

# Strategic Review

A deep dive into the strategic pillars, operational progress, and value-driven direction shaping stc's leadership and long-term growth.

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# Chairman's Statement

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Leadership is not reacting to change, but shaping the future with innovation and sustainable value.



**Dr. Mahmoud Ahmed Abdulrahman**  
Chairman of the Board

## Dear Shareholders,

In a year marked by success, innovation, and progress, I am pleased to present to you the Annual Report of Kuwait Telecommunications Company (stc) for the financial year ended 31 December 2025. This report reflects the Company's ongoing efforts to strengthen its leadership position in the telecom and ICT sectors. It also demonstrates stc's commitment to enhancing its corporate strategy to ensure sustainable growth in both financial and operational performance while delivering added value to shareholders and stakeholders.

With Kuwait's keen vision and growing adoption of advanced technologies and digital solutions to provide the latest innovations and technical services, stc launched its 5G Advanced network during the year, in line with the directives of the Communication and Information Technology Regulatory Authority (CITRA). This comes in support of Kuwait Vision 2035, which aims to enable digital transformation and deliver an enhanced digital experience to customers. stc continues to play a pivotal role in shaping the future of Kuwait's evolving telecom and ICT landscape by strengthening its advanced network capabilities, fostering innovation, and developing infrastructure that empowers individuals and businesses to reach their full potential.

## Strategic Vision and Business Growth

In 2025, stc made tangible progress towards achieving its ambitious vision of leading Kuwait's digital revolution by focusing on transformation and integration in addition to providing innovative, advanced and customer-centric services. This year, stc continued to implement the key pillars of its corporate strategy, which serves as a practical framework translating the company's ambitions into clear priorities and measurable initiatives. This approach accelerated growth in the Consumer segment through more distinctive digital offerings and enhanced stc's capabilities in the Enterprise segment by delivering comprehensive solutions that integrate connectivity with cloud services, cybersecurity, and the Internet of Things (IoT).

Amid the global rise of artificial intelligence, stc implemented advanced AI-powered tools across its operations, encouraging employees to adopt these technologies in their daily tasks to improve performance and operational efficiency.

Driven by its corporate strategy, stc strengthened its market position through a number of strategic partnerships that support integrated technical solutions, talent empowerment, and best practice adoption. These efforts enabled the company to capture growth opportunities across key sectors, laying solid foundations for continued leadership and value creation for all stakeholders in the years ahead.

stc demonstrates strong adherence to the corporate governance framework required under Kuwaiti regulations and international best practices by implementing robust systems that promote transparency, accountability, and compliance. As a publicly listed company, stc commits to the Corporate Governance rules and regulations set by the Kuwait Capital Markets Authority, ensuring protection of shareholders' rights, transparent reporting, and effective oversight by its Board of Directors in alignment with regulatory changes and professional standards.

Looking ahead, the telecom and ICT sectors are expected to undergo accelerated transformation, driven by digital innovation and evolving customer needs. The Company's future focus will be on delivering integrated solutions that go beyond traditional connectivity to encompass digital platforms, cybersecurity, and cloud services, supporting a sustainable digital economy. In this context, stc seeks to adopt a more flexible and innovative business model to enhance operational efficiency and open new avenues for growth, thereby reinforcing its role as a key driver of economic and technological development in the future.

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A clear strategy, strong governance, and digital integration continue to position stc as a trusted partner in Kuwait's digital future.



With a balanced approach to innovation and ongoing enhancement of our digital infrastructure, stc strengthens service reliability and operational efficiency, turning industry challenges into tangible opportunities that create value for our customers and shareholders.

### Driving Digital Transformation

The telecom sector continues to face intensifying challenges, from rising competition and regulatory changes to rapid technological shifts, all of which demand greater adaptability and innovation. In response, stc has reinforced its disciplined approach to investment and practical innovation, enhancing cost efficiency and service quality while maintaining readiness to seize growth opportunities.

By focusing on innovative services and integrated solutions as a core element of its portfolio, stc launched the 5G Advanced network, a major leap in smart connectivity that delivers higher speeds, lower latency, and greater network reliability, all supporting Kuwait's next stage of digital transformation.

In line with its vision to remain at the forefront of the telecom sector, stc's investments extended beyond network and infrastructure to include embedding artificial intelligence throughout its operational processes. This strategic focus aims to enhance internal performance, improve service quality, and strengthen data-driven decision-making. By utilizing AI platforms, the Company develops smart digital solutions that support comprehensive digital transformation and advances its vision for a more connected, sustainable, and innovative driven future.

### Achieving Added Value for Shareholders Through Sustainable Growth

Grounded in a strategic vision that balances return with long-term value creation, stc remains focused on prudent, growth-oriented investments that drive operational efficiency, financial discipline, and liquidity strength.

The Company's focus on sustainable growth is reflected in its solid financial results for 2025, with total revenues reaching KD 342.5 million, EBITDA totaling KD 93.5 million with a margin of 27.3%, and net profit of KD 34.1 million, highlighting stc's sound financial foundation and ability to deliver consistent returns to shareholders. Shareholders' equity reached KD 239.6 million by the end of 2025, with a book value of 240 fils per share.

stc's subsidiaries, solutions by stc and e-Portal Holding Company played a key role in this success by offering innovative enterprise solutions that strengthened market share and maintained the Company's position as a trusted partner in the digital economy.

The Board of Directors has recommended a cash dividend of 38 fils per share, representing 38% of the nominal share value for FY-2025, subject to approval by the Annual General Assembly. This recommendation reflects the Board's confidence in stc's long-term sustainability, robust financial position, and consistent cash generation, while reaffirming its commitment to prioritizing shareholders and stakeholders.

In this regard, stc remains committed to a long-term financial policy that balances operational and financial performance, reinforcing its financial strength and leadership in telecommunications and digital transformation.

### Corporate Governance and Sustainability

stc continues to demonstrate resilience amid ongoing changes in the Kuwaiti market and the telecom sector specifically. The Company remains firmly committed to applying the highest standards of corporate governance in line with the regulatory framework of the Capital Markets Authority (CMA), ensuring transparency, fairness,

and the protection of shareholders' rights. stc also strives to foster an efficient, responsible, and high-performance work environment.

As Kuwait's economy and society evolve, the company's role is increasingly vital in providing reliable connectivity and integrated digital solutions that improve quality of life, enable productivity, and drive economic growth.

In its commitment to professional values and corporate work ethics, and in a way that serves the interests of its shareholders and enhances their confidence in its performance, a comprehensive report on corporate governance is included later in this Annual Report, providing deeper insight into stc's governance framework and its unwavering commitment to excellence and accountability.



Through sound governance and financial discipline, we sustain our success and turn market challenges into opportunities for sustainable growth.

Sustainability remains a core pillar of stc's strategy for growth and development. The company strives to achieve a balance between financial performance and environmental and social responsibility by integrating Environmental, Social, and Governance (ESG) standards into its operations and strategies. This approach delivers value to all stakeholders, customers, employees, suppliers, society, and the environment.

This approach reflects the company's deep commitment to sustainability as a core element of its operations and services, enhancing transparency and corporate responsibility while supporting the achievement of the Sustainable Development Goals. Further details on stc's sustainability efforts can be found in the standalone Sustainability Report, which outlines the company's comprehensive approach to embedding sustainability principles across its operations and services.



### Appreciation

On behalf of the Board of Directors, I extend my deepest gratitude and respect to His Highness Sheikh Meshal Al-Ahmad Al-Jaber Al-Sabah, Amir of Kuwait, His Highness Sheikh Sabah Al-Khaled Al-Sabah, Crown Prince, and His Highness Sheikh Ahmad Al-Abdullah Al-Sabah, Prime Minister, and his esteemed government for their continued support of Kuwait's development journey and their commitment to advancing the telecom sector, placing Kuwait among the world's leading digital nations.

