	10	8	18
	Manpower Department	37	34	71	63	8	71
	Financial Affairs Department	12	5	17	11	6	17
	Marketing Department	30	0	30	2	28	30
	Information Technology Department	7	21	28	24	4	28
	General Business Sector Department	57	50	107	87	20	107
	General Individual Sector Department	111	10	121	76	45	121
	General Administrative Services Department	27	32	59	57	2	59
	Others	0	1	1	1	0	1
Total		343	173	516	369	147	516
Percentage out of Total		66.5%	33.5%	100%	71.5%	28.5%	100%

Percentage of Saudis to Total Number of Employees in the Last Four Years



Employee Management in Maharah

In Maharah, we give special care to the framework of employee management. Such a framework plays a vital role in the sustainability of human cadres, in increasing their satisfaction level and their attachment to the Company. The employee management is one of the main standards that defines the success of any organization, as it contributes to creating a positive work environment that enhances productivity and active communication between the department and employees. It further develops the capabilities of employees and motivates them to do their best, which shall best serve the Company by efficiently and productively achieving the set objectives.

Main Components of the Employee Management Framework in the Company

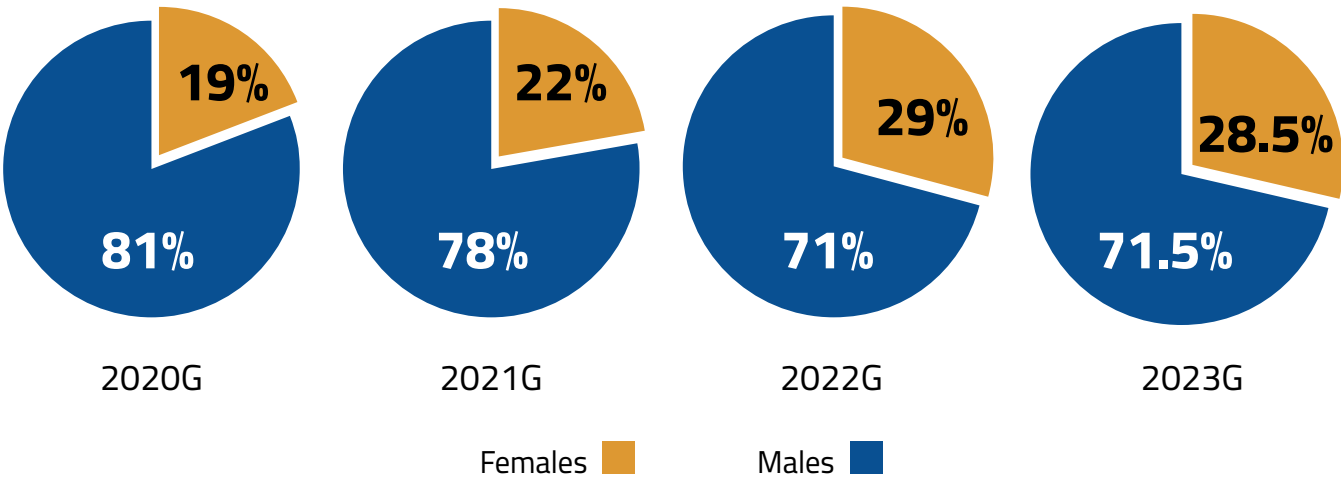
1) Providing opportunities without discrimination.	2) Merging employees by engaging them and ensuring their welfare.
3) Supporting the weak categories in the society in official employment.	4) Occupational health and safety.
5) Increasing employees' awareness and developing and enhancing their skills.	6) Mental and physical health.



Equality, Diversity and Inclusion

Maharah seeks to create a diverse environment. In this respect, our equality policy clearly stipulates that no discrimination may be exercised between employees on grounds of age, gender or beliefs. The policy further highlights the importance of providing equal opportunities for all to achieve growth, develop their careers and achieve their abilities. We are keen on circulating such obligations and related policies to employees on a regular basis by sending emails and through social media channels.

Percentage of male to female employees of the total Company employees in the last four years



Moreover, Maharah is proud to offer special opportunities for special needs and is honored every year with the people of determination who join us as basic members of our team.

Number of Full Time Employees with Special Needs at Maharah in 2023G

	Males	Females	Total
Managers	0	0	0
Employees	2	2	4
Other	0	0	0
Total	2	2	4





Nationalities of Manpower in Maharah in 2023G

Nationality	Number of Employees	Percentage to Total Number of Employees
Saudi	343	66.5%
Egyptian	50	9.7%
Indian	37	7.2%
Yemeni	18	3.5%
Pakistani	17	3.3%
Sudanese	17	3.3%
Immigrant Tribes	8	1.6%
Nepali	7	1.4%
Jordanian	5	1%
Filipino	5	1%
Bangladeshi	3	0.6%
Indonesian	2	0.4%
Syrian	2	0.4%
Palestinian	1	0.05%
Kenyan	1	0.05%
Total	516	100%



Training and Development

At Maharah, we work on developing the abilities of our human resources through developed training programs that highlight their talents and ideas and further enhance their individual and group potentials. That's why our Company continues to implement and apply the HR transformation programs to enable our human resources, being our real capital.

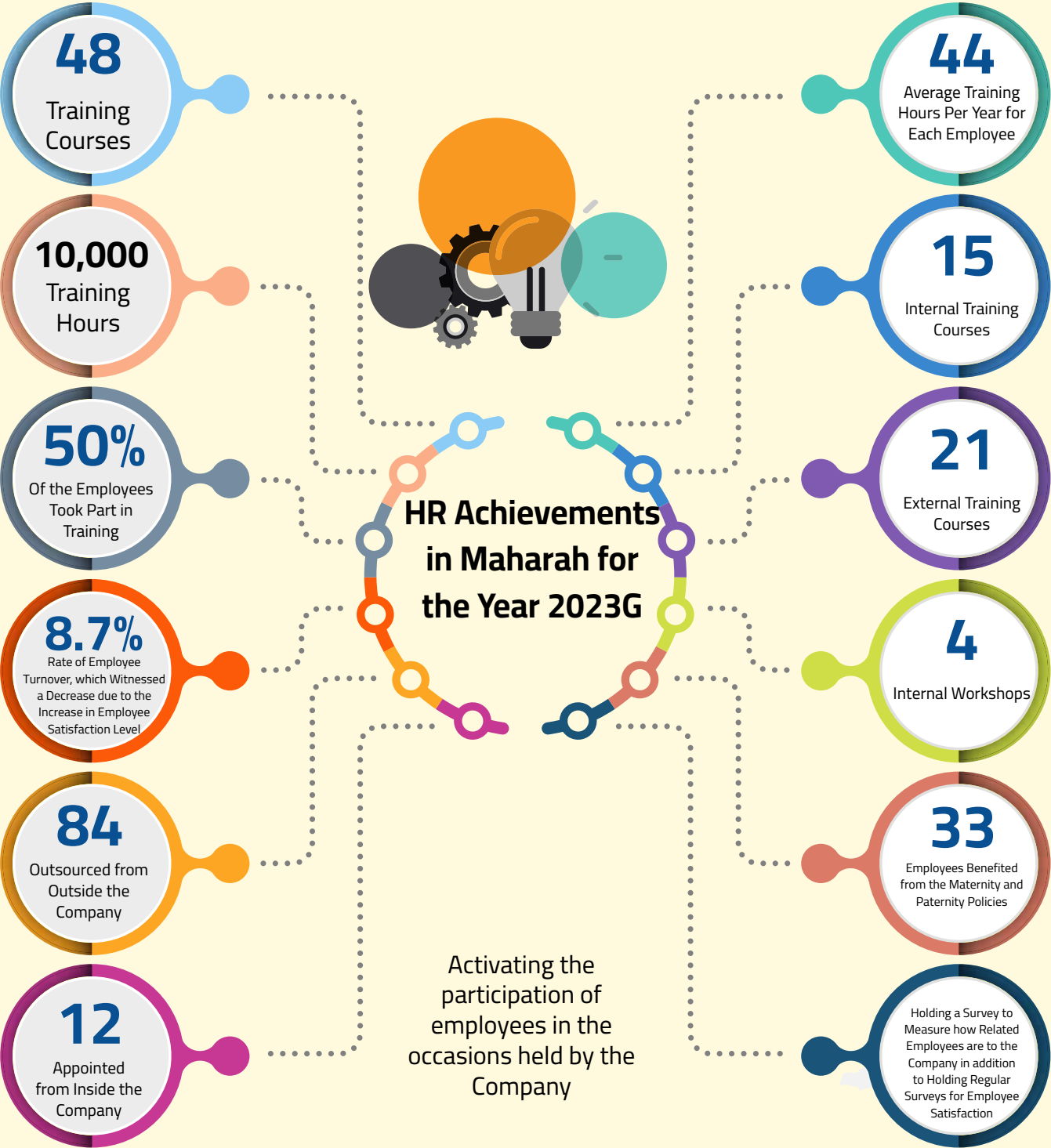
Training and Development at Maharah 2023G

	Participating Trainees		Total Manpower	Total Training Hours
	Males	Females		
Maharah Human Resources	168	132	300	9,551
Total	168	132	300	9,551

Maharah cooperates with Ayadi Higher Training Institute, which is the first academy of its kind in Saudi Arabia, with the aim of training and preparing household workers and those interested in developing their skills in housekeeping, cooking, babysitting, elderly care and hosting protocols in addition to the code of dealing in such fields and developing the behavioral, knowledge and psychological skills of trainees.



Maharah has achieved a notable progress in implementing its slogan “Leadership in HR Sector” during the year. The following are the most prominent achievements for the year 2023G in enabling our human resources:



Employee Care

Among the most prominent obligations to which Maharah is committed towards its employees is to care for their welfare and comfort and be keen on their personal development, in addition to the provision of all means to achieve their capabilities. This is because our achievements and successes are closely related to the loyalty of our employees and their continuous efforts.



