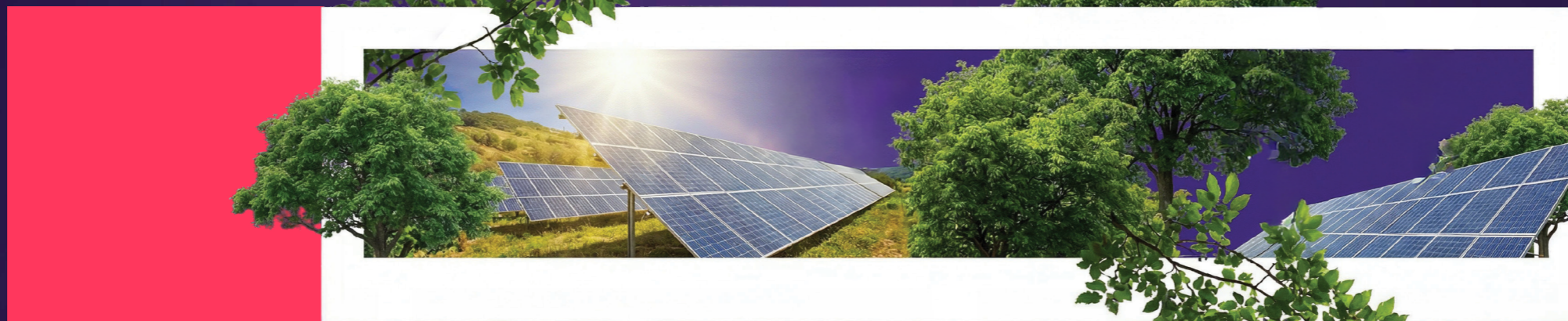


Sustainability  
Report | 2025



Shaping  
the future



Amir of the State of Kuwait  
**H.H. Sheikh Mishal Al-Ahmad  
Al-Jaber Al-Sabah**



The Crown Prince  
**Sheikh Sabah Khaled  
Al-Hamad Al-Sabah**

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# Introduction

About  
this  
report

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# Sustainability at the core

This Sustainability Report presents stc Kuwait's Environmental, Social, and Governance (ESG) performance, initiatives, and progress for the period from 1 January 2025 to 31 December 2025. It reflects stc Kuwait's commitment to transparency, accountability, and continuous improvement across its operations and community engagement. Through this Report, stc Kuwait aims to provide our various stakeholders, including customers, employees, regulators, shareholders, partners, and the wider community with a clear view of our sustainability priorities, actions, and performance during the reporting year.

## Reporting period and frequency

The Report covers ESG-related data, initiatives, and performance for the 2025 calendar year. It is published on an annual basis and complements other disclosures available through stc Kuwait's website and regulatory filings.

## Reporting boundary

Unless otherwise stated, the information presented in this Report relates to Kuwait Telecommunications Company K.S.P.C. (stc Kuwait) and its direct operations in Kuwait. It does not include operations, subsidiaries, joint ventures, or affiliates outside Kuwait. Unless specified otherwise, references to "stc Kuwait," "the Company," "the organization," "we," or "our" throughout this Report collectively refer to Kuwait Telecommunications Company K.S.P.C..

## Basis of preparation and alignment

The Report has been prepared in accordance with the Global Reporting Initiative (GRI) Universal Standards 2021 and is aligned, where relevant, with the Sustainability Accounting Standards Board (SASB) Telecom Services standard, the United Nations Sustainable Development Goals (UN SDGs), Kuwait Vision 2035, the Boursa Kuwait ESG Disclosure Guide, and the stc Group Sustainability Strategy.

## Restatements

There are no material restatements of previously reported information. Any updates or changes from prior reporting periods are identified where relevant.

## External assurance

Selected data points have undergone internal review and validation. External assurance has not been applied for this reporting cycle but may be considered in future reports.

## Feedback and contact

stc Kuwait welcomes feedback and inquiries on this Report. Contact our Sustainability Team at [sustainability@stc.com.kw](mailto:sustainability@stc.com.kw).

## Cautionary message

This Report contains statements that may be deemed as "forward-looking statements" that express the way in which stc Kuwait intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as "plans," "aims," "assumes," "continues," "believes," or any variations of such words that certain actions, events or results "may," "could," "should," "might," "will," or "would" be taken or be achieved. stc Kuwait has made various efforts to ensure the Report is as accurate and truthful as possible. However, by their nature, forward-looking statements are qualified by inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond stc Kuwait's ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.



Messages  
from our  
**leadership**

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## Chairman's message

**"Advancing sustainability through vision and responsibility"**

As we reflect on 2025, stc Kuwait continued to demonstrate resilience in a rapidly evolving market and telecommunications landscape. As a responsible digital enabler, we remain committed to advancing innovation while deepening our focus on sustainable value creation. Building on the progress made in recent years, we have taken deliberate steps to further embed sustainability into the way we govern, invest, and grow, ensuring that long-term business performance is matched by responsible business practices and broader stakeholder value.

At the Board level, we remain focused on upholding the highest standards of corporate governance in line with Capital Markets Authority (CMA) regulatory frameworks. We have placed great emphasis on integrating ESG considerations into Board-level discussions and decision-making, supporting transparency, fairness, accountability, and the protection of shareholders' rights, while reinforcing confidence in the company's performance and long-term direction.

As Kuwait's economy and society continue to evolve, stc Kuwait's role as a provider of reliable connectivity and integrated digital solutions becomes increasingly important. Through our operations, we contribute to improving quality of life, enabling productivity, and supporting economic growth. We recognize this role carries a broader responsibility: to create value not only for shareholders, but also for customers, employees, suppliers, communities, and the environment.

Sustainability therefore remains a core pillar of our long-term strategy. By integrating environmental, social, and governance considerations into our operations and strategic direction, we continue to strengthen the balance between financial performance and responsible business conduct.

On behalf of the Board, I extend my sincere appreciation to our various shareholders and stakeholders for their continued trust and collaboration. Together, we are building a strong foundation and shaping a future that is innovative, inclusive, sustainable, and resilient.

**Dr. Mahmoud Ahmad Abdulrahman**  
**Chairman of the Board of Directors**



## Chief Executive Officer's (CEO) Message

"Shaping sustainable progress through responsibility and innovation"

In 2025, our focus has been on accelerating transformation, and harnessing innovation to reshape how we operate, deliver value, and drive sustainable impact. At stc Kuwait, we recognize that digital transformation and sustainability are increasingly interconnected, guiding how we create long-term value for our stakeholders and support Kuwait's digital future.

Building on the progress achieved in 2024, we continued to advance the integration of environmental, social, and governance (ESG) priorities across our operations, decision-making processes, and growth plans, reinforcing our commitment to delivering sustainable value. Our alignment with the stc Group strategy and national development goals strengthens our ability to deliver measurable, long-term impact.

Our sustainability approach is guided by five core pillars: Empowering people, Caring for the environment, Driving digital innovation, Enriching lives, and Acting with integrity. In 2025, we continued operationalizing these pillars across the business, ensuring that sustainability is embedded not only in strategy, but also in execution and performance. During the year, we continued to embed sustainability and good governance principles more firmly across the business by aligning with best practices. A key milestone during the year was the strategic decision to establish the Sustainability Steering Committee, which built in executive oversight of its sustainability agenda, ESG policies, and related initiatives, while supporting closer integration of sustainability into decision-making, operations, and corporate strategy. This initiative has also strengthened our ability to monitor performance, manage sustainability-related risks, and drive accountability across functions, while enabling more structured engagement with key stakeholders. We also continued to translate these commitments into practical action. Across the business, we advanced initiatives that promote environmental awareness, improve resource efficiency, and support social and educational programs.

Building on our commitment to supporting the local economy, we continued to scale "weyak" in 2025, positioning it as a strategic platform to empower SMEs and startups, foster innovation, support entrepreneurship, and contribute to the development of a stronger digital ecosystem in Kuwait. As an important part of our corporate social responsibility approach, this initiative reflects how we connect sustainability with long-term value creation for our stakeholders and the wider economy.

Our people remain at the heart of this journey. During the year, we continued to support employee well-being, strengthen workplace inclusion, and reinforce health and safety practices across the organization.

As we look ahead, we remain committed to deepening sustainability integration across the business and ensuring that our growth continues to be responsible, resilient, and inclusive. I extend my sincere appreciation to our employees, partners, shareholders, and various stakeholders for their continued trust and support.

**Eng. Muataz Abdullah Aldharrab**  
**Chief Executive Officer (CEO)**



## Chief Strategy Officer's (CSO) Message

“Turning strategy into sustained  
value creation”

In 2025, our focus has been on translating strategic intent into tangible outcomes, ensuring that sustainability is not only defined at a strategic level, but consistently delivered through execution across the business. As stc Kuwait continues to evolve in a rapidly advancing digital landscape, our approach has centered on integrating environmental, social, and governance (ESG) considerations into the core drivers of performance, innovation, and long-term value creation. During the year, we focused on strengthening the structures and processes that support ESG integration across the business.

Our sustainability governance continued to evolve through clear oversight, strong cross-functional alignment, and a more structured approach to monitoring performance and managing priorities. We also made further progress in advancing our environmental priorities. Across the business, we continued to improve resource efficiency, support clean and sustainable infrastructure, and promote more responsible operational practices. These efforts were also reflected in broader initiatives to reduce waste, strengthen circular practices, and expand digital solutions that support more efficient and paperless ways of working. Together, these actions reinforce our focus on building a business that is both operationally resilient and environmentally responsible.

At the same time, our strategy continued to support social impact and organizational resilience. We remain focused on employee well-being, workplace inclusion, and the importance of building a business that is responsive to the expectations of our people, as evidenced in initiatives such as the “withU” initiative, achievement of an employee experience index score of 88.8, and ISO 45001 certification. We aim to advance our strategic priorities by deepening digital inclusion, advancing environmentally sustainable innovation in our infrastructure, and building on the systems that allow us to track, manage, and improve ESG performance over time. This progress is driven by our people, whose expertise, commitment, and collaboration continue to shape the outcomes we achieve. We take pride in the progress achieved over the past year and remain confident in the opportunities ahead to continue delivering meaningful value for our stakeholders in the years to come.

**Mr. Khalid Fahad Al Sudairy**  
**Chief Strategy Officer (CSO)**



# About stc Kuwait

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# 2025 ESG highlights

**29,942.28**

tCO2e

total scope 1 emissions

**92,649.91**

tCO2e

total scope 2 emissions

**72.69**

tCO2e

total scope 3 emissions

**373**

full-time employees

**61%**

Kuwaitization in Workforce

**21.45%**

female workforce

**100%**

performance review completed

**1,600**

total employee training hours

**88.8%**

employee experience index

**13.0 pt**

employee well-being index year-on-year improvement

**31%**

decrease in diesel generator sites

**SSC**

established sustainability steering committee (SSC)

**1,260**

number of attempted cyber breaches

**0**

number of actual cyber breaches

**0**

incidents of non-compliance with laws & regulations



**2.3 million**

number of subscribers



**100%**

4g and 5g population coverage



**90.4%**

customer satisfaction rate



**95%**

first call resolution rate



**100%**

digital procurement



**57%**

spending on local procurement



**87%**

percentage of local suppliers out of total suppliers



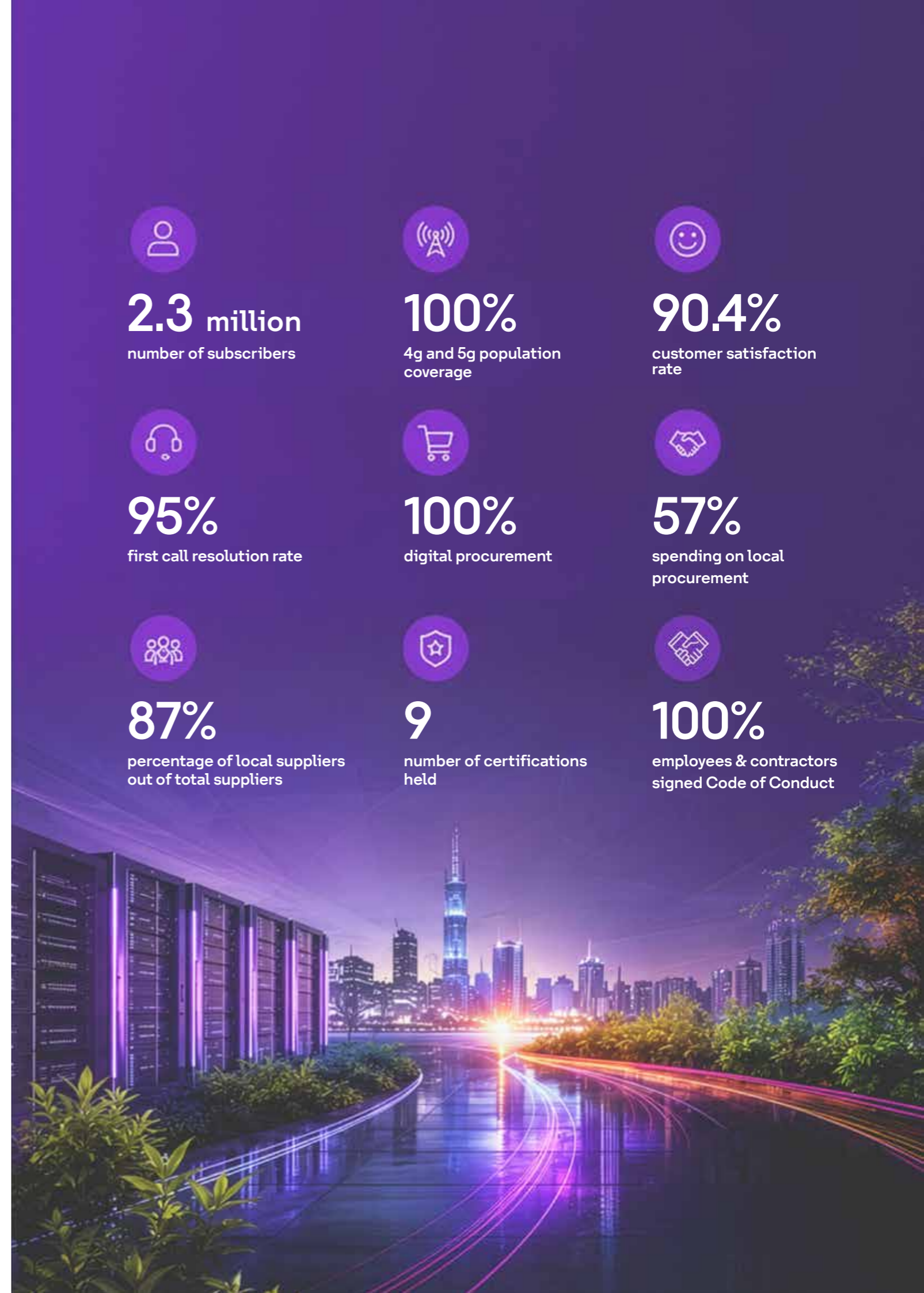
**9**

number of certifications held



**100%**

employees & contractors signed Code of Conduct



# Industry recognition in 2025

HONOR – Global Most Valuable Partner Award



SAMENA – Excellence in Quality FWA User Experience



Middle East Investor Relations Association (MEIRA) – Ranked 3rd for Best IR Film in Middle East



International Finance – Best Digital Workplace & Employee Experience – Kuwait



International Finance – Best Digital Transformation Company – Kuwait



Global Business Outlook – Best Corporate Governance Telecom Company – Kuwait



MMA Smarties MENA Awards – Silver Smarties Award for our innovative eVouchers campaign, underscoring stc Kuwait's strength in digital marketing and customer engagement.



Global Business Outlook Awards 2025 – solutions by stc Kuwait received the Best Customer Experience Digital Platform for B2B Award in Dubai, UAE.



Opensignal – stc Kuwait was recognized as a 5G Rising Star in Gaming Experience, placing the Company among the top five globally.



Best Leadership in Compliance and Corporate Governance Initiatives Telecommunications Sector 2025



# Memberships & certifications

External memberships contribute to the company's engagement with markets, investors, and industry stakeholders. These associations support the external environment within which stc Kuwait's corporate strategy is positioned.

In 2025, stc Kuwait continued to maintain certifications for its management systems, together with supporting frameworks that help strengthen governance, resilience, and operational effectiveness.

## Associations and memberships




Aligned with key regional and international industry and governance organizations.

 <b>Kuwait British Factory Co. (KBF)</b>	 <b>Kuwait Clearing Company (KCC)</b>
 <b>Avetta, Inc.</b>	 <b>Boursa Kuwait Securities Company (K.P.S.C.)</b>
 <b>Réseaux IP Européens Network Coordination Centre (RIPE NCC)</b>	 <b>Euroland Integrated Global Services DMCC (Euroland IGS DMCC)</b>
 <b>Global System for Mobile Communications (GSMA)</b>	 <b>International Telecommunication Union</b>
 <b>Middle East Investor Relations Association (MEIRA)</b>	

## List of active certifications

## Certifications and standards

Aligned with internationally recognized frameworks and management systems

 <b>ISO 9001:2015</b> Quality management systems	 <b>ISO 20000-1:2018</b> IT service management systems
 <b>ISO 14001:2015</b> Environmental management systems	 <b>ISO 31000:2018</b> Risk management guidelines
 <b>ISO 45001:2018</b> Occupational health and safety management systems	 <b>ISO 37301:2021</b> Compliance management systems
 <b>ISO 27001:2022</b> Information security management systems	 <b>PCI DSS certification</b> Payment card industry data security standard
 <b>ISO 22301:2019</b> Business continuity management systems	

# Company overview and business model

## About stc Kuwait

stc Kuwait operates as a telecom and digital services provider in Kuwait, with a business model that combines connectivity, digital platforms, enterprise solutions, and technology-enabled services for both individual and business customers.

Over our 17 years of operation, stc Kuwait's activities have been focused on advancing Kuwait's digital transformation and contributing to the ambitions of Kuwait Vision 2035. The Company serves more than 2.3 million customers through 64 branches and digital platforms and reports 100% coverage of residential and populated areas.

stc Kuwait's market position is built on continued investment in network capability and digital infrastructure. The Company built the largest 5G network in Kuwait, was the first in the region to launch 5G standalone technology and launched the 5G Advanced network that delivered higher speeds, lower latency, and more intelligent network capabilities. These developments form an important part of our role in Kuwait's telecom market and in the wider Information and Communication Technology (ICT) sector.

## Our brand

stc Kuwait operates under the stc brand, which is described as the unified trading brand of the Group's companies in Saudi Arabia, Kuwait, and Bahrain. The Group was ranked as the third strongest telco brand in the world by Brand Finance. This parent-group structure provides brand consistency across markets while distinguishing stc Kuwait's local operations and customer offering in Kuwait.

## Our subsidiaries



This subsidiary specializes in providing integrated business solutions, internet services, and fixed broadband services. solutions by stc was completely acquired by stc Kuwait in 2019 and was a crucial step in our journey to improving the business solutions that stc Kuwait offers to its customers. This integration brought together the strengths of two well-established telecom players, strengthening stc Kuwait's position in the telecom and ICT sector and enhancing the solutions available to both individual and enterprise customers.



In April 2022, stc Kuwait acquired 100% of e-Portal Holding Company and its subsidiaries (e-Portal), strengthening its capabilities in the communications and ICT space in Kuwait. e-Portal operates as stc Kuwait's dedicated digital transformation arm for the business to business (B2B) segment, offering a range of solutions across ICT, Internet of Things (IoT), and cloud services. Through its subsidiaries, Al Dar Systems and J.M.T. Al Ghanim & Sons Co., it provides integrated end-to-end technology solutions to both public and private sector clients. J.M.T. Al Ghanim & Sons Co. also serves as the official Oracle distributor in Kuwait, with extensive experience across key enterprise systems, including Business Intelligence, databases, financials, supply chain, human capital management, and integration technologies.

# Our purpose And values

## Vision & Mission



### Vision

Digital leader, enriching lives and empowering businesses.



### Mission

Enable Kuwait's digital transformation by empowering customers and supporting government initiatives through innovative and tailored solutions, while driving growth and shareholder returns.

## Values



### Dynamism

Outstanding energy to enhance and enrich our performance. We are agile, collaborative, and fresh.



### Devotion

Determined to be a "customer centric" company for our clients and an inspirational workplace for our employees. We are caring, committed and trustworthy.



### Drive

Moving forward and enabling the best possible solutions for our clients and employees. We are proactive, inventive and inquisitive.

## Purpose

stc aspires to a new digital age transforming our nations and economies.

stc creates products and services beyond the traditional telecommunications services to enable the digital pillars of the new digital economy. At stc, we combine smart technologies with the most advanced systems to harness the digital capabilities and the full power of technologies to better serve our customers, stakeholders, government entities, and the local community. We develop digital platforms, solutions, and services based on data science, cloud computing, artificial intelligence, and advanced digital analytics driven by 5G services. By empowering the leading industries, businesses, and governmental entities to thrive through providing the most innovative digital services, stc focuses on shaping a sustainable future for the local community with deeper insight and accelerated growth.

# Economic value

Economic performance remained an important part of how stc Kuwait created value in 2025 through its operations and wider economic contribution.

Direct economic value generated and distributed provides a useful view of how stc Kuwait creates value through its operations and how that value is allocated across key areas of the business and the wider operating environment.

For stakeholders, this helps place financial performance in business terms by showing how business activity translates into operating expenditure, employee compensation, government contributions, and other distributions during the year. The following table presents the main components for 2025.

## Economic impact

		2025 (KD thousand)
Economic Value Retained		93,431
Direct Economic Value Generated (EVG)	Revenues	342,512
Economic Value Distributed (EVD)	Operating cost	182,999
	Employee wages and benefits	26,596
	Payments to providers of capital	34,529
	Payments to government	4,806
	Community investments	151.3
Total EVD		249,081





# Our sustainability approach

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# ESG and corporate strategies

## Our five-pillar sustainability framework

stc Kuwait's ESG strategy is structured around five key pillars that guide how we create long-term value for our business, our stakeholders, and the communities we serve.

Our ESG and corporate strategies in 2025 were shaped by how stc Kuwait set strategic direction, embedded responsible business commitments into execution, and aligned departments around shared priorities. Board oversight, management execution, and cross-functional delivery together formed the basis of this integration.

	<p><b>01 Caring for the Environment</b></p> <p>Environmental stewardship focuses on reducing operational impact through improved energy performance, efficient resource use, and lower-impact growth.</p>	<p>Aligned SDGs</p>
	<p><b>02 Empowering People</b></p> <p>A strong workplace is built on safety, inclusion, well-being, and career growth, reflecting our focus on talent management, diversity, equity and inclusion, and health, safety, and wellness.</p>	<p>Aligned SDGs</p>
	<p><b>03 Enriching Lives</b></p> <p>We create social value by expanding access to connectivity and opportunities, and investing in communities to drive positive social and economic outcomes.</p>	<p>Aligned SDGs</p>
	<p><b>04 Driving Digital Innovation</b></p> <p>We use technology to deliver better customer experiences, strengthen business capabilities, and enable future-ready services that support sustainable development.</p>	<p>Aligned SDGs</p>
	<p><b>05 Acting with Integrity</b></p> <p>We uphold strong governance, ethical conduct, and effective controls to operate responsibly and earn stakeholder trust across our value chain.</p>	<p>Aligned SDGs</p>



# Strategic direction and accountability

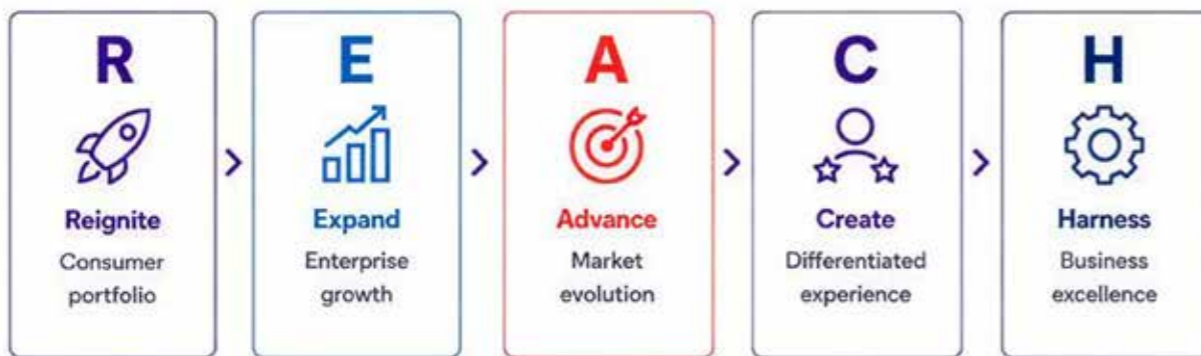
Strategic direction is set through a governance model in which the Board approves the Company's mission, strategic direction, and sustainability priorities, while executive management develops the strategy and is responsible for implementation and performance monitoring. This creates a direct link between strategy approval, operational execution, and ongoing review.

## Policy commitments

Policy commitments are also built into the way strategy is applied across the business. stc Kuwait integrates these commitments into its corporate strategy, governance framework, internal procedures, operational policies, risk management practices, procurement processes, and sustainability initiatives. In doing so, responsible business conduct is connected with day-to-day decision-making across functions.

## Corporate strategy REACH

The strategic framework at stc Kuwait is reflected in the REACH model. The framework presents five strategic priorities that link customer focus, enterprise growth, market development, differentiated experience, and business excellence.



These pillars provide a useful view of how corporate strategy was framed and communicated, while also helping explain the structure within which ESG commitments are embedded.

## Department-level execution

Department-level responsibilities help translate ESG strategy and corporate strategy into day-to-day execution across governance, operations, transformation, communication, and community-facing activities. The table summarizes how key functions support implementation across the organization.

## How ESG strategy are translated into execution

Execution area	Selected contribution to ESG strategy
 <b>Governance and Oversight</b>	Promotes regulatory alignment, ethical conduct, policy oversight, grievance mechanisms, and governance reporting.
 <b>Communication and Engagement</b>	Advances digital-first communication, reduced print dependency, responsible ESG messaging, and campaigns linked to community and small and medium-sized enterprise (SME) development.
 <b>Operations and Workplace Management</b>	Covers workplace safety, responsible facility operations, and compliance with health, safety, and environmental requirements.
 <b>Strategic Delivery and Transformation</b>	Drives strategic execution, KPI tracking, digital and AI-enabled transformation, and resource optimization.
 <b>Community and Social Impact</b>	Encompasses health, wellness, SMEs, entrepreneurship, and wider community engagement.

Together, these inputs show that our ESG and corporate strategies are carried out through multiple departments rather than being concentrated on a single function.

# Stakeholder engagement

## Understanding and valuing stakeholder engagement

This table presents the main topics of engagement and the principal forms of engagement described for each group. This structure shows that stakeholder engagement is organized not only by audience, but also by the topics most relevant to each group and the channels through which dialogue takes place. It also supports stc Kuwait's approach of linking engagement outcomes to governance, customer relations, workforce matters, community contribution, and materiality prioritization.

### Employees

**Focus:**  
Employee development, engagement, and workplace well-being

**Key Topics:**  
Professional growth and career advancement  
Employee well-being and satisfaction  
Health, safety, and work-life balance; flexible and remote working arrangements

**Channels:**  
Training programs and workshops; executive-staff meetings; performance reviews and succession planning; confidential reporting system; "withU" employee support program

**Frequency:**  
Ongoing (monthly, quarterly, annually)

### Investors and Shareholders

**Focus:**  
Ongoing engagement and transparent communication with the investment community

**Key Topics:**  
Financial performance and strategic priorities  
ESG disclosures; governance practices  
Long-term value creation; access to company reports and disclosures

**Channels:**  
Investor Relations website; earnings releases; Boursa Kuwait disclosures; mobile application; investor presentations; earnings calls; meetings and virtual briefings; participation in financial forums and roadshows; Annual and Sustainability Reports

**Frequency:**  
Quarterly, semi-annually, and annually

### Suppliers and Business Partners

**Focus:**  
Collaborative and efficient supplier relationships

**Key Topics:**  
Efficient procurement processes  
Fair contract management  
Supplier relationship management; alignment with local and regional market needs

**Channels:**  
In-person and virtual meetings; digital procurement systems

**Frequency:**  
Ongoing through operational channels

### Customers

**Focus:**  
Customer experience, service accessibility, and digital engagement

**Key Topics:**  
Service quality and accessibility  
Customer satisfaction  
Digital channels and experience

**Channels:**  
Retail stores; call centers; digital platforms; self-service channels; feedback and complaint platforms; customer surveys

**Frequency:**  
Ongoing through operational channels

### Regulators and Governmental Entities

**Focus:**  
Regulatory compliance and alignment with national priorities

**Key Topics:**  
Compliance with applicable regulations  
Transparency and timely disclosures  
Support for national development goals

**Channels:**  
Internal and external audits; Risk and Compliance Committee activities; Board reporting; regulatory submissions and disclosures

**Frequency:**  
Quarterly and as required

### Local Communities

**Focus:**  
Community engagement and contribution to social development

**Key Topics:**  
Support for social development and digital literacy  
Collaboration on community initiatives  
Employee volunteering and entrepreneurship

**Channels:**  
CSR initiatives and awareness campaigns; InspireU program; media engagement and public events; partnerships with NGOs and community organizations

**Frequency:**  
Periodic

### Academic Institutions

**Focus:**  
Education, youth development, and alignment with national learning priorities

**Key Topics:**  
Student and faculty engagement  
Career development support  
Contribution to national educational goals

**Channels:**  
Career fairs and awareness sessions; joint programs with universities; initiatives related to digitization and innovation; engagement aligned with national strategy priorities

**Frequency:**  
Periodic

### Public and Media

**Focus:**  
Public visibility, brand positioning, and external outreach

**Key Topics:**  
Brand awareness and positioning  
Market presence and public engagement  
Outreach through events and sponsorships

**Channels:**  
Events and sponsorships; traditional and digital media relations; social media channels; competitions; surveys (where required); market reports and digital reach indicators

**Frequency:**  
Periodic, campaign-based engagement

# Stakeholder engagement

## Case study: Stakeholder perception study

stc Kuwait carried out a stakeholder Perception Study to communicate its strategy and management message more effectively, attract foreign investors, retain investor confidence, improve analyst coverage, and refine investor engagement through more tailored messaging. The study also provided market-based feedback to management on perceptions of financial and strategic performance. These insights are being used to refine investor communication and further strengthen engagement with the investment community.

## Case study: Strengthening investor engagement and market confidence

Investor-relations efforts in 2025 continued to focus on transparency, stronger engagement with the investment community, and clearer communication of the Company's long-term value proposition. Improved investor communications, digital investor-relations channels, and consistent disclosure practices formed part of that approach. During the year, stc Kuwait's share price recorded a year-to-date return of approximately 28%. stc Kuwait was also nominated among the Top 10 companies in the Middle East for Best Digital Annual Report by the Middle East Investor Relations Association (MEIRA), while the Investor Relations Film ranked third in the Middle East. Together, these outcomes reflect continued progress in digital reporting, investor communication, and engagement with investors, analysts, and the wider financial community.

The stc Group stakeholder engagement approach also treats engagement as an important input for understanding stakeholder expectations and identifying critical topics. Employees, customers, suppliers, communities, government entities, and shareholders are regarded as high-interaction stakeholder groups whose expectations help shape the areas prioritized in the sustainability agenda. This also helps explain how stakeholder engagement informs the materiality process presented in the next section.



# Materiality assessment

Materiality assessment helps stc Kuwait identify the sustainability topics that are most relevant to long-term value creation, stakeholder expectations, and strategic decision-making. Building on the 2024 materiality assessment conducted by stc Group, stc Kuwait continues to prioritize these topics as the basis for operational focus and disclosure, in alignment with the Group.

## Materiality process

The assessment considered organizational context, stakeholder expectations, and sector-specific impact areas in line with GRI and other leading standards. The process was structured around understanding the organizational context, identifying current and potential impacts, assessing the significance of those impacts, and prioritizing the most significant topics. Surveys and questionnaires were used to gather views from internal and external stakeholders, including executives, employees, investors, clients, and vendors. The assessment identified 25 ESG topics for stakeholder and management evaluation and narrowed these to 13 material topics for reporting focus.

The table outlines the materiality assessment approach applied by stc Group.



This process provides a structured basis for determining which ESG topics were most relevant for strategy and reporting.

# Materiality assessment

## Material topics for 2025

The material topics are presented across three clusters at the Group level: Environmental Performance and Climate, Development of Human Capital through Digital Innovation, and Strong Governance and Ethical Excellence. Within those clusters, the final material topics are organized across environmental, social, and governance dimensions.

### Our material topics

Material topic category	Material topic	UN SDG alignment	stc Kuwait Five-Pillar Sustainability Framework
Environment	Energy and climate change	SDG 7 Affordable and Clean Energy; SDG 13 Climate Action	Caring for the Environment
	Resource management	SDG 6 Clean Water and Sanitation; SDG 12 Responsible Consumption and Production	Caring for the Environment
Social	Accessibility and digital inclusion	SDG 9 Industry, Innovation and Infrastructure; SDG 10 Reduced Inequalities	Enriching Lives
	Health, safety and wellness	SDG 3 Good Health and Well-being; SDG 8 Decent Work and Economic Growth	Empowering People
	Diversity, equality and inclusivity	SDG 5 Gender Equality; SDG 10 Reduced Inequalities	Empowering People
	Digital innovation and experience	SDG 9 Industry, Innovation and Infrastructure	Driving Digital Innovation
	Customer relations and satisfaction	SDG 8 Decent Work and Economic Growth; SDG 9 (Industry, Innovation and Infrastructure)	Enriching Lives
	Talent management	SDG 4 Quality Education; SDG 8 Decent Work and Economic Growth	Empowering People
	Community contribution and development	SDG 11 Sustainable Cities and Communities; SDG 17 Partnerships for the Goals	Enriching Lives
Governance	Business ethics and governance	SDG 16 Peace, Justice and Strong Institutions	Acting with Integrity
	Human rights	SDG 10 Reduced Inequalities; SDG 16 Peace, Justice and Strong Institutions	Acting with Integrity
	Data privacy, security and protection	SDG 9 Industry, Innovation and Infrastructure; SDG 16 Peace, Justice and Strong Institutions	Acting with Integrity
	Supply chain management	SDG 8 Decent Work and Economic Growth; SDG 12 Responsible Consumption and Production	Acting with Integrity

These topics directly inform the five-pillar strategy and are integrated throughout the Report to ensure transparent, relevant, and stakeholder-driven disclosure.



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# Caring for the environment

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# Resource management

Resource management covers how stc Kuwait managed electricity use, waste, sustainable procurement digitization, and smart operational solutions that support more efficient use of infrastructure and resources during the reporting period.

## Environmental management approach

Environmental management is embedded within stc Kuwait’s Integrated Management Systems Policy and supported by the Environmental Management System (EMS) Manual. Compliance with environmental requirements is maintained through monitoring, measurement, internal and external ISO-related audits, and management review meetings that evaluate changes affecting the Environmental Management System’s scope and identify opportunities for improvement.

Environmental management is communicated internally through the Business Process Management (BPM) Documentation Portal, training and awareness activities, and routine internal communication channels, while the supporting governance framework includes the Sustainability Policy, Social Responsibility Policy, Corporate Governance Assurance Framework, and the EMS Manual, which together cover key areas such as energy conservation, low-carbon energy solutions, greenhouse gas emissions reduction, waste minimization, biodiversity preservation, pollution prevention, resource conservation, stakeholder engagement, and emergency preparedness and response.

key highlight

### Energy Intensity

**1.57** GJ/ Thousand KWD\*

\*Energy intensity is calculated based exclusively on electricity consumption

## Energy efficiency and infrastructure optimization

Efficiency initiatives in 2025 focused mainly on facilities and occupied buildings. One of the main actions during the year was the move of the head office to Assima Tower with higher-efficiency features, including smart lighting controls, a better building envelope, chiller thermal storage tanks, and other efficiency-related aspects. This transition commenced in the fourth quarter of 2025.

Resource efficiency efforts in 2025 were shaped by both site conditions and building-level improvements. While energy initiatives remain focused on practical measures within occupied facilities, future efforts are expected to further strengthen energy practices. The relocation to Assima Tower, a green building, supported this direction through features designed to reduce environmental impact and improve resource efficiency, including an ice tank storage system for cooling efficiency, smart electricity meters for real-time monitoring and control, an automated building management system for HVAC, lighting, and utilities, a smart elevator management system, Variable Air Volume HVAC technology, use of natural daylight to reduce reliance on artificial lighting, and motion sensors for lighting and water fixtures.

stc Kuwait also contributed to resource efficiency in 2025 through recycling of replaced components and oil and by reducing reliance on diesel-powered sites, with diesel generator sites cut by 31%, 20 network stations transitioned from diesel to electric power, and hybrid solutions reducing generator runtime from 24 hours to 30 minutes daily, generating both emissions reductions and cost savings.

	2024	2025	% Change
Number of base stations	2883	2993	3.82%
Number of base stations powered by diesel*	434	394	-9.22%

\*This does not necessarily cover all stc Kuwait diesel activities

### case study

#### Powering a Cleaner Network: Transition to Hybrid Solutions

As stc Kuwait advances its energy transition, reducing reliance on diesel-powered infrastructure has emerged as one of the most impactful levers for improving both energy efficiency and operational emissions performance across the network.

stc Kuwait reduced active diesel-powered sites from approximately 400 to 275 during 2025, a 31% reduction. In parallel, the Company deployed 105 hybrid power solutions across the network and electrified around 20 network power stations, replacing diesel reliance with cleaner, grid-connected or hybrid alternatives at high-priority locations.

Data center sustainability formed part of the same efficiency agenda. Artificial Intelligence (AI) was used in several technical solutions, including Network Operation Center (NOC) ticket correlation and cybersecurity, while a new local Internet of Things (IoT) platform was also integrated. Data Center Infrastructure Management tools and IoT sensors were used to provide real-time visibility into power usage effectiveness at data centers and exchanges, enabling automated cooling adjustments and load balancing to reduce electricity waste.

Infrastructure-efficiency actions within the Technology function also contributed to lower hardware use and better platform efficiency. End-of-life servers, storage devices, and network equipment were handled through controlled disposal procedures. Certain equipment was repurposed or redeployed internally where feasible, and faulty hardware was returned through vendor-supported Return Material Authorization (RMA) processes. Work with data center operations also focused on virtualization, workload consolidation, optimized resource utilization, infrastructure modernization, and migration of selected services to more efficient platforms or cloud environments where appropriate.

### case study

#### An Environmental Opportunity: stc Kuwait’s Relocation to Assima Tower

Relocating a headquarters is a significant operational undertaking, and for stc Kuwait, the 2025 move to Assima Tower was approached as an opportunity to demonstrate that large-scale transitions can be managed with environmental responsibility at the forefront. Waste reduction and resource efficiency were established as priorities from the outset, shaping how every stage of the relocation was planned and executed.

Assima Tower delivers a more energy-efficient operational environment, with infrastructure designed to reduce consumption across lighting, cooling, and building systems. The transition yielded equally tangible outcomes in waste recycling as 1.63 tonnes of electronic waste and 350 to 400 kg of paper were collected and recycled through structured disposal and recycling partnerships.

Keeping electronic waste out of hazardous waste streams is a significant and responsible outcome and one that is complemented by other environmental gains that Assima Tower brings. The facility sets a higher standard for energy performance at the Company’s headquarters, with the benefits of its efficient infrastructure expected to accumulate significantly over time.

## Water management

Water management continued to progress in 2025 as stc Kuwait worked to strengthen its understanding of water use and establish a baseline for future reporting.

The transition to a new headquarters incorporates more efficient technologies for water preservation, such as sensors, smart monitoring systems and automated controls designed to reduce water use. Future efforts are expected to focus on strengthening water practices across occupied facilities, including by working more closely with building management to advance water-saving measures.

Water therefore remains a future quantified metric, with 2025 serving as a preparatory year for data collection to support reporting in subsequent periods.

## Waste management, materials, and recycling

Waste management focused mainly on e-waste, recyclable materials, and general office waste. Waste-related impacts arise primarily from e-waste and disposable waste generated through operations, with additional value-chain contributions from suppliers and customers. Most of the waste generated was general office waste, with additional e-waste, paper, and some wood crates that are recycled.

Recycling practices are already in place for material other than general waste. During the reporting period, non-hazardous waste was segregated into general waste and recyclable material and disposed of accordingly. E-waste is recycled through an existing third-party agreement with Tadwire, supporting waste handling and accountability, and we received quarterly reports from Tadwire on the quantities of waste generated and processed. Segregation of waste remained one of the challenges for the Company in 2025.

An inventory-management initiative was implemented to reduce the accumulation of unused pallets and materials in warehouse storage areas while supporting waste-minimization practices. This effort was intended to improve storage efficiency and encourage more responsible material management.

### Amount of recycled waste in 2025

Scrap cardboards	120 kg
Electronics waste	1,025 kg
Scrap paper	605 kg
Wooden waste	2,070 kg
Total weight	3,820 kg

Environmental awareness was promoted through recycling-related outreach, including recycling sessions for external entities, deployment of recycling bins at universities and other premises, collection of previous calendars for recycling, and a shift toward more sustainable calendars.

## Paperless operations

Digitization and paper reduction remained central to procurement-related operations in 2025. The Procurement function implemented a system-driven, end-to-end procure-to-pay process through the enterprise resource planning (ERP) and procurement platforms, covering, request for quotations (RFQs), request for proposals (RFPs), evaluations, approvals, purchase orders, change orders, supplier sourcing, bid submissions, contract lifecycle management, dashboards, and reporting.

This process reduced reliance on manual forms, printed documentation, offline communication, and paper-based reporting. Future progress is planned through the digitization of remaining manual or semi-digital processes and deployment of AI-powered assistants and automation tools to streamline workflows and reduce offline interactions. A recent milestone of compliance with ISO 20400:2017 sustainable procurement, linked to a greater focus on sustainable procurement practices and partnerships that support continual environmental-management improvement.

Resource-efficient planning was applied across selected B2B campaigns, activations, and branded events. This included reducing print production where digital alternatives were suitable, promoting reuse of approved branded assets, and optimizing material planning with partners to minimize duplication across campaign and event execution.

Overall, resource-management efforts in 2025 combined facility efficiency, waste and recycling controls, paperless processes, and smart infrastructure solutions, while water remains an area for further quantification in future reporting periods.

### case study

#### Zero Paper: Complete Transition to Digital Customer Forms

Digital customer interactions are faster, more accurate, and more environmentally responsible, and in 2025, stc Kuwait committed to delivering that experience consistently across every customer touchpoint. stc Kuwait achieved full digitization of customer forms and key retail processes during the year. Every interaction that previously generated printed documentation, from new subscriber registration to plan amendments, now operates through digital channels.

In digitizing its customer interactions end to end, stc Kuwait has achieved broader resource and operational efficiencies.

### case study

#### Kuwait Sustainable Energy Week 2025

solutions by stc participated as Diamond Sponsor of Kuwait Sustainable Energy Week 2025 and used the event to showcase the Smart Meters project being implemented for the Ministry of Electricity, Water & Renewable Energy.

The event was used to build awareness of solutions and technologies that can help conserve energy, improve efficiency, reduce waste, and support more responsible resource use among government and enterprise stakeholders.



# Greenhouse Gas Emissions

Greenhouse gas (GHG) emissions are an important part of how stc Kuwait manages the climate impact of its operations. During the reporting period, efforts were directed towards monitoring, managing and improving the way energy and resources are used across our operations.

In 2025, our GHG inventory covers emissions arising from stc Kuwait's direct operations and the selected indirect sources currently measured within the reporting scope. Emissions are presented across Scope 1, Scope 2, and Scope 3 categories and have been prepared in alignment with the Greenhouse Gas Protocol framework.

Direct emissions under Scope 1 arise from sources under stc Kuwait's operational control. In 2025, these emissions were associated primarily with stationary combustion from diesel-powered base stations, together with mobile combustion from gasoline use.

Scope 2 relates to indirect emissions from purchased electricity consumed in the business. For stc Kuwait, this is driven mainly by electricity use at data centers and base stations, making energy performance across core infrastructure an important factor in the company's overall emissions profile.




In 2025, stc Kuwait initiated reporting for selected Scope 3 categories, extending the emissions inventory beyond direct operations and purchased electricity. The categories quantified during the year comprised business travel and emissions associated with waste recycling. This provides an initial basis for Scope 3 reporting as data availability, data quality, and inventory maturity continue to strengthen over time. stc Kuwait intends to provide year-on-year comparisons for material Scope 3 categories from 2026 onwards.

Calculations are based on activity data collected from the relevant operational sources, which are converted into carbon dioxide equivalent using applicable emission factors. Activity data was obtained from internal operational records, including fuel consumption logs, electricity consumption records, travel logs, and waste management data received from Tadwire, stc Kuwait's waste recycling service provider, together with other relevant source data.

Overall, the 2025 inventory reflects lower emissions across the main sources currently included in stc Kuwait's operational boundary. The reduction in Scope 1 emissions was driven in part by the transition to hybrid power solutions and on-grid conversions, which lowered reliance on diesel-powered operations.

The table below summarizes total Greenhouse Gas emissions, and intensity metrics across Scopes 1, 2, and 3.

## Greenhouse gas emissions

GHG emissions		Unit	2024	2025	% Change
 <b>Scope 1</b> Direct Emissions	<b>Stationary combustion</b>				
	Total diesel consumption	Liter	13,269,974.00	10,214,359.00	-23.03%
	<b>Mobile combustion</b>				
	Total gasoline consumption	Liter	N/A <sup>2</sup>	18,823.50	N/A
	<b>Total Scope 1</b>	tCO2e	38,844.00	29,942.28	-22.92%
	<b>Scope 2 intensity</b>	tCO2e / thousand KWD	0.12	0.09	
 <b>Scope 2</b> Indirect Emissions	Electricity consumption by data center	GJ	37,754.00	45,947.95	21.70%
	Electricity consumption by base station	GJ	621,791.00	492,723.03	-20.76%
	<b>Total Scope 2</b>	tCO2e	114,314.00	92,649.91	-18.95%
	<b>Scope 2 intensity</b>	tCO2e / thousand KWD	0.34	0.27	-
 <b>Scope 3</b> Other Indirect Emissions	Emissions from air travel (category 6: business travel) <sup>4</sup>	tCO2e	N/A <sup>5</sup>	72.69	N/A
	Emissions from waste recycling (category 5: waste generated in operations) <sup>6</sup>	tCO2e	N/A <sup>7</sup>	0.01	N/A
	<b>Total scope 3</b>	tCO2e	N/A	72.69	N/A
	<b>Scope 3 intensity</b>	tCO2e / thousand KWD	N/A	0.0002	-

- Emission factors for stationary combustion and mobile combustion have been sourced from the GHG Protocol and comprise of CH4, CO2 and N2O consolidated as CO2 equivalents.
- Gasoline Combustion data was not available during the reporting period
- Scope 2 electricity emissions for 2025 does not include the head office building emissions following its relocation to a new site during the reporting year. Consumption data for new location was not incorporated into the inventory due to data collection constraints during the reporting period. In addition, updated electricity emission factors were applied in 2025 in line with the latest available reference sources, which may further influence year-on-year variance. Emission factors have been sourced from [https://www.carbonfootprint.com/international\\_electricity\\_factors.html](https://www.carbonfootprint.com/international_electricity_factors.html).
- Business travel emissions were estimated by converting multi-leg itineraries into individual flight paths and calculating each leg separately from the origin airport to the destination through the reported transit points. Flight distances were then matched to the relevant GHG Protocol-aligned emission factors according to the class of travel recorded in the booking data.
- Business travel emissions were not calculated for 2024. Reporting for this category was initiated in 2025 and therefore 2025 represents the first year of disclosure.
- Emission factors used for recycling activities were sourced from the latest available publication of the UK Government GHG Conversion Factors for Company Reporting (DEFRA, 2025)
- Waste-related emissions from recycling activities were not calculated for 2024. Reporting for this category was initiated in 2025 and therefore 2025 represents the first year of disclosure.