I would also like to express our sincere appreciation to the regulatory authorities and relevant entities for their fruitful cooperation, and to our partners in both the public and private sectors who share our values of partnership and responsibility. A special thanks to our valued customers for their enduring trust, which continues to guide us in every endeavor.

Finally, I would like to convey my deepest appreciation to the executive management team and all members of the stc family for their dedication, hard work, and remarkable resilience throughout a year full of challenges. Their teamwork and commitment have strengthened our performance, service quality, and competitive position.

To all our shareholders and stakeholders, I reaffirm our commitment to executing our strategic plans with discipline and good governance, maintaining stc's path toward sustainable growth and positive impact on Kuwait's economy and society. With the progress achieved this year, we look to the future with optimism and responsibility, supported by our capabilities, partnerships, and national talent that embody an ever-growing success story.

### Dr. Mahmoud Ahmed Abdulrahman

Chairman of the Board



# CEO's Message



Innovation, digital transformation, and empowering national talents to lead Kuwait's digital future.



**Eng. Muataz Abdullah Aldharrab**  
Chief Executive Officer

It gives me great pleasure, as we conclude a remarkable year in the journey of Kuwait Telecommunications Company (stc), to proudly highlight the achievements that reflect the company's resilience and leadership, as well as its unwavering commitment to advancing innovation, operational excellence, and continued growth and expansion in the fields of telecommunications and ICT. This year also underscored the crucial role of its corporate strategy in delivering strong financial and operational results. Throughout 2025, stc continued to reinforce its position as a leading player in Kuwait's telecom and ICT sectors, guided by a clear vision and an ambitious strategy built on quality growth and reinforcing a culture of innovation and sustainable digital transformation. Providently, the company was able to achieve tangible progress toward a more connected and sustainable future, driven by the dedication of our employees and our governance-driven, efficiency-based approach, that contributes to enhancing the trust of its shareholders, partners, and the local community.

## Digital Transformation & Innovation

In 2025, stc directed its efforts towards expanding its operations and service offerings in the telecom and ICT sectors, with digital transformation serving as the primary engine of growth. The company focused on developing its digital infrastructure and strengthening its capabilities in artificial intelligence, cybersecurity, cloud computing, and big data analytics, in line with its vision to deliver innovative solutions that meet the needs of both individuals and enterprises.

stc also continued to invest in modern technologies to support digital transformation across vital sectors in Kuwait, enabling smart solutions that contribute to advancing the digital economy and enhancing national competitiveness in alignment with Kuwait Vision 2035. In mid-2025, stc launched its Advanced 5G Network, to provide an exceptional and improved digital experience for customers that enable more precise connectivity, higher speeds, and more intelligent network capabilities. stc considers this milestone a pivotal turning point in its history, enabling the company to align with Kuwait's strategic priorities and position the country on the global map in delivering high-speed 5G connectivity and innovative ICT solutions serving multiple sectors.



We innovate today to shape tomorrow.

This digital shift also included the enhancement of the internal work environment and nurturing a culture where our people can thrive and perform at their best. Accordingly, stc launched innovative digital tools and internal platforms to support employees and promote a culture of appreciation among colleagues. The Human Resources application also witnessed notable digital enhancements that made access to HR services easier and faster, reflecting the company's commitment to innovation at all levels.

With the aim of enabling innovation and sustainable growth, in addition to accelerating digital transformation in Kuwait, stc-through its specialized subsidiaries that provide ICT services to the enterprise sector-is committed to delivering innovative digital services and solutions that ensure the alignment of customers' digital initiatives with their strategic objectives, while providing support across all stages of the digital transformation journey.

In this context, stc-through its subsidiaries-has established strategic partnerships with several pioneering companies specializing in artificial intelligence. These partnerships aim to enable organizations to access advanced expertise in order to accelerate the speed of innovation, while reducing the costs and risks associated with developing AI solutions in-house. They also empower organizations with scalability, flexibility, and data-driven decision-making capabilities, in addition to developing internal competencies through knowledge transfer. By leveraging the capabilities of AI experts, organizations are able to strengthen their competitive advantage, improve operational efficiency, and drive sustainable digital transformation.



Strategic AI partnerships accelerating the speed of digital transformation in Kuwait.

## Our Strategic Framework for the Future

Supported by its corporate strategy "r.e.a.c.h." focused on quality growth, stc achieved notable success and progress in operational performance, in line with the company's development and its journey toward industry leadership. This was reflected in profitability and financial performance through

improved operational efficiency, cost optimization, and effective resource management. With this sustainable model built on quality, innovation, and operational excellence, stc has become a benchmark in innovation, reliability, and long-term value creation in the telecommunications sector.

stc is actively exploring and investing in emerging technologies to strengthen its position as a digital leader and to capture future growth opportunities across the technology sector. The company has significantly invested in advanced technologies such as 5G, 5G advanced, Internet of Things (IoT), cloud services, and artificial intelligence, demonstrating a clear strategic focus on shaping the future of ICT services and enabling digital transformation for both consumers and enterprises.

Beyond infrastructure, stc fosters innovation through involvement in the startup and technology sectors, including sponsoring key regional technology and startup events like Nexus 2025, where it highlights emerging technology trends and supports entrepreneurship.

Accordingly, stc has adopted artificial intelligence as a key enabler to support service quality and create new opportunities across various sectors. The use of artificial intelligence technologies has contributed to enhancing customer experience by automating customer service processes, improving the speed and accuracy of response, and raising the efficiency of operational processes through the advanced use of data analysis and proactive network management.

At the operational level, our subsidiaries represent strategic arms supporting our expansion in the enterprise and government sectors by providing advanced digital solutions including smart grids, cybersecurity, automation, and data analysis. This integrated approach has enabled stc to accelerate market development, enhance the role of artificial intelligence as a driver of sustainable value creation, and consolidate the company's position at the forefront of digital transformation in the communications and information technology sector.



"r.e.a.c.h." .. our vision for excellence and growth in every step.

Through the implementation of its corporate strategy, stc continues to move steadily towards its vision of becoming Kuwait's leading digital enabler and a key contributor in achieving Kuwait Vision 2035 by supporting digital transformation across vital sectors and delivering sustainable value to all stakeholders.

### Operational Leadership & Financial Growth

Driven by its integrated strategy that combines operational efficiency with technological innovation, stc achieved strong and sustainable financial performance, with total revenues reaching KD 342.5 million, while net profit reached KD 34.1 million, supported by a notable improvement in profit margins. This performance reflects stc's resilient business model and its ability to adapt to dynamic changes in both local and regional markets.

The company also continued to strengthen its competitiveness by diversifying revenue streams, expanding its portfolio of digital services and technology solutions for consumer and enterprise segments, reinforcing its position among the elite companies listed on Boursa Kuwait's Premier Market.

### Talent Empowerment & Workplace Development

Driven by our belief in the importance of our human capital as the cornerstone of success, stc continued throughout this year to implement initiatives aimed at developing and empowering national talent through continuous training and upskilling, as well as expanding career development programs.

In 2025, stc relocated its headquarters to a new facility designed to enhance the work environment and provide improved benefits and capabilities for its employees, supporting productivity and employee well-being. The Human Resources sector also achieved a significant shift in its approach, becoming more inclusive and increasingly focused on enhancing the employee work environment, through qualitative initiatives that strengthened the employee experience and fostered a culture of recognition and belonging.

This included the relaunch of the Corporate Awards Program under the name GEM – "Growth, Engagement & Merit", honoring high-performing employees and fostering a spirit of achievement. In addition, the "Talent Incubator Program" (TIP) was introduced to prepare fresh graduates and develop future leaders, alongside the Summer Internship

Program, which provided university students with meaningful hands-on opportunities to hone their skills.