1 Employee Care Programs

- Giving special care to employees on their special occasions and sharing these moments with them.
- Activating the participation of employees in various events.
- Working Remotely and flexible working hours, where possible.
- Celebrating the Saudi 93rd National Day, by holding an event for employees.
- Celebrating the Saudi Founding Day.
- Social Solidarity Program
- Employee Voice Program
- Program for the transfer of sponsorship in instalments.
- Installment packages for employees.

2 Paternity and Maternity Leave

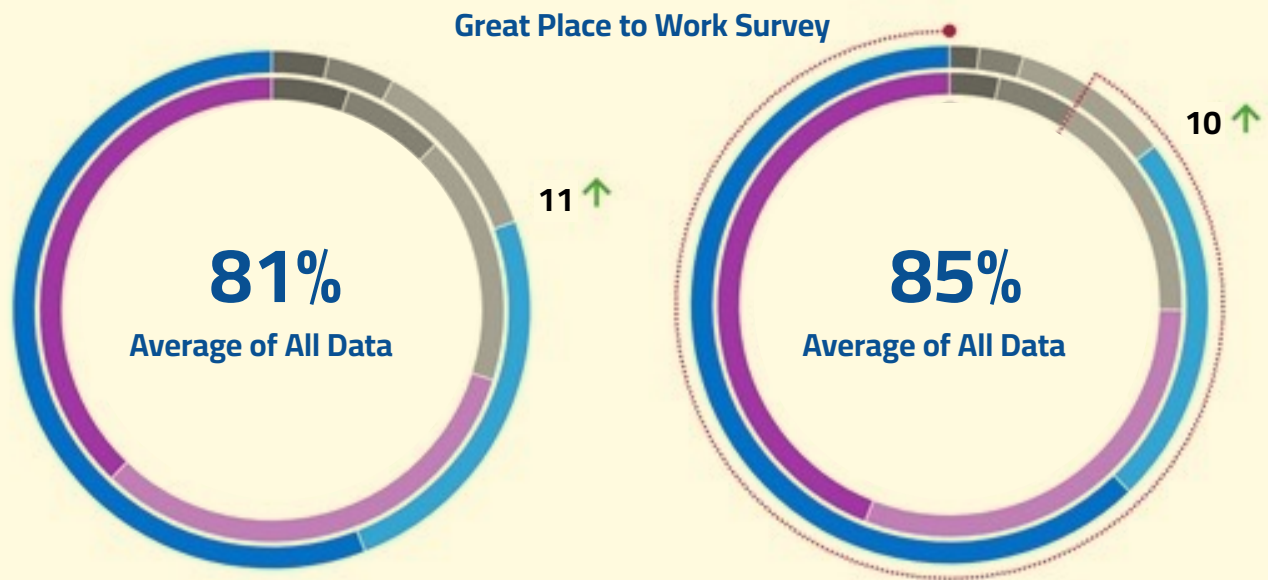
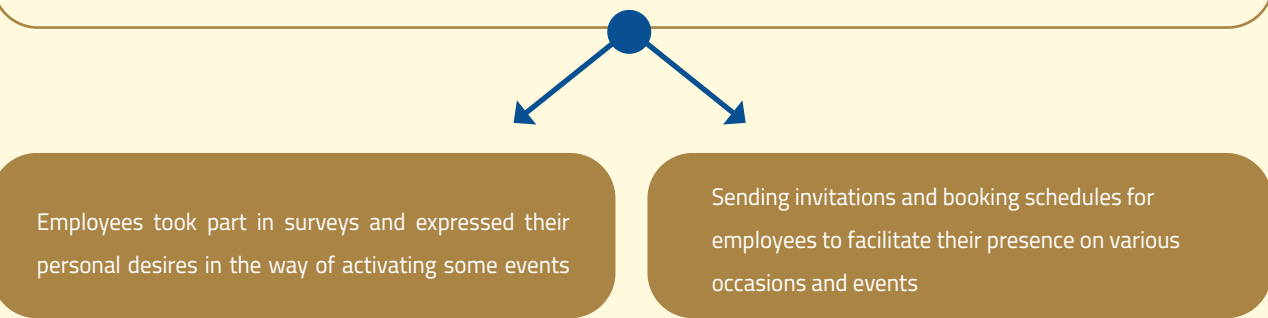
Maharah provides generous paternity leave packages. Employees are entitled to paternity leave for three days, while the female employee is entitled to maternity leave for 10 weeks. 33 of the Company employees have benefited from the paternity and maternity leave policies.

3 Employee Engagement Events

- Lunch for honoring human resources.
- Voluntary medication delivery initiative.
- Maharah Umrah campaign.
- Ramadan giveaways for leaders.
- Giving away prayer mats for employees during the blessed month of Ramadan.
- Celebrating Eid Al Fitr.
- Giveaways for leaders and employees (Eid Al Fitr and Eid Al Adha).
- Maharah Buds – A Day with my Father at Work.
- Holding an event for employees’ children (Marahah Buds).
- National Vision contest for increasing the knowledge of employees.
- International Coffee Day event.
- Giveaways for female employees on International Women’s Day.
- Launching a donations campaign for fathers of employees on International Father’s Day.
- Celebrating the International Day of Happiness with all employees in all regions.
- Distributing plants on employee desks on the World Environment Day.
- Providing kiosks for holding medical examinations for employees on the World Health Day.
- Holding the best desk contest on the International Clean off Your Desk Day.
- Holding a cultural course on psychological health at work on the World Mental Health Day.
- Holding football tournaments for regions.
- Establishing a fit time corner to enhance the health of employees.
- Holding the activity of “Control Your Temper and Calm Down”.
- Organizing a paintball game for employees.
- Holding a PlayStation tournament for employees and their children.
- Providing entertainment tables at the work place (tennis, balloons and billiards).
- Holding an open day in all regions (senior management visit for all regions).



More than 57 internal events were held including official occasions, world days and internal celebrations by honoring employees, achievements and others as follows:



4 Entertainment Events and Physical Fitness

- Re-energizing Day
- Doos Karting Event
- Final Escape Game.
- Maharah Football Tournament
- Skillful Steps Contest
- Paintball Game for Regions
- Open Day in Jeddah
- Open Day in Riyadh
- Open Day in Al Qassim and Hail
- Open Day in the Eastern Region
- Open Day in the Western and Southern Regions
- Tour on Bikes for Female Employees
- PlayStation Tournament for Employees and their Children
- Physical Fitness Time, Offers and Discounts for Employees
- Maharah Volleyball Tournament (the Blessed Month of Ramadan).

5 Taking Care of Employees

- Giveaways for employees during the blessed month of Ramadan.
- Thursday lunch and leaving work early on Eid events (including enjoying winter).
- Blood donation campaign.
- Seasonal flu vaccination campaign.
- Offers and discounts on winter camps.
- Physical examination day in cooperation with the Ministry of Health.

6 Special World Days

- International Coffee Day.
- World Health Day .
- International Day of Happiness.
- World Diabetes Day.
- World Mental Health Day .
- International Men’s Day.
- World Environment Day.
- International Day of Education.
- International Tea Day.
- International Women’s Day
- International Day of Charity (Food Baskets)
- International Clean off Your Desk Day

7 Protection of Human Rights

At Maharah, we do respect the dignity of each and every individual. To serve this purpose, we hereby assure the implementation of stringent policies to protect human rights in all our operations. We do not tolerate nor accept the child labor, forced labor or discrimination. This policy is based on a continuous control system that is subject to regular updates, which thus ensures the ideal protection of human rights.

In addition to the above, some corrective measures shall be taken in light of our continuous practices to assess the risks to human rights, as necessary. We are regularly subject to human rights assessments in all the Company locations and customer offices, and we apply such assessments to all the Company suppliers so as to promote our compliance and our partners’ compliance with human rights throughout our value chain.

2- 4 Social Practices

Maharah is keen to enhance its compliance to the corporate sustainability practices, stemming from our Company’s leading position at a local level. Ever since its launch, the Company has abided by deeply rooted ideas and beliefs based on three sustainability principles; namely society, environment and responsible governance. Accordingly, the Company places its ESG practices at the core of its strategic decisions, and generally stresses merging the principles of such practices at the center of the Company operations.



Maharah Social Practices during the Year 2023G

Date	Event
February 1	Organizing Maharah winter competition and honoring more than 50 winners.
April 11	Donating an amount of SAR 1 million to the third National Campaign for Charitable Work through Ehsan Platform.
August 9	Signing a Memorandum of Collaboration with Purity Anti-Smoking Charitable Association, as part of the Social Responsibility Initiatives, with the aim of supporting and participating in raising awareness about the dangers of smoking and treatment methods.
September 18	Maharah participation as a gold sponsor in the Saudi Emergency Medical Services Conference (SEMS) with more than 190 participating international organizations. The aim of this conference is to share the latest services and create sustainable strategic partnerships in line with our aspirations during the period 18-20 September 2023G in Riyadh.
September 20	Organizing the 93 rd National Day competition, through Maharah application, and honoring 93 winners.
October 23	Maharah participation as a gold sponsor in WADAEF Job Fair 2023 during the period from October 23 to 26, organized by Asharqia Chamber, with the participation of more than 160 entities in the Kingdom. The fair aims at enhancing skills, job opportunities and supporting training.
December 20	Maharah announcement of its support for several initiatives in the field of social responsibility, as part of its contributions to supporting the health and social sectors in various parts of the Kingdom, within “Maharah Social Responsibility Program”, on the occasion of the International Human Solidarity Day: 1. The initiative to provide dialysis machines, in cooperation with «Kellana» association, to contribute to the provision of dialysis sessions and meet the needs in a number of regions. 2. «Naqel» and «Iskan» initiatives in cooperation with the Saudi Cancer Society to contribute to providing transportation and housing for cancer patients. 3. «Surgical Operations» initiative in cooperation with SEHA Association for Awareness and Health Care to contribute to covering the costs of surgical operations in hospitals for needy patients. 4. «Endowment Fund» initiative in cooperation with the Road Mosque Care Association to contribute to the construction, renovation, and maintenance of mosques on the roads.

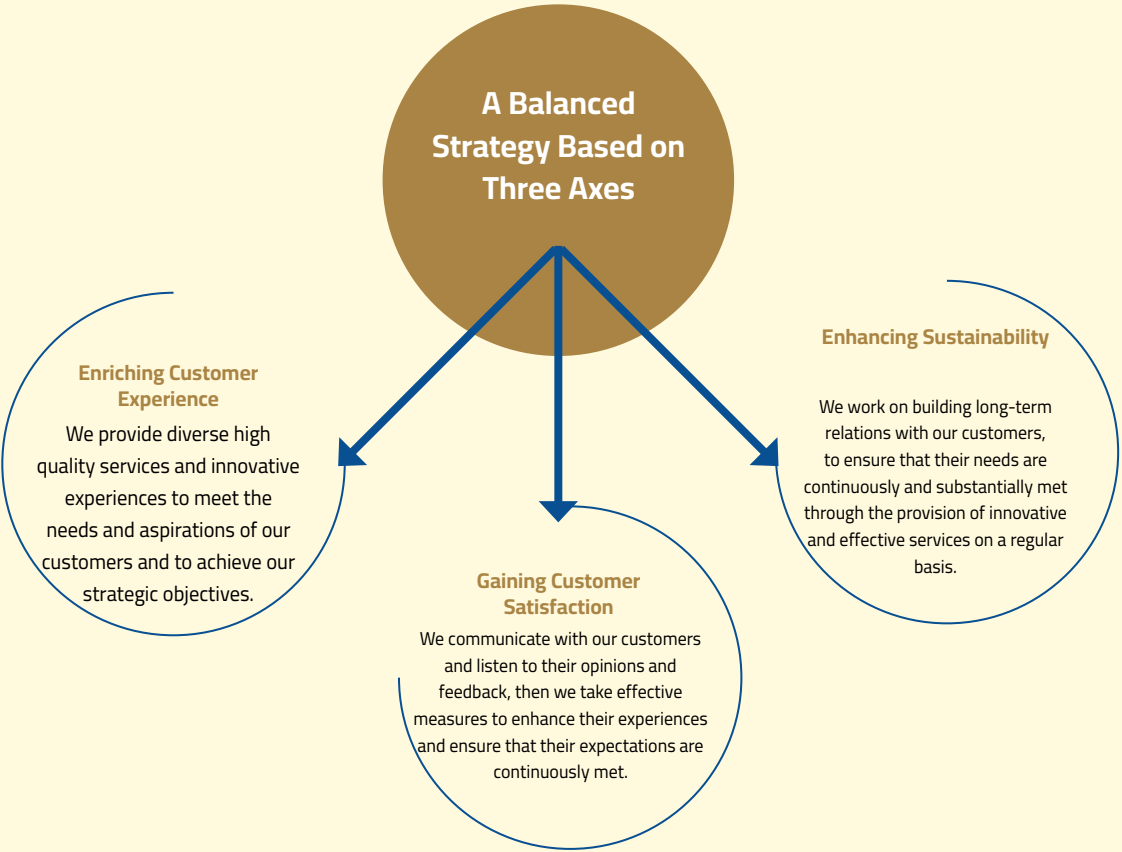


Our Social Participation for the Year 2023G

#	Initiative Name	Partnership Authority	Amount in SAR
1	Occupational Therapy Clinic	Children with Disability Association	200,000
2	Surgical Operations for Needy Patients	Seha Society for Health Awareness and Healthcare	100,000
3	Supporting Alinma Roads Mosques Endowment Fund	Road Mosques Care Association	200,000
4	Supporting the Housing Initiative	Saudi Cancer Society	50,000
5	Supporting Naqel Initiative	Saudi Cancer Society	50,000
6	Medical Supplies for Needy Patients	Prince Fahd bin Salman Charity Organization for Renal Failure	400,000

2- 5 Enriching Life and Customer Experience

In Maharah, we do believe in the importance of enhancing the social life in the Kingdom by continuously seeking to enrich the experience of our customers and to win their satisfaction. We believe that our customers are our partners in building a better and more prosperous community, by providing a positive work environment and encouraging social interaction between employees and customers. We work hard to achieve some sort of fruitful balance that enhances the level of happiness and productivity.



Concentrating on the path of customers is primarily important to provide a comprehensive vision for the customers’ interactions using the Company services and products. In short, social sustainability and continuous interaction with our customers shall serve as the basis for our success and the growth of our Company towards achieving our future vision to build a community that prospers with positive cooperation and interaction.



Customer Service

The efficient management of resources includes the activities required to maintain the optimum and most efficient use of resources in terms of cost and efficiency. This is because all obligations and operations, which are part of the employment projects and which ensure a suitable matrix of labor at the right time and place are necessary and should be well implemented. Maharah has devised a business model that allows customers to choose the services and specifications they need according to their needs. The interaction mechanism in the Company provides full information for customers and helps them make necessary decisions to meet their needs and further gives us access to their remarks, requirements or problems, if any.

Enhancing the Quality of Service Provided to Customers

Meeting Requirements of Customers with Skillful Human Resources	Providing Specialist Manpower and Providing Innovative Solutions
<p>During the past few decades, the world has witnessed massive progress in lots of main fields like technological development and cooperation for the sake of achieving the mutual objectives of human beings. The success of such initiatives in introducing a positive transformation in the quality of people’s lives highly depends on the skillful human resources and how responsible they are in implementation.</p> <p>Amid the challenges resulting from climate change, conflicts, social issues and all that is related to work ethics and transparency, it is important to understand that it would be hard for any one country or entity to deal with such issues. Whereas the private sector partnerships in the world are a major contributor to the global economy being a main source of labor, it plays a constructive role in tackling the main sustainability issues which require a disciplined approach and mutual cooperation.</p>	<p>Our strategic objective in Maharah is to promote the human resources sector in the Kingdom and fields of our operations through the provision of human resources for both the public and private sectors. As we focus on this objective, we shall continue to play a major role in meeting the needs of the local market and its special requirements. Meanwhile, our main objective is to provide our customers with highly qualified national and foreign manpower in hundreds of professions, in addition to the provision of innovative solutions for the HR departments in various sectors. We shall be working according to the best international practices in order to be able to provide the best services for our customers. We shall also concentrate on enhancing a group of general skills and on understanding modern tools, as necessary, in addition to the development of the Company’s cadres educational and practical capabilities. Furthermore, we work on assessing the standards applicable in the Company and on enhancing the quality of services provided through engaging our customers in services satisfaction surveys, which allows us to continue our special offers and to resume our efforts in enhancement and development.</p>



Customers' Satisfaction and Loyalty

In Maharah, we exert strenuous efforts to raise the level of customer satisfaction and to ensure customer loyalty through the provision of high-quality services and unique customer experience. The Company achieves this through a professional highly trained work team with the use of the latest technologies and practices in the field. Maharah gives special care to meeting the needs of customers and to precisely understand their requirements, which shall help it build long-term relations with its customers. The Company continuously aspires to enhance its services and to meet the aspirations of its customers, considering customer satisfaction as its ultimate objective.



In 2023G, Maharah has maintained its customer satisfaction rate at 70 – 80%, according to a survey regarding some of the Company's services, with special focus on customer satisfaction at various levels, which has helped us understand weakness points and lay down a road map for the best customer experience.

2- 6 The Community and SDGs

In Maharah, SDGs are one of our top priorities to ensure the practice of our business responsibly and positively. Such goals include enhancing social responsibility in all aspects of our business, which reflects our compliance with sustainability. We do realize the importance of managing the social impact of our business and we thus strenuously seek to achieve a balance between making profits and preserving the community.

Maharah Society Related Sustainable Development Goals for the Year 2023G

Goal (1):



No Poverty

This goal focuses on the eradication of extreme poverty which people suffer from regardless of where they are by 2030G, including any person whose income is less than USD 1.25 a day. Maharah works on achieving this goal through the mobilization of resources, the provision of opportunities especially for the poor categories in developing countries and the implementation of programs and policies for the eradication of poverty in all its forms.

More than 516 employees from various nationalities work in Maharah, and the Company provides for them and their families a stable source of income and an opportunity to enhance their social, financial and educational conditions for them and their families.

Participating in the national campaign for charity work through the provision of SAR one million as donations for Ehsan Platform for charity work during the blessed month of Ramadan.

Supporting the cases of "Foregat" and "Tayasarat" through Ehsan Platform.

Supporting the cases of "Foregat" and "Tayasarat" through Ehsan Platform.



Goal (3):



Good Health and Well-Being

This goal promotes healthy lifestyles through the implementation of preventive measures and the provision of modern and efficient healthcare for all. It further highlights a number of main fields like efficiently fighting contagious diseases, reducing the death cases resulting from non-contagious diseases in addition to enhancing mental health. Maharah is committed to providing the necessary support for achieving this goal by cash and non-cash investments and launching initiatives that promote a healthy lifestyle for its employees and the community in which it operates.

Participating in the national campaign for charity work through the provision of SAR one million as donations for Ehsan Platform for charity work during the blessed month of Ramadan.

Manpower Health and Safety

Developing the best means to enable the manpower to abide by preventive measures.

Implementing health awareness programs and medical examinations campaigns.

Launching awareness campaigns through its work team to increase the awareness of its manpower of the importance of care, cooperation and non-negligence.

Providing tools, materials and devices for disinfecting surfaces, bedding, vehicles, training manpower and supervising the use thereof.

Providing facilities and support to ensure that its manpower receive vaccinations approved in the Kingdom.

Providing mobile phones for its manpower to deal with the Kingdom approved applications (Tawakkalna, Sehhaty and Absher).

Gaining access to My Maharah application and the hotline for the employee satisfaction in relation to the cases of health and safety emergencies.

Maintaining the Health and Safety of Employees

- Ensuring that qualified employees get a booster dose of the vaccination.
- Granting employees a day off to receive vaccinations.
- Allowing remote work and flexible hours.
- Launching regular awareness campaigns to maintain the safety of employees and their families.
- Examining employees on the World Health Day through the provision of a medical team at the Company headquarters in cooperation with Al Sagr Insurance Co.
- Launching seasonal flu vaccination campaigns for the Company employees, organized in cooperation with Riyadh Second Health Cluster.
- Launching blood donation campaigns.
- Launching mental health programs (workshops – offering discounts from the mental health centers like "Tettamen" and "Labyah").