# Empowering people

small move.  
**Big Impact.**

# Workforce overview

A resilient workforce remains fundamental to stc Kuwait’s ability to deliver consistent service, maintain operational continuity, and respond to evolving business and customer needs. The Company’s employee base provides a useful view of how the organization is structured and how people-related capacity is maintained throughout the business during the reporting year.

In 2025, stc Kuwait maintained a fully employed workforce, providing a stable employment base across our operations in Kuwait. No part-time or non-guaranteed-hours employees were identified during the reporting year, while 17 temporary employees were recorded during the reporting period.

The following table presents the total full-time equivalent employee base over a four-year period. Overall, the trend reflects a more focused workforce profile by 2025 while maintaining a fully employed structure across the organization.

## Total full-time equivalent (FTE) employees

	2023	2024	2025
Total full-time equivalent (FTE) employees	417	391	373

## Workforce composition

A clear view of workforce composition helps show how stc Kuwait’s employee base is distributed across the organization and how representation is reflected across different levels and career stages. Workforce composition provides a clear view of how our employee base is distributed across key dimensions of representation and organizational structure. From a people and governance perspective, this helps show how the Company maintains a balanced employment base across different career stages and levels of responsibility, while also providing a clearer basis for workforce planning, succession, and inclusion over time.

The following tables present this profile over time and help show how the composition of the workforce has evolved across recent reporting periods.



## Workforce profile by gender

	2023	2024	2025
Women	88	94	80
Men	329	297	293

key highlight

Women representation

**21.45%**

key highlight

Men representation

**78.55%**

Age composition and job-level distribution offer additional insight into how the workforce is structured across career stages and levels of responsibility. These tables are useful in showing the balance between younger, mid-career, and more senior employee groups, as well as the distribution of employees across management and staff categories.

The age profile shows that the workforce remained concentrated mainly in the 31–50 age category, indicating a predominantly mid-career employee base, while employees aged below 30 and above 50 represented a smaller share of the workforce across the reported years.

### Workforce profile by age category

	2023	2024	2025
<30 years	55	67	<b>55</b>
31-50 years	340	297	<b>288</b>
>50 years	22	27	<b>30</b>

### Employee distribution across job levels

	2023	2024	2025
Executive management	7	7	<b>12</b>
Senior management	36	22	<b>29</b>
Middle management	129	121	<b>125</b>
Staff	252	241	<b>207</b>

The following table presents employee distribution by gender across job levels in 2025, providing a more detailed view of representation within the organizational structure

### Employee distribution by gender and job level in 2025

Employee category	Female (%)	Male (%)
Entry and junior level	15.8%	39.6%
Middle management	4.8%	28.6%
Senior management and above	0.8%	10.1%

A further layer of analysis is presented through the distribution of employees by age group and job level, illustrating how career-stage diversity is reflected across the organizational structure during the reporting period.

### Employee distribution by age group and job level in 2025

Employee category	Under 30 years (%)	30–50 years (%)	Over 50 years (%)
Entry and junior level	14.7%	38%	2.6%
Middle management	0	31.3%	2.1%
Senior management and above	0	7.7%	3.2%

The following table extends the workforce diversity profile by showing employee representation by special needs across job levels in 2025.



Female representation across job levels in 2025 provides an additional perspective on workforce composition.

### Female representation in workforce in 2025

	30 years	31-50 years	50 years	Total
Women in junior management	1	14	0	15
Women in middle management	0	18	0	18
Women in senior management	0	3	0	3

### Ethnic diversity in workforce

The following table presents the 2025 nationality breakdown of ethnic minority employees. The largest groups were Indian, Jordanian, Lebanese, Egyptian, and Saudi employees, followed by a diverse mix of other nationalities. Workforce diversity remains important because it broadens representation, brings a wider range of perspectives and experience into the organization, and contributes to a more inclusive and resilient working environment.

Local representation remained an important dimension of stc Kuwait’s workforce structure in 2025. A balanced mix of national participation and international experience can strengthen representation, enrich organizational capability, and contribute to a workforce profile that is both locally grounded and operationally diverse.

Local representation also continued to feature across the employee base, including leadership positions, reflecting its importance to workforce planning, organizational continuity, and longer-term talent development.

key highlight

#### Representation

**207** Kuwaiti employees

key highlight

#### Representation

**166** Foreign employees

Nationality	Number of Employees	% of Total*
1 Indian	28	16.87%
2 Jordanian	23	13.86%
3 Lebanese	19	11.45%
4 Egyptian	18	10.84%
5 Saudi	16	9.64%
6 Pakistani	12	7.23%
7 Syrian	10	6.02%
8 Bahraini	3	1.81%
9 French	3	1.81%
10 Turkish	3	1.81%
11 British	2	1.20%
12 Other (9 nationalities) Canadian, Omani, Romanian, Sri Lanka, Sudanese, Tunisian, American, Dominican, Iraqi, Moroccan, Nigerian	12	7.23%

\*The breakdown above reflects the representation of Kuwaiti nationals within stc Full Time Equivalent (FTEs) workforce and should be interpreted independently from the overall Kuwaitization rate.

key highlight

#### Nationalization\*

**61%** Kuwaitization rate

\*The Kuwaitization rate reported herein is calculated according to the guidelines given by the Public Authority of Manpower.

Within the national workforce, 153 men and 54 women.

#### Hires and turnovers

Workforce movement during the year provides an additional perspective on how stc Kuwait renews capability, manages continuity, and responds to evolving business requirements. Recruitment and turnover together offer a useful view of how the employee base changes over time and how workforce planning is translated into practice across the organization.

In 2025, hiring activity reflected continued intake across the workforce, with recruitment concentrated mainly in the mid-career segment and with male employees representing the larger share of new hires. This indicates that workforce renewal during the year was directed primarily toward experienced talent, while maintaining recruitment activity across a range of age groups.

#### New hires in 2025

Number of male new hires	34
Number of female new hires	6
New hires under 30	6
New hires aged 30–50	30
New hires over 50	4
Total new hires	40

case study

**Enhancing recruitment efficiency through Taleo**

stc Kuwait continued to use Taleo in 2025 to improve the efficiency and consistency of its recruitment and onboarding process. The cloud-based applicant tracking system supports a smoother candidate journey by making it easier to submit applications, follow progress, and move through the hiring process with greater clarity and speed. It has also helped recruitment teams manage applications, interviews, and offer issuance more efficiently, reducing the overall hiring cycle from around two weeks to approximately four to five days.

The use of Taleo has also supported a more resource-conscious recruitment model. By digitizing applications, approvals, and offer documentation, stc Kuwait reduced reliance on paper-based processes and lowered administrative effort. A more streamlined and transparent process also reduced the need for in-person interactions, helping limit travel requirements for candidates. Through this, stc Kuwait continued to improve the candidate experience while supporting operational efficiency and more sustainable business practices.

Employee turnover provides an important perspective on workforce continuity, retention, and the pace of employee movement across the organization. During the reporting period, the turnover profile remained concentrated among male employees and within the 30–50 age category, indicating that employee movement during the year was centered primarily within the core working-age segment of the workforce.

**Turnover in 2025**

Male turnover	35
Female turnover	14
Turnover under 30	14
Turnover aged 30–50	31
Turnover over 50	4
Total employee turnover*	49

\*Turnover figures are calculated based on employees leaving the organization by way of resignation and does not take into account employees that have been terminated

**Turnover trend**

Year	Turnover rate
2023	9.90%
2024	17.70%
2025	10.68%



# Learning, development & future skills



Learning and development remained an important part of how stc Kuwait supported employee growth and future capability in 2025. The overall approach combines general training, targeted development programs, and early-career pathways intended to strengthen both current capability and longer-term talent readiness.

Learning and development during the year was delivered through a blended training model combining classroom-based and e-Learning formats. This approach reflects stc Kuwait’s continued focus on capability-building and helps create greater flexibility in how training is delivered across the organization.

## Training profile

	2025
Average training hours per employee	4.29
Total training hours for employees	1,600
In-class training hours	700
e-Learning training hours	900

Training intensity during the year varied across both gender groups and employee categories. The overall profile suggests that learning was accessible across the workforce, while employees at more senior levels recorded higher average training hours, reflecting the continued importance of management and leadership development within the Company’s learning approach.

## Average training hours by gender

	2025
Male employees	4.20
Female employees	4.64

## Average training hours by employee category

	2025
Entry and junior level	3.26
Middle management	4.71
Senior management and above	6.16

Beyond general training, stc Kuwait also continued to use structured development programs in 2025 aimed at building future capability across different stages of the employee journey. These programs were designed to strengthen specialist expertise, provide early-career development pathways, and contribute to leadership growth within the organization. Together, they reflect a more targeted approach to capability-building alongside the Company’s wider learning and development efforts.

## Participation in talent development programs

	2025 participants
Specialist Development Program (SDP)	2
Talent Incubation Program (TIP)	18
High Potential Leadership Development Program	1



### Workplace culture

Workplace culture at stc Kuwait is shaped by fair treatment, employee support, and a continued focus on safe, respectful, and healthy working conditions. A working environment grounded in dignity, inclusion, and mutual respect can strengthen engagement, reinforce accountability, and contribute to a more stable and effective employee base over time. These areas are important to us because they influence employee engagement, organizational resilience, and our ability to maintain a respectful, safe, and productive working environment aligned with our people's priorities. This section outlines how stc Kuwait approaches workplace culture through fair treatment, employee well-being, workplace conduct, and the health and safety arrangements that shape day-to-day employee experience.

### Rights, dignity, and workplace conduct

Human rights and labor-rights commitments are reflected in our Code of Ethics & Business Conduct and Human Resources policies, which promote fair treatment, non-discrimination, equal opportunity, safe working conditions, and compliance with Kuwait labor laws and internationally recognized labor standards. These commitments apply across stc Kuwait's own operations and are also extended to contractors, suppliers, and other business relationships through contractual obligations and related governance requirements.

These principles are reinforced through clear expectations on dignity, respect, and employee conduct. Workplace policies prohibit all forms of harassment, discrimination, and conduct that undermines dignity or respect.

### Code of Ethics and Business Conduct training

Learning in 2025 also included ethics and compliance awareness. stc Kuwait provides awareness and training programs related to the Code of Ethics & Business Conduct, including anti-bribery and anti-corruption topics, to help employees understand the Company's ethical standards and compliance obligations. Anti-corruption principles are communicated through the Code of Ethics and Business Conduct, and all employees complete a five-module online training program consisting of an introductory session and four modules covering 16 integrity risk areas. This training supports more consistent understanding of ethical expectations across the workforce and helps employees apply the Company's standards in day-to-day decisions and conduct.

Incidents of discrimination or harassment may be raised through the SpeakUp channel and other internal reporting channels, with confirmed cases subject to corrective or disciplinary action in line with company policies and applicable regulations. No reported breaches related to discrimination or harassment were identified during the year.

Awareness of internal reporting channels also contributes to employee confidence and openness in the workplace. The Company provides awareness messages and initiatives to help employees understand the whistleblowing mechanism, the reporting channels available to them, and how concerns can be raised in line with company policy. This mechanism primarily supports business conduct and compliance, but it also contributes to a workplace culture in which employees understand how to speak up when needed.

#### Key highlight

#### Reported breaches related to discrimination or harassment

**0** identified during the reporting year

### Youth empowerment

The Talent Incubation Program was designed for young graduates and provides practical exposure across business functions while also creating a pathway toward full-time employment. In its initial phase, 18 graduates were onboarded and distributed across six sectors. stc Kuwait also launched the Youth Development Program, under which two internship programs were implemented in 2024 to give students and fresh graduates exposure to real workplace experience across different departments.

Mentorship also forms part of this development approach. The Mentorship Program pairs junior employees with experienced senior mentors to support guidance, career development, knowledge sharing, and skill development. Through regular interaction, the program is intended to strengthen internal knowledge transfer while helping employees navigate their career progression more effectively.



### Occupational health and safety

Health and safety remained a core part of workplace culture and everyday operations. stc Kuwait has an occupational health and safety management system established to comply with applicable local legal and regulatory requirements, including Kuwait Fire Force requirements and Kuwait Labor Law, and aligned with ISO 45001. The system covers employees, contractors, and visitors across controlled locations, including our headquarters, the call center, branches, the data center, and other controlled premises.

Health and safety responsibilities are coordinated between management and facility management through the Health Safety and Environment (HSE) function, supported by safety representatives assigned across floors to promote emergency response readiness and safety awareness.

Hazard prevention is built into stc Kuwait's occupational health and safety management approach and routine operations. Work-related hazards are identified through regular and ad hoc risk assessments, internal communication channels, inspections, operational monitoring, and reporting of safety concerns. Control measures include permit-to-work systems, method statements for contractors, preventive maintenance programs, safety inspections, training, and the application of engineering and administrative controls.

Employees may report hazards or concerns through HSE representatives, internal reporting platforms, a dedicated email address (security@stc.com), or the internal hotline (50062257), and they also have the right to stop work and remove themselves from dangerous situations. These reporting channels form part of the HSE system and are managed through the Service Desk system request process.

These arrangements are supported by practical workplace programs and employee services. Employees receive general safety induction and awareness sessions covering evacuation and first aid, while health and safety information is communicated through internal announcements, emails, training sessions, and workplace campaigns. Workplace practices also include safety inspections, ergonomic assessments, first-aid training, fire drills, workplace environmental monitoring, and private medical insurance for general healthcare access. For contractors and service providers, HSE requirements are included in contracts, and relevant subcontractors receive training on operational environmental health and safety procedures. For field activities involving work at height, protocols require mandatory personal protective equipment, approval controls for high-risk work, and restrictions during adverse weather conditions such as high winds or extreme heat.

key highlight

Average health and safety training

**2** hours per employee

key highlight

Blood drive initiative

**67** participating employees

Specific initiatives during the year further strengthened this workplace framework. Training sessions implemented across the Company in 2025 were intended to strengthen workplace HSE, improve employee awareness of safety procedures, and enhance preparedness through evacuation drills and first aider programs.



### Strengthening workplace safety through ISO 45001 certification

stc Kuwait achieved certification under ISO 45001 in 2025 as part of its efforts to strengthen its occupational health and safety framework and support a safe and healthy workplace. The certification also aligned the Company's health and safety practices with an internationally recognized management standard.

The certification introduced a more structured approach to hazard identification, risk control, monitoring, and management review. It supported stronger compliance with health and safety requirements, improved employee awareness, and reinforced a safer working environment, while also reducing the risk of operational disruption from workplace incidents.

ISO 45001 certification marked a crucial step in formalizing workplace safety practices and strengthening safety culture across the organization.

key highlight

**0** work-related injuries fatalities  
 high-consequence injuries  
 recordable injuries  
 work-related ill-health cases  
 Lost Time Injury Frequency Rate (LTIFR) for employees per 200,000 hours worked in 2025.  
 lost-day rates per Employee and contractor

## Performance, support and rewards

Employee support at stc Kuwait is shaped through a structured combination of performance management, remuneration, retirement arrangements, and leave entitlements. Together, these elements form an integrated framework that connects performance with recognition, financial security, and overall well-being. This approach reflects how the organization balances operational expectations with employee needs, ensuring that contributions are evaluated, rewarded, and supported in a consistent and transparent manner.

At stc Kuwait, these elements work together to strengthen employee well-being, reinforce workforce stability, and contribute to a more responsive working environment aligned with responsible employment practices.

## Performance management

Building a capable, engaged, and accountable workforce remains important to our long-term performance. stc Kuwait seeks to create a working environment in which employees are equipped with the tools, knowledge, and trust needed to contribute effectively, develop their capabilities, and grow over time. By encouraging initiative, recognizing achievement, and linking individual contribution to broader business priorities, we aim to foster a culture in which people can perform meaningfully and progress with purpose.

This emphasis extends beyond day-to-day performance and reflects a wider commitment to employee development, well-being, and organizational resilience. Through a structured performance management approach, stc Kuwait seeks to strengthen accountability, encourage continuous improvement, and align employee contribution with the Company's objectives and values.

The following elements outline the key features of stc Kuwait's performance management approach during the year.

### Employee performance was assessed using a five-point rating scale.

Rating Range	Score	Description
4.6–5.0	5	Leading
3.7–4.5	4	Performing
2.8–3.6	3	Developing
1.9–2.7	2	Needs Improvement
1.0–1.8	1	Poor

## Performance management cycle



## Employee performance coverage

	2025
Employees who received a regular performance and career development review	373
<b>By gender</b>	
Male employees who received a regular performance and career development review	293
Female employees who received a regular performance and career development review	80
<b>By employee category</b>	
Entry and junior-level employees who received a regular performance and career development review	207
Middle-management employees who received a regular performance and career development review	125
Senior-management employees and above who received a regular performance and career development review	41

100% of full-time employees (FTEs) at stc Kuwait received a performance review during 2025. Performance is also recognized through incentive mechanisms intended to encourage growth, innovation, and accountability across the organization. In parallel, employee benefits are designed to contribute to well-being, financial security, and work-life balance, reflecting a more holistic approach to employee reward.

## Appraisal grievance mechanism

stc Kuwait has established a formal grievance mechanism through which employees may appeal their annual performance appraisal results. Following the closure of the appraisal cycle, employees are given a seven-day period, communicated through official channels, to submit their grievances. Appeals are required to include clear reasons, evidence, and supporting documentation. Submissions that do not meet these requirements or do not comply with the applicable rules are dismissed.

## Remuneration and incentives

stc Kuwait's approach to remuneration is designed to recognize both performance and longer-term potential, while contributing to employee engagement, retention, and sustainable business performance.

The remuneration framework is intended to extend beyond pay alone and reflect an employee value proposition centered on recognition, well-being, and long-term success.

Remuneration practices include a competitive salary structure informed by regular market benchmarking to remain aligned with industry trends and to help attract and retain talent. This contributes to a remuneration framework that is fair, competitive, and aligned with the employees' priorities.



### Average remuneration ratio of females to males by employee category

Senior management	0.74 : 1
Middle management	0.83 : 1
Junior management	0.98 : 1
Professionals	1.07 : 1
Staff	0.97 : 1
Standard entry level wage compared to local minimum wage	1.09 : 1

Retirement benefits remain a principal element of employee well-being and longer-term financial security, reflecting stc Kuwait's responsible employment practices. For Kuwaiti employees in the private sector, participation in the retirement plan is mandatory under Kuwait Social Security Law, with employees contributing 10.5% of salary and the employer contributing 11.5%.

Retirement obligations are managed through the Public Institution for Social Security rather than through stc Kuwait's general funds. These provisions apply to full-time employees registered with the social security system, while part-time and temporary employees are not enrolled. Employees leaving the organization are also eligible for end-of-service benefits in accordance with Kuwait Labor Law, based on length of service and salary.

### Leave and flexibility

stc Kuwait provides a range of leave and flexibility provisions designed to promote employee well-being, work-life balance, and support during important personal and family circumstances. These provisions reflect our employee care approach by addressing parental responsibilities, health-related needs, significant life events, and everyday flexibility requirements.

### Supporting employees through leave and flexibility

Parental leave	stc Kuwait provides maternity, paternity, and adoption leave to assist employees at key stages of family life.
Marriage, examination and hajj leave	Employees are entitled to additional leave for significant personal and developmental milestones, including marriage, academic examinations, and pilgrimage.
Condolence leave	Paid condolence leave is available in the event of the loss of an immediate family member, helping employees address personal and family needs during difficult circumstances.
Sick and emergency leave	Employees are entitled to paid sick and emergency leave, including leave related to medical appointments and critical care situations.
Annual paid leave	Paid annual leave is provided to encourage rest, recovery, and overall well-being.
Flexible working hour	Employees are entitled to one flexible working hour per day, helping promote better time management and work-life balance.
Four-hour monthly personal permission	Employees may take up to four hours per month for personal errands or appointments without salary deductions.

Parental leave at stc Kuwait is available to permanent staff. In line with Kuwait Labor Law, female employees are entitled to 70 days of paid maternity leave, while male employees are granted two days of paternity leave to be taken within two weeks of the birth of a child. An additional 15 days of unpaid accompanying leave is also available.

During the year, parental leave outcomes reflected continuity in return-to-work following leave, highlighting the role of these provisions in promoting employee well-being and workforce stability.

**Parental leave outcomes**

	Female	Male
Total number of employees who took parental leave	3	16
Employees who returned to work after parental leave	3	16
Employees retained 12 months after return from leave*	2	11

\*The figures represent employees who have taken paternity/maternity leave in 2024 and were retained for a period of 12 months or more.

key highlight

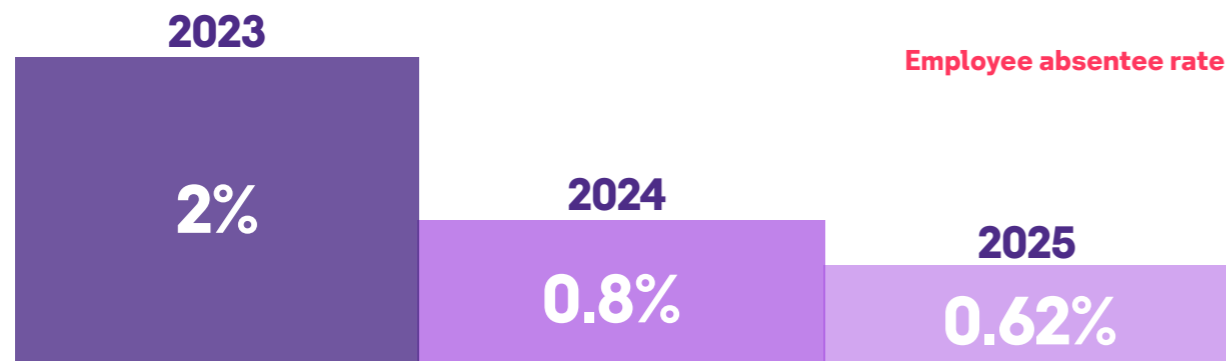
**100%** Return to work rate

Annual leave entitlements at stc kuwait vary by employee level, reflecting role responsibilities within the organization. Executive management is entitled to 45 days of annual leave, senior management to 35 days, and junior-managerial employees to 30 days. This tiered structure forms part of the company's approach to employee well-being and rest, while recognizing distinct levels of responsibility across the workforce.