On a cultural level, stc organized several engagement activities to enhance teamwork and strengthen a flexible and integrated work environment that extends to employees' families. The company also activated the "Suggestions & Feedback" platform to encourage open communication and employee participation in improving the workplace.



Our people.. the strength that builds the future.

The company achieved a Kuwaitization rate of 61% by the end of 2025, while the participation of women in the workforce reached to 21%, reaffirming stc's commitment to fostering diversity and empowering national talent across all organizational levels.

### Sustainability & Corporate Responsibility

stc continues to embed sustainability and good governance principles across all its operations by adopting global best practices in Environmental, Social, and Governance (ESG) standards. The company implements initiatives that promote environmental awareness, optimize resource efficiency, and support social and educational programs, reinforcing stc's role as an active contributor to sustainable development. Weyak is a flagship initiative by stc Kuwait that embodies the company's commitment to empowering local SMEs and startups, fostering innovation and accelerating digital transformation in Kuwait. As a core pillar of stc's Corporate Social Responsibility (CSR), Weyak supports the development of a complete entrepreneurial ecosystem, while aligning sustainability with long-term value creation for stakeholders.

In this context, stc's executive management established the "Sustainability Committee" to enhance transparency and integrate financial performance with corporate sustainability. The committee provides strategic oversight of stc's sustainability agenda, initiatives, and ESG policies, ensuring their alignment with national and global frameworks and embedding sustainability into decision-making processes, operations, and corporate strategy.



The committee is also responsible for monitoring performance, managing sustainability-related risks, and communicating with stakeholders, including employees, investors, regulators, and the community, while strengthening disclosure practices in support of stc's position as a leader in corporate governance and regulatory compliance.

### stc's Outlook

stc remains focused on accelerating the transformation of its operating model towards more intelligent and sustainable business structures, while expanding its portfolio of innovative digital services across local and regional markets. The company will continue investing in infrastructure, modern technologies, and AI-based smart solutions to reinforce its position as a leading digital enabler in Kuwait and the region.

stc is also working to further enhance the employee experience within a renewed work environment rooted in creativity, flexibility, and recognition of achievement - ensuring continued success and sustainable value creation for both employees and shareholders.

The company firmly believes that the future will be built through determination, collaboration, and innovation, and continues to move forward as one unified team to deliver lasting value to its shareholders, partners, and the wider community.

### Acknowledgment & Appreciation

I extend my sincere gratitude and appreciation to our shareholders for their trust and support, to our valued customers for their loyalty, and to the members of the Board of Directors, Executive Management, and the entire stc team for their dedication, which has enabled the company to advance its journey with confidence and success.

The achievements of 2025 are just a new step in our journey towards a brighter future, led by innovation and leadership.

### Eng. Muataz Abdullah Aldharrab

Chief Executive Officer



# Our Business Model

## Financial strength

- Backed by a leading regional telecom group
- Consistent financial growth and stability
- Strategic investor in new ventures

## Operational strength

- Leader in digital services offerings
- Early adopter of advanced technologies for operational efficiency
- Proactive strategic partner to many local and global entities, driving national transformation

## Human capital strength

- Culture of innovation and inclusion
- Attraction and retention of top industry talent
- Empowerment of employees with global expertise

## Innovation strength

- Leader in deploying next-generation technologies
- Driver of digital transformation with bold initiatives
- Global collaborations to foster innovation



Our business model is centered on creating long-term value for all stakeholders by focusing on innovation, sustainability, and operational excellence. We prioritize customer satisfaction through high-quality products and services, ensuring their needs are met while driving growth and market leadership. We foster strong relationships with employees by promoting a culture of collaboration, development, and well-being. We engage with suppliers and partners to drive mutual success, maintain ethical practices, and uphold environmental responsibility. Our commitment to shareholders is demonstrated through consistent financial performance, transparent governance, and strategic investments. We are dedicated to positively impacting the communities in which we operate, contributing to social and environmental sustainability, adhering to related regulations and aligning with global best practices.

# Strategic Framework and Corporate KPIs

## Objectives

<b>r</b> Reignite consumer portfolio	<b>e</b> Expand enterprise growth	<b>a</b> Advance market evolution	<b>c</b> Create differentiated experience	<b>h</b> Harness business excellence
Grow and safeguard B2C core telco business R.1	Grow and safeguard the B2B core telco business E.1	Establish future-ready capabilities and enhance competitive dynamics A.1	Build best-in-class experience for customers and partners C.1	Carry out complete digital transformation H.1
Continue diversifying beyond the core telco business R.2	Expand the B2B ICT portfolio E.2	Drive ecosystem alignment to support national digital priorities A.2	Become the employer of choice C.2	Strengthen organizational agility H.2
Enhance B2C commercial engine R.3	Strengthen the B2B commercial engine E.3	Expand regional footprint A.3	Elevate stc's brand positioning C.3	Embed AI into stc Kuwait's DNA H.3
				Strengthen financial control H.4

## KPIs

Sustainable growth of subscribers and revenues	Accelerated B2B and ICT revenue growth across priority segments	Increased collaboration and engagement within the national digital ecosystem	Improved stakeholder experience leading to higher satisfaction and brand perception	Advancements in digital transformation and operational agility
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The updated r.e.a.c.h. framework anchors these priorities, reinforcing the core and sharpening focus on new value areas.



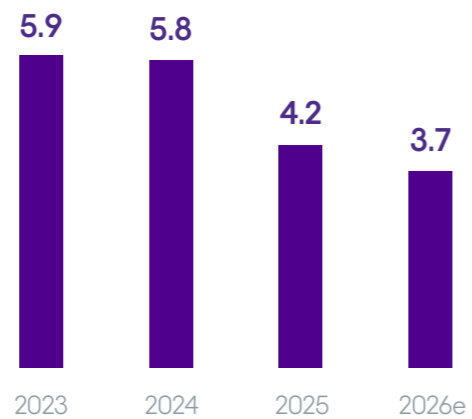
# Market Overview

## Uncertainty of future growth further muddled by impact of tariffs

World economic growth is expected to come in better than previous forecasts this year led by better-than-expected data for the second quarter of the year. However, the data reflects the front-running of US tariffs that led to stronger data and several positive surprises in Europe and elsewhere. Projections indicate a similar level of growth in 2026 (Figure 1), with headline inflation further declining to reach ~4.2% in 2025 and expectations for a further decline in 2026 to reach 3.7% (Figure 2). As a result, projections align with a soft-landing scenario, reducing inflation without a significant downturn in economic activity.

(Source: IMF, October 2025)

IMF Global Headline Inflation, %



IMF Real GDP Growth Projection, %



■ MENA Real GDP Growth ■ Kuwait

## Transformation gaining pace in Kuwait

Economic growth in Kuwait is expected to pick up pace in the near term, given the speed of execution of projects as well as a strong non-oil manufacturing sector. Kuwait's 2025 GDP growth forecast was revised up to 2.6% from an earlier forecast of 1.9% from the IMF, reflecting faster growth in non-oil GDP. Growth in 2026 is expected to be even better at 3.9%, the highest in four years backed by both higher oil GDP and non-oil GDP. Kuwait was an exception to the general decline in project awards in the GCC with total projects awarded improving in 2025 compared to 2024. Similarly, according to MEED Projects, total contracts awarded in Kuwait increased by 25.3%

to reach USD 7.0 Bn during the 9M-2025 compared to USD 5.6 Bn in 9M-2024. The growth in awards reflects Kuwait's steady economic momentum, mainly due to increasing oil production and resilient non-oil growth. Also, the latest data on PMI for Kuwait compiled by S&P Global highlighted the consistent expansion of the non-oil economic sectors with recent figures around 52.8 in October-2025, driven by strong new orders, output, and hiring, though facing some mixed employment signals and cost pressures.