Initiatives that Focused on Employees' Health and Well-Being

#	Initiative Name	(Mutual Entity (if any
1	Smoking Cessation Initiative	Purity Anti-smoking Association
2	Mental Health	Tettamen Center
3	Medical Examinations	Al Sagr Cooperative Insurance
4	Enhancing Physical Health	Right Bite
5	Provision of Discounts for Employees	Walaplus

Ensuring the Continuity of Work

- Launching marketing campaigns.
- Organizing awareness campaigns in cooperation with the major hospitals in the Kingdom.
- Opening new agencies to recruit labor from various countries.
- Encouraging customers to order services through internet applications.
- Expanding the provision of services for new cities in the Kingdom through internet applications.

Social Participation

- Participating in raising the level of social awareness in the Kingdom through media channels.
- Blood donation campaign for Maharah employees and employees of neighboring companies.



Compliance with Fighting COVID Pandemic

The Company continues its preventive measures which have been put in place since the start of the pandemic in response to the preventive measures applicable in the Kingdom to limit the spread of the pandemic. This initiatives aim to:

- Protect human cadres and manpower.
- Protect customers and their families. Such campaigns have contributed to the continuity and sustainability of work efficiently and safely, in addition to gaining the confidence of manpower, which lies under the Company's responsibility, and gaining the confidence of customers, whose safety and security come on top of our priorities.
- Updating and circulating resolutions on allthe Company headquarters, facilities and housing units to implement all preventive measures.
- The cooperation of the work team for the implementation of the committee decisions and instructions, as required, whose fruits we currently reap in terms of the stability and awareness of all related authorities.

Goal (4):



Quality Education

This goal enhances the abilities of people everywhere to build reading, writing and math skills and achieves equality in education. Through its programs, Maharah provides comprehensive, deep and concentrated education experiences, and further invests in the provision of more education opportunities for people. Maharah focuses on ensuring that its employees do acquire the necessary skills to enhance sustainable development. 50% of the employees have undergone various training programs during the year that ranged from introductory programs, intermediate programs and advanced level programs.

The Company has communicated with major global institutes for the implementation of various training programs at the executive level. Moreover, a developed plan has been devised for training the distinguished employees and future leaders, to pave their way to move to advanced managerial levels in the Company within the program of job development during their career in the Company. This plan has been further supported by the Board initiative to raise the quality of education and training, in addition to the provision of the necessary support for the training and development budgets.

Goal (5):



Gender Equality

This goal supports empowering women and girls, regardless of their location, so that they might be able to unleash their abilities. It would be of worth here to mention that Maharah is committed to eradicating all forms of discrimination against women and girls, including the eradication of all forms of violence and all unacceptable practices exercised against them. Maharah is committed to ensuring the full and effective participation of women and the equality of opportunities in the leading positions at all decision-making levels in the Company. Maharah seeks to empower women in line with the Kingdom directives under Vision 2030, which aims at increasing the percentage of the participation of working women and reducing the rates of unemployment. The Company works on engaging women in achieving the Company objectives and strategies through:

- The increase of the percentage of females in the total human resources in the Company and its subsidiaries from 7% in 2013G to 28.5% in 2023G.
- The percentage of females amounted to 50% among the nominees for the new jobs in 2023G.

Goal (10):

Reducing Inequalities



This goal aims to achieve sustainable development for the categories with lower income of the population (40%), at a rate that is higher than the national average. Maharah supports empowering and enhancing the inclusion of all at all the social, economic and political levels, regardless of their age, gender, disability, origin, race, religion, economic and social stance and other factors. The Company also backs the principle of equal opportunities, as it continues to work to reduce all aspects of non-equality by getting rid of prejudiced systems, policies and practices and enhancing the necessary measures for the same.

- Percentage of basic salary and the remuneration of both men and women is 100% the same.
- No discrimination is exercised and no gender is preferred to the other in the employment process (unless the profession or place of work requires the same).
- The right to promotion is equal for all employees regardless of their gender, disability, race, origin, religion or their social or economic stance.



Section 3

Environment Protection

3- 5 The Environment and SDGs

3- 4 Environmental Sustainability and the Kingdom Vision 2030

3- 3 Environmental Practices

3- 2 Maharah Role in Environmental Sustainability

3- 1 Protecting and Caring for the Environment

شركة ملهارة
للموارد البشرية
Maharah Human
Resources Company

3 -1 Protecting and Caring for the Environment

The environment is one of the issues that concerns the global community in the modern world, in light of the aggravating pressures on the environment as a result of the industrial and technological developments that the world is currently witnessing. In this context, the role of Maharah and its increasing care to protect and preserve the environment for future generations is highlighted. So, instead of looking at its projects and activities away from the environmental impact, Maharah now realizes its great effect on the environment and the social responsibility it shoulders.

Accordingly, Maharah has started to take tangible steps to participate in environmental protection, like reducing carbon emissions, recycling natural resources and increasing awareness of the importance of protecting the environment. Only by increasing the awareness and mutual work between the Kingdom government and the listed companies, including Maharah, can we build a better future for the upcoming generations based on sustainable development and environmental respect.

3- 2 Maharah Role in Environmental Sustainability

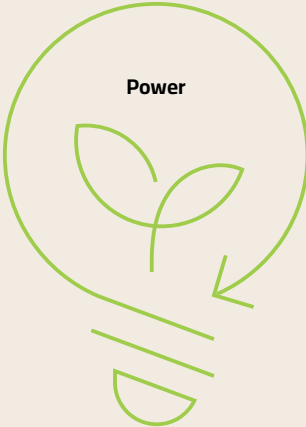
At Maharah, we take substantial steps towards environmental practices, and we do exert the necessary efforts to reduce the emission of greenhouse gases through power efficiency and reducing heavy power consumption. We, at Maharah, fully understand and realize that environmental deterioration and climate change are two of the most pressing issues that the world is currently facing that require exerting efforts by all parties. We further realize the Company's responsibility for understanding, assessing and alleviating the effect of such issues, the great difference we can bring and the climate strategies we can lay down to make such a positive change.

We further work on reducing our power consumption in our offices and dorms, while assessing the means of compliance to the reduction of emissions. Though the Company currently has no approved objectives to reduce the emission of greenhouse gases from scales 1, 2 and 3, we plan to urgently tackle this issue with a timetable for implementation.

Substantial Steps Towards Environmental Practices



We continue our compliance with reducing the emission of greenhouse gases in line with the Kingdom's objectives with regard to achieving zero emissions. At all levels, we plan to hold internal and external assessments and studies to understand our effects and to develop strategies to reduce the unwanted negative impacts.

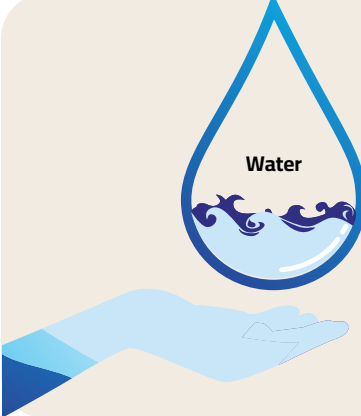


We do believe that our efficient use of power could be one of the main drives for reducing our impact on the environment. That's why we strenuously work to reduce our power consumption by increasing awareness, developing educational programs, and making use of strong power management systems in smart buildings.

Such initiatives will help reduce power use and will limit the emission of greenhouse gases.

We do expect an increase in the positive impact of such initiatives in the future by implementing more power-efficient projects and exploring more opportunities in this respect.

In this respect, Maharah is taking tangible steps to achieve the green office's objective through initiatives like managing power consumption and enhancing operational efficiency, which will help reduce power consumption and will thus limit any negative impacts on the environment.



Water plays a substantial role in the survival of humanity and it is a valuable resource to the Kingdom. Accordingly, we continuously seek to restore our water supplies and to maintain the sources of water, as much as possible. Moreover, we are fully aware of the method of using water in our headquarters and the manpower housing, and we totally realize the main water risks that the community and Kingdom are facing.

We also realize our responsibility towards water consumption and our constant compliance with the applicable regulations in relation to water consumption, re-use and recycling as possible, in addition to the efficient disposition of sanitary water drainage.



We fully realize that advancing sustainability in the field of waste management and recycling is highly important to achieve and implement our long-term SDGs. That's why we work on exploring and implementing efficient methods to reduce the amount of waste generated from our operations and to promote the use of recycled material through the Company procurement operations.

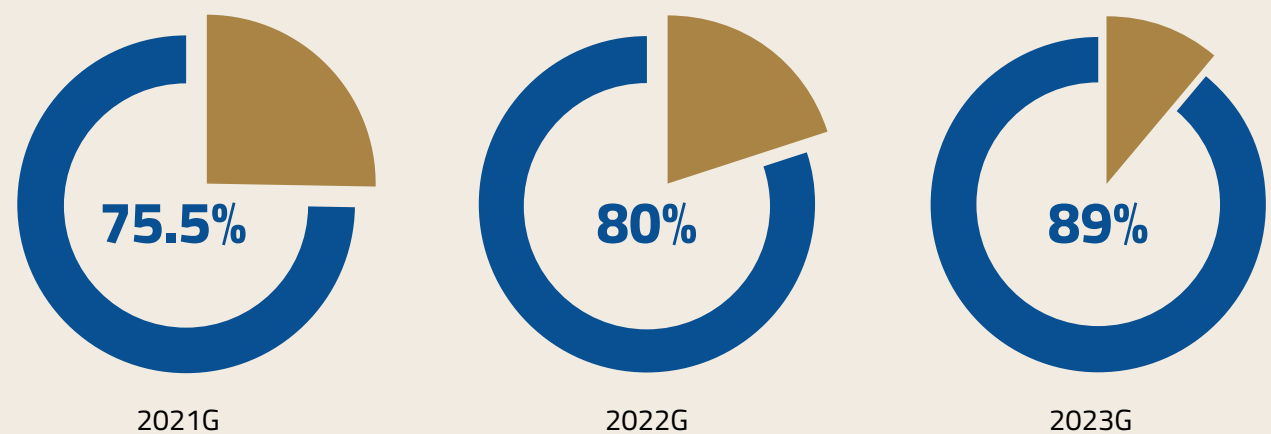
Furthermore, we take suitable measures to achieve such a goal in addition to training our employees to reduce the size of waste.