The tables summarize annual leave entitlements and other employee support leaves available during the reporting year.

**Employee support leave**

Sick leave 5 days	Maternity leave 70 days
Unpaid leave 30 days	Paternity leave 2 days
Exams leave 10 days	Hajj leave 21 days
Condolence leave 3 days	Marriage leave 7 days
Emergency / casual leave 5 days	Patient accompanying leave 15 days



**Employee engagement**

Employee engagement remains an important part of how stc Kuwait strengthens workplace culture, reinforces employee connection to the organization, and promotes a more responsive and people-centered working environment. In 2025, this was reflected through a range of employee-facing programs, communication channels, and practical workplace mechanisms designed to strengthen participation, connection, and day-to-day employee experience.

Together with initiatives focused on mental health, family well-being, youth engagement, employee awareness, and annual social-impact activities, these efforts contributed to a more supportive and inclusive work environment across the organization.

Employee experience also continued to strengthen over recent years, with the Employee Experience Index exceeding 88 in 2025 and positioning stc Kuwait among the top-performing companies within the Group. Workplace enhancements, including improved rest areas and upgraded lounges, complemented the company's flexible work approach, while sustainability training for employees contributed to greater awareness and continued cultural alignment with ESG principles.

**Employee experience unit**

To strengthen employee engagement and workplace culture, stc Kuwait established a dedicated Employee Experience Unit within the Human Resources Department. The unit oversees the employee journey from onboarding to offboarding, with a focus on fostering an inclusive, engaging, and empowering work environment. Its role includes strengthening employee engagement, enhancing internal communication and transparency, and promoting a culture rooted in appreciation, collaboration, and responsiveness.

The unit also uses employee feedback, internal insights, and workforce data to refine its approach over time and to help ensure that employees feel heard, valued, and motivated to contribute. Through this structure, stc Kuwait has sought to embed employee experience more systematically into day-to-day people management and workplace culture.

Key initiatives led through the Employee Experience Unit during the reporting period included All Hands meetings, the withU initiative, the stc awards program, employee gatherings, the stc Champions program, and CHRO coffee meetings.

**stc Kuwait's Investment in People Earns Recognition Across the Group**

stc Kuwait achieved an Employee Experience Index of 88 placing it among the top three in the stc Group. The Employee Experience Index (EEI) captures the quality of the workplace across its most important dimensions: culture, wellbeing, inclusion, and the day-to-day relationship between employees and the organization.

Throughout the year, stc Kuwait made a concerted effort to strengthen each of these areas systematically across the organization by implementing a range of wellbeing programs, workplace inclusion initiatives, and mental health support resources.

Alongside these, targeted efforts were made to strengthen management practices and foster a workplace culture where employees feel valued, supported, and genuinely heard.

### HR counseling unit

The HR counseling Unit plays an important role in promoting employee well-being and fostering a healthy and responsive work environment. Through confidential and professional guidance, the unit assists employees in navigating personal and professional matters that may affect morale, engagement, or performance.

Its responsibilities include one-to-one counseling on work-related stress, interpersonal challenges, and career-related concerns, as well as guidance during sensitive situations such as performance discussions, disciplinary matters, and career transitions. The unit also works with line managers to help implement appropriate interventions and promote mental well-being and work-life balance through awareness initiatives and resource sharing.

In 2025, the unit conducted counseling sessions. By addressing concerns early and confidentially, the HR counselling Unit contributes to employee well-being, retention, trust, and a more resilient workplace culture.

### Flexibility at work

As part of our efforts to maintain a progressive and employee-centric workplace, we introduced a Work-from-Home Policy allowing employees to work remotely for up to 10 days per year. The policy reflects the Company's recognition of evolving workplace expectations and the importance of balancing flexibility with operational effectiveness.

The policy was intended to enhance work-life balance, strengthen morale and productivity, encourage more flexible ways of working, and contribute to inclusion and well-being, particularly for employees managing personal or family responsibilities. It also aligned with environmental considerations by reducing commuting requirements.

Employee engagement is also shaped by a range of benefits and programs available across the workforce. Insurance-related benefits are applicable to permanent staff, while selected programs are also extended to contractual employees.

### Employee benefits:

Free voice and data lines, discounted family lines, and device installment support.  
School-fee support and annual airline tickets for expatriate employees  
Medical insurance, life insurance, interest-free loans, mobile benefits, and corporate discounts.

key highlight

**47.3%** Improvement in employee experience index from 2023 - 2025

key highlight

**97.6** Employee survey response rate

### Employee Experience Index score

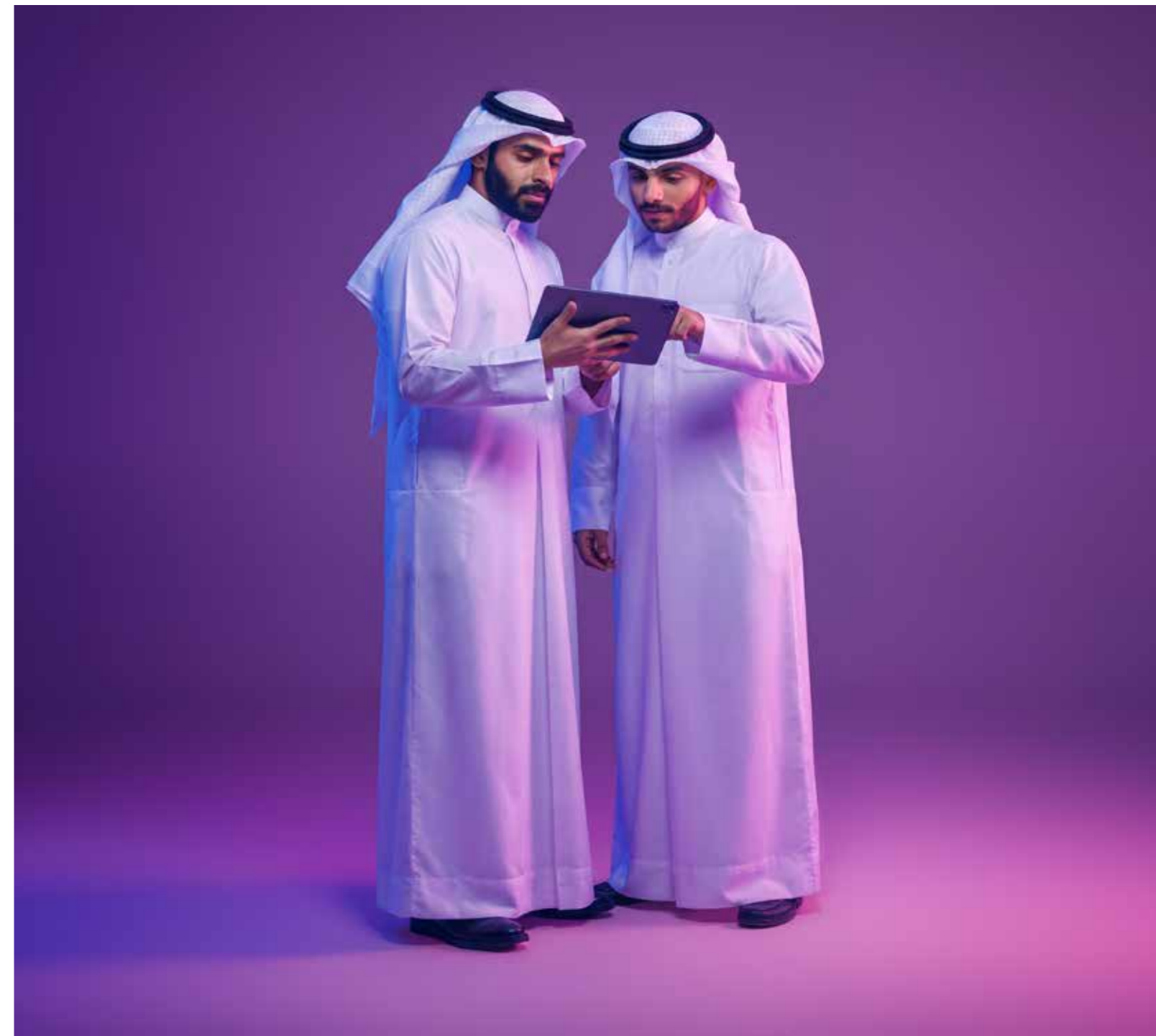


### withU

The withU initiative was designed to strengthen dialogue between employees and leadership and to create a more open and participatory workplace culture. Delivered through collaboration between the Employee Experience unit, general managers, and CXOs, the initiative provides employees with a dedicated platform to share views, raise concerns, and contribute ideas that can help improve the work environment.

The initiative focuses on listening and response, helping create a culture of transparency, mutual respect, and two-way communication. Discussions covered employee benefits, career progression opportunities, performance evaluation and promotion criteria, as well as individual and collective concerns raised by employees. In 2025, interactive meetings were conducted under the initiative, reflecting a structured approach to employee engagement and open dialogue.

Through withU, stc Kuwait sought to reinforce a people-first culture in which employee perspectives are actively considered and workplace improvements can be shaped through direct engagement.





# Enriching lives

small move.  
**Big Impact.**

# Community engagement and impact

stc Kuwait continued to contribute social value creation through initiatives that strengthened inclusion, expanded opportunity, and encouraged wider community participation in 2025. In a sector where connectivity increasingly intersects with education, entrepreneurship, well-being, and digital inclusion, these efforts formed part of the company's broader contribution to social and economic development in Kuwait.

Community engagement in 2025 was delivered through a diverse portfolio of initiatives spanning entrepreneurship, education, social support, health and inclusion, environmental awareness, and community participation. These initiatives were primarily implemented through key platforms, including, weyak, upgrade, and Small Move, Big Impact, and the "with good, we go further" campaign, with a continued focus on students, youth, entrepreneurs, families, and wider community groups in Kuwait.

stc Kuwait's community investment also contributed to indirect economic value by supporting platforms that strengthen entrepreneurship, expand business visibility, and connect people with skills and opportunities. During 2025, this was reflected through a range of initiatives under weyak, upgrade, and other community platforms, including the inspireU accelerator and its associated workshops, alongside targeted engagements such as SME-focused events, training sessions, and national platforms that brought together entrepreneurs, businesses, and employers. Collectively, these initiatives helped participating businesses and entrepreneurs strengthen capabilities, improve market exposure, build networks, and access opportunities for growth.

These outcomes were driven by continued collaboration and partnerships, contributing to stronger business performance, wider market visibility, and commercial reach for participating stakeholders over time.

Community-facing investments and services contributed to stc Kuwait's social and economic



contribution by helping advance more digital lifestyles across different segments of society. These efforts were directed mainly toward technology- and media-related services and were positioned to reach a range of target groups, reflecting the company's intention to broaden digital participation and relevance across the communities it serves. Their impact was also considered across different audience segments through tools such as brand health tracking (BHT) and top-of-mind awareness (TOMA), helping stc Kuwait assess how projects are reaching and resonating with the intended groups.

## Entrepreneurship and SME development

Entrepreneurship remains a key focus area, with efforts directed toward strengthening the startup ecosystem and supporting SME growth. Through targeted programs and partnerships, these initiatives aim to encourage innovation and expand access to opportunities within Kuwait's digital economy.

### Mubadr Plus Forum sponsorship

stc Kuwait sponsored and participated in the Mubadr Plus Forum launched by The National Fund to support SMEs in Kuwait. The initiative was linked to one of the key pillars of the Company's CSR framework: support for the entrepreneurial community.

The forum aimed to create a national platform for SME support, dialogue, and development by addressing market challenges, opportunity areas, and digital-transformation pathways for business owners in Kuwait. stc Kuwait's participation also aimed to present weyak and inspireU as practical support mechanisms for entrepreneurs.

Through its participation in Mubadr Plus, stc Kuwait contributed to the wider discussion on SME development and reinforced its support for entrepreneurial growth through collaboration, visibility, and capability-building.



# inspireU from stc

As part of stc Kuwait's commitment to enabling digital transformation, supporting entrepreneurship, and contributing to Kuwait Vision 2035, the company continued to advance inspireU as a platform that empowers promising startups and SMEs in Kuwait. The program reflects stc Kuwait's role as more than a telecommunications provider, positioning the company as an enabler of innovation, youth entrepreneurship, and the wider digital economy. Through inspireU, entrepreneurs gain access to a structured acceleration journey designed to help transform innovative ideas into scalable, market-ready businesses. This includes professional training, mentorship, advisory support, local and regional exposure, access to workspaces in Kuwait and Saudi Arabia, and potential commercial and investment opportunities.

Launched in Kuwait as part of stc Group's wider inspireU platform, the initiative focuses on supporting startups working across ICT, digital innovation, and technology-enabled services. At the Group level, inspireU has played an important role in nurturing entrepreneurial talent and supporting startups across the region, creating a strong foundation for stc Kuwait to localize the program's impact within the Kuwaiti market. By connecting founders with knowledge, networks, and practical business support, inspireU helps address some of the common challenges faced by early-stage and growth-oriented startups, including access to expertise, market visibility, and strategic guidance. Even the most promising ideas often depend on strong networks and visibility to gain traction. inspireU helps facilitate access to the networks and support that entrepreneurs need to grow.

In 2025, stc Kuwait continued to strengthen the local startup ecosystem through the launch of the 3rd intake of inspireU in Kuwait, reinforcing the company's commitment to empowering entrepreneurs and supporting the growth of SMEs. A key highlight of the year was the launch of inspireU's 12th intake, attracting strong interest from Kuwait's startup community, with more than 60 applicants and over 20 finalists. Two Kuwaiti startups, USim and OverZaki App, were selected to join the program, reflecting the quality of digital solutions emerging from the local market and the growing appetite among young entrepreneurs to build scalable, technology-driven businesses.

USim represents the type of customer-centric digital solution that aligns closely with stc Kuwait's broader innovation agenda. The startup provides travelers with eSIM connectivity across more than 200 destinations, offering a seamless and flexible way to access roaming services through a fully digital experience. Its participation in inspireU reflects the increasing relevance of telecom-adjacent solutions that enhance connectivity, convenience, and mobility for users. OverZaki App, meanwhile, focuses on supporting businesses and entrepreneurs by enabling them to build and manage online stores

through features such as product management, order tracking, analytics, live editing, customization, and AI-driven assistance. By supporting platforms such as OverZaki, inspireU contributes to the digital enablement of SMEs and merchants, helping them adopt more efficient, technology-based business models and expand their reach in an increasingly digital marketplace.

Beyond the accelerator itself, stc Kuwait reinforced its commitment to entrepreneurship and digital ecosystem development in 2025 through its participation as the main sponsor of Nexus 2025 Kuwait's Tech & Innovation Summit. Through workshops, panel discussions, technology showcases, startup engagement, and strategic partnerships, stc Kuwait helped connect innovators, entrepreneurs, investors, and industry leaders. This engagement complemented inspireU's objectives by creating additional opportunities for knowledge sharing, collaboration, and exposure within Kuwait's innovation landscape.

Through inspireU, stc Kuwait is helping create practical pathways for entrepreneurs to access mentorship, market knowledge, technical expertise, and regional networks. The program supports the development of startups that can contribute to Kuwait's digital economy, generate new business models, strengthen SME competitiveness, and support economic diversification. The 2025 intake demonstrated the continued relevance of inspireU as a platform for identifying promising Kuwaiti startups and connecting them to the broader stc ecosystem. By supporting ventures in areas such as eSIM connectivity, e-commerce enablement, business automation, and digital platforms, stc Kuwait is contributing to a more resilient, inclusive, and future-ready economy.

Moving forward, stc Kuwait will continue to build on inspireU as a key pillar of its sustainability and digital transformation strategy. By empowering entrepreneurs, supporting SMEs, and accelerating technology-based solutions, inspireU strengthens the company's contribution to innovation, economic diversification, and human capital development. As stc Kuwait advances its sustainability agenda, initiatives such as inspireU will remain central to creating long-term value for society, supporting Kuwait Vision 2035, and enabling the next generation of digital leaders.



### Future of food and beverage marketing workshop

Under weyak, stc Kuwait hosted “the future of food and beverage marketing” workshop in collaboration with ordable, Snapchat, and Optimize. The initiative was positioned as part of the company’s support for SMEs and entrepreneurs operating in the F&B sector.

The workshop aimed to help SMEs improve market visibility and business growth by introducing practical digital-marketing tools and platform knowledge tailored to the needs of local entrepreneurs. It also aligned with the objective of helping SMEs navigate an increasingly digital business environment.

More than 50 entrepreneurs took part in a hands-on session covering content strategy, ad creation, and performance measurements on Snapchat. The initiative provided practical exposure to platform-based marketing approaches that could support stronger outreach and customer engagement.

This initiative demonstrates how stc Kuwait supports SMEs with practical digital tools that can strengthen visibility, customer engagement, and business growth in an increasingly competitive market.



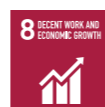
### Sayef Expo sponsorship

stc Kuwait sponsored Sayef Expo under the weyak umbrella as part of its commitment to support local brands, SMEs, and the wider entrepreneurial community in Kuwait.

The initiative aimed to give SMEs greater visibility, strengthen their market presence, and connect them with a wider audience while also giving stc Kuwait a platform to engage directly with visitors and young talent.

The expo brought together more than 30 Kuwaiti brands and SMEs across several sectors. stc Kuwait used its booth to promote digital solutions, youth-focused packages, and 5G Advanced, while also linking the platform to student engagement through registration for the annual summer internship program.

By supporting Sayef Expo, stc Kuwait created a platform that connected local businesses, digital engagement, and youth opportunity, while broadening support for Kuwait’s SME community.



### Ramadan Ghabga for entrepreneurs under weyak

stc Kuwait held its fourth entrepreneur gathering under weyak, this time in the form of a Ramadan Ghabga. The event formed part of the company’s CSR framework under the pillar focused on empowering entrepreneurs and creating innovative collaboration platforms.

The initiative aimed to provide entrepreneurs with a relationship-building platform that encouraged networking, collaboration, and stronger links with executive management and the wider startup ecosystem. It also served as a gesture of appreciation for those who had participated in or contributed to weyak.

The event brought together more than 100 entrepreneurs and created a structured networking setting that supported idea exchange, ecosystem connectivity, and relationship-building across the local SME landscape.



## Education and youth empowerment

Developing future talent is supported through initiatives focused on education, skills-building, and early career exposure. These programs aim to equip young individuals with practical capabilities aligned with evolving workforce and digital economic needs.

### Seen Jeem University Trivia League

The Seen Jeem University Trivia League was organized under stc Kuwait's educational upgrade initiative and formed part of its CSR framework focused on supporting education and youth development.

The initiative aimed to provide university students with an interactive and knowledge-driven experience that enhanced cultural understanding, encouraged intellectual development, and promoted a healthy competitive environment. It also reflected the Company's continued support for accessible educational platforms that make learning more engaging.

The competition brought together more than 650 teams from universities across Kuwait and covered categories including Islamic studies, Qur'an, geography, countries, flags, and arts. It also created a technology-enabled learning experience that combined education and entertainment in a way that encouraged curiosity and participation.



## Summer Training Program for University Students

stc Kuwait concluded its summer training program for university students under the upgrade initiative, which sits within one of the key pillars of its CSR program.

The program aimed to equip university students aged 17 to 24 with practical and industry-oriented skills in areas relevant to current youth interests and future careers. It also reflected the Company's wider commitment to supporting the national education ecosystem and youth capability development.

The initiative attracted more than 600 registered students and provided one-week courses in photography and videography, cybersecurity, and specialty coffee brewing, combining theory with hands-on learning. The structure broadened exposure to both creative and technical pathways and gave participants practical experiences extending beyond traditional education.

The summer training program reflects stc Kuwait's continued investment in youth capability-building by giving students practical exposure to skills that are increasingly relevant in both creative and technical fields.



## Recognition of Academic Excellence

stc Kuwait recognized high-achieving high school students, students from special-needs schools, and children of employees under its educational upgrade initiative. The ceremony formed part of the company's CSR objective of empowering the next generation.

The initiative aimed to encourage academic excellence, celebrate student effort, and reinforce the value of knowledge and personal growth. It also reflected the company's continued support for the education sector and youth empowerment.

By recognizing both mainstream and special-needs students in the presence of families and education-sector representatives, the initiative broadened its social reach beyond academic recognition alone. It also strengthened stc Kuwait's visible role in promoting education as a foundation for future leadership and social development.

By celebrating academic achievement, stc Kuwait reinforced the importance of education, aspiration, and youth development as part of its contribution to Kuwait's future talent base.





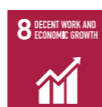
### Watheefti Career Fair

stc Kuwait served as the main sponsor of the fourth edition of Watheefti Career Fair, a national employment platform connecting job seekers with private-sector employers. The initiative aligned with the Company's strategic focus on youth empowerment and attraction of Kuwaiti talent.

The sponsorship aimed to support national employment initiatives, strengthen links between education and the private sector, and provide ambitious young people with access to career pathways in Kuwait's evolving digital economy.

The fair hosted more than 120 employees from 14 industries and created access to recruiters, interviews, internships, and workshops. stc Kuwait also used its booth to discuss career opportunities, workplace culture, and digital offerings for youth.

stc Kuwait's participation in Watheefti reflects its support for youth employability and national talent development by helping connect young people with meaningful career pathways and future opportunities.



### Ramadan initiatives

Community-focused activities during Ramadan emphasize compassion, social connection, and support for those in need. These engagements aim to strengthen community ties while delivering meaningful contributions during the Holy Month.

### Iftar meal distribution with Tarahom

Under "with good, we go further," stc Kuwait distributed iftar meals across Kuwait in collaboration with the Tarahom volunteer team, with additional support from Deboned and Wako. The initiative formed part of its Ramadan campaign and CSR framework focused on supporting the community and people in need.

The initiative aimed to extend practical support during Ramadan, reflect the values of generosity and compassion associated with the Holy Month, and strengthen social ties through community-focused giving.

The program continued a recurring Ramadan practice and combined meal distribution with the gifting of special items to children, helping broaden the social and emotional reach of the initiative. It also extended the campaign through volunteer and partner collaboration.



### Care and hospitality for worshippers during Ramadan

stc Kuwait organized care and hospitality initiatives for worshippers during the last 10 days of Ramadan at the Grand Mosque and Moza Muhammad Salem Mosque. The initiative was delivered under "with good, we go further" and formed part of the Company's annual Ramadan community programming.

The initiative aimed to enrich the experience of Qiyam prayers by creating a more comfortable and welcoming environment for worshippers, including elderly attendees and volunteer groups serving the wider community.

Support included refreshments, seating, and additional amenities, alongside dedicated hospitality arrangements in the Amiri Hall at the Grand Mosque and continued support at Moza Muhammad Salem Mosque. The initiative helped make a significant religious period more accessible and supportive for worshippers.



### Home renovation for a family in need

As part of “with good, we go further,” stc Kuwait renovated the home of a family in need in collaboration with the Tarahom volunteer team and media personality Mohammad Al Saddani. The initiative was aligned with the CSR pillar focused on supporting families facing financial hardship.

The initiative aimed to improve living conditions for the family and provide practical support that combined household needs with digital connectivity and family well-being.

Support included essential household appliances, installation of a high-speed internet router, and a PlayStation 5 for the family’s child, alongside social-media storytelling that amplified the values of generosity and giving.

This initiative reflects stc Kuwait’s effort to deliver meaningful support at household level by improving living conditions and helping a family experience greater comfort and connection.