(Source: IMF, 2025)

## Solid Kuwaiti telecom sector and elevated 5G networks

The Kuwaiti telecommunications market continues to demonstrate strong resilience and innovation, standing out as one of the region's most advanced sectors, especially in mobile services and innovative digital solutions. With mobile penetration exceeding 100% and broad uptake of next-generation technologies, the industry is a key enabler of Kuwait's digital transformation and a contributor to its wider development objectives.

In support of the Kuwait Vision 2035, CITRA launched 5G Advanced during 2025, as a major milestone in Kuwait's telecommunications sector,

reinforcing the country's position at the forefront of regional digital innovation. This step enhances network performance through higher speeds, lower latency, and improved reliability, enabling advanced use cases across industries such as AI, industry automation, and immersive digital services. The launch of 5G Advanced underscores CITRA and the telecom operators' commitment to fostering a future-ready digital ecosystem and supporting Kuwait's broader economic and technological development goals.

## Digital Enablement and AI-Driven Transformation

stc continued to play a leading role in enabling Kuwait's digital transformation by embedding digital capabilities and artificial intelligence across its operations and service offerings. The integration of AI into network management, customer engagement, and internal processes enhanced efficiency, improved service quality, and supported faster, data-driven decision-making. Through a growing portfolio of digital solutions and advisory capabilities, stc is keen to offer an exceptional

customer experience, exceeding their expectations and empowering enterprises and government entities to accelerate their own digital journeys. Leveraging on stc Group's global expertise and scale to deliver cutting-edge services, including cloud computing, IoT, and enterprise solutions, stc Kuwait's expanded role extends beyond traditional connectivity, reinforcing its contribution to the digital economy and supporting sustainable, innovation-led growth across the market.

# CFO's Review

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We invest with a long-term focus to drive sustainable growth and value creation. Our strategy is anchored in disciplined execution, supporting consistent growth while enhancing operational efficiency.



**Mr. Khalid Fahad Almayouf**  
Chief Financial Officer

This year marked an exceptional period for Kuwait Telecommunications Company (stc), as the company's financial and operational results reflected the strength of the financial pillars underpinning its corporate strategy and its ability to deliver sustainable financial growth in a highly competitive and rapidly evolving business environment. stc also demonstrated its ability to keep pace with the latest developments in the telecommunications and information technology sector by strengthening its solid infrastructure through the launch of 5G Advanced, enabling higher speeds, improved operational efficiency, and broader support for advanced applications and artificial intelligence technologies. This performance was driven by a balanced financial approach that combines a clear long-term vision, disciplined execution, and a strong focus on creating long-term value.

During the year, stc maintained its position as a leading player in the telecom and ICT sectors, continuing its efforts to enhance operational efficiency, elevate service quality, and allocate financial resources toward carefully selected strategic priorities. These efforts further strengthened the company's financial position and supported its ability to deliver sustainable, profitable growth.

As part of our digital transformation journey, stc has advanced the deployment of intelligent financial dashboards to provide real-time, predictive insights for faster and more informed decision-making. These dashboards leverage automation, advanced analytics, and AI-driven forecasting to move beyond static reporting toward proactive performance management for delivering value creation.

In this statement, I am pleased to present the key financial achievements for 2025, the key pillars that contributed to these strong results, and an overview of our financial priorities for the periods ahead.

## Financial Performance

In the first year of implementing its corporate strategy, "r.e.a.c.h", Kuwait Telecommunications Company (stc) delivered sustainable growth by successfully translating its strategic priorities into tangible results, despite a rapidly evolving and highly competitive operating environment. This was achieved through a strong focus on service quality, the enhancement of the Consumer segment's product and service portfolio, and the execution of several strategic partnerships aimed at accelerating expansion in the Enterprise segment. stc's solid financial performance was characterized by strong returns, healthy profit margins, and robust revenue growth, whereby total revenue reached KD 342.5 million in 2025, representing a growth

rate of 1.8% compared to the previous year. This performance was driven by the contribution of the Consumer segment, which accounted for 78% of total revenue, alongside the Enterprise segment, which contributed 22% of total revenue, highlighting a well-balanced revenue mix for the financial year ended 31 December 2025.

In addition, EBITDA reached its highest level in several years, amounting to KD 93.5 million in 2025, representing a 9.6% year-on-year increase. EBITDA margin expanded to 27.3%, compared to 25.3% in 2024, reflecting improved operational efficiency and disciplined cost management.

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With 9.6% YoY growth, stc records the highest level of EBITDA, positively reflecting on earnings and supporting sustainable growth.

This performance was supported by the continuous enhancement of the company's business model and the expansion of its portfolio of solutions and services, contributing to enhanced profitability, improved operational efficiency, a stronger financial position, and an increased revenue market share.

This strong operational performance translated directly into improved profitability, with net profit reaching KD 34.1 million (earnings per share of 34 fils) in 2025, representing a growth of 8.7% compared to KD 31.4 million (earnings per share of 31 fils) in the previous year. This improvement was driven by the balanced performance across the company's business segments, prudent cost management, and stc's continued focus on strengthening its operations and expanding strategic investments.

stc successfully achieved its financial targets and maintained robust cash flows. This reflects the efficiency of operational performance and the quality of earnings, providing the company with the confidence to maintain a dividend payout ratio aligned with shareholders' expectations.

The above results are supported by the credit control framework's advancements done in 2025, which enhances collection efficiency, supports healthier cash flows, and reinforces financial resilience. By leveraging data-driven insights and predictive risk models, we are building a more robust credit ecosystem that aligns with our long-term growth strategy and ensures sustainable revenue performance.



A strengthened credit control framework that boosts collection effectiveness, supports robust cash flows, and enhances overall financial stability.

The results also demonstrate stc's financial stability, especially following the implementation of the OECD Pillar Two global minimum tax framework in 2025, under which stc Kuwait is subject to a 15% minimum effective tax rate on profits generated in Kuwait.

Capital expenditure during the year amounted to KD 51.8 million, representing 15.1% of total revenues. The company continued to direct its investments toward network development and the enhancement of its digital infrastructure through the launch of 5G Advanced, supporting operational readiness and long-term sustainable growth.

The company maintained a robust financial position, with total assets reaching KD 479.0 million and shareholders' equity at KD 239.6 million as of December 2025. Its low debt level and conservative leverage further underscore financial resilience and capacity to fund future strategic objectives.

### Financial Pillars of the Growth Strategy

Building on these results, Kuwait Telecommunications Company (stc) continued to make tangible progress in 2025 within the framework of its corporate strategy, which serves as the key driver of its financial performance. This framework has enabled the alignment of financial decision-making with long-term strategic

priorities, supported Kuwait's digital transformation agenda, and delivered sustainable growth founded on discipline and efficiency.

From a financial perspective, the "r.e.a.c.h." strategy is centered on efficient capital allocation, enhancing revenue quality, and strengthening discipline in cost and investment management. This integrated financial approach was clearly reflected in the company's performance during the year, contributing to improved profitability, higher capital efficiency, and a more resilient financial position across all business segments.

### stc and the Investment Community

The financial performance delivered by Kuwait Telecommunications Company (stc) in 2025 reflected growing confidence from the investment community, as the company's share price recorded a notable total YTD return of +34.8% as of 31<sup>st</sup> December 2025. This performance reflects investors' positive outlook on the strength of the company's financial position, the clarity of its strategy, and its ability to generate sustainable long-term value. It also reflects stc's position among companies listed on the Premier market of Boursa Kuwait, as well as its inclusion in the global equity indices of MSCI and FTSE Russell.



stc's share derives its strength from the robustness of the company's financial performance and its strict adherence to best governance practices, reinforcing investor confidence and supporting sustainable growth.