As for the wastes that cannot be avoided, the Company ensures the efficient and proficient disposition of the same, noting that the Company's ability to manage our waste has to do with our partnerships, therefore, we seek to cooperate with our partners and to encourage them to create new more efficient methods for waste management. This shall tangibly help us to recycle wastes and equipment including electronic sets and appliances

Facts and Figures

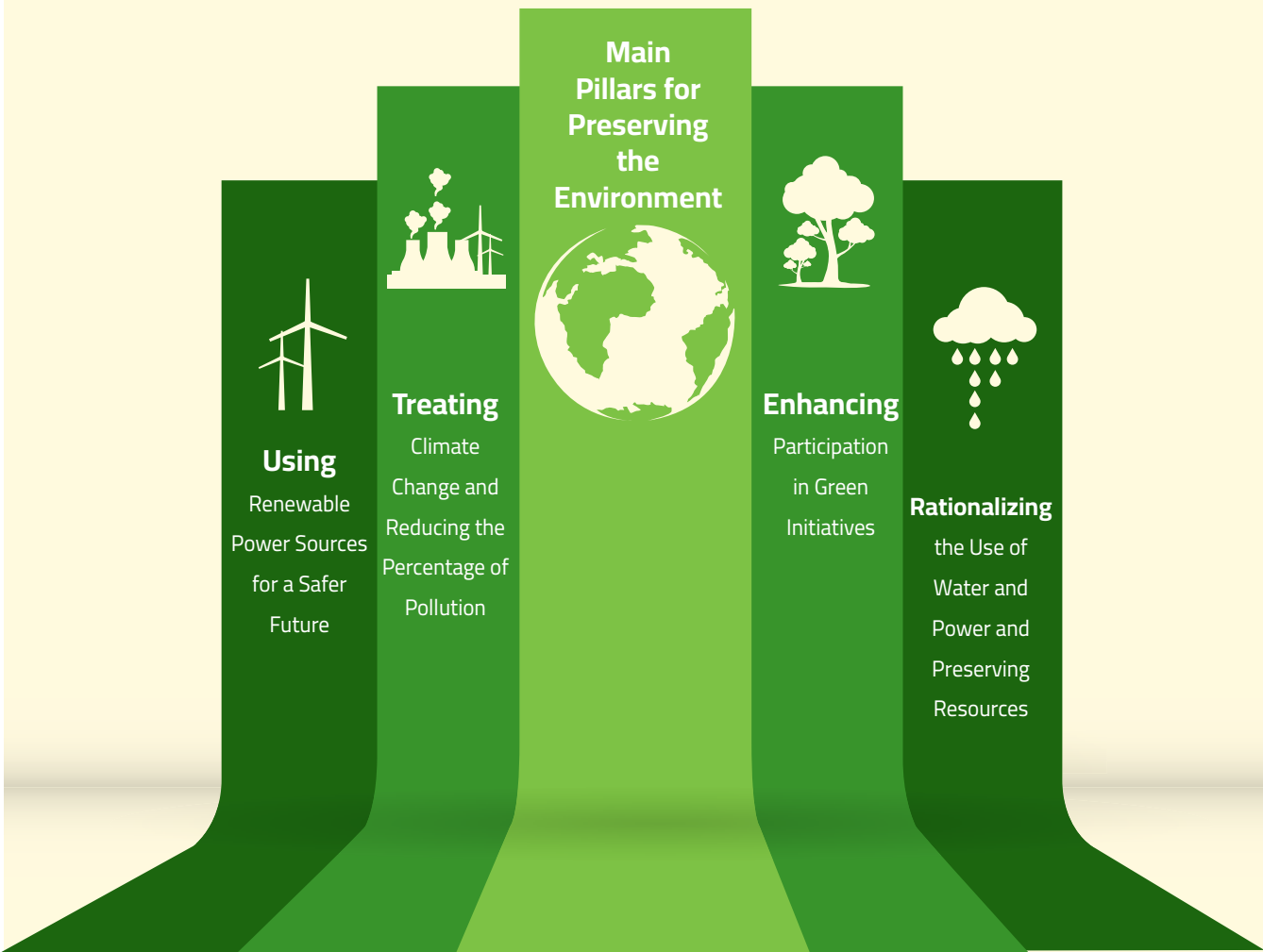


ated Procedures (Reducing Paper Work)



3- 3 Environmental Practices

Maharah is keen on meeting all its environmental and social obligations towards its customers and the communities it serves by reducing pollution, enhancing the efficiency of facilities and the Company's infrastructure and providing practices in the field of environment that shall improve and support efficiency and positive environmental effects, like recycling wastes and reducing waste of resources.



3- 4 Environmental Sustainability and the Kingdom Vision 2030

Stemming from the Kingdom Vision 2030, achieving environmental sustainability has become a priority for Maharah. By preserving the environment and natural resources, we are committed to meeting our responsibilities towards the upcoming generations. The Company contributes to achieving this Vision and seeks to protect the environment by launching initiatives for managing and recycling wastes and limiting all sorts of pollution. Maharah concentrates all its efforts on protecting natural resources and maintaining open natural habitats, and the Company shall continue to work with its stakeholders in order to have a positive impact on the environment.

Company Objectives Conformance to the Vision 2030



3- 5 The Environment and SDGs

The sustainability framework that we follow, and our long-term aspirations and ambitions drive our growing compliance to achieving the UN SDGs which in turn conforms to Maharah compliance with the 10 principles of the UN Global Compact. Among all SDGs, the environmental aspects have been our prime concern, as we believe in our ability to affect the same. That's why protecting and preserving the environment has come on top of our priorities.

Maharah Environment-Related SDGs for the Year 2023G

Goal (13):



Climate Action

This goal focuses on the eradication of extreme poverty which people suffer from regardless of where they are by 2030G, including any person whose income is less than USD 1.25 a day. Maharah works on achieving this goal through the mobilization of resources, the provision of opportunities specially for the poor categories in developing countries and the implementation of programs and policies for the eradication of poverty in all its forms.

Due to the fact that climate change still poses a threat to all people everywhere, Maharah concentrates on alleviating the effect of the harmful impacts of climate change, as we do believe that each of us has a role to play in achieving this objective. Maharah is further committed to creating and protecting a sustainable environment and regarding the same as a basic principle in all aspects of its business operations. Maharah fully realizes its duty towards our local community, the region and the entire world.

In a related context, we at Maharah work on enhancing our flexibility and adaptability to climate-related risks and natural disasters in all countries, in addition to supporting full measures for climate change included in the national policies, strategies and plans. Through responsible business practices, we work on enhancing education, increasing awareness and building corporate abilities in order to alleviate our impact on climate change and adapt to the same, let alone using scientific methods to assess related risks.

Maharah Approach towards Protecting and Maintaining the Environment



Section 4

Governance and Economy

4- 8 Awards and Recognition

4- 7 Governance and Sustainable Development Goals (SDGs)

4- 6 Enhancing Economic Effects

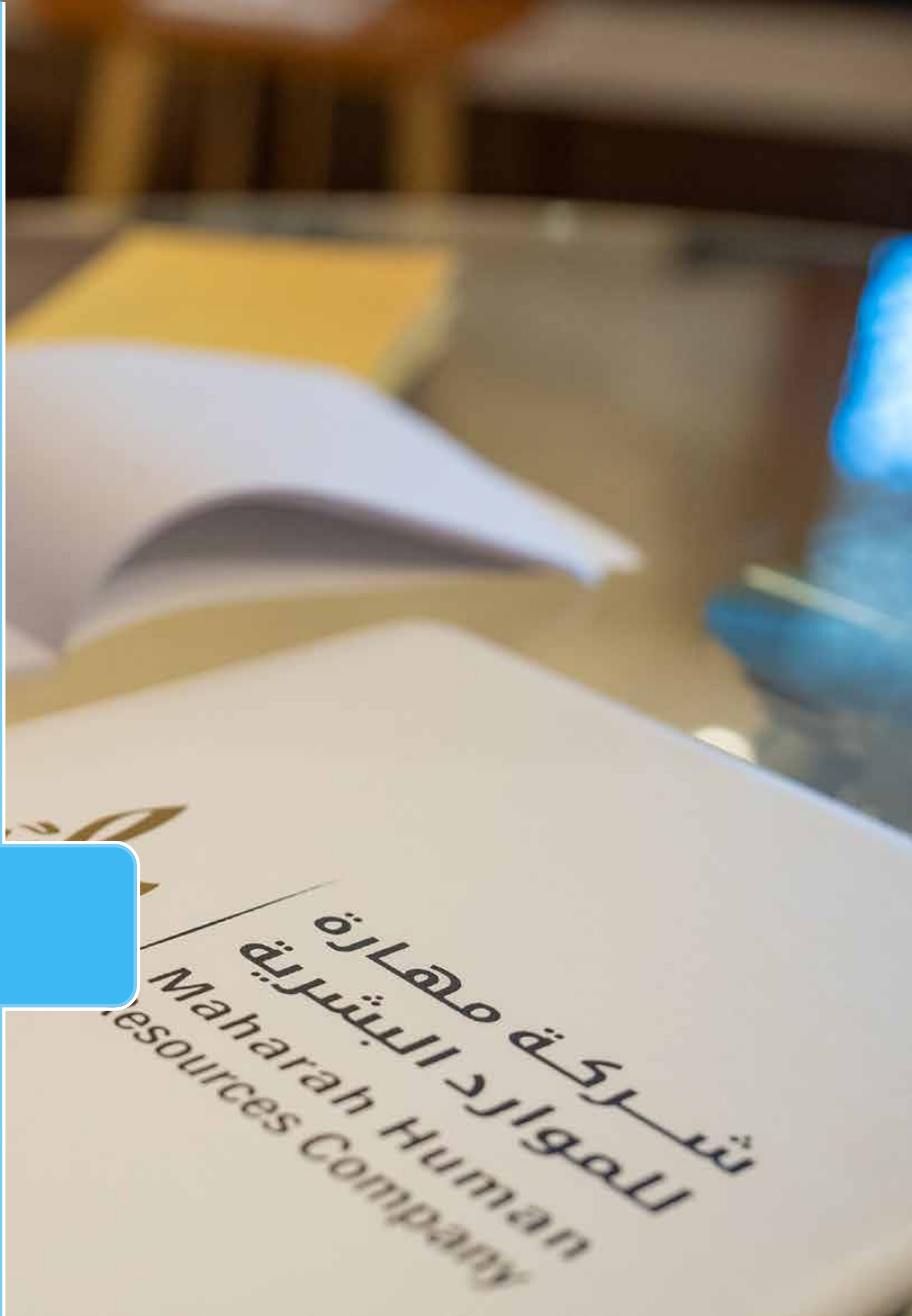
4- 5 Responsibility and Governance Practices

4- 4 Governance and Business Management

4- 3 Company's Organizational Structure

4- 2 Governance Practices and Framework

4- 1 Governance and Compliance



4- 1 Governance and Compliance



In light of our permanent compliance with the due governance practices, Maharah recognizes the pivotal role of corporate governance in configuring a business environment that may be described as being transparent, accountable and morally responsible. Within the framework of our mission, such compliance has been embodied in our corporate governance policy.