### Quran memorization contest

For the second year in a row, stc Kuwait organized a Quran memorization contest in collaboration with reciter Bader Al Bashar under “with good, we go further.” The initiative formed part of the company’s Ramadan community-engagement activities.

The contest aimed to encourage young participants to strengthen their connection to faith and heritage while promoting discipline, memorization, and self-improvement through Qur’anic learning.

More than 80 children participated across two age categories, and selected winners were recognized for their memorization and recitation skills.

Through this contest, stc Kuwait supported youth engagement with faith, learning, and self-discipline while strengthening the educational and spiritual dimension of its Ramadan initiatives.



### Health, inclusion, and well-being

Promoting well-being and inclusion is supported through awareness initiatives, accessibility-focused programs, and community partnerships. Together, these efforts contribute to enhancing quality of life in a more inclusive environment.

#### Autism Awareness initiative

stc Kuwait organized an autism-awareness session in collaboration with friends of Autism as part of its comprehensive CSR framework, with health and social well-being positioned as key pillars. The initiative also reflected an ongoing commitment to a supportive and diverse workplace culture.

The session aimed to raise awareness of autism and equip employees with practical knowledge and tools to better understand, communicate with, and support individuals diagnosed with autism. It also formed part of a wider effort to drive meaningful and sustainable social impact through awareness-led initiatives.

The initiative supported greater understanding and acceptance of the autism spectrum and linked workplace awareness to wider community inclusion. It also reinforced the role of partnerships in promoting informed and responsible engagement with different social groups.

This initiative reflects stc Kuwait’s commitment to promoting inclusion and understanding by encouraging more informed and supportive engagement with individuals on the autism spectrum.



#### International conference and forum on assistive technologies for special needs

stc Kuwait sponsored and participated in the 2nd International Conference and Forum on Assistive Technologies for special needs (ASTN’25), held alongside the 10th International Conference on ICT Accessibility.

The initiative aimed to promote accessibility, support dialogue on assistive technology, and contribute to a more inclusive digital future for people with disabilities in Kuwait. It also aligned with the company’s digital-transformation strategy by emphasizing technology’s role in empowerment and quality of life.

stc Kuwait participated through conference discussions, a dedicated exhibition booth, and an awareness campaign across its digital platforms. The event also created a knowledge-sharing platform on inclusive technologies, accessibility, AI, and digital education.

Through its participation in this forum, stc Kuwait supported the wider conversation on accessibility and inclusive innovation while highlighting the role of technology in improving participation and quality of life.



### Supporting visitor experience at Al-Amiri Hospital

stc Kuwait collaborated with Al-Amiri Hospital to improve the experience of hospital visitors through an initiative linked to the healthcare pillar of its CSR program.

The collaboration aimed to create a more comfortable and welcoming environment for hospital visitors by improving waiting and patient-area conditions through practical, in-kind support.

The initiative included the provision of televisions, display screens, and seating in patient rooms and wings, together with a planning visit to assess hospital spaces and determine how the support could be applied. This created a visible improvement in the visitor environment within a public healthcare setting.

This collaboration reflects stc Kuwait's practical support for community well-being by contributing to a more comfortable and welcoming experience within a public healthcare setting.



### Flare Festival sponsorship

stc Kuwait sponsored the Flare Festival in 2025 for the sixth consecutive year as part of its CSR framework and weyak initiative. The sponsorship was explicitly linked to two pillars: support for community health and support for local entrepreneurs.

The initiative aimed to promote healthy lifestyles, strengthen community participation, and create commercial and visibility opportunities for local entrepreneurs and youth-focused offerings.

The 2025 edition was expected to welcome more than 8,000 attendees and participants and included sports competitions, public engagement, booth activations, and health-related outreach. It also extended into employee activation and a health-focused mall activation tied to International Men's Day.

Through Flare Festival, stc Kuwait supported healthier lifestyles, stronger community participation, and broader engagement with local entrepreneurs through a well-established public platform.



### Ramadan sports challenges with Flare Fitness

During Ramadan, stc Kuwait continued its strategic partnership with Flare Fitness for the fourth consecutive year under "with good, we go further." The initiatives combined sports, movement, and social support within the Ramadan campaign.

The program aimed to encourage active lifestyles during Ramadan while linking physical participation to community giving and family engagement.

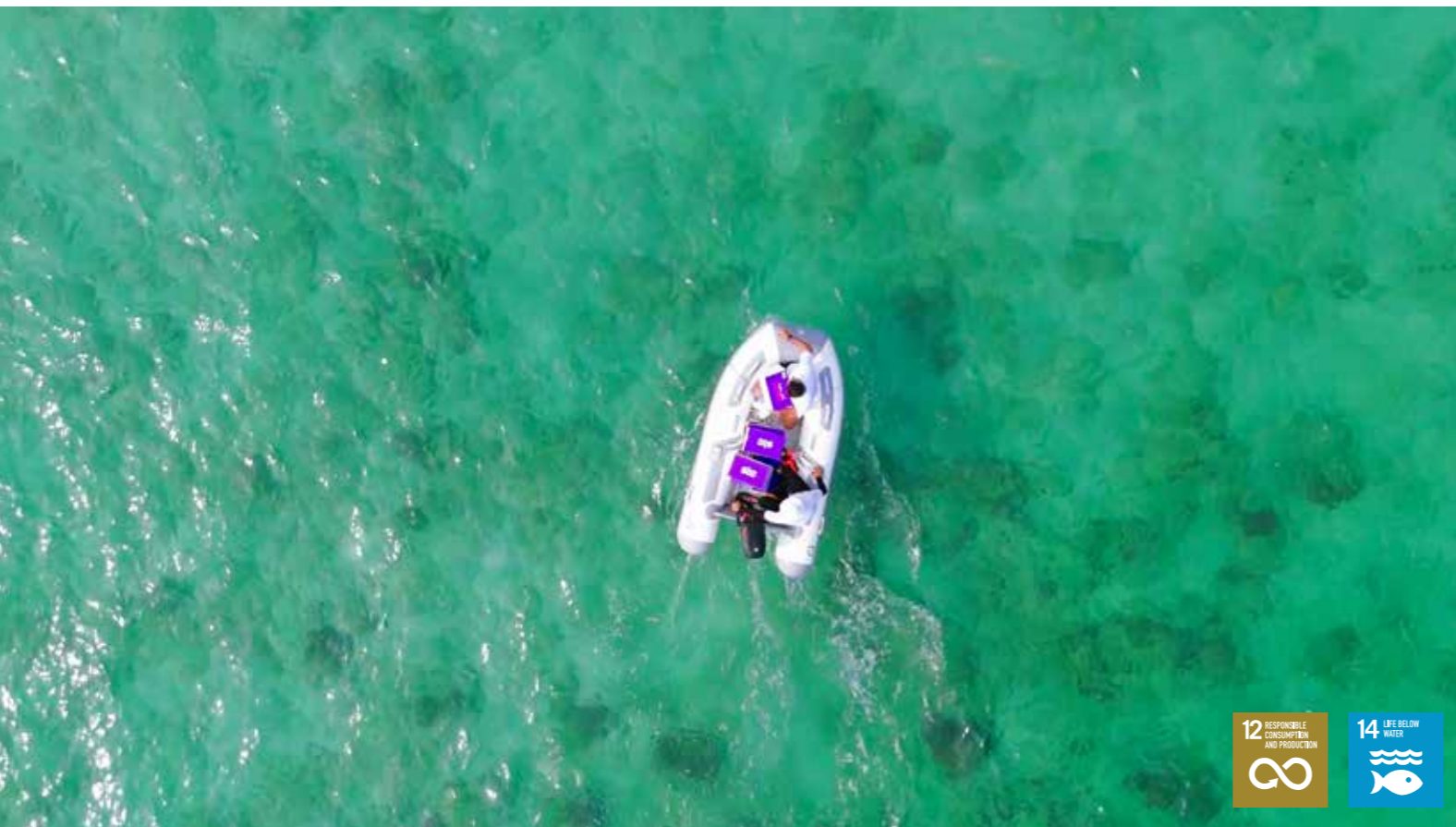
Activities included the Mishref Walkathon and step-based challenges, with one initiative converting participation into support for families in need in collaboration with Tarahom. The activities also included family-friendly and child-oriented engagement tied to Ramadan celebrations.

### Sports and active lifestyles

Encouraging active lifestyles remains a priority, with initiatives designed to promote physical well-being and community participation. These activities aim to support healthier habits while creating opportunities for engagement across different segments of society.

## Environmental stewardship

Environmental responsibility is advanced through initiatives focused on awareness, conservation, and sustainable practices. stc Kuwait focused on opportunities for collective participation in preserving natural resources and promoting responsible behavior.



### Kubbar Island clean-up Initiative

Under Small Move, Big Impact, stc Kuwait organized a clean-up initiative at Kubbar Island in collaboration with Waves App and Alternative.

The initiative aimed to remove waste from the island, raise environmental awareness, and encourage community participation in preservation efforts. It also supported the wider objective of promoting conscious behavior and protection of Kuwait's environmental landscape.

Community members, volunteers, employees, and partners took part in the preservation drive, with waste and sustainable materials collected during the initiative. The activity also used refreshments and giveaways to support engagement and encourage participation.

This initiative reflects stc Kuwait's commitment to environmental stewardship by encouraging collective action and public participation in preserving Kuwait's natural spaces.

## Kuwait Sustainable Energy Week

stc Kuwait participated as a Diamond Sponsor of Kuwait Sustainable Energy Week as part of its sustainability and CSR framework. The initiative was linked to support for national energy goals, entrepreneurship, and environmental stewardship through technology-enabled solutions.

The initiative aimed to raise awareness of sustainable-energy solutions, showcase technologies that support more efficient infrastructure, and contribute to public dialogue on entrepreneurship and sustainability in Kuwait.

Participation included showcasing advanced smart electricity meters, contributing to a panel discussion on sustainable development through entrepreneurship, and highlighting programs such as inspireU within the broader sustainability conversation. The initiative therefore connected infrastructure innovation with community awareness and ecosystem dialogue.

Through this platform, stc Kuwait contributed to wider awareness of sustainability, entrepreneurship, and infrastructure innovation, while supporting dialogue on more efficient and responsible resource use.



## Community care

Engagement with the wider community is supported through initiatives that foster connection, participation, and shared experience, contributing to stronger social cohesion.

### Hajj hospitality at Kuwait International Airport

For the fourth consecutive year, stc Kuwait organized a hospitality initiative for Hajj pilgrims departing from Terminal 4 at Kuwait International Airport. The initiative formed part of the Company's CSR activities in support of the community.

The initiative aimed to provide a welcoming and supportive experience for departing pilgrims during an important religious journey while continuing a recurring form of community care.

Pilgrims were welcomed with coffee and dates in collaboration with airport and aviation partners, and the initiative strengthened stc Kuwait's visible role in civic hospitality and partnership-based community engagement.



# Customer experience & satisfaction

Customer experience and satisfaction remained an important part of how stc Kuwait served its customer base in 2025. Service experience during the year was shaped by the size and mix of the customer base, measured satisfaction outcomes, complaints handling, and the continued shift toward digital and self-service channels.

## Customer base and services

stc Kuwait's customer base includes both prepaid and postpaid segments, together with fixed-service customers across fiber, wireless, and copper connections. The consumer base is largely weighted toward prepaid subscriptions, complemented by a substantial postpaid segment. Fixed services remain diversified across fiber-to-home, fixed wireless access, and legacy copper connections, reflecting a mix of modern and transitional infrastructure.

## Customer base and segments\*

Pre-paid subscribers (active 30)	945,000
Post-paid subscribers	668,400
Fiber to the Home (FTTH) customer base	8,806
Fixed Wireless Access (FWA) customer base	6,482
Copper customer base	1,149

\*Data indicates active subscribers

These figures establish the scale and mix of the customer base served across mobile and fixed services. The above total does not necessarily yield the total subscribers at stc.

### Case Study: Recognition for FWA user experience

stc Kuwait strengthened the quality of its fixed wireless access service by improving indoor Wi-Fi performance and customer experience.

During 2025, stc Kuwait deployed the FWA Mesh Experience Management Platform in collaboration with Huawei. The platform uses real-time analytics and proactive performance management to improve end-to-end connectivity and Wi-Fi coverage for users.

These improvements supported stronger service quality for FWA customers and contributed to stc Kuwait receiving the "Excellence in Quality FWA User Experience" award at the 5th ELITE Fixed-Wireless Access Club Meeting during GITEX Global 2025. The initiative also helped address indoor coverage challenges and supported a more reliable home broadband experience.

The recognition was linked to stc Kuwait's efforts to enhance FWA connectivity in Kuwait, including new 5G spectrum introduced during 2025.



### Case Study: Launch of 5G Advanced

stc Kuwait launched its 5G Advanced network in 2025 to improve connectivity and support a stronger digital experience for customers.

The launch introduced the next stage of 5G capability to stc Kuwait's network, building on earlier investments in scalable infrastructure and network development.

5G Advanced strengthened the network's ability to deliver higher speeds, more precise connectivity, and more advanced digital capabilities for individual and business users. It also supported the use of smart solutions across sectors and enhanced customer experience through more advanced network performance.

# 5G Advanced

## Satisfaction and complaints handling

Satisfaction outcomes in 2025 provide a direct view of how customers experienced stc Kuwait's services. Customer satisfaction indicators reflect a generally positive experience across services, with fixed services reporting slightly higher satisfaction levels compared to mobile. Overall results indicate a consistent level of customer confidence, supported by feedback gathered through structured surveys.

The table summarizes the key customer satisfaction indicators for the year.

### Customer satisfaction indicator

	2025 result
Net Promoter Score (NPS)	32
Overall customer satisfaction – Mobile (monthly average)	77.10%
Overall customer satisfaction – Fixed (monthly average)	79.60%
Number of customers surveyed	1,177

Complaints handling remained another core part of the customer experience framework. Customer feedback was actively managed throughout the year, with the majority of reported issues addressed successfully. Overall complaint handling demonstrated robust performance in responsiveness and effectiveness, reflected in timely resolutions and a high level of issues being resolved during the initial customer interaction. Overall score captures the full customer experience through a balanced assessment of customer feedback, operational excellence, and technical performance, while the CEI is conducted independently by a third party using a single aggregated metric. The following metrics summarize how complaints resolution and service responsiveness were tracked during the year.

key highlight



### Complaints handling

	2025 result
Number of customer complaints	95,015
Number of customer complaints resolved	80,205
Percentage of customer complaints resolved	84%
Complaint-resolution average time (days)	1.5
First Call Resolution (FCR)	95%

### Service response

	2023	2024	2025
Complaint-resolution average time (days)	0.7	0.75	1.5
First Call Resolution (FCR)	91%	91%	95%

These indicators show that customer-experience management was supported not only by satisfaction tracking, but also by structured complaint resolution and call-centre effectiveness.

## Digital-first customer journeys

Customer journeys continued to evolve toward digital-first and self-service channels, reflecting a growing preference for more convenient and remote interactions. Digital channels represent the primary mode of engagement for both support and transactions, supported by ongoing efforts to enhance digital platforms and reduce reliance on physical touchpoints.

This shift is consistent with trends observed over recent years, where digital adoption has steadily increased across both customer support and transaction channels, while human-assisted interactions continue to play a complementary role.

### The table summarizes the channel mix for support and transactions

	2023	2024	2025
Digital self-service support	57%	59%	68%
Human interaction support	43%	41%	32%
mystc Kuwait sales transactions	28%	35%	45%
Other sales transactions (SSM + SMS + outlet)	68%	35%	55%

Overall, this channel mix is consistent with stc's wider role in promoting paperless billing, e-contracts, digital onboarding, and remote service management. It also reflects a customer journey with lower reliance on physical visits and more use of digital channels for routine actions.

### E-vouchers

During the reporting period, electronic vouchers were promoted as an alternative to physical cards. This shift supported a more digital purchase journey while also reducing the material footprint associated with physical voucher production and logistics.

### Digital invoices

solutions by stc introduced a digital invoice feature that allows customers to download both standard and detailed invoice layouts directly in one click. The feature was intended to simplify billing, strengthen customer self-service, and reduce manual handling of invoice-format requests. It also improved billing accessibility and supported a more efficient and paper-light billing process.

### Digital parking payments through PASS

stc Kuwait partnered with the PASS app to make parking payments easier for customers by adding a simple digital payment option linked to their stc account.

Through partnership, customers can use the PASS app to pay for parking and choose to settle charges through their monthly bill or available balance. The app also gives users access to features such as real-time parking availability, automatic entry and exit, cashless payment, and advance booking at selected locations.

The partnership made a routine customer activity more convenient by reducing the need for manual payment and adding a smoother digital payment experience. It also expanded the range of everyday digital services available to stc customers while supporting a local innovation platform.

### Flexible digital payments through Taly

stc Kuwait partnered with Taly to give customers a more flexible way to pay for selected devices and services through digital channels.

Through the partnership, customers can use installment-based payment options with 0% profit and complete purchases through the stc Kuwait website or the mystc mobile application.

The partnership expanded payment flexibility and made it easier for customers to access products and services through a simpler digital purchase journey. It also supported a more convenient customer experience by adding an alternative payment option within existing digital channels.

### mystc Kuwait application

The mystc Kuwait application also remained an active customer touchpoint during the year, although the reported figures differ across source sets and should therefore be read as reported rather than harmonized.

Reported mystc Kuwait application metrics	2025
<b>Department: Network Operations and Management</b>	
Active users	627,933
New SIM	22,000
Device	13,000
Port in	4,848
<b>Department: Customer Growth</b>	
Active users	583,333
New SIM	4,289
Device	5,289
Port in	162

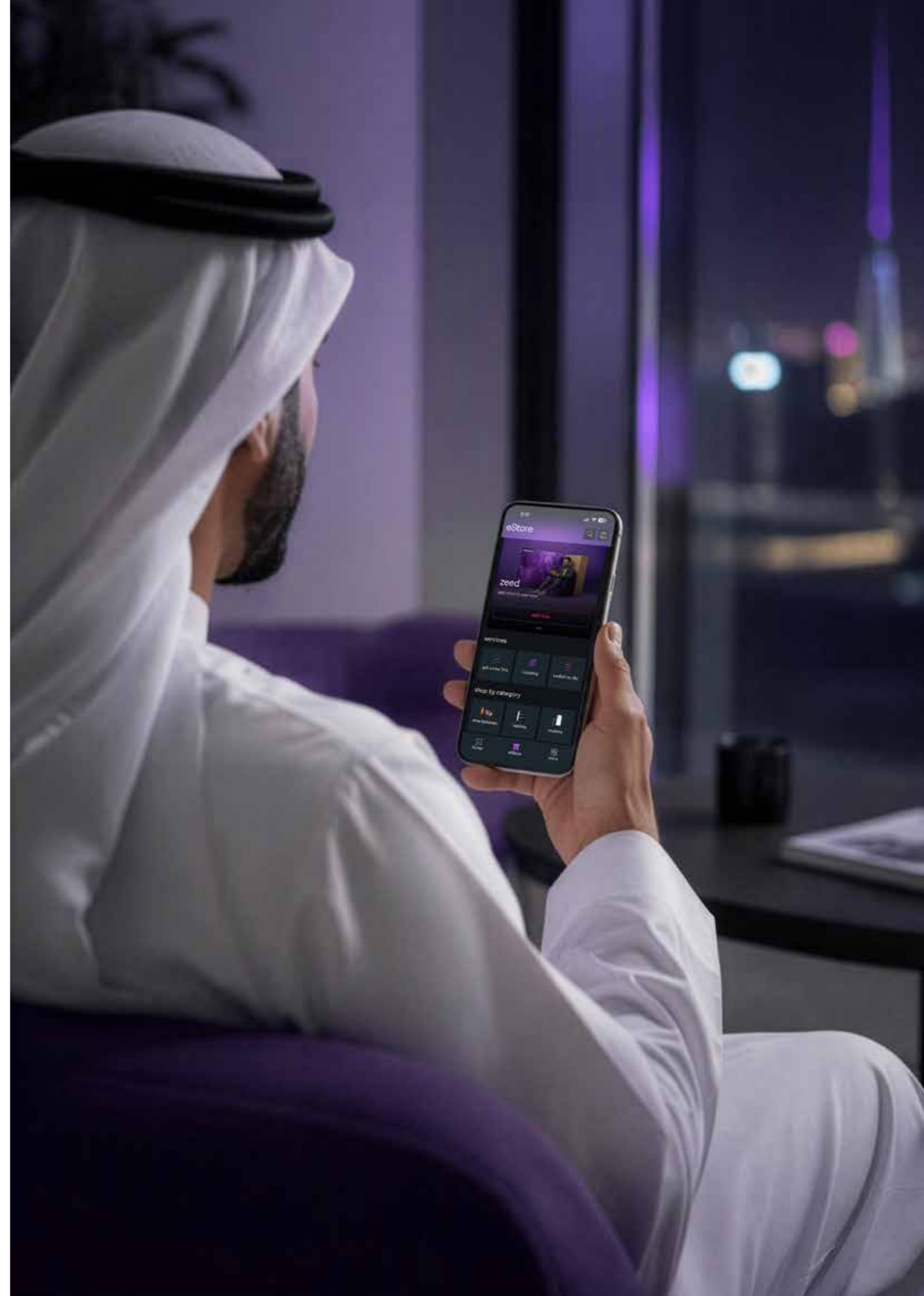
These figures highlight mystc Kuwait's role as the go-to channel for customer engagement and service access.

Analytics and service design also supported customer experience during the year. Consumer Growth uses analytics to understand customer behavior, segment users, identify high-value opportunities, and improve conversion and sales performance across digital and assisted channels. Customer offerings also included new roaming plans designed around customer needs and made available through multiple activation channels.

### Automated prepayment activation

solutions by stc launched an automated prepayment activation feature for B2B subscribers, allowing customers to activate roaming plans and boosters independently using their personal balance. This feature was intended to simplify activation, improve turnaround time, and reduce dependence on manual service channels. It also supported a smoother self-service experience for routine customer transactions.

stc Kuwait supports selected customer groups through tailored plans addressing diverse customer needs. These included youth-oriented offerings for university students and early jobbers, alongside plans for low-income and retired customers. These initiatives form part of stc Kuwait's efforts to improve accessibility across different customer segments.



# Digital transformation and innovation

Advancing digital transformation and innovation formed a central part of stc Kuwait's development agenda in 2025. As customer expectations, service models, and operating environments continue to evolve, stronger digital capability remains closely linked to service quality, operational agility, and long-term competitiveness. Progress during the year was shaped by changes in internal delivery models, the continued expansion of digital channels, the performance of network infrastructure, and support for startup and SME innovation.

## Transformation delivery and digital channels

Digital transformation within stc Kuwait is guided through structured delivery and governance arrangements across functions, helping translate strategic priorities into coordinated execution and stronger operational oversight. Strategic initiatives are managed through a formal stage-gate approach incorporating business-case validation, approval mechanisms, and regular governance reviews. Oversight is maintained through executive and cross-functional committees, with dedicated structures in place for AI-related initiatives addressing operational execution, risk management, and ethics oversight. This enables a consistent basis for managing digital and innovation initiatives across the organization.

Customer-facing digital access continued to expand during the year, with five processes operating on new software, reflecting ongoing efforts to enhance platform capabilities and user engagement. Digital accessibility for business customers was also extended through the integration of the My Business platform into the mystc Kuwait app, allowing subscribers to manage usage, view bills, and receive real-time notifications through a mobile channel in addition to the web portal.

## Digital user base by platform

Digital users – app	708,776
Digital users – website	470,413

These figures show that digital transformation in 2025 was not limited to internal systems but also continued to shape how customers accessed and managed services.