This strong momentum enhanced the attractiveness of the company's shares to a broader investor base, including growing interest from foreign investors, reflecting increased confidence in stc's commitment to the highest standards of governance, transparency, and compliance, alongside disciplined financial management and balanced operational performance. Supported by robust cash flows and solid financial liquidity, stc

continued to deliver added value and sustainable returns aligned with shareholders' expectations. Accordingly, the Board of Directors recommended the distribution of a cash dividend of 38 fils per share for the year ended 31 December 2025, subject to the approval of the company's Ordinary General Assembly.

### Moving Forward Toward a Promising Future

Kuwait Telecommunications Company (stc) looks ahead to further strengthening its financial resilience and maintaining a balanced financial structure through the optimal allocation of its financial resources in support of its digital transformation journey. stc continues to move forward with confidence into the next phase, reinforced by disciplined financial foundations and a clear vision for sustainable growth, anchored in the core pillars of its corporate strategy. This strategy focuses on enhancing the quality of growth across both the Consumer and Enterprise segments through targeted investments in core services, digital solutions, and leveraging artificial intelligence to enhance productivity, strengthen data-driven decision-making, and unlock new revenue streams across both Consumer and Enterprise segments.

stc's objectives include expanding the implementation of artificial intelligence across its operational processes and digital services to enhance operational efficiency, drive sustainable growth, and create long-term added value for its shareholders, in line with its strategic priorities and evolving market requirements.

We remain firmly committed to the highest standards of corporate governance, financial disclosure, and regulatory compliance, while strengthening engagement with the investment community to foster mutual trust. This commitment reinforces stc's position as a trusted investment partner in the telecom and ICT sector. Looking ahead, we will continue to build on our solid financial foundations to deliver sustainable growth and long-term value. In closing, I extend my sincere appreciation to the Board of Directors, executive management, employees, and our shareholders for their trust and unwavering support.

### Mr. Khalid Fahad Almayouf

Chief Financial Officer

# Engaging our Valued Stakeholders

At stc, we are committed to building and maintaining strong, trust-based relationships with our stakeholders.

Through open, transparent, and consistent communication, we engage meaningfully with investors, employees, customers, suppliers, government entities, and the local community. By taking a strategic approach, we ensure that stakeholder feedback is integrated into board discussions and business decisions, aligning us with their needs and positioning us to exceed their expectations.



## Our Investors and Shareholders

We reinforce our communication with investors through regular engagements, our annual report, our corporate website, and quarterly presentations, supported by a dedicated Investor Relations team. Our standalone Sustainability Report further advances communication on key environmental, social, and governance (ESG) topics and our performance in these areas.

By providing clear insights into our strategic initiatives, latest developments, and financial performance, we keep investors informed of our competitive positioning and sustainability efforts. We deliver these updates through virtual meetings, online channels, and in-person forums, ensuring that investors receive timely, transparent information. Our proactive corporate responses strengthen investor confidence and enhance stc's visibility in the global financial markets.



## Our Employees

Our focus on employee well-being and professional growth recognizes their essential role in achieving operational excellence. We empower our workforce through tailored training sessions and initiatives such as the "WithU" program, which fosters employee support and satisfaction. stc is deeply committed to employee development, investing in health, safety, and digital collaboration tools.

Employees are kept engaged in the company's daily operations through corporate newsletters, policy updates, and regular meetings between executive management and staff at all levels. These interactions encourage feedback on both daily operations and departmental outlooks, fostering a responsive and inclusive culture. stc supports remote work options to ensure business continuity during global challenges, alongside regular workshops, succession planning, and performance assessments.



## Our Suppliers and Business Partners

Our procurement and supplier relationship management teams foster strong connections with local and international suppliers, ensuring efficient management of contracts and procurement processes.

Through regular in-person and virtual meetings, we maintain strong lines of communication with suppliers who align with our standards and meet local and regional demands. Our enhanced digital integration in supplier management has streamlined procurement processes, fostering innovation and cost-efficiency in our operations.



## Regulators and Governmental Entities

We proactively comply with regulatory frameworks and maintain strong relationships with government and regulatory bodies in Kuwait. Our enhanced governance protocols, transparency, and thorough disclosures reflect the highest standards of accountability in all company activities.

By collaborating closely with authorities, we support national development goals, particularly in telecommunications infrastructure and the digital economy. Our Annual Report and Board Summary Report further underscore our commitment, detailing our internal audit practices, risk and compliance committee activities, and external audit processes.



## Our Customers

With a customer base of approximately 2.3 million, we are dedicated to delivering cutting-edge products and services that respond to evolving needs. Building on our 5G network, the rollout of 5G Advanced enhances speed, latency, and reliability, enabling more tailored services for consumers and enterprises in support of our customer-centric strategy.

Through strategic partnerships and an expanding digital ecosystem, we offer greater convenience and access to advanced solutions, solidifying our leadership in digital transformation. Direct feedback loops from customer interactions inform our service adjustments, while our flexible operating model and business continuity plan keep us agile. Our communication channels include social media, call centers, website chatbots, customer service offices, and the mystc KW app, providing direct, real-time support.



## Our Community

Expanding our sustainability initiatives and Corporate Social Responsibility (CSR) efforts, we have launched numerous initiatives focused on education, digital literacy, and environmental sustainability. We collaborate with government and nonprofit organizations to make a meaningful impact, from supporting local businesses in digital transformation to empowering communities with resources. Our specialized team represents stc in local media and public events, keeping stakeholders informed about our latest news, services, and market position.

Through targeted awareness campaigns and active partnerships that encourage employee volunteering, we foster entrepreneurship and digital innovation. We also collaborate closely with academic institutions by hosting awareness sessions, career fairs, and other relevant initiatives, contributing to the educational and professional development of Kuwait's youth.

# Risk Management

The telecommunications industry is currently facing a major shift. The demand for traditional voice services is declining, while data consumption is growing exponentially, a trend accelerated by the pandemic. This rapid digital transformation, driven by new technologies, is forcing telecom companies to rethink their business models and innovate quickly.



## Key Challenges and Strategic Imperatives

In a crowded market, telecom providers must stand out by offering superior services. This requires significant investment in infrastructure, strict data protection protocols, and compliance with all regulatory frameworks. To thrive, companies must adapt promptly, expand their service offerings, and provide seamless customer experience to gain a competitive edge.

At stc, risk management is a core part of the strategic framework. It informs business planning, helps evaluate performance, and ensures that risk is considered in all critical decisions to maximize positive outcomes. This comes with the aim of enhancing the company's ability to achieve sustainable positive results, while reducing exposure to risks that could negatively impact stability and business continuity.

At stc, we prioritize effective risk management to protect value, ensure business continuity, and navigate the evolving challenges of the telecommunications industry through our robust Enterprise Risk Management (ERM) framework.

Principles

# What is stc's Approach to Enterprise Risk Management (ERM)?

stc has a comprehensive and dynamic Enterprise Risk Management (ERM) framework in place to proactively manage business risks. This system is designed to identify, assess, prioritize, and mitigate risks across all stc's operations.

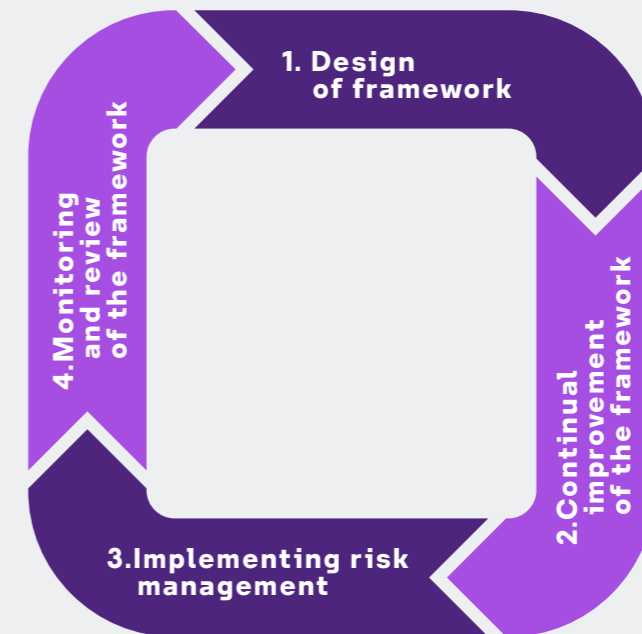
## Key Aspects of the ERM Framework

- **Holistic and Embedded:** The ERM process is integrated into the company's operations, allowing stc to take a holistic approach to risk management. This helps stc to make meaningful comparisons and supports the achievement of its strategic objectives.
- **Structured Process:** The framework defines clear roles and responsibilities and outlines a consistent, end-to-end process for identifying and managing risks. A core component of this is the monthly risk assessment.
- **Strong Governance:** The Board of Directors maintains the highest standards of corporate governance by regularly reviewing and adopting best practices. The Board has established the Board Risk Management Committee to oversee the ERM framework, risk strategy, and related policies. This committee also monitors the risk management system and reviews the organization's top risks.
- **Independent Function:** The risk management function operates independently of stc's business groups and sectors.
- **Continuous Improvement:** stc's approach is constantly being enhanced to enable more dynamic risk detection, model the connections between different risks, and use data to improve risk visibility and responses. stc's commitment to industry-leading practices is further demonstrated by its ongoing attainment of ISO 31000 attestation.
- **Consistent Evaluation:** A standard risk scoring methodology has been developed to ensure consistency when reporting and evaluating risks. The results from this process are consolidated to determine the principal risks and uncertainties for the entire organization.

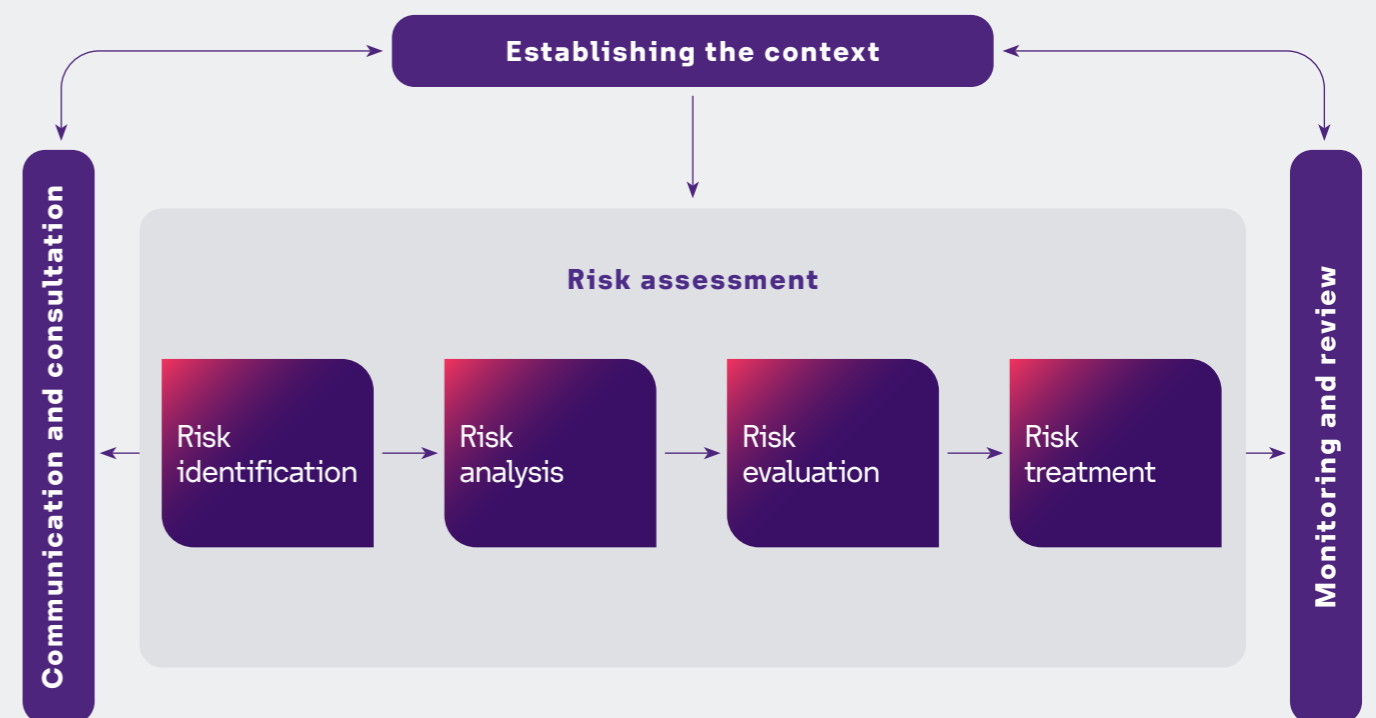
1. Creates value
2. Integral part of organizational processes
3. Part of decision-making
4. Explicitly addresses uncertainty
5. Systematic, structured, and timely
6. Based on the best, available information
7. Tailored
8. Takes human and cultural factors into account
9. Transparent and inclusive
10. Dynamic, interactive, and responsive to change
11. Facilitates continual improvement of the organization

Framework

Mandate and Commitment



Processes



# Risk categories

Risk Family Category 1	01 Corporate Risk	02 Operational Risk	03 Technology Risk	04 Financial Risk	05 Legal and Compliance Risk
Risk Family Category 2	1.1 Governance	2.1 Service Delivery	3.1 Information Technology	4.1 Market	5.1 Compliance
	1.2 Strategy	2.2 Sales and Marketing	3.2 Network Operations	4.2 Liquidity	5.2 Legal
	1.3 Program Management	2.3 Supply Chain	3.3 Cybersecurity	4.3 Foreign Exchange	5.3 Regulatory
	1.4 Planning and Resource Allocation	2.4 People/Human Resources	3.4 Data Privacy	4.4 Interest Rate	
	1.5 Major Initiatives	2.5 Revenue Management	3.5 Data Integrity	4.5 Investments	
	1.6 Mergers, Acquisition and Divestiture	2.6 Physical Assets	3.6 Artificial intelligence	4.6 Credit	
	1.7 Market Dynamics	2.7 Intangible Assets		4.7 Accounting and Reporting	
	1.8 Communication and Investor Relations	2.8 Project Management		4.8 Tax and Zakat	
	2.9 Business Continuity		4.9 Capital Structure		
	2.10 Environment, Health and Safety		4.10 Fraud		
			4.11 Revenue Leakage		

The risk categories classify all risk source types that could affect stc into five main silos known as Category 1 risks. For easier management and communication, Category 1 risks are broken down into Category 2 risk types and, in some instances, these are further subdivided into Category 3 and 4 risk types. Furthermore, the ERM will be the custodian to the risk families and has the authority to add or reclassify them.

# Residual Risk Rating

**Residual Risk Scoring:** quantifies the mitigating effects of existing controls on Likelihood Score. The calculated residual scores result in an attention score or index:

Impact Rating	Likelihood Rating	Control Effectiveness				
		Complete	Substantial	Partial	Minimal	Missing
Severe	Almost Certain					
	Likely					
	Possible					
	Unlikely					
	Remote					
Major	Almost Certain					
	Likely					
	Possible					
	Unlikely					
	Remote					
Moderate	Almost Certain					
	Likely					
	Possible					
	Unlikely					
	Remote					
Minor	Almost Certain					
	Likely					
	Possible					
	Unlikely					
	Remote					
Insignificant	Almost Certain					
	Likely					
	Possible					
	Unlikely					
	Remote					

Critical   Substantial   Manageable   Marginal   Negligible



## Identifying Risks

The Risk Management Department at stc helps all sectors/subsidiaries in identifying and assessing potential risks to their strategies and operations.

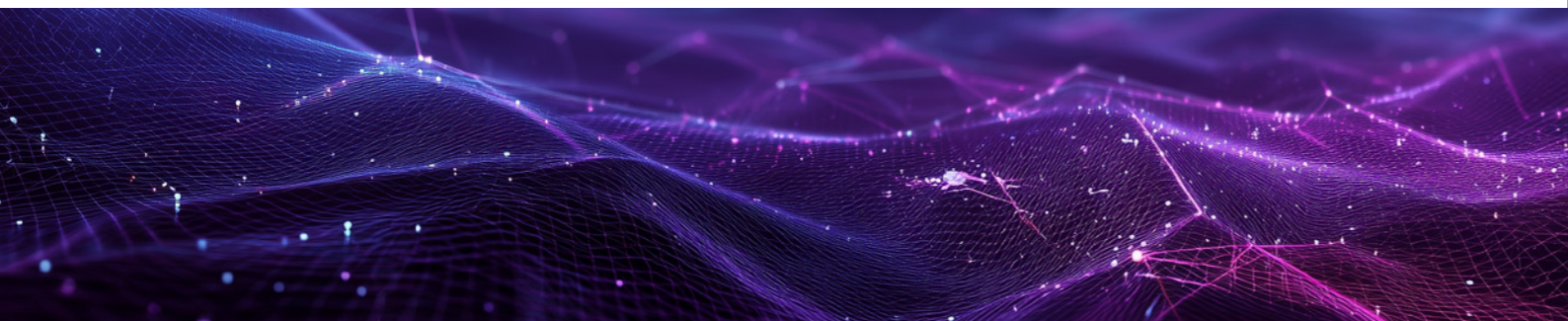
The department creates a consolidated list of these risks and presents it regularly to senior leaders and executives. This allows them to evaluate the risks from a Group-wide perspective, determine which ones are critical, and identify emerging threats that need further investigation.

Before being submitted to the Board Risk Management Committee and the Board for final review and approval, these critical risks are defined and agreed upon by the Management Risk Committee.

## Monitoring Risks

stc prepares a quarterly risk report for the Board Risk Management Committee that outlines stc's main risks. This report provides a transparent view of individual risk developments and the overall risk situation, keeping the committee informed about the latest changes to the risk management system.

To enhance its risk management and oversight, stc is continually improving its technology tools. These improvements are designed to facilitate better reporting, analysis, assessment, and management of risk information. Additionally, stc has refined its Key Risk Indicators (KRIs) to strengthen risk monitoring, ensuring more robust oversight and proactive management of risks.



## Managing Risks

To properly manage its risks, stc first categorizes them to understand their context and environment. Each risk is assigned to a specific category — such as corporate, technology, operational, financial, or compliance — and is identified as being either an internal or external threat.

This process helps to determine the best way to handle each risk and ensures it gets the right level of oversight. Executive risk owners are accountable for ensuring that adequate controls and treatment plans are in place to keep risks within acceptable tolerance levels.

stc continuously monitors the progress of these risk treatment strategies throughout the year and conducts in-depth reviews of all its risks.

## Risk Mindset and Culture

At stc, a strong risk culture is fostered through a combination of leadership and internal systems. stc's management sets the tone, establishing clear expectations and behaviors that promote risk awareness across all business activities.

### How stc Promotes a Risk-Aware Culture

- **Employee Empowerment:** stc promotes timely and effective risk interventions, helping employees make informed decisions and improve operational integrity.
- **Widespread Communication:** stc communicates expected behaviors to every employee, integrating risk awareness into the core of its corporate culture.
- **Training and Formalization:** A continuous program of training and communication is in place to support this. Additionally, defined roles formalize risk management, ensuring that risk procedures are consistently integrated into key decision-making processes.

## Risk Appetite Statement

The Risk Appetite Statement is a core element of stc's ERM framework, defining the level and types of risks stc is prepared to take in pursuit of strategic goals and long-term value. It sets clear boundaries for acceptable risks, guiding decision-making across all operations.

stc follows an "Open" risk appetite in strategic areas such as Digital Transformation, Customer Satisfaction, Service Sustainability, Employee Growth, and Third-Party Risk Management, supported by strong mitigation controls. At the same time, stc maintains a cautious stance on regulatory, legal, and ethical risks.

Regularly reviewed and approved by the Board, the Risk Appetite Statement evolves with industry trends, market conditions, and strategic priorities, ensuring a balanced approach that protects the stc's objectives while enabling growth.

## Risk Management Highlights

In its journey toward excellence in risk management, stc is reinforcing its position as a forward-looking and resilient organization. A key achievement was the comprehensive review and re-assessment of stc's Risk Framework in line with stc Group. This effort ensured alignment with evolving strategic priorities and established a robust foundation for governing risk-taking activities, enabling more informed and balanced decision-making at all levels.

Finally, stc has continued to focus on expanding its coverage of risks, ensuring a comprehensive understanding of exposures across its operations. Rigorous efforts were made to strengthen existing controls and implement robust mitigation strategies, further securing the organization against an increasingly complex and dynamic risk environment. These achievements collectively reflect stc's unwavering commitment to safeguarding its future while driving sustainable growth.

## Risk Management Mitigations

To build on these achievements, stc continues to implement a comprehensive set of Risk Mitigation measures, including:

- **Strengthening Governance:** Ongoing refinement of the Risk Framework to ensure alignment with stc Group standards, ISO 31000, COSO and industry best practices.
- **Enhanced Risk Monitoring:** Deployment of advanced tools and analytics to identify, assess, and monitor emerging risks in real time.
- **Robust Internal Controls:** Continuous reinforcement of internal control mechanisms to minimize operational, financial, and compliance risks.
- **Capacity Building:** Regular training and awareness programs to equip employees with the knowledge and skills required for effective risk management.
- **Scenario Planning & Stress Testing:** Conducting simulations to assess the potential impact of adverse events and prepare proactive response plans.
- **Integrated Risk Reporting:** Strengthening risk reporting frameworks to provide timely, transparent, and actionable insights for decision-makers.



# Principal Risks

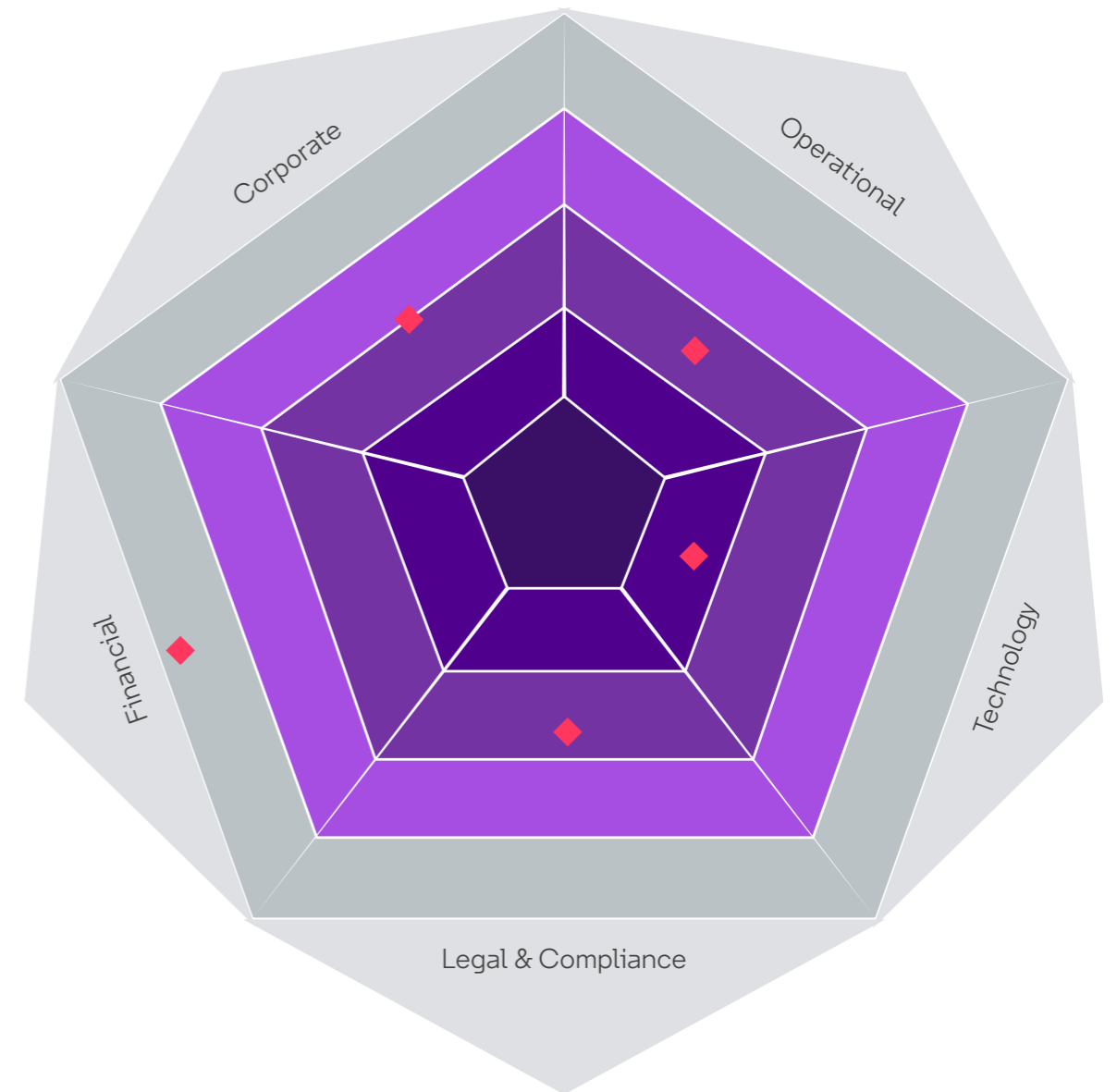
Category	Risk	Mitigation
<b>Technology</b>	Cyber Security Threats	<ul style="list-style-type: none"> <li>24/7 monitoring of network performance and security to quickly identify and resolve issues</li> <li>Vendor risk management to ensure the reliability of third-party providers and contractors</li> <li>Regular maintenance and software updates to ensure systems remain secure and reliable</li> <li>BCM/Redundancy planning (e.g., backup systems, failover mechanisms) to prevent service disruption</li> <li>Disaster recovery plans to recover from potential failures or attacks</li> </ul>
<b>Financial</b>	Credit, Market, Liquidity	<ul style="list-style-type: none"> <li>Conducting regular financial audits, risk assessments, and process reviews, along with continuous monitoring through Key Risk Indicators and Risk Appetite, to ensure the early detection of potential financial issues</li> <li>Risk hedging (e.g., insurance, currency hedging) to mitigate unexpected market fluctuations</li> <li>Cash flow management and contingency planning for economic downturns</li> <li>Budgeting and forecasting to ensure proper allocation of resources</li> </ul>
<b>Operational</b>	Environmental, Health & Safety	<ul style="list-style-type: none"> <li>Health and safety policies that adhere to local and international standards</li> <li>Employee training on safety protocols and emergency response procedures</li> <li>Regular risk assessments to identify hazards and develop safety strategies</li> <li>Compliance with environmental regulations (e.g., sustainability program, waste management, carbon footprint reduction)</li> </ul>
<b>Legal and Compliance</b>	Unfavorable regulatory changes impacting its current business model	<ul style="list-style-type: none"> <li>Regular monitoring of regulatory changes and updates</li> <li>Legal department involvement to stay ahead of new and evolving regulations</li> </ul>
<b>Corporate</b>	Governance and Internal Control	<ul style="list-style-type: none"> <li>Clear organizational structure and policies to ensure proper oversight</li> <li>Periodic Board Meeting and Board-level risk oversight, and strong internal control frameworks to ensure compliance with corporate governance</li> <li>Regular reviews of governance practices and the effectiveness of internal audits and risk assessment/ process review</li> <li>Transparent communication with stakeholders to build trust and ensure compliance with ethical standards</li> </ul>

As a leading entity in the global telecommunications and information technology arena, stc navigates a landscape rife with uncertainties and rapid change. Success in this dynamic environment is predicated on its proactive anticipation of potential developments and the systematic identification, evaluation,

and management of the consequent risks and opportunities. stc regards an efficacious risk and opportunity management system as an indispensable component of its value-driven corporate governance.

In the risk evaluation phase, it categorizes risks into corporate, technology, operational, financial, and legal and compliance domains. This classification enhances its comprehension of each risk's unique characteristics and informs its management approach, allowing it to craft tailored oversight and assurance strategies. The key risks affecting stc remain largely unchanged from last year.

The material risks, including environmental and social exposures, are detailed below, along with the strategies employed to manage them.



Forward looking

As we move into the year ahead, stc remains steadfast in its commitment to strengthening enterprise risk management (ERM) practices to support sustainable growth and strategic excellence. Our focus will be on proactively identifying, assessing, and mitigating both existing and emerging risks that could influence the successful achievement of our business objectives and internal control.

By enhancing our comprehensive and structured ERM framework, we aim to bolster organizational resilience and agility, enabling us to effectively navigate an evolving risk landscape marked by economic uncertainty, technological disruptions,

and regulatory changes. This approach will not only safeguard our assets and reputation but also position us to capitalize on new opportunities for value creation.

Equally important, stc will continue fostering a culture of risk awareness across all levels of the organization, embedding risk considerations into decision-making processes and operational practices. Through training, collaboration, and the use of advanced risk analytics, we will ensure that risk management becomes an integral part of our corporate DNA-driving long-term sustainability, stakeholder confidence, and strategic success.

Business continuity

stc's unwavering commitment to business continuity management (BCM) reflects its strategic focus on safeguarding national resilience, operational integrity, and the trust of its stakeholders.

stc's BCM strategy is underpinned by adherence to international standards, such as iso 22301, with comprehensive training programs for its teams in DRI and BCI standards. This equips stc with cutting-edge capabilities to ensure readiness and response excellence. Over the past year, it has achieved significant milestones, including successfully executing over 48 BCM exercises, spanning all critical functions and incorporating interdepartmental collaboration. These rigorous tests have strengthened its recovery strategies, validated its business continuity plans (BCPs) and reinforced its ability to maintain seamless operations under any circumstance. To ensure measurable and transparent performance, stc

employs strict Key Performance Indicators (KPIs) across all BCM activities, underscoring its disciplined approach to maintaining the highest levels of preparedness and reliability. Through 23 continuous business impact analyses (BIAs) and iterative improvement cycles, it has elevated its bcm maturity, ensuring alignment with national and international resilience mandates. Moreover, stc has harnessed the power of digital transformation to enhance the agility, scalability and efficiency of its business continuity management system (BCMS). These initiatives have modernized its operations and fortified its capacity to adapt swiftly to evolving challenges. Recognizing the importance of a skilled workforce, stc has invested in extensive training and professional development programs in BCM, crisis management, incident response, and disaster recovery. This ensures that its employees remain at the forefront of resilience disciplines, empowering them to respond effectively to crises and disruptions.