Maharah applies due governance principles that ensure the continuity of the Company's work based on business morals. Our philosophy is not just about implementing compliance, we exceed this by laying down a deeply rooted and sustainable governance mechanism.

All through the years of our work, we, at Maharah, have sought to focus on establishing a strong governance framework that aims to protect the rights of shareholders, and to comprehensively tackle risk management standards, while enhancing our position as a leading HR company. Such philosophy extends from the matrix of our values which includes our strategic priorities, our pivotal objectives, our culture, vision, mission policies and our relations with all our partners.

The Board of Directors of Maharah Human Resources Company is keen to establish an effective governance framework that regulates the Company's business administratively and financially. Therefore, the Company's commitment to applying the highest standards of governance enhances its values towards credibility and transparency in its disclosures. It also reflects the Company commitment to the regulations and international standards for preparing the sustainability reports, which is an important factor in its continued success.

In 2023G, lots of activities have been held at the Board level, which is the highest management level inside Maharah, including the review of the activities assigned to the Board, assigning the strategic and financial authorities, laying down the framework for the decision-making rights that insures the presence of a strong governance system inside the Company to ensure the sustainability of its works and activities and to achieve its strategic plan in line with the Kingdom Vision 2030G.

Maharah governance measures and procedures are well established, compliant with the laws and regulations issued by the regulatory authorities, including the Capital Market Authority, and also in line with the best international practices in governance. The general framework of governance is supported by a comprehensive set of policies, general instructions and procedures, to ensure that the Company's business is conducted ethically and fairly, and is managed under the effective supervision and control of the Board of Directors.

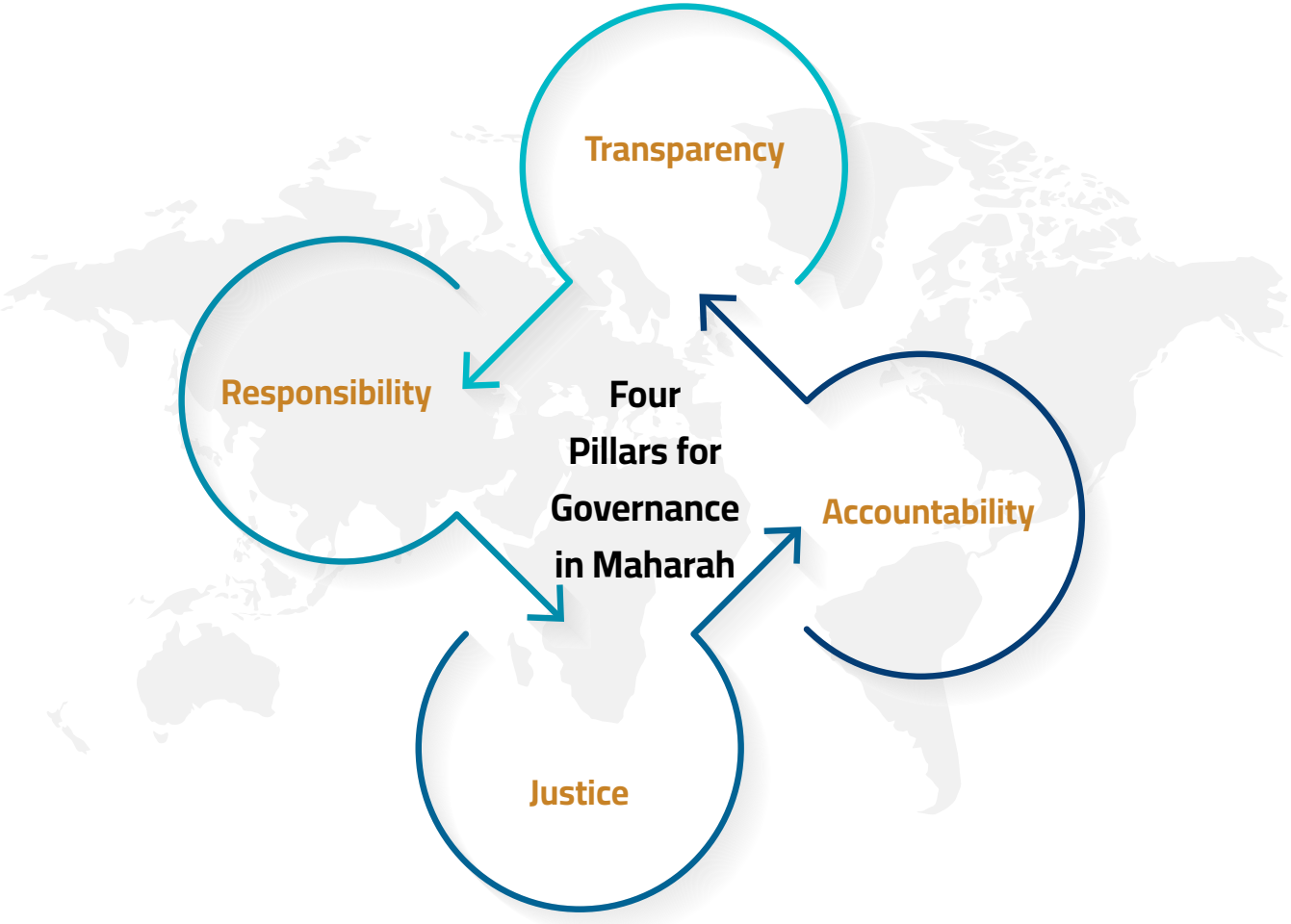
4- 2 Governance Practices and Framework

Governance Practices

Governance, transparency and business morals-related issues stand at the core of the Company's business and success, considering the importance of the same in building a culture of efficiency and in paving the general climate that establishes the sense of responsibility and consolidates proving the Company efficiencies. This is because compliance with the highest disclosure standards and abiding by all related instructional and legislative principles is generally regarded as a priority for Maharah.

Maharah Board and senior Management do realize the importance of the governance-related qualitative and quantitative standards. In the Company, we firmly believe that instructional principles are complementary to the operative objectives and the Company's financial performance and that they do affect creating value for shareholders.

We take integrity issues seriously and stress the due actions are taken at all levels. Maharah has laid down an approved detailed policy regarding bribery, the work morals policy and the anti-corruption policy. We do not tolerate any practice that may be categorized as an act of corruption, bribery or any act that implies paying or receiving bribes. The Company has detailed instructional principles for moral behaviors. This policy is supposed to serve as a guide for all Board Members, Executive Directors, employees and related persons to ensure compliance with the applicable laws, rules, regulations and legislations. This policy applies to all people working at all levels, including Board Members, senior administrative employees, other employees, advisors, trainees, contractors, employees of agencies, agents, and any other person related to the Company or acting on its behalf.



Company's Governance Framework

Maharah corporate culture depends on the highest levels of honesty, integrity and transparency, by ensuring the highest degrees of compliance with all laws, regulations and instructions issued by the concerned authorities in relation to our business.

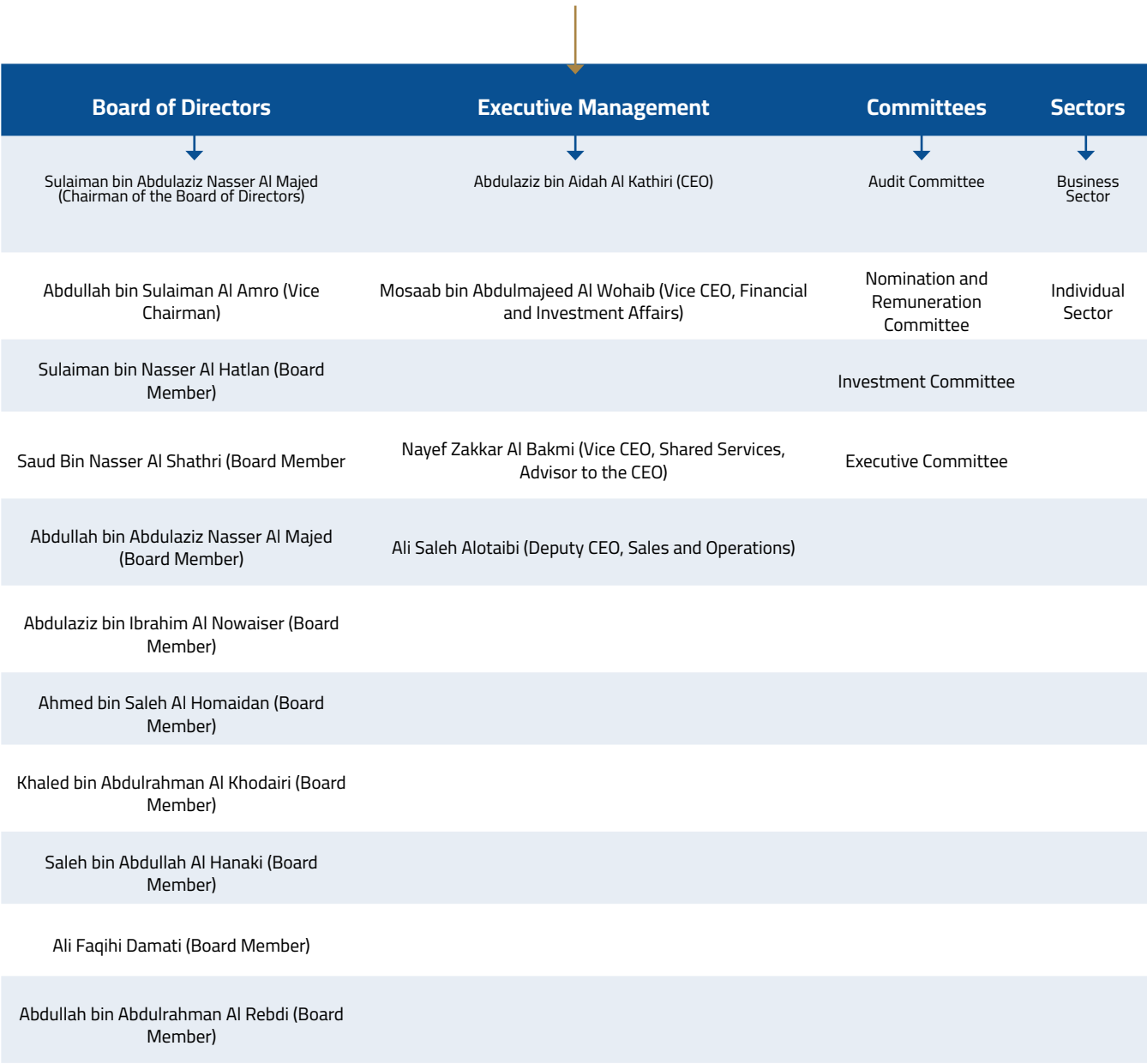
- We abide by all applicable instructional controls including compliance with the companies’ governance regulations issued by the Capital Market Authority (CMA).
- We do our best to abide by the legal instructional controls in letter and spirit.
- The confidence of our partners is generally regarded as one of our most substantial assets, being a cornerstone in all our business decisions and strategic objectives.
- No substantial changes have been made in the regulatory rules, compliance or disclosure of Maharah financial statements in 2023G. As the Company continued to publish its unified initial statements, whether in the abridged or detailed form, on a quarterly and annual basis, thus:
- The Company’s financial statements have been prepared according to the International Financial Reporting Standards (IFRS) issued by the Saudi Organization for Chartered and Professional Accountants (SOCPA), in line with the regulations of the control law applicable to companies, the companies’ regulations applicable in the Kingdom and their bylaws. All such standards, rules and regulations have been constantly applied under the supervision and control of the Ministry of Human Resources to ensure meeting the necessary disclosures and the integrity of the entire financial statements.
- Maharah owns a dynamic financial reporting platform that provides the highest degree of efficiency and transparency in terms of the disclosure of investors and other users of the financial statements. Such a platform has been designed to ensure the accuracy of information and financial statements through engines for treating financial statements, which have been accurately reviewed in line with financial standards and ensuring quality policies and measures. Moreover, Maharah has a number of internal governance committees and control departments that work hard to provide the most accurate financial information for all users from the Company’s various internal sectors.
- The Company prepares its financial statements in line with the CMA laws and legislations to ensure the implementation of certain levels of transparency and holding cultural sessions for investors on a regular basis. Such rules and regulations include, without limitation, the appointment of external auditors by the Shareholders General Assembly, who are selected from the major financial auditing companies.
- Maharah implements policies and measures that generate revenues, in compliance with the International Financial Reporting Standards (IFRS).
- Maharah provides a various set of zakat and tax dues to the Zakat, Tax and Customs Authority (ZATCA), and appoints independent qualified experts to ensure full compliance with the rules and regulations of zakat and tax applicable in the Kingdom of Saudi Arabia. The zakat due for the year 2023G, has been paid at the time determined by ZATCA.



4- 3 Company’s Organizational Structure

Mahrah is managed by a Board that is composed of 11 members, who are nominated by accumulated voting from the Company’s General Assembly, upon the recommendation of the Nominations and Remuneration Committee, for a renewable term of no more than 3 years. In addition to an integrated matrix of departments that work in cohesion under an efficient, experienced and highly skilful executive team which contributes to making our work team as one whole, that professionally drives our business in a way that serves the Company’s interests and meets the ambitions of employees.

The Company Organizational Structure



Role of Independent Board Members

The independent Board Members play a prominent role in achieving the highest governance standards for companies. Maharah has an elite selection of independent members in the sector, and the Company feels grateful for their non-prejudiced advice and instructions in all matters. The Board does appreciate the Members’ objective viewpoints during the decision-making process and their instructions regarding the main issues. In principle, such Members have no personal interests in the Company, and they are authorized to provide advice regarding the Company’s core business, in accordance with the highest levels of integrity and objectivities, let alone their leading role in the issues of sustainability and in promoting the governance standards.



Performance Evaluation and Remunerations

On November 20, 2019G, the Board adopted an adequate evaluation policy to evaluate the performance of Maharah Board and its Committee Members to ensure that they are constantly fulfilling the criteria and conditions set out for the Board membership, and the requirements of all the laws, regulations and instructions issued by the Ministry of Commerce and the Capital Market Authority. During its meeting, the Nomination and Remuneration Committee conduct an evaluation of all Board Members and Board Committees and the overall performance of the Board. The evaluation forms approved under this policy are used as a means of evaluation. An external company has been appointed to carry out the evaluation of the Board Members for the year 2023G.

Structure of Major Owners of the Company and the Change in the Percentage of their Ownership

Owner	Previous Ownership	Current Ownership	% of Change
Saud Bin Nasser Abdul Aziz Al Shathri	8.55%	8.10%	-0.45%
Abdullah Sulaiman Bin Mazid Al Amro	12.276%	11.63%	-0.646%
Maharah Human Resources Company	0%	5.263%	5.263%

Ownership of all Foreign Investors in 2023G

Actual Ownership	Maximum Limit
6.10% (*)	49%

(*) As at December 31, 2023G

Affiliates and Subsidiaries as at December 31, 2023G

#	Company	Classification	Activity	HQ	Percentage of Ownership
1	Growth Avenue Investment – LLC	Subsidiary	Holding Investment	Riyadh	100%
2	Professional Development Training – LLC	Subsidiary	Training of Domestic Manpower	Riyadh	100%
3	NABD for Logistics Services – LLC	Subsidiary	Provision of Diverse Logistic Services	Riyadh	100%
4	ESTDAMA Company Ltd – LLC	Subsidiary	Maintenance and Operation	Riyadh	100%
5	TPH Center For Domestic Workers Services L.L.C	Subsidiary	Recruitment of Domestic Manpower	Dubai	96%
6	Spectra Support Services – LLC	Subsidiary	Facilities Management	Riyadh	90%
7	Arabian Medical Shifaa Company LLC	Subsidiary	based Telemedicine and Home Healthcare	Riyadh	85%
8	TPH Training – The Perfect Help Limited – LLC	Subsidiary	First Aid Training Services	UAE	100%
9	TPH Public Health Pest Control Services – One Person – LLC	Subsidiary	Building Cleaning Services and Pest Control	UAE	100%
10	MPL Buildings Maintenance – LLC	Subsidiary	Buildings Maintenance Services	UAE	100%
11	Yalla Fix-It – One Person	Subsidiary	Repair and Technical Maintenance Services	UAE	100%
12	Musaned Cleaning Services Company (“Musaned”)	Subsidiary	Outsourcing of Domestic Manpower	UAE	100%
13	KABI Technology for Information Technology – Closed Joint Stock Company	Affiliate	Human Resources and Saudis Outsourcing	Riyadh	19%
14	Care Shield Holding - Closed Joint Stock Company	Affiliate	Healthcare	Riyadh	41.36%
15	Saudi Medical Systems - Closed Joint Stock Company	Affiliate	Catering Services for Hospitals	Riyadh	40%
16	Salis Information Technology Company – LLC	Affiliate	Platform for the Provision of Various Services	Riyadh	20%

4- 4 Governance and Business Management

Integrity is at the core of all our activities at Maharah. This applies to all transactions and interactions with stakeholders in each and every site in which we practice our business. Stemming from the Company’s core values, our governance system has been based on the best practices in the sector in light of the government control requirements, through which Maharah coordinates its operations with the governance approach that is deeply rooted in our organizational philosophy, which in turn helps us to efficiently manage our activities with great care.

Professional Code of Conduct

We expect all our employees, partners and all individuals and entities we deal with, whether directly or indirectly, to abide by our professional code of conduct. The Company’s audit process has been developed based on a regular examination process to ensure compliance with regulations on a regular basis. In all cases, the regulations shall fully comply with the approved regulatory obligations and the legal framework in the following fields:



Internal Compliance Control

Maharah is committed to promoting a business culture in which employees feel comfortable to report their integrity-related concerns. Stemming from this, the Company encourages employees and stakeholders to report all their integrity-related concerns through the set reporting channels. Such channels include the employee>s line managers, common managers among departments, the Company’s HR team, the legal affairs team and the email allocated for reporting violations (investors@maharah.com).

This way, the employees, suppliers or any other external stakeholders can report their integrity-related concerns without disclosing their identity by sending an email to the email address allocated for reporting violations without disclosing their personal data, which allows them to file reports without fear of retaliation. It would be of worth here to note that all concerns are handled seriously and professionally.

Compliance with Laws and Regulations

At Maharah, we firmly comply with all the laws and regulations applicable in the countries in which we work. The Company exerts its utmost efforts to maintain positive and constructive relations with all related organizational authorities to ensure our ability to protect the Company and shareholders, in addition to maintaining our competitive position and market share. We further monitor the recurrence of non-compliance cases and seek to solve the root causes of such cases. Furthermore, we routinely work to assess the customer>s complaints to ensure taking the right decisions and compliance with the decisions taken in the related organizational complaints. In 2023, no incidents have been reported against Maharah in the countries in which we work in relation to non-compliance to laws and regulations.

Risk Management

As a company that works in the field of human resources, Maharah is vulnerable to a wide range of business-related and business environment-related risks. Though the approach for limiting and managing risks has been subject to a detailed discussion in the section on risk factors and risk management in the annual report, we would like to highlight the fact that over a few years we developed a robust risk management framework that defines and assesses the risk management process. At the same time, we develop and monitor the Company>s risk management. Therefore, we may safely say that Maharah risk management process includes a comprehensive and integrated system for substantial risk assessment, review and control.



Risk Management in Maharah in 2023G

Category	Risks	Alleviation Measures
Governance Aspect	Governance Risks and Strategic Planning	The Group constantly reviews and adapts its strategy in response to such risks. It also has a comprehensive governance framework that follows the best practices.
Operational Aspect	1- Difficulties faced by the Group in providing the necessary manpower, failure to complete the contract as a result of refusal to work, lack of proficiency in the profession, absconding or death. 2-Customers' failure to pay or customers' insolvency. 3-The Company's inability to maintain its relations with employment offices abroad, and whatever is related to the manpower attrition.	The Group manages operational risks by overseeing these cases on a regular basis in order to avoid or mitigate the effects of the same. The Group also dedicates some allocations to address these situations, as they occur.
Technological Aspect	Just like other companies, Maharah is subject to various information technology risks like the loss or theft of data, cyber-attacks, system failure, and the technological ageing of IT systems. The non-availability of substantial information technology systems and applications, the violation of the confidentiality thereof or any manipulation thereof may lead to the unauthorized disclosure of data, which shall directly affect the Company's operations and financial status.	Maharah keeps updated versions and backups of its IT systems and uses modern equipment and advanced systems to protect its systems from any cyber attacks, which allows the Company to detect any security gaps to which the Company might be subject. Maharah constantly seeks to maintain a safe infrastructure to avoid any loss of important data and ensure the sound operation and continuity of business.

Crisis Management and Communication

Maharah Compliance and Governance department preemptively lays down the policies and approaches to deal with the Company's responsibilities towards the sustainability and governance issues. In addition to dealing with the internal control and the Board Committees in certain tasks, the Board and Senior Management follow up on the problems of potential crises. Furthermore, the corporate communication team regularly sends any advice and the latest developments to ensure a due translation of the Company vision in situ, since the Company realizes that efficient communication by and between stakeholders plays a major role in ensuring the Company's ability to understand various points of view and to achieve a suitable balance between all stakeholders.

Continuity of Work

The risks of business continuity may greatly affect the ability of companies and institutions to maintain operations during or after unexpected events, like natural crises, power blackouts, cyber-attacks and pandemics. In order to handle such risks, Maharah is keen on taking preventive measures to ensure successful and growing business continuity. Such measures are:

- (1) Ensuring the continuity of work during the blackout to ensure the continuity of the main business activities within the pre-approved agreed-upon time frames without prejudice to the Company's obligations towards its customers and partners.
- (2) Limiting the effect of the business interruption, especially any effects on health and safety and the financial, operational, legal and organizational affairs, and any effect on the Company's trade name or reputation, market value or competitive advantages.
- (3) Protecting the interests of Maharah internal and external stakeholders.

Anti-Corruption Efforts

Maharah applies clear anti-corruption and anti-fraud policies, in line with the international principles of transparency and the business guiding principles on fighting corruption. Maharah is also subject to regular reviews to ensure continuously adapting to the international efforts to fight bribery, fraud and corruption. The Company policies are subject to regular reviews and shall be further enhanced to comply with the international trends regarding efficient anti-bribery, anti-fraud and anti-corruption efforts.



Confidentiality and Data Security

We consider ourselves trustees of the sensitive data of our customers, employees and other stakeholders. Accordingly, we take the cyber security risks seriously by devising policies and practices to ensure data security and by updating the technical infrastructure on a regular basis.

We encourage all our employees, partners, customers, individuals and independent agencies to immediately and preemptively report any incidents or security gaps.

The IT Department categorizes such incidents based on the ability to constrain the potential threats or damages. Such issues may be referred to the Senior Management, as necessary.

An analysis of the substantial causes of risks is made following the completion of immediate risk control.

The concerned authorities are informed of the violation notices, if such risks lead to the occurrence of wide effects, to the loss of data or to confidentiality-related problems that may affect a large number of stakeholders.



4- 5 Responsibility and Governance Practices

The corporates’ exercise of their organizational role with transparency, integrity and responsibility is one of the main issues that the communities tackle, due to the vital role such corporates play in the development and advancement of such communities and their direct effect on economies in all aspects. That’s why Maharah is keen to strongly force its presence within the integrated matrix of responsible governance, which protects rights and interests, in an attempt to be an active party and one of the gears pushing down the wheel of development in the Kingdom of Saudi Arabia.

Accordingly, Maharah has started to take clear measures to participate in developing the governance matrix, to effectively take part in the initiatives that aim to rectify the organization’s path of internal governance in companies and organizations and to strongly participate in training employees and individuals on complying with the regulatory rules and on developing the same in response to various local and global changes.



4- 6 Enhancing Economic Effects

Our business plays a major role in the Saudi economy and brings about major economic effects. This is achieved through the taxes we pay, the job opportunities we provide and the skills we develop in our manpower and human resources. All of these are substantially important issues that directly and indirectly contribute to enhancing the growth of the national economy and developing the communities in which we work.

Our Operational Objectives



Over the last three years, we managed to maintain an uptrend in the annual revenues having successfully contained the consequences of the pandemic “COVID-19” which shook the national and global markets in 2020G and 2021G. We further managed to maintain a positive figure in the net income of shareholders over the last years.

Despite the decrease in profits in 2023G, yet, the Company’s main activity, i.e. the business sector, has witnessed an increase in the total profits by 22%, compared to the past year. However, the total profits have been adversely affected by the results of other sectors including individual, facilities, logistic services and medical homecare services, thus the Company achieved a net increase of 3% in its total profits, compared to 2022G.

The Development of the Company's Revenues and Profits over the Last Five Years

Year	Revenues	Net Income of Shareholders
2019G	1,512	272
2020G	1,416	177
2021G	1,319	145
2022G	1,684	113
2023G	1,890	96

(All amounts are in SAR million)

Thanks to its advanced financial performance and sustainable operational compliance, Maharah Management sought to reward the Company shareholders, with cash disbursements as necessary to meet their ambitions and to enhance their confidence in the Company's efficiency and ability to care for the interests of its shareholders, and to continue to pace up the rhythm of the growth of its business in all sectors in which the Company operates.

4- 7 Governance and Sustainable Development Goals (SDGs)

In Maharah, we do believe that good governance for companies would achieve constant success. Within this framework, we seek to follow the best governance practices in line with Sustainable Development Goals (SDGs) in our business model in a way that respects human rights, maintains sustainable supply chains, provides added value to our stakeholders and participates in achieving the national vision of our beloved country and the countries in which we operate. This is achieved by enhancing the positive economic effects through our innovative services and solutions, in addition to good governance practices.

Objective (8):
Decent Work and Economic Growth



This goal promotes sustainable and comprehensive growth, productive employment and decent work to push down the wheel of development. In this respect, Maharah is committed to the provision of training on skills and economic opportunities in the communities, further highlighting the provision of just and comprehensive growth. This aims to achieve economic productivity through diversity, technical development and innovation and through focusing on the high-value-added sectors and the sectors which require more manpower. It would be of worth here to assure that we should not overlook the role of the high economic standards in achieving economic development. This is because strong governance promotes confidence in the system and enhances its ability to provide fair returns to deserving persons. This, in turn, shall lead to a successful cycle of governance and economic development which are helping factors for each other. Strong governance also plays a huge role in providing suitable job opportunities for a suitable group of nominees, with efficiency at the top of our priorities compared to any other factors.

4- 8 Awards and Recognition

Over the years in which Maharah worked, we made lots of achievements which are mainly attributed to the serious work of our employees, stakeholders and main partners, and thus we take pride in receiving a number of awards and recognitions from honorable organizations and in the sector in which we work. The following list includes the awards we received in 2023G.



Conclusion

Sustainability ... Responsibility, Compliance and Development

At Maharah, we believe that companies and organizations affect the economy, environment and individuals, and in turn positively or negatively contribute to sustainable development. At Maharah, in all our activities and business relations, we are committed to ensuring that our business shall have a positive effect on enhancing the sustainable development of our national economy and the development of the Saudi community in all age categories.

We started our first step on the way and we look forward to achieving tangible progress in SDGs in all fields, including all the ESG aspects. We shall continue to announce all sustainability achievements, our future plans and the progress roadmap on an annual basis.

In the sustainability report of 2023G, we have attempted to tackle all aspects, which highlight the importance of working on SDGs, as well as the social, economic and environmental development and all that is related to governance and assessing the progress we made in Maharah over the year.

This report has covered lots of indices that lie among the requirements of the international standards for preparing sustainability reports, as the Company has provided a wide base of data and information which contributed to prepare the report, according to the ESG professional references and in line with the Global Reporting Initiative (GRI).

We constantly aspire to lead the commercial and professional services sector and to create a positive effect all over the Kingdom and in the communities in which we work.

We, at Maharah, are committed to supporting the national, regional and global objectives, in line with the national visions and SDGs. Furthermore, we seek to ensure the compliance of our business practices with such objectives to promote positive progress and avoid any negative effects on the community and government.

We aspire to be a role model in the region by applying the best practices and innovative solutions to promote positive changes. Our goal is to continue to pave the road towards the Saudi Vision 2030 and later on.

It would be worth here to note that in the future, Maharah plans to merge the sustainability strategies in its business in order to achieve tangible and non-tangible returns. Our future objectives serve as strong motivations that embody our performance and set our contributions for establishing a luxurious community, a leading country and a better world for all.