## Customer digital reach

my stc Kuwait users	85%
All smartphone users	96%
<b>Consumer Growth</b>	
mystc Kuwait users	45%
All smartphone users	78%

Use of mystc Kuwait and smartphone channels remained strong, underscoring the importance of digital channels in the customer journey.



## Network capability and infrastructure

At the foundation of this progress lies continued enhancement of network capacity and infrastructure. During the year, stc Kuwait deployed advanced 5G services using newly allocated spectrum and the 2Africa Cable Landing Station in Kuwait achieved Uptime Institute Tier III Certification of Design Documents. These developments contributed to faster speeds, lower latency, more energy-efficient network performance, new digital services, and stronger international connectivity.

The diagrams summarize the network coverage, traffic, and service-quality indicators associated with digital service delivery in 2025.

## Digital infrastructure and network performance

4G population coverage	100%
5G population coverage	100%
Network traffic	2,072.98 petabytes
Average mobile broadband download speed	177 Mbps
Average mobile broadband upload speed	10.13 Mbps

Collectively, these indicators illustrate the performance and reach of the network across digital service delivery.

## Innovation and ecosystem enablement

Innovation during the year extended beyond internal transformation to include initiatives focused on startups and SMEs. InspireU remained a key channel for startup development and mentoring. In 2025, one startup was incubated, accelerated startups secured a total of KWD 100,000 in funding, the startup survival rate reached 100%, and three mentorship opportunities were delivered.

## Centralized internal info portal

solutions by stc Kuwait launched a centralized internal Info Portal to bring business-critical information into one digital access point. The portal consolidated memos, pricing references, and manuals that had previously been spread across multiple folders and files. This helped create a clearer source of information for internal users, reduced duplication, and supported more efficient digital working practices.

### Strengthening Kuwait's innovation ecosystem through Nexus 2025

stc Kuwait sponsored Nexus 2025 for the second year in a row to support Kuwait's innovation and startup ecosystem, strengthen engagement with entrepreneurs and young talent, and contribute to the country's digital transformation agenda.

As a platinum sponsor, stc Kuwait participated in the summit through its main booth and subsidiary presence, hosted interactive workshops, joined a panel discussion on telecom innovation and partnerships, and held live podcast sessions on digital transformation and emerging technologies. The Company also used the platform to announce new Memorandums of Understanding and showcase business solutions through solutions by stc.

The sponsorship strengthened stc Kuwait's role in advancing platforms that connect startups, businesses, and technology leaders. It also expanded visibility for digital solutions, encouraged knowledge-sharing on innovation trends, and supported wider access to partnerships and practical technology use cases for the local market.

### AI film workshop and screening festival

stc Kuwait hosted an AI film workshop and screening festival in collaboration with Shift Productions to help participants explore how artificial intelligence can be used in film production and creative storytelling.

The initiative was delivered under stc Kuwait's educational upgrade program and took place over two days at the company's headquarters. More than 30 participants from different age groups and backgrounds joined the workshop, where they received hands-on training from a specialized AI trainer and developed their own short films. The program concluded with an AI Film Festival, where participants presented their work and were recognized for their creative efforts.

It introduced participants to practical uses of AI in creative production and gave them direct experience in applying new tools to storytelling. It also created an accessible platform for learning, experimentation, and creative expression, while aligning with stc Kuwait's focus on innovation, education, and community development.

The workshop was led by AI Trainer Abdulrahman Al-Khamees and formed part of stc Kuwait's efforts to build partnerships that support digital learning and future-focused skills.

### Digital cooperation with Kuwait Airways

stc Kuwait signed a joint cooperation protocol with Kuwait Airways to strengthen collaboration in telecommunications and aviation and to develop integrated digital services that improve customer experience.

The agreement established a framework for cooperation across customer offerings, digital systems, communication solutions, joint marketing activities, and knowledge exchange. It also included collaboration on technical development with support from strategic partners such as Oracle.

The protocol created a basis for improving service quality and operational efficiency across both organizations while expanding the use of digital solutions in customer-facing and operational areas. It also opened a channel for collaboration on community initiatives linked to environmental, educational, and social themes.

The partnership reflects stc Kuwait's cross-sector approach to advancing digital transformation in Kuwait while building longer-term collaboration with national institutions.

### Advancing dialogue on Kuwait's digital transformation

stc Kuwait sponsored the 4th Digital Transformation Kuwait Conference 2025 contributing to the dialogue on the technologies shaping Kuwait's digital future and raising awareness of digital transformation across sectors.

As a Platinum Sponsor, stc Kuwait participated in the two-day conference and helped shape the agenda through a keynote address delivered by the Chief Transformation and Synergies Officer. The event brought together government officials, industry leaders, and technology experts to explore areas such as artificial intelligence, cybersecurity, cloud infrastructure, smart cities, and digital upskilling.

The sponsorship created a national platform for knowledge-sharing on digital transformation and highlighted the importance of collaboration between public and private sector stakeholders. It also reinforced stc Kuwait's role in advancing the digital ecosystem and broaden understanding of emerging technologies in Kuwait.

### Strategic engagement at LEAP 2025

stc Kuwait participated in LEAP 2025 to strengthen its digital transformation agenda, build strategic partnerships, and stay connected to emerging trends in technology, artificial intelligence, and ICT services.

During the conference, stc Kuwait engaged with industry leaders and technology partners and signed a strategic collaboration with Astek to support IT transformation and expand digital and cybersecurity solutions for public- and private-sector clients.

The conference expanded stc Kuwait's access to emerging technologies, advanced the development of scalable and secure digital solutions, and created additional opportunities to enhance business agility and operational efficiency for enterprise customers. It also served as a platform to deepen regional partnerships and strengthen collaboration across the wider digital ecosystem.

#### case study

#### Advancing Network Intelligence: stc Kuwait Deploys AI and Partners with Google and Microsoft

Artificial intelligence is transforming how telecommunications networks are managed and monitored. In 2025, stc Kuwait moved beyond exploration to deliver tangible AI outcomes deploying the technology across live network operations while equipping its people with the knowledge and skills to work effectively alongside it.

During the year, stc Kuwait deployed AI solutions across its network monitoring functions, enabling real-time fault detection, predictive maintenance, and faster response to network anomalies.

On the capability side, stc Kuwait hosted AI Week in collaboration with Google and Microsoft, bringing global expertise in-house to build awareness and practical understanding of AI applications across teams.

The combination of operational deployment and structured learning positions stc Kuwait to grow its AI capabilities in a sustainable and organized way with AI Week playing a key role in extending that learning beyond the technology function, reaching staff across business units and establishing a shared foundation for digital literacy across the organization.

# Data privacy, cybersecurity & trust

Safeguarding information and maintaining trust in digital interactions remained central to stc Kuwait's delivery of secure digital services in 2025. This was reflected in the way governance structures, data-handling practices, security operations, and awareness initiatives were applied across the business to protect both customer and organizational information.

## Governance and accountability

Oversight of cybersecurity and privacy is conducted through a defined governance structure that includes the Chief Technology Officer, the Cyber Security General Manager, the Cyber Security Advisory Board, the Data Privacy Committee, and Security Operations Center functions. The Cyber Security Department is responsible for governance, risk, compliance, Security Operations Center operations, architecture, design, data privacy, threat intelligence, and forensics. Its role also contributes to broader ESG objectives by protecting data, strengthening privacy compliance, reducing risk, and enabling secure service delivery.

This governance model is anchored in recognized standards and formal assurance processes. Cybersecurity practices are aligned with ISO 27001, the National Institute of Standards and Technology, ISO 31000, relevant local regulations, and Global System for Mobile Communications Association (GSMA) privacy initiatives. Public disclosures include the Privacy Policy, while the information security policy remains internal. External assurance strengthens the control environment through audits linked to ISO, Payment Card Industry Data Security Standard (PCI DSS), and other compliance programs. The following indicators summarize the control, audit, and governance environment that underpinned information security during the year.

Information security policies and systems audit frequency	2
Number of internal information-system audits	20
Number of external information-system audits	6
Compliance with legal, regulatory, and cybersecurity requirements	100%
Frameworks, policies, and standards aligned with legal and regulatory requirements	100%
CS Business Enablement Index	0.82

## Privacy and customer data handling

Protection of confidential information is embedded in the Code of Conduct and reflected in customer data management practices. Employees are required to protect confidential and proprietary information, including customer data, company information, and sensitive business materials. Customer-data practices are outlined in the online Privacy Policy, which addresses data collection, use, retention, secure storage, and customer rights to update information.

These practices are reinforced through privacy-by-design controls and restricted disclosure arrangements. Privacy considerations are integrated into the software development lifecycle, DevSecOps processes, data minimization, and access governance.



Disclosure of customer information to third parties is limited to legal and regulatory obligations, while secondary use of customer data is not publicly tracked. Implementation of the privacy framework is governed through internal processes, audits, and the Information Security Management System.

Additional safeguards address digital rights and protection of vulnerable users. Content filtering, parental-control services, and safe-internet programs are applied to help prevent misuse and exposure to inappropriate content. Data-access and privacy obligations are also managed in line with legal requirements, while complaints and remediation needs are handled through customer care and regulatory-escalation channels, where applicable.

Monetary losses from legal proceedings associated with customer privacy	0
Substantiated complaints concerning breaches of customer privacy and losses of customer data	0
Substantiated complaints from external parties	0
Substantiated complaints from regulatory bodies	0
Identified leaks of customer data	0
Identified thefts of customer data	0
Identified losses of customer data	0
Total substantiated complaints received concerning breaches of customer privacy	0
Number of data-security breaches	0
Total number of data breaches per million subscribers	0
Data-security breaches involving customers' personally identifiable information	0
Percentage of data-security breaches involving customers' personally identifiable information	0
Number of customers affected per million subscribers	0

### Security Operations and resilience

Day-to-day security management is conducted through continuous monitoring, risk assessment, and incident-response processes. Core controls include 24/7 Security Operations Center monitoring, role-based vulnerability management, the Incident Response Plan, vendor-security controls, vulnerability assessments, penetration testing, threat modeling, and tabletop exercises. These arrangements are complemented by business-continuity planning and formal escalation procedures for incidents, suspicious activity, and identified vulnerabilities.

A multi-year Cybersecurity Roadmap covering 2023 to 2025 guided ongoing improvements during the reporting period. This roadmap includes policy updates, automation of Security Operations Center processes, enhanced vulnerability management, automated threat detection, and a Cyber Supply Chain Risk Management program addressing third-party risk. External partnerships further strengthened these efforts through cooperation on Security Operations Center and incident-response capabilities, telecom security dashboards, and data-security optimization.

Active management of cyber risk and sustained operational response during the year are as follows.

Attempted cyber attacks	1,260
Actual cyber attacks	0
KPI measuring successful security efforts	90%
Average response time to critical incidents	00:15
Spam-message reports handled	858,125
Scam phone numbers handled	400,760
Targeted covert-fraud incidents identified and successfully intervened	410,970



### Awareness, training, and trust-building

Awareness, training, and trust-building remained important to stc Kuwait's cybersecurity posture in 2025. Effective cybersecurity depends not only on technical controls, but also on employee awareness, secure behaviors, and confidence in the processes used to manage digital risk. In this area, stc Kuwait's efforts helped reinforce accountability, strengthen vigilance, and embed cybersecurity as a shared responsibility across the organization.

During the reporting period, cybersecurity awareness included annual campaigns, mandatory LinkedIn Learning training, phishing simulations, USB-baiting tests, and monitoring of incident trends. Outreach also extended beyond employees through cyber-awareness workshops and wider public-awareness content related to safe browsing, privacy, and online risks.

These awareness efforts were reinforced by measurable training and phishing-resilience indicators during the year.

### Awareness, training, and phishing-resilience

	2025
Data security training	1 training / 5 hours
Attendees on data-protection and cybersecurity training courses	800
Hours of training in data protection and cybersecurity	4,000
Phishing protection	2
Phishing reported rate	98%
Phishing resilience rate	100%

Taken together, the year's results point to a strong control environment, active risk monitoring, and no reported customer-privacy losses or major data-security events.





# Acting with integrity

small move.  
**Big Impact.**

# Corporate governance

## Corporate governance structure

Integrity remains central to how stc Kuwait conducts its business and makes decisions. In 2025, this commitment continued to shape the company's governance approach, and business practices.

stc Kuwait continued to apply its established corporate governance approach during 2025 in line with the provisions of Book Fifteen of the Executive Bylaws of Law No. 7 of 2010 regarding the establishment of the Capital Markets Authority (CMA) and the regulation of securities activities, as amended. Governance practices remained anchored in transparency and commitment, which were positioned as two fundamental pillars across operational and strategic decision-making.

## Board of Directors

stc Kuwait maintains a corporate governance structure designed to provide strategic oversight, accountability, and effective supervision of management. stc Kuwait operates under a one-tier Board of Directors structure, with the Board responsible for governance and strategic oversight and executive management responsible for day-to-day operations. Board oversight is further strengthened by specialized committees, including the Audit Committee (AC), Risk Management Committee (RMC) and the Nomination & Remuneration Committee (NRC), which support governance, risk, and remuneration matters.

Board composition includes two independent directors and seven non-executive directors. Board nomination and selection processes incorporate diversity considerations alongside qualifications, expertise, and experience, helping maintain balanced Board composition and effective oversight in line with the company's governance framework.

	2025
Independent Directors	2
Non-Executive Directors	7
Total Board of Directors	9

## Gender diversity in Board of Directors

	2025
Male	100%
Female	0%

## key highlight

### Board Members average tenure

**3.7** Years

## Board of Directors by age group

	2025
Under 30 years old	0
30–50 years old	7
Over 50 years old	2

Governance arrangements are structured to preserve objective oversight and maintain a clear separation between governance and management responsibilities. In line with Kuwait CMA corporate governance requirements, independent directors represent at least 20% of total Board composition. The Chairperson of the Board is an independent, non-executive member and is not part of executive management. The roles of Board Chairperson and Chief Executive Officer are also separate.

## Board member nationality

	2025
Kuwaiti	3
Saudi	5
Jordanian	1

# Board of Directors



**Dr. Mahmoud Ahmad Abdulrahman**

Chairman

Non-Executive - Independent

Dr. Mahmoud Ahmad Abdulrahman brings extensive experience in legal affairs, administration, and the communications sector. He has held a range of senior academic and legal leadership roles across governmental and public entities, including the Kuwait Investment Authority, Kuwait University, and the Kuwait Civil Aviation Directorate. He has also served on the boards of Wataniya Mobile Telecommunication Company, Warba Bank, Kuwait Cement Company, and National Offset Company, and has contributed to legal and policy development through published research and national legislative projects. Dr. Abdulrahman holds a PhD in Commercial Law from the University of Exeter, United Kingdom, and a bachelor's degree from Kuwait University.

Attendance  
100%



**Eng. Moaeed Huwajj Alsloom**

Vice Chairman

Non-Executive

Eng. Moaeed Huwajj Alsloom serves as Vice Chairman of the Board of Directors of Kuwait Telecommunications Company (stc), representing stc Group. He is Group Chief New Markets Officer at stc Group and brings more than 25 years of experience in digital transformation, governance, and business leadership across the telecommunications and aviation sectors. He has held several senior executive roles, including Chief Executive Officer of MATARAT Holding Company and leadership positions within stc Group.

He also serves on a number of boards, including as Chairman of stc Bahrain and Vice Chairman of stc Bank. Eng. Moaeed holds a Master of Business Administration from Prince Sultan University and a Bachelor of Science in Systems Engineering from King Fahd University of Petroleum and Minerals.

Attendance  
100%



**Mr. Abdulaziz Abdullah Al Ghamdi**

Board Member

Non-Executive

Mr. Abdulaziz Abdullah Al Ghamdi serves as a Board Member of Kuwait Telecommunications Company (stc), representing stc Group. He is Vice President of Portfolio Management in the New Market Unit at stc Group and brings more than 18 years of experience in the telecommunications sector, with a background spanning investment operations, portfolio management, governance, and business transformation.

He also serves on the boards of stc Bahrain and Maxis Berhad. Mr. Abdulaziz holds a Master's degree in Human Resources Management from the University of Westminster, United Kingdom, and a Bachelor's degree in Computer Information Systems from King Saud University, Saudi Arabia. He has also completed executive education programs at Harvard, INSEAD, and London Business School.

Attendance  
100%

# Board of Directors



**Eng. Bader Ben Saleh Al Anazi**

Board Member  
Non-Executive

Eng. Bader Al Anazi brings more than 20 years of experience in the telecommunications sector across finance, strategy, commercial, and technology functions. He currently serves as Vice President of Financial Operations and Excellence in the stc Group Finance Unit and has previously held a number of leadership roles, including General Manager of Financial Planning and Budgeting and General Manager of Commercial Finance. He has served as a Board Member of Kuwait Telecommunications Company (stc) since 2024 and has also held board positions at stc specialized and stc GCC Cable Systems. Eng. Bader holds an MBA from Yarmouk University and a Bachelor's degree in Electrical Engineering from King Fahad University of Petroleum & Minerals.

Attendance  
100%



**Mr. Turki Ben Abdulaziz Al Naim**

Board Member  
Non-Executive

Mr. Turki Abdulaziz Al Naim has served as a Board Member of Kuwait Telecommunications Company (stc), representing stc Gulf Holding 1, since April 2024. He currently serves as Vice President of Commercial Growth Services at stc KSA and brings experience in commercial strategy, digital transformation, and revenue diversification. He has played a key role in the development and execution of commercial growth initiatives, including digital governance frameworks and the expansion of self-service and digital channels. Mr. Al Naim holds a Master of Business Administration from Missouri State University and a Bachelor of Science in Accounting from King Faisal University, and has completed executive education at London Business School, Stanford University, INSEAD, and The Wharton School.

Attendance  
100%



**Eng. Ziad Ben Hamad Al Hasson**

Board Member  
Non-Executive

Eng. Ziad Hamad Al Hasson has served as a Board Member of Kuwait Telecommunications Company (stc), representing stc Gulf Holding 3, since April 2024. He currently serves as Vice President of Sales, Carrier and Wholesale at stc KSA and brings 19 years of experience in the telecommunications wholesale business. His career spans roles across carrier, wholesale, international traffic management, and sales strategy, including leadership positions at Mobily and stc KSA. He has also held regional industry roles, including election as Chairman of the GSMA Arab Region and President of the GSMA for Arab States. Eng. Ziad holds a Master of Business Administration in Project Management from Colorado Technical University, United States, and a Bachelor's degree in Industrial Engineering from King Saud University, Saudi Arabia.

Attendance  
100%

# Board of Directors



**Sheikh Mohammad Salman Al Sabah**

Board Member  
Non-Executive

Sheikh Mohammad Salman Hamoud Al Sabah has served as a Board Member of Kuwait Telecommunications Company (stc), representing the Kuwait Investment Authority, since September 2024. He currently serves as Director of the Follow-up Unit – Asset Management at the Kuwait Investment Authority and brings experience in asset management, investment oversight, and board governance. He has held a number of board and committee roles, including Chairman of The Touristic Enterprises Company, Vice Chairman of Al-Ajial Holding Company (Morocco), and Board Member of the Credit Bank, in addition to his role as Chairman of Kuwait Care for Hospital Management (“Enaya”). Sheikh Mohammad holds a Bachelor’s degree in Administrative Sciences with a specialization in Business Administration from the American University of Kuwait and has completed several professional training courses in the United States, Singapore, and Kuwait.

Attendance  
83.33%



**Mr. Hamad Abdulrahman Al Sanea**

Board Member  
Non-Executive

nominated as representative of the Public Institute for Social Security (PIFFS) for its designated seat effective 1 July 2025

Mr. Hamad Abdulrahman Al Sanea has served as a Board Member of Kuwait Telecommunications Company (stc), representing the Public Institution for Social Security, since July 2025. He currently serves as Head of Public Equities at the Public Institution for Social Security and brings more than 15 years of experience in investments, portfolio management, and strategic decision-making. His professional background includes roles at Kuwait Investment Authority, NBK Wealth, and KAMCO, in addition to previous board membership at Wafra International Investment Company. Mr. Hamad also serves as a Board Member of Kuwait Medical City. He holds the Chartered Financial Analyst (CFA) designation, a Master’s degree in Finance from London Business School, and a Bachelor’s degree in Accounting and Information Systems from Virginia Tech, United States.

Attendance  
100%



**Dr. Mithqal Mohammad Sartawi**

Board Member  
Non-Executive - Independent

Dr. Mithqal Sartawi has served as a Board Member of Kuwait Telecommunications Company (stc) since March 2024. He brings extensive experience in management, consulting, project management, and development across both the public and private sectors in Kuwait. His previous roles include Chief Executive Officer of Privatizing Holding Co., Chief Consultant at the Kuwait Investment Authority, and Board Member and Chairman of Tri International Consulting Group. He currently serves as Chairman of Kuwait Care for Hospital Management (“Enaya”). Dr. Sartawi holds a PhD in Electrical Engineering from McGill University, a Master of Engineering from the University of Sheffield, and a Bachelor of Science in Electrical Engineering.

Attendance  
100%

Board members are elected by shareholders at the General Assembly (GA) in accordance with the Articles of Association and the applicable regulatory framework of the Kuwait CMA. Candidates are nominated through the procedures of the NRC, which assesses qualifications, experience, integrity, and compliance with regulatory requirements. In July 2025, stc Kuwait appointed Mr. Hamad Abdulrahman Al Sanea to its Board of Directors as the representative of the Public Institution for Social Security. He currently serves as Head of Public Equities at the Public Institution for Social Security.

Shareholder participation forms a central part of the selection process, while candidate evaluation also considers strategic direction, stakeholder expectations, regulatory obligations, and long-term value creation objectives. Board composition takes into account a broad mix of skills, experience, professional backgrounds, and perspectives to help strengthen governance quality and effective oversight.

Board composition is structured to provide a balanced mix of expertise across strategic areas such as telecommunications, finance, risk management, governance, and emerging sustainability considerations. Although sustainability expertise is not a mandatory criterion for each individual member, relevant experience in ESG, risk oversight, regulatory compliance, and long-term value creation are considered as part of the overall Board skill matrix.

### Board Skill Matrix

Board Member	Finance / Investment	Telecom / Tech	Governance / Legal	Strategy & Leadership	ESG / Public Sector
Dr. Mahmoud Ahmad Abdulrahman (Chairman Non-Executive Independent)		✓	✓	✓	✓
Eng. Moeed Ben Huweij Al Saloom (Vice Chairman - Non-Executive)	✓	✓	✓	✓	✓
Mr. Abdulaziz Abdullah Al Ghamdi (Board Member - Non-Executive)	✓	✓	✓	✓	
Mr. Bader Ben Saleh Al Anazi (Board Member - Non-Executive)	✓	✓	✓	✓	
Mr. Turki Ben Abdulaziz Al Naim (Board Member - Non-Executive)	✓	✓		✓	✓
Mr. Ziad Ben Hamad Al Hasson (Board Member - Non-Executive)		✓		✓	
Sheikh Mohammad Salman Al Sabah (Board Member - Non-Executive)	✓		✓	✓	✓
Mr. Hamad Abdulrahman Al Sanea (Board Member - Non-Executive)	✓			✓	
Dr. Mithqal Mohammad Sartawi (Board Member - Non-Executive Independent)	✓	✓	✓	✓	

### Duties and responsibilities of the Board of Directors

The Board of Directors' charter clearly defines the roles, responsibilities, and obligations of Board members to uphold strong governance. stc Kuwait has a Board of Directors' charter that is fully compatible with the requirements of the corporate Governance rules, which includes defining the tasks and responsibilities of the Board of Directors, including but not limited to:

- Adopting strategic goals, plans and policies.
- Approving the annual budget estimates as well as the interim and annual financial statements.
- Overseeing major capital expenditure of the company, and asset owning and disposal.
- Ensuring the company's commitment to policies and procedures, which ensure stc Kuwait's respect for applicable internal systems and regulations.
- Ensuring the accuracy and integrity of the data and information that must be disclosed, in accordance with the applicable policies and procedures of disclosure and transparency process.
- Developing a plan/policy to include sustainability factors in the company's overall strategy, main business plans, risk measurement and management process, if necessary.

Board members may also participate in annual ESG, and sustainability workshops led by internal or external experts, covering topics such as global trends, climate risk, human rights, and regulatory developments. New Board members receive induction programs that include the organization's sustainability commitments and frameworks. Ongoing education is encouraged through conferences, seminars, and courses on sustainable finance, responsible business, and governance best practices.

### Board Committees

The Board of Directors has formed a number of independent committees, and the instructions and rules of governance issued by the CMA have been taken into account when forming these committees. The Board has constituted four committees to enable focused oversight across key areas, namely the AC, the RMC, the NRC, and the Executive Committee. Each committee operates under defined mandates, enhancing governance effectiveness, strengthening control mechanisms, and facilitating informed decision-making. Further details on each committee, including its composition, roles and responsibilities, key achievements, and meeting frequency during 2025 are as presented.

## Board Committees and key activities (2025)

Committee name	Duties and responsibilities	Achievements in 2025	Committee members and positions	No. Of meetings held in 2025
Audit Committee	<ul style="list-style-type: none"> <li>• Reviewing the interim financial statements before presenting them to the board and providing an opinion.</li> <li>• Examining accounting policies, including any changes.</li> <li>• Reviewing and evaluating the effectiveness of internal control systems, procedures, and mechanisms.</li> <li>• Following up on internal audit activities, including its work and reports.</li> <li>• Recommending the appointment of the external auditor.</li> <li>• Monitoring compliance with applicable laws, regulations, and islamic shariah provisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewed financial statements on a quarterly and annual basis.</li> <li>• Discussed reports submitted by internal audit and followed up on recommendations.</li> <li>• Ensured the adequacy of audit procedures.</li> <li>• Discussed shariah audit reports.</li> <li>• Discussed compliance reports.</li> <li>• Approved the objectives of internal audit kpis.</li> </ul>	<p><b>Chairman:</b> Eng. Bader Ben Saleh Al Anazi</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Mr. Hamad Abdulrahman Al Sanea</li> <li>• Mr. Abdulaziz Ben Abdullah Al Ghamdi</li> <li>• Dr. Mithqal Mohammad Sartawi</li> </ul>	5
Risk Management Committee	<ul style="list-style-type: none"> <li>• Preparing and reviewing risk management strategies and policies, as well as the company's risk profile, prior to their approval by the board.</li> <li>• Ensuring the implementation of these strategies and policies, and that they are commensurate with the nature and size of the company's activities.</li> <li>• Ensuring the availability of adequate resources and systems for effective risk management.</li> <li>• Ensuring that risk management personnel have a full understanding of the risks surrounding the company, while promoting risk awareness and culture among employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintained the iso 31000 certification for risk management.</li> <li>• Reviewed the status of legal cases and associated action plans.</li> <li>• Reviewed the company-wide business continuity crisis plan.</li> <li>• Enhanced the top risks reporting dashboard to reflect the status of risks for kuwait subsidiaries and alignment with the group.</li> <li>• Discussed quarterly reports submitted by the risk management department.</li> <li>• Discussed and reviewed cybersecurity-related risks on a quarterly basis.</li> <li>• Approved the objectives, plan, and kpis for the risk management department for 2026.</li> </ul>	<p><b>Chairman:</b> Mr. Abdulaziz Al Ghamdi</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Eng. Bader Al Anazi</li> <li>• Dr. Mithqal Al Sartawi</li> <li>• Sheikh Mohammad Ben Salman Al Sabah</li> </ul>	5
Nomination and Remuneration Committee	<ul style="list-style-type: none"> <li>• Recommending the acceptance of the nomination and re-nomination of board members and executive management.</li> <li>• Developing a clear policy for the remuneration of board members and executive management.</li> <li>• Determining the appropriate skills required for board membership and reviewing these on an annual basis.</li> <li>• Establishing mechanisms for evaluating the performance of the board, its members, and executive management.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed human resources programs within the company.</li> <li>• Reviewed the authority matrix as well as related policies and procedures.</li> <li>• Recommended that the board of directors conduct a workshop on the opportunities and challenges of digital financial services.</li> <li>• Launched the board of directors performance and effectiveness assessment program for 2026.</li> </ul>	<p><b>Chairman:</b> Dr. Mahmoud Ahmad Abdulrahman</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Eng. Moeed Ben Huwajj Alsloom</li> <li>• Mr. Turki Ben Abdulaziz Al Naim</li> <li>• Eng. Ziad Ben Hamad Al Hasson</li> </ul>	3
Executive Committee	<ul style="list-style-type: none"> <li>• Discussing the strategy action plan and estimated budget before presenting them to the board of directors.</li> <li>• Following up on the implementation of the strategic plan and performance indicators periodically.</li> <li>• Reviewing the company's overall performance, sector-specific performance in detail, and any deviations between the work plan and estimated budget.</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewed the strategy and work plan for the next three years.</li> <li>• Studied the estimated budget.</li> <li>• Followed up on the company's operational performance periodically.</li> <li>• Studied potential investment opportunities.</li> </ul>	<p><b>Chairman:</b> Eng. Moeed Ben Huwajj Alsloom</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Dr. Mahmoud Ahmad Abdulrahman</li> <li>• Mr. Turki Ben Abdulaziz Al Naim</li> <li>• Mr. Ziad Ben Hamed Al Hasson</li> </ul>	5

Board effectiveness is assessed through an annual internal evaluation process coordinated by the Nomination & Remuneration Committee. The evaluation covers overall Board performance and the individual contribution of each Board member, including participation, effectiveness, and contribution to Board and committee activities. Evaluation outcomes are used to improve Board processes, strengthen committee roles and responsibilities, and enhance oversight of strategic and sustainability matters. Board members are elected for a three-year term and may be re-elected by shareholders through the General Assembly.

Board accountability is reinforced through periodic reporting and formal escalation channels. Executives report to the Board of Directors and its committees through written reports and presentations, including quarterly risk updates, semi-annual compliance reports, sustainability performance updates, and operational performance reporting. Relevant committees review governance, risk, internal audit, financial reporting, and sustainability-related information prior to Board approval where required. Critical concerns are communicated through formal governance and escalation channels, with material matters reported by executive management, Compliance, Risk Management, and Internal Audit to the Audit & Risk Committee and escalated to the full Board where necessary. Urgent or high-risk matters are escalated immediately in accordance with established escalation protocols. No critical concerns were communicated to the highest governance body during 2025.

Remuneration governance is overseen by the Nomination & Remuneration Committee, which includes independent Board members and reviews remuneration policies for Board members and senior executives. External benchmarking or advisory input may also be used where appropriate to help ensure competitiveness and alignment with market practices. Recommendations are submitted to the Board, while Board remuneration remains subject to shareholder approval through the General Assembly. Predefined corporate performance indicators are considered in determining variable compensation for the Chief Executive Officer and senior executives, linked to financial performance, strategic objectives, and overall business performance.

### Executive management

stc Kuwait has job descriptions that clearly define the tasks and responsibilities of each position, and an approved Authority Matrix is available to delegate powers to all sectors within the company.

Executive management tasks include:

- Working to implement all internal policies, regulations, and systems approved by the Board of Directors.
- Executing the strategy and annual plan approved by the Board of Directors.
- Preparing periodic financial and non-financial reports on the progress of the company's activities in line with strategic plans and objectives and presenting those reports to the Board of Directors.
- Managing day-to-day operations and activities.
- Actively contributing to the development and promotion of a culture of ethical values.
- Developing internal control and Risk Management systems, ensuring their effectiveness and adequacy, and adhering to the risk appetite approved by the Board of Directors.

### stc kuwait 's executive management

Name	Position
Eng. Muataz Abdullah Aldharrab	Chief Executive Officer (CEO)
Mr. Khalid Fahad Almayouf	Chief Financial Officer (CFO)
Mr. Khalid Fahad Al Sudairy	Chief Strategy Officer (CSO)
Mr. Issam Issa Al Asousi	Chief Corporate Affairs Officer (CCAO)
Eng. Amer Issam Atoui	Chief Consumer Officer (CCO)
Eng. Dhari Dawood AlQuraishi	Chief Technology Officer (CTO)
Mr. Raed Nabeel Maree	Chief Human Resources Officer (CHRO)
Mr. Mohammad Fadhel AlSabea	Chief Audit Executive (CAE)
Mrs. Anowd Hammad Muthaib	Chief Transformation and Synergies Officer (CTSO)

### Strengthening investment governance through the investment management committee

In 2025, stc Kuwait further strengthened its governance arrangements through the establishment of the Investment Management Committee at the beginning of the year. The Committee was created to guide executive management in setting and directing the Company's investment strategy in a manner aligned with its broader strategic priorities.

The Committee's mandate includes developing and reviewing investment strategies, evaluating new investment opportunities, approving investment proposals, and monitoring the performance of approved projects. Through this structure, investment-related decision-making is aligned with long-term objectives, prevailing market conditions, and acceptable levels of risk.

By formalizing oversight in this area, stc Kuwait enhanced the governance of investment decisions and created a clearer framework for disciplined capital allocation. This also contributed to stronger alignment between growth ambitions, financial resilience, and strategic execution.

## Sustainability governance

ESG and sustainability oversight is embedded within stc Kuwait's governance framework. Oversight of sustainability-related matters is exercised by the Board of Directors and the Risk Management Committee, through relevant governance, risk, and strategic oversight structures.

Executive-level responsibilities for ESG and sustainability are incorporated into relevant management functions and coordinated through the Sustainability function in conjunction with Compliance, Risk Management, Legal, and other business units.

In 2025, we took a major step forward by establishing the Sustainability Steering Committee (SSC), a dedicated governance body that ensures ESG principles are embedded across all levels of the organization.

The SSC, chaired by the CEO and comprising of senior executives, provides strategic oversight and drives alignment between sustainability objectives and business priorities. This Committee monitors ESG performance, approves key initiatives, and ensures compliance with regulatory requirements and international standards.

We have adopted globally recognized frameworks such as the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) to enhance the quality and comparability of our disclosures. Regular audits, risk assessments, and stakeholder engagement sessions reinforce our commitment to integrity and continuous improvement. By maintaining robust governance structures, we ensure that sustainability is not just a goal, it is a core part of how we operate.

## Advancing ESG Governance: CEO-Chaired Sustainability Steering Committee Embeds ESG Accountability

Building on its growing ESG maturity, stc Kuwait took a decisive step in 2025 to strengthen how sustainability is governed moving from integrated management oversight toward a dedicated, CEO-led structure with explicit accountability for ESG direction and performance.

In 2025, stc Kuwait established a Sustainability Steering Committee (SSC) chaired directly by the Chief Executive Officer. The Committee formalizes executive responsibility for ESG priorities, policies, and performance targets, creating a structured mechanism for integrating sustainability considerations into strategic decisions, capital allocation, and operational planning across the organization. Building on this progress, the publication of this Report marks the Company's third standalone Sustainability Report, reflecting its continued commitment to transparency, consistent disclosure, with SSC oversight and alignment with established ESG reporting frameworks and best practices.

The establishment of the SSC reflects a fundamental shift in how sustainability is governed at stc Kuwait. With the CEO at the helm, ESG performance is now monitored and driven at the highest level of organization.



# Business conduct and compliance

Business conduct and compliance remain central to stc Kuwait's governance framework in 2025, underpinning ethical decision-making, regulatory adherence, and responsible business practices across its operations and business relationships. Compliance oversight continued to focus on alignment with applicable laws, regulations, internal policies, and governance requirements, while also promoting a culture of integrity and ethical conduct across stc Kuwait.

Responsible business conduct is guided by Kuwait CMA regulations, Kuwait Labor Law (KLL) for the private sector, relevant ISO standards, and other recognized good practices. Implementation is carried out by Legal, Compliance, Risk Management, Sustainability, and Human Resources Departments, with internal and external advisory input where relevant.

## Policies and implementation

Integrity remains a central element of stc Kuwait's approach to business conduct and stakeholder relationships. Represented by the Board of Directors, executive management, and employees, the Company treats integrity as a core principle that shapes how decisions are made and how business is conducted across the organization. The Code of Ethics and Business Conduct, under the slogan "with our integrity, we go further," reflects stc Kuwait's values of dedication, dynamism, and courage, and provides the foundation for its wider ethics and integrity approach.

Implementation of the Code is coordinated by the Compliance Department in collaboration with relevant functions across the business, helping embed ethical standards into day-to-day operations in line with recognized good practice. Awareness is strengthened through bulletins, internal communication, and regular training initiatives designed to promote ethical conduct across all levels of the organization.

The Code sets out a broad framework for responsible business conduct across a range of areas, including sustainability, privacy, cybersecurity, anti-corruption, fair competition, supplier relations, gifts and hospitality, regulatory compliance, conflicts of interest, insider trading, anti-money laundering, fair employment, health and safety, communications, and the protection of confidential information.

stc Kuwait's responsible business framework is further anchored by a set of Board-approved policy commitments that include the Human Resources Policy, Code of Ethics & Business Conduct Policy, Sustainability Policy, and Health and Safety Policy. These commitments apply across internal operations and business activities and extend to suppliers, contractors, and partners through contractual obligations and relevant codes of conduct.

## The company also adopted a set of policies, including, but not limited to:

- Stakeholder Protections Rights Policy
- Conflict-of-Interest Policy
- Whistleblowing Policy
- Related Parties Transaction Policy
- Contracting Policy
- Supplier Code of Conduct

Policy communication takes place through internal policies and procedures available on the documentation portal, supplier contractual requirements, and publication of key policies on the corporate website and annual reports. Implementation is overseen by senior management and relevant functions, while department heads are responsible for adherence within their respective operational areas.

Ethical conduct requirements are embedded through the Code of Ethics & Business Conduct Policy, which is publicly available on the company's website and sets out the standards expected from employees, management, and stakeholders. The Code addresses bribery and corruption, conflicts of interest, anti-trust and anti-competitive practices, anti-money laundering requirements, insider trading restrictions, and whistleblowing protections.



### Embedding integrity across stc Kuwait

stc Kuwait, represented by its Board of Directors, executive management, and employees, considers integrity a core pillar underpinning all stakeholder interactions.

The Code's slogan, "With our integrity, we go further," reflects stc Kuwait's core values of dedication, dynamism, and courage, and forms the foundation of our Ethics and Integrity Program.

The Compliance Department, in coordination with relevant departments, supports the implementation of the Code and promotes adherence to ethical standards in line with best practices. Awareness is reinforced through bulletins, internal communications, and regular training initiatives to ethical conduct across all levels of the Company.

The Code provides a broad framework for responsible business conduct, covering areas including sustainability, privacy, cybersecurity, anti-corruption, fair competition, supplier relations, gifts and hospitality, regulatory compliance, conflicts of interest, insider trading, anti-money laundering, fair employment, health and safety, communications, and protection of confidential information.

#### Code of ethics acknowledgement initiative

stc Kuwait continued to strengthen its culture of integrity through a structured Code of Ethics Acknowledgement Initiative. This initiative requires employees to review, understand, and formally acknowledge compliance with the Code of Ethics & Business Conduct Policy as part of the Company's compliance and governance framework.

The initiative enhanced employee awareness of ethical standards and expected professional conduct, while reinforcing individual accountability. Periodic acknowledgement of the Code also contributed to the prevention of misconduct, conflicts of interest, and non-compliance while promoting transparency across the organization.

### Code of conduct awareness

Metric	2025
Full-time employees attending Code of Conduct training	100%
Part-time employees and contractors attending ethical conduct training*	341
Employees signing a Code of Conduct declaration	100%
Breaches reported against the Code of Conduct	0

\*"Part-time" employees refers to individuals under limited contracts and not full time employees within the organization (FTEs).

### Anti-corruption and compliance framework

Anti-bribery and anti-corruption controls form part of the ethics and compliance framework. Expectations are communicated to employees, Board members, suppliers, contractors, and business partners through the Anti-Corruption Policy, Code of Ethics, Supplier Code of Conduct, contractual compliance clauses, due diligence processes, governance disclosures, and internal communication channels. Corruption risk assessments covered 100% of stc Kuwait's operations in 2025, providing a comprehensive evaluation of potential exposure across the business. No major corruption risks were identified during these assessments.

Guidance on gifts and hospitality is also addressed through the policy framework to promote reasonable, transparent, and conflict-free business conduct. Reporting, review, investigation, and corrective-action procedures for breaches are defined within the governance framework and implemented through the Compliance function and whistleblowing mechanisms. Bribery and facilitation payments are explicitly prohibited under the business ethics framework, and the Code applies across employees, operations and controlled entities, while affiliated entities are encouraged to adopt equivalent standards.

stc Kuwait also aligns with international anti-corruption principles including the United Nations Global Compact (UNGC), reinforcing its commitment to ethical business practices.

### Anti-corruption communication and training

Metric	2025
Governance body members reached through Anti-Corruption Policy communication	100%
Employees receiving anti-corruption training	373
Percentage breakdown of anti-corruption training coverage reported in the input	100%

### Corruption incidents and related outcomes

Metric	2025
Confirmed incidents of corruption	0
Confirmed incidents resulting in dismissal or discipline for corruption	0
Contracts terminated or not renewed due to corruption-related violations	0
Public legal cases regarding corruption involving stc Kuwait or its employees	0

### Conflict-of-interest management

Conflict-of-interest management supports transparency in Board and business decision-making. Formal controls include a Conflict-of-Interest Policy, annual declarations by Board members and executives, and oversight by the Board and relevant committees. Board members are required to complete a Conflict-of-Interest Form annually and whenever potential conflicts arise.

Potential conflicts involving suppliers, other stakeholders, controlling or major shareholders, and related parties are disclosed in line with governance and regulatory requirements, with related party transactions presented to shareholders during the General Assembly where applicable.

### Conflict of interest disclosure and management framework

A structured Conflict of Interest Disclosure and Management Framework remained in place during the reporting period to strengthen transparency, accountability, and sound decision-making. By requiring the declaration of any actual or potential conflicts, the framework improved the identification and management of such situations while reinforcing confidence in the Company's governance practices. Formal declaration and review processes also contributed to alignment with regulatory requirements and corporate governance standards.

### Whistleblowing and grievance channels

Whistleblowing and grievance channels remain available for the reporting and resolution of concerns. Employees and stakeholders may report concerns confidentially through the SpeakUp email channel or by sending a sealed envelope addressed to the Chairman's Office, in accordance with the Whistleblowing Policy. Anonymous reporting is permitted, confidentiality is protected, and retaliation against individuals reporting concerns in good faith is strictly prohibited. Corporate Affairs & Internal Audit, through the investigation committee and in coordination with relevant governance functions, is responsible for managing and reviewing whistleblowing reports. Investigation processes are defined within the governance framework and Whistleblowing Policy to support fair handling, confidentiality, and appropriate corrective action.

### Whistleblowing Incidents Overview

	2023	2024	2025
Number of whistleblowing incidents received	1	3	2
Total number of incidents assessed/resolved	1	3	2
% number of incidents assessed/resolved	100%	100%	100%

Our Compliance and Legal functions also review inquiries and reports received through internal monitoring and reporting channels, including the SpeakUp mechanism and compliance communication channels. Matters reported in 2025 primarily related to policy clarifications, potential conflicts of interest, employee conduct, and general compliance inquiries. Corrective actions include guidance to relevant departments, reinforcement of compliance awareness, internal reviews, and other remedial measures where necessary.

### Anti-competitive conduct and legal actions

Metric	2025
Legal actions for anti-competitive behavior, anti-trust, and monopoly practices pending	0
Legal actions for anti-competitive behavior, anti-trust, and monopoly practices completed	0

Board-level oversight also extends to the escalation of critical concerns that may arise through grievance mechanisms or other reporting channels. Matters communicated to the Board include significant regulatory breaches or investigations, material internal control weaknesses, fraud, corruption, or ethical misconduct cases, cybersecurity or data privacy incidents, whistleblowing reports of a material nature, litigation with potential financial or reputational impact, and health, safety, or environmental incidents with material consequences.

Quality assurance activities also strengthened compliance maturity and business conduct controls through enterprise-wide process documentation, alignment with regulatory requirements and international standards, certification lifecycle management, and maintenance of policies, procedures, and supporting evidence across relevant departments. This framework contributes to process consistency, documentation discipline, operational excellence, and continued alignment with governance and compliance requirements.

#### key highlight

**0** Instances of non-compliance with laws and regulations  
 Non-compliance fines  
 Non-monetary sanctions  
 Corruption incidents, corruption-related dismissals, corruption-related contract  
 Terminations, public legal cases regarding corruption  
 Anti-competitive legal actions were reported during the year

# ESG risk management

ESG risk management forms part of stc Kuwait’s enterprise risk management framework and covers the identification, assessment, and monitoring of environmental, social, governance, operational, and compliance-related risks across the business.

The Risk Management Department is responsible for implementing the Company’s risk strategy and policy, including ESG-related risks. It operates independently within the governance structure and reports to the Board Risk Management Committee (BRMC), which provides oversight prior to escalation to the Board of Directors. The department prepares periodic reports on stc Kuwait’s risk exposure, enabling informed decision-making and strengthening oversight at the Board and management levels, and submits them to the Board Risk Management Committee (BRMC) for review and approval before presentation to the Board of Directors.

Risk management activities include maintaining the enterprise risk register, conducting periodic assessments, guiding the development of mitigation plans, reporting to management, promoting awareness, and coordinating with control functions to strengthen overall resilience.

ESG risks are considered through governance, compliance, supplier requirements, and risk-management practices that help sustain responsible business operations. Responsibility for ESG-related impacts is embedded across departments, and the Sustainability Steering Committee reports directly to the Chief Executive Officer’s Office. Board members and top management also receive tailored training and workshops to strengthen effective oversight of ESG-related matters and risks.

Board and management review periodic updates on risk, compliance, sustainability, strategic, operational, and internal audit matters to inform decision-making, policy enhancement, and oversight, while responsibilities for managing economic, environmental, and social impacts are delegated across relevant functions and their effectiveness is assessed through audits, reviews, performance monitoring, stakeholder feedback, and analysis of incidents, complaints, and regulatory observations.

ESG and climate-related risks are managed within stc Kuwait’s enterprise-wide risk framework, with oversight exercised through the corporate governance structure by the Board and relevant committees, senior management, and operational functions including the Sustainability Steering Committee, Compliance Department, and Risk Management Department.

## Climate risk and opportunity

Climate-related risks and opportunities are considered within the risk-management process. Climate-risk assessments cover our own operations, our supply chain, and downstream customer-related impacts, with climate considerations assessed within ongoing Enterprise Risk Management (ERM), ESG, and business-continuity processes. Physical risks include potential disruption to operations or infrastructure from extreme weather, while regulatory risks may arise from future environmental requirements that could increase operating costs.

The table outlines key potential risks and corresponding mitigation efforts, which are critical for maintaining long-term value and stakeholder trust.

Category	Key potential risk	Mitigation measurement
Environmental	High energy consumption from network operations and data centers (Carbon Emissions and Energy Use)	- Infrastructure modernization with energy optimization at design level
Environmental	Extreme weather affecting network infrastructure (Climate Change Resilience)	- Climate risk assessments - Disaster-resilient infrastructure design - Backup power systems in critical areas
Environmental	Improper disposal of electronic equipment and devices (E-Waste Management)	- Partnering with certified recyclers
Social	Breaches/lead to loss of consumer trust and legal exposure (Data Privacy and Cybersecurity)	- ISO 27001 certification across all systems - Continuous penetration testing - Multi-layered data encryption standards (PCIDSS)
Social	High attrition rates, lack of digital skills (Workforce and Labor Relations)	- Fair wages, diversity and inclusion strategies - Mental health support and flexible working policies - ICT-driven workforce development and training
Social	Potential health concerns associated with electromagnetic fields (EMFs) emitted by network infrastructure, occupational safety risks (Exposure and Occupational Health)	- Adhering to international safety standards - Robust health and safety monitoring - Safety protocols for deployment and working at heights
Governance	Changing governmental, spectrum, and tax regulations (Regulatory Compliance)	- Real-time regulatory tracking - Compliance team oversight - Active participation in policy dialogues
Governance	Failure to engage effectively with stakeholders, misalignment with expectations (Stakeholder Engagement)	- Stakeholder communication and engagement - Regular meetings with investors, communities, and partners
Governance	Corruption, fraud, lack of transparency (Ethical Business Practices)	- Periodic ethics and anti-bribery training - Whistleblower policies - Code of ethics/integrity training

Opportunity areas include improved energy efficiency and adoption of cleaner technologies, which may contribute to cost efficiency and operational improvement.

Risk mitigation measures for climate-related and operational resilience include resilient network design, regular maintenance, backup systems, infrastructure suited to Middle East heat conditions, and business-continuity planning.

Service-disruption risks are also recognized as having potential operational, customer, cybersecurity, regulatory, and financial implications, which are addressed through business continuity, cybersecurity, and broader ESG risk-management processes. In parallel, stc Kuwait strengthened business resilience through updating and formalizing the Business Continuity Plan and conducting a Business Impact Analysis to support continuity of essential operations during disruptions. A unified risk register was also developed to improve visibility, tracking, and mitigation of key organizational risks.

### Enterprise Risk Management (ERM) framework

The Risk Management function supports all sectors and subsidiaries in identifying and assessing risks related to their strategies and operations. Identified risks are consolidated into a centralized risk register and presented regularly to senior management, enabling a Group-wide perspective on risk exposure, prioritization of critical risks, and identification of emerging threats.

These risks are reviewed and aligned at the Management Risk Committee level before being escalated for final oversight and approval.

Risk monitoring is supported through periodic reporting, including quarterly risk reports that provide a transparent view of individual risk developments and the overall risk landscape. The Company continues to enhance its risk monitoring capabilities through the refinement of Key Risk Indicators (KRIs) and the adoption of advanced tools to improve risk analysis, reporting, and data-driven decision-making. To ensure effective risk management, risks are categorized across key domains — such as corporate, technological, operational, financial, and compliance — and assessed as internal or external in nature. Executive risk owners are accountable for implementing appropriate controls and mitigation measures, ensuring that risks are managed within defined tolerance levels. Progress against mitigation plans is continuously monitored, supported by periodic reviews and performance evaluation mechanisms.

A standardized risk scoring methodology supports consistency in evaluating and reporting risks, enabling the consolidation of results to identify key risks and uncertainties at the enterprise level. The Company continues to enhance its risk management approach to strengthen risk detection, improve visibility of interdependencies, and support more effective responses, in alignment with international best practices, including ISO 31000.

### Business continuity

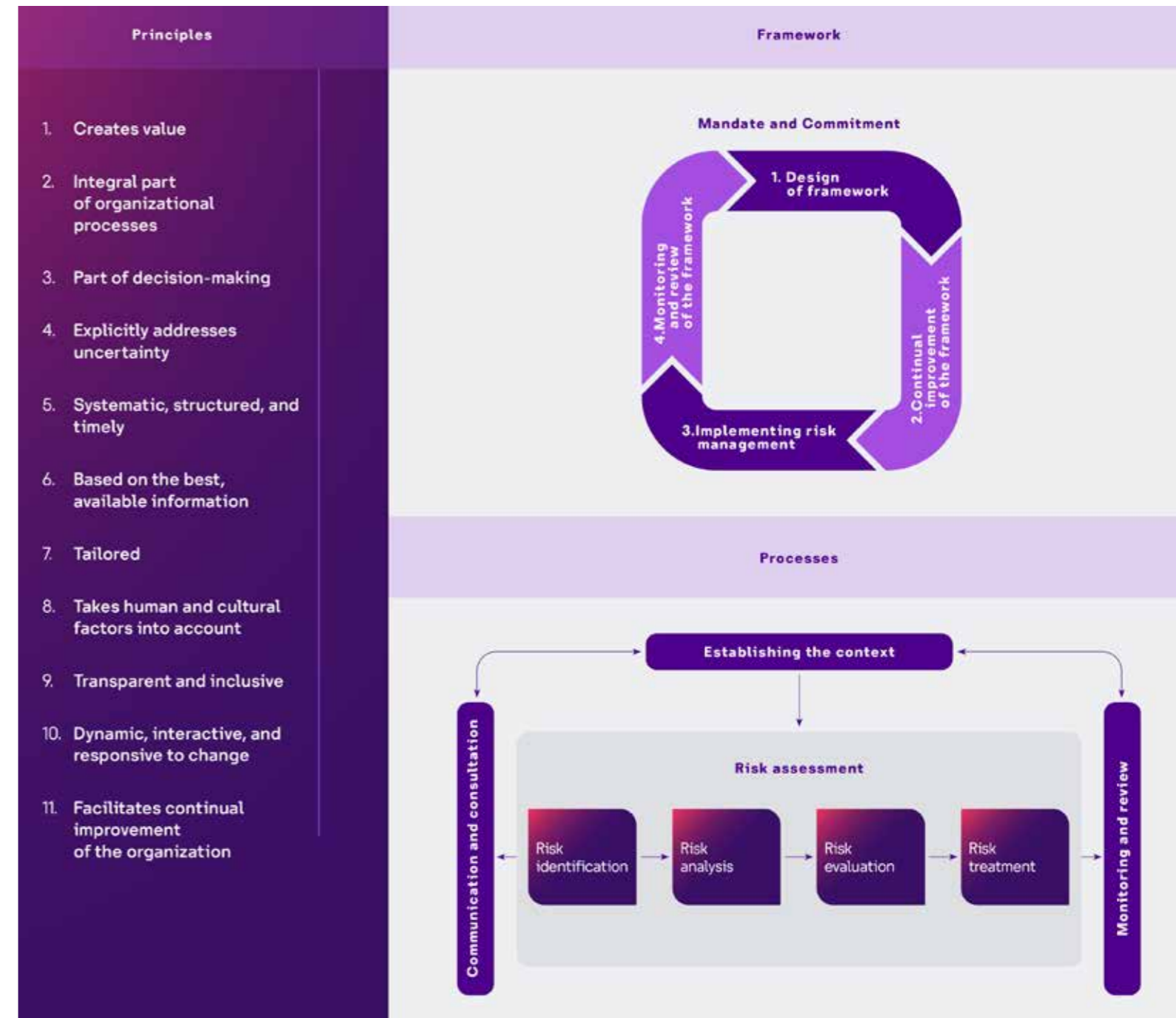
stc Kuwait’s commitment to business continuity management (BCM) reflects its focus on maintaining operational resilience, and safeguarding stakeholder trust.

Our BCM strategy is aligned with international standards, such as ISO 22301, and supported by comprehensive training programs for its teams in DRI and BCI standards. This supports readiness and response excellence to potential disruptions. Over the past year, we executed over 48 BCM exercises, across critical functions, incorporating interdepartmental collaboration. These tests strengthened recovery strategies, validated business continuity plans (BCPs) and reinforced our ability to maintain

operations during disruptions. To ensure measurable and transparent performance, stc Kuwait applies defined Key Performance Indicators (KPIs) across BCM activities, supporting a structured approach to maintaining preparedness and reliability. Additionally, 23 continuous business impact analyses (BIAs) were conducted contributing to the continuous improvement of BCM processes and alignment with national and international resilience mandates.

We also enhanced our Business Continuity Management System (BCMS) through the use of digital tools, improving agility, scalability, and operational efficiency. In parallel, the Company continued to invest in training and professional development programs in BCM, crisis management, incident response, and disaster recovery, supporting employee readiness and effective response to disruptions.

The framework defines clear roles and responsibilities and establishes a structured, end-to-end process for managing risks across the organization.



# Procurement practices

Procurement practices at stc Kuwait are designed to promote transparent, competitive, and controlled sourcing processes across the organization, while also contributing to supplier governance and operational delivery. The Procurement Department is responsible for sourcing, purchasing, and vendor management, and works to ensure that goods and services are procured in a transparent, competitive, and cost-effective manner in line with governance requirements and business needs. It also contributes to supplier relationship management and operational objectives across the organization.

Fairness and transparency in procurement are maintained through structured tendering procedures, clear evaluation criteria, governance controls, and multiple approval levels depending on the value and complexity of the procurement. Competitive bidding processes are used whenever applicable to promote equal opportunity and fair supplier selection. The Procurement Department also contributes to ESG objectives by promoting responsible sourcing practices, fair supplier selection, and engagement with local suppliers, and the integration of governance and compliance requirements into supplier selection processes.

Supplier expectations are communicated through contractual obligations, internal policies and procedures, and the Supplier Code of Conduct. Prior to establishing a business relationship, suppliers are required to acknowledge and approve the Supplier Code of Conduct and complete Conflict of Interest declarations. Human rights and ethical conduct expectations are also extended to suppliers, contractors, and partners through contractual requirements and the Supplier Code of Ethics.

The Supplier Code of Conduct is publicly available and sets out ethical, compliance, and operational expectations for suppliers and business partners. It includes provisions on fair employment practices and explicitly prohibits unlawful discrimination, child labor, and forced labor, while also requiring compliance with applicable labor laws and fair working conditions.

The Code also places emphasis on environmental, health and safety, and sustainability practices across the supply chain. Suppliers are expected to provide a safe and healthy working environment for their workforce in line with recognized international standards of public health and hygiene, while conducting business in an environmentally responsible and sustainable manner that seeks to reduce adverse impacts on the environment and society.

Local sourcing continued to form an important element of procurement activity in 2025. stc Kuwait defines a local supplier as a vendor that is legally registered and operating within the State of Kuwait and holds a valid commercial license issued by the Kuwait Ministry of Commerce and Industry (MOCI). This includes Kuwaiti-owned businesses as well as companies registered in Kuwait that provide goods or services within the domestic market.

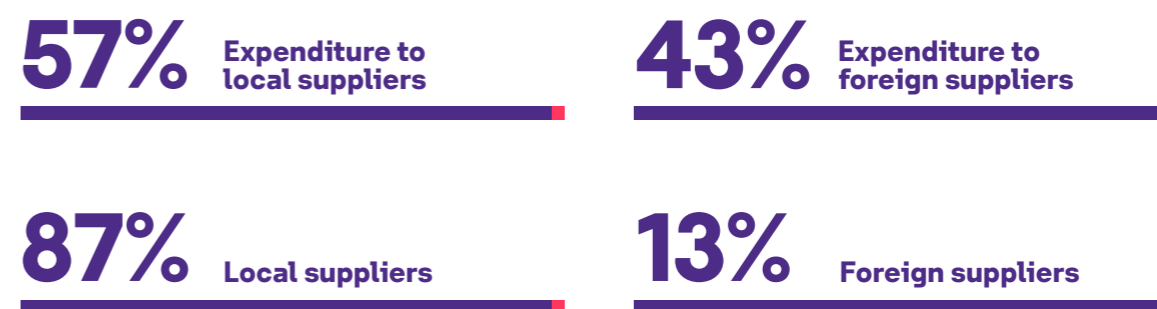
## Supplier virtual assistant

stc Kuwait introduced a Supplier Virtual Assistant to improve transparency, accessibility, and efficiency in supplier engagement. The solution was designed to provide suppliers with easier access to procurement-related information and guidance, including vendor registration, request-for-quotation status, payment status, and frequently asked procurement queries.

The initiative improved the supplier experience by offering a more accessible and consistent source of procurement information, reducing response times to supplier inquiries, and lowering the need for manual intervention by procurement teams. It also enabled fair and transparent access to procurement processes by enabling existing and potential suppliers to obtain accurate information through a standardized platform.

In addition to supplier engagement, the Supplier Virtual Assistant contributed to operational efficiency within the procurement function and aligned with stc Kuwait's digital transformation efforts. The solution was developed internally in two phases without additional cost.

### Key highlights



Procurement digitization also continued to improve process efficiency and document control. Paper-based procurement documentation was reduced by 100% through the electronic procurement process. During the year, 164 contracts and 293 letters of award were digitally signed, and 4,040 electronic orders were sent to suppliers. These practices enabled efficient supplier interaction and transactional processing within the procurement function.

## Supplier expenditure and distribution

	2024	2025
Total procurement spending (KWD)	232,430,609	279,754,000
Amount spent on local suppliers (KWD)	134,001,273	158,214,160
Amount spent on non-local suppliers (KWD)	98,429,336	121,539,840
Total number of suppliers	1,331	1,534
Number of local suppliers	1,204	1,341
Number of foreign suppliers	127	193



# Appendices

small move.  
**Big Impact.**

# GRI content index

<b>Statement of use</b>	stc Kuwait has reported in accordance with the GRI Standards for the period of 1st Jan 2025 to Dec 31st 2025.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	None

Gri Standard/ Other Source	Disclosure	Location	Omission			
			Requirement(S) Omitted	Reason	Explanation	
<b>General disclosures</b>						
GRI 2: General Disclosures 2021	2-1 Organizational details	Company Overview and Business Model			A gray cell indicates that reasons for omission are not permitted for the disclosure.	
	2-2 Entities included in the organization's sustainability reporting	About This Report				
	2-3 Reporting period, frequency and contact point	About This Report				
	2-4 Restatements of information	About This Report				
	2-5 External assurance	External assurance has not been applied for this reporting cycle, although it may be considered in future reports.				
	2-6 Activities, value chain and other business relationships	Company Overview & Business Model				
	2-7 Employees	GRI 2-7 a : Workforce Overview GRI 2-7 b i - iv : Workforce Overview		GRI 2-7 c i-ii GRI 2-7 e	Information unavailable/incomplete	Information is currently unavailable, as stc Kuwait is in the process of strengthening internal systems to track and report employee data by employment type and related workforce movements at the level required for GRI disclosure.
	2-8 Workers who are not employees	stc Kuwait does not have workers who are not employees and whose work is controlled by the organization.				
	2-9 Governance structure and composition	GRI 2-9 a , b , c i-viii : Corporate Governance Structure				
	2-10 Nomination and selection of the highest governance body	GRI 2-10 a, b i-iv : Corporate Governance Structure				
	2-11 Chair of the highest governance body	GRI 2-11 a, b : Corporate Governance Structure				
	2-12 Role of the highest governance body in overseeing the management of impacts	GRI 2-12 a, b i-ii, c : Corporate Governance Structure				
	2-13 Delegation of responsibility for managing impacts	GRI 2-13 a i- ii, b : Corporate Governance Structure				
	2-14 Role of the highest governance body in sustainability reporting	GRI 2-14 a, b : Corporate Governance Structure				
	2-15 Conflicts of interest	GRI 2-15 a, b i-iv : Business Conduct and Compliance				

GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	GRI 2-16 a, b: Corporate Governance Structure			
	2-17 Collective knowledge of the highest governance body	Corporate Governance Structure			
	2-18 Evaluation of the performance of the highest governance body	GRI 2-18 a, c: Corporate Governance Structure	GRI 2-18 b	Information unavailable/incomplete	Information is currently unavailable, as stc Kuwait is still strengthening its internal governance reporting processes to formally document whether evaluations of the highest governance body are conducted independently and the frequency at which such evaluations are carried out.
	2-19 Remuneration policies	GRI 2-19a v : Performance, Support and Rewards GRI 2-19 b : Corporate Governance Structure	GRI 2-19a i GRI 2-19a ii GRI 2-19a iii GRI 2-19a iv	Confidentiality constraints	Information is not fully disclosed due to confidentiality constraints, as certain details relating to remuneration policies for the highest governance body and senior executives including remuneration components and their linkage to performance and impact management are subject to internal confidentiality requirements at stc Kuwait.
	2-20 Process to determine remuneration	GRI 2-20 a i - iii : Corporate Governance Structure	GRI 2-20 b	Information unavailable/incomplete	Information on the stakeholder votes is currently unavailable/incomplete.
	2-21 Annual total compensation ratio		GRI 2-21 a: Confidentiality constraints GRI 2-21 b: Confidentiality constraints GRI 2-21 c: Not available	Confidentiality constraints	Disclosure under GRI 221 is partially restricted due to confidentiality constraints relating to remuneration information for the highest governance body and senior executives. In addition, information required to calculate and explain the annual total compensation ratio is not currently available, as internal data consolidation processes are ongoing at stc Kuwait.
	2-22 Statement on sustainable development strategy	ESG and Corporate Strategies			
	2-23 Policy commitments	GRI 2-23 a i : Business Conduct and Compliance GRI 2-23 a ii : Workplace Culture GRI 2-23 a iii - iv : ESG and Corporate Strategies GRI 2-23 b i - ii : Workplace Culture GRI 2-23 c - f : Business Conduct and Compliance			
	2-24 Embedding policy commitments	GRI 2-24 a i : Business Conduct and Compliance GRI 2-24 a ii : ESG and Corporate Strategies GRI 2-24 a iii : Procurement Practices GRI 2-24 a iv : Learning, Development and Future Skills			
	2-25 Processes to remediate negative impacts	GRI 2-25 a - e : Business Conduct and Compliance			
	2-26 Mechanisms for seeking advice and raising concerns	GRI 2-26 ai - ii : Business Conduct and Compliance			
	2-27 Compliance with laws and regulations	GRI 2-27 a, b, c : Business Conduct and Compliance GRI 2-27 d : ESG Risk Management			
	2-28 Membership associations	ESG and Corporate Strategies			
	2-29 Approach to stakeholder engagement	GRI 2-2 a i - iii : Stakeholder Engagement			
2-30 Collective bargaining agreements		GRI 2-30 a GRI 2-30 b	Not applicable	Not applicable in Kuwait	
<b>Material topics</b>					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	GRI 3-1 a i - iii: Materiality Assessment GRI 3-1 b : Stakeholder Engagement	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	3-2 List of material topics	Materiality Assessment			
<b>Energy and Climate Change</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Greenhouse Gas Emissions			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	GRI 302-1 a, c i, e : Greenhouse Gas Emissions	GRI 302-1 b GRI 302-1 c ii - iv GRI 302-1 d i - iv GRI 302-1 f GRI 302-1 g	Information unavailable/incomplete	Information is currently unavailable/incomplete, as stc Kuwait is still formalizing the standards, methodologies, assumptions, calculation tools, and conversion-factor sources required for internal energy consumption reporting.

GRI 305: Emissions 2016	302-2 Energy consumption outside of the organization		GRI 302-2 a GRI 302-2 b GRI 302-2 c	Not applicable	GRI 3022 is not applicable, as stc Kuwait does not have material energy consumption occurring outside the organization's operational boundaries.
	302-3 Energy intensity	GRI 302-3 a - d : Greenhouse Gas Emissions			
	302-4 Reduction of energy consumption	GRI 302-4 a - b : Greenhouse Gas Emissions	GRI 302-4 c GRI 302-4 d	Information unavailable/incomplete	Information required for GRI 3024 (c) and (d) including the base year or baseline, the rationale for its selection, and the standards, methodologies, assumptions, and calculation tools used is currently unavailable, as stc Kuwait is in the process of enhancing internal systems to establish a consistent and reliable framework for tracking energy consumption reductions.
	302-5 Reductions in energy requirements of products and services		GRI 302-5 a GRI 302-5 b GRI 302-5 c	Information unavailable/incomplete	Information for GRI 3025 (a), (b), and (c) is currently unavailable, as stc Kuwait is further developing internal assessment mechanisms to identify, measure, and validate product related emissions reductions on a consistent basis.
	305-1 Direct (Scope 1) GHG emissions	GRI 305-1 a - b, e - g : Greenhouse Gas Emissions	GRI 305-1 c GRI 305-1 d i - iii	Not applicable	Base year used for Scope 1 calculations, the rationale for selecting the base year, baseyear emissions, and any context for recalculation of baseyear emissions are not applicable, as stc Kuwait's Scope 1 GHG emissions are not assessed using a baseyear approach during the reporting period.
	305-2 Energy indirect (Scope 2) GHG emissions	GRI 305-2 a - c, e - g : Greenhouse Gas Emissions	GRI 305- b GRI 305-2 d i - iii	Not applicable	stc Kuwait operates only in Kuwait, with electricity consumption sourced exclusively from the national grid.
	305-3 Other indirect (Scope 3) GHG emissions	GRI 305-3 a, b, f, g : Greenhouse Gas Emissions	GRI 305-3 c GRI 305-3 d GRI 305-3 e i - iii		
	305-4 GHG emissions intensity	GRI 305-4 a - d : Greenhouse Gas Emissions		Information unavailable/incomplete	stc Kuwait is working to strengthen its GHG data and may consider expanding Scope 3 emissions reporting in future reporting cycles
	305-5 Reduction of GHG emissions	GRI 305-5 a, b, d : Greenhouse Gas Emissions	GRI 305-5 c GRI 305-5 e	Information unavailable/incomplete	Base year or baseline used for GHG reduction calculations, the rationale for its selection, and the standards, methodologies, assumptions, and calculation tools applied is currently unavailable, as stc Kuwait is in the process of strengthening internal frameworks for consistently measuring and validating GHG emission reductions.
	305-6 Emissions of ozone-depleting substances (ODS)		GRI 305-6 a GRI 305-6 b GRI 305-6 c GRI 305-6 d	Not applicable	As stc Kuwait does not engage in activities involving the production, import, export, or use of ozone-depleting substances (ODS); therefore, no related calculations, emission factors, or methodologies are required for the reporting period.
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		GRI 305-7 a i - vii GRI 305-7 b GRI 305-7 c	Not applicable	Not applicable, as stc Kuwait has not identified NOx, SOx, or other significant air emissions as a material disclosure area within the current reporting boundary.	
<b>Community Contribution and Development</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Community Engagement and Impact			
	201-1 Direct economic value generated and distributed	GRI 201-1 a i - iii : Economic Value	GRI 201-1 b	Information unavailable/incomplete	Information is currently unavailable for GRI 2011 (b), as stc Kuwait does not yet disaggregate significant instances of direct economic value generated and distributed (EVG&D) at country, regional, or market levels for reporting purposes, and the criteria for defining significance are still under development.
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	GRI 201-2 a i, ii, iv: ESG Risk Management	GRI 201-2 a iii GRI 201-2 a v	Not applicable	Not applicable as climate-related financial impacts and time horizons have not been formally identified or quantified for the reporting period.
	201-3 Defined benefit plan obligations and other retirement plans	GRI 201- 3 a, d, e : Workplace Culture	GRI 201- 3 b i - iii GRI 201-3 c	Not applicable	Not applicable, as stc Kuwait does not operate a defined benefