



شركة مهارة
للموارد البشرية
Maharah Human
Resources Company

■ Maharah ESG Strategy (2025-2030)

ESG Strategy 2030 overview

Business
strategy
pillars



BUILD ON MANPOWER PROVISION

Focusing on existing clients and their future needs



DIFFERENTIATE OUR OFFERING

Focusing on premium service, workers' needs and management of subsidiaries



ENABLE MAHARAH

Focusing on internal management, core systems and GR

ESG mission

Contributing to community solidarity and cooperation in the form of **religious and moral duty** in line with UN SDGs and Kingdom's Vision 2030

ESG vision

Contributing to sustainability and serving the community to achieve a positive impact and **build a developmental and vibrant society**

Strategic
ESG topics

PLANET



Reducing our environmental footprint: GHG emissions, waste, energy consumption

SOCIETY



Supporting and developing our talent	Supporting local communities
Promoting talent wellbeing and ensuring a safe and healthy environment	Delivering high-quality and inclusive customer experience
Upholding human rights	Promoting talent diversity and inclusivity

GOVERNANCE



Ensuring privacy and data protection

Upholding high ethical standards and practices

Maintaining strong governance

Fundamental
topics

Digitalization & innovation

Financial growth & stability

Risk management

Transparency

Stakeholder engagement






- Foster values of equity and transparency
- Expand vocational training to provide for labor market needs
- Create inclusive workforce with opportunities for all
- Improve working and living conditions for expats
- Enable integration of people with disabilities in the labor market
- Increase women participation in the labor market
- Ensure environmental sustainability

Maharah strategic ESG topics and goals by 2030 (1)

Pillar	Strategic topic	Goal	SDG	Saudi Vision 2030
 SOCIETY	Supporting and developing our talents*	Empower our talents by providing continuous training and fostering a work environment that nurtures creativity and innovation	  	<ul style="list-style-type: none"> Lower the rate of unemployment from 12.3% to 7% by 2030 Expand vocational training to provide for labor market needs Develop our brightest minds in priority fields
	Promoting talent wellbeing and ensuring a safe and healthy environment	Ensure safe, healthy, and supportive work and living conditions for our talent through adherence to the highest safety and welfare standards	  	<ul style="list-style-type: none"> Foster values of equity and transparency Improve working and living conditions for expats
	Promoting talent diversity and inclusivity	Create a culture of inclusion, embracing diversity across our talents	 	<ul style="list-style-type: none"> To increase women's participation in the workforce from 22% to 30% Create inclusive workforce with opportunities for all Enable integration of people with disabilities in the labor market
	Upholding human rights	Ensure high human rights standards and minimize risks across all operations and the supply chain	 	<ul style="list-style-type: none"> Foster values of equity and transparency Improve working conditions for expats
	Supporting local communities	Foster local community growth and prosperity by supporting education, healthcare, child welfare, infrastructure and urban development in line with local needs	  	<ul style="list-style-type: none"> Enhance businesses' focus on their social responsibilities Encourage volunteering
	Delivering high-quality and inclusive customer experience	Consistently enhance service quality and inclusivity to exceed customer expectations in every interaction	  	<ul style="list-style-type: none"> Improve quality of services provided to citizens

* Talents refer to employees and workers. Employees refer to Maharah's staff, while workers are cadres, and the workforce provided to individual and corporate clients.

Maharah strategic ESG topics and goals by 2030 (2)

Pillar	Strategic topic	Goal	SDG	Saudi Vision 2030
 GOVERNANCE	Upholding high ethical standards and practices	Promote the highest standards of ethics and integrity and maintain a zero-tolerance stance against corruption		<ul style="list-style-type: none"> Foster values of excellence & discipline
	Ensuring privacy and data protection	Ensure that our data security practices consistently meet global industry standards		<ul style="list-style-type: none"> Develop the digital economy
	Maintaining strong governance	Embed best practices into corporate governance	 	<ul style="list-style-type: none"> Foster values of equity and transparency Increase women participation in the labor market
 PLANET	Reducing our environmental footprint: GHG emissions, waste, energy consumption	Strengthen our approach to climate impact management, energy efficiency, and waste management in alignment with national goals	   	<ul style="list-style-type: none"> Ensure environmental sustainability Net-zero by 2060 (KSA national goal) Reduce carbon emissions by 278 million tons annually by 2030 (Saudi Green Initiative) Divert 90% of waste from landfills by 2040 Cut food waste by 50% by 2030 (National Transformation Program)

Maharah strategic ESG objectives (1)

Pillar

Strategic topic

Strategic ESG objective



SOCIETY

Supporting and developing our talents*

- Annual increase of **20%** in the number of employees and **5%** in the number of workers receiving an **average of 20 hours** of professional or upskilling training by 2030
- **Effective internal communication** channels established for both employees and workers, with regular evaluations
- **Talent management strategy**, covering development of key competencies and skills to meet business targets and future hiring needs developed in 2025 for period till 2030
- **First quartile performance in employee satisfaction** confirmed by authoritative international and local employer ratings, achieved and maintained by 2030
- **100%** of employees and **50%** of workers* covered by performance management program by 2030

Promoting talent wellbeing and ensuring a safe and healthy environment

- **Welfare-related business processes** covering employees and workers, including living conditions, established in accordance with high standards, as demonstrated through **external audits and certifications** by 2027, and maintained by 2030
- Well-being and mental health program is developed, implemented, and delivered to **100%** employees and workers by 2028, and maintained by 2030
- At least **70%** of workers (individual sector only) report satisfaction with living conditions and food quality, by 2028, and maintained by 2030

Promoting talent diversity and inclusivity

- At least **80%** of employees report a sense of belonging within the company by 2030
- At least **45%** representation of women among employees and **30%** in management, with **at least half** of management roles filled by internal leadership program graduates by 2030
- Individuals with disabilities make up at least **4% of Saudi nationals** employed in the company by 2030, with ongoing assessments of workplace accessibility

Upholding human rights

- **Zero** confirmed cases of human rights violations, supported by effective grievance mechanisms annually by 2030
- **100%** of customers and international recruitment agencies comply with our human rights standards, Saudi Labor law and ILO requirements by 2030
- **100%** of employees and workers trained on human rights by 2027, maintained by 2030
- Our operations are assessed for human rights impact at least **every two years**

Supporting local communities

- Effectiveness of **social investment strategy programs and number of lives** directly impacted by these programs regularly assessed by 2030
- Corporate volunteering program established with a yearly participation rate of at least **10%** for employees and **6%** for workers by 2030

Delivering high-quality and inclusive customer experience

- **80%** customer satisfaction for individual clients and **85%** for corporate clients achieved by 2027, and maintained through 2030
- Average customer support response time is **24 hours** by 2030
- **100%** of services and digital client channels are accessible to clients with disabilities (speech, vision, and hearing impairments)

Maharah strategic ESG objectives (2)

Pillar

Strategic topic

Strategic ESG objective



GOVERNANCE

Upholding high ethical standards and practices

- **Zero** confirmed cases of business ethics violations annually by 2030
- **ISO 37000 & 37001** compliance achieved by 2027, and maintained by 2030
- **100% of employees** receive mandatory training on business ethics and anti-corruption and formally comply with anti-corruption policy by 2027, and maintained by 2030
- **100% of our suppliers** and business partners comply with our business ethics and anti-corruption standards by 2030
- Our business ethics practices are audited and validated externally at least **every 3 years**

Ensuring privacy and data protection

- **Zero** confirmed cases of data security breaches and data leakage annually
- **100%** of employees and workers covered by training on data security and privacy by 2027, and maintained by 2030 and beyond
- **100%** of suppliers and business partners comply with our information security and privacy policies by 2030

Maintaining strong governance

- Ensured compliance with **best corporate governance practices, demonstrated through improved external assessment** results reaching at least industry average levels by 2030
- **ESG risk management** procedures are established and fully integrated into the Company's corporate governance by 2030
- **Strategies** to actively improve the representation of **women in the Board of Directors** are developed and enacted in alignment with the best corporate governance practices by 2030



PLANET

Reducing our environmental footprint: GHG emissions, waste, energy consumption

- **Effective data management system** for calculating carbon emissions (Scopes 1, 2, and 3), energy, and water consumption established by 2027 and maintained through 2030
- **Waste management system** across offices and accommodations, with infrastructure for waste separation, recycling initiatives, and employee education, established by 2030
- **GHG emissions reduction targets** aligned with SBTi and KSA Net Zero goal by 2060 or sooner, with an implementation plan established by 2028 or earlier
- **100% of employees** engaged in sustainable environmental practices through training and initiatives by 2028, and maintained by 2030
- **100% of suppliers** engaged in environmentally responsible practices and assessed for presence of these practices by 2030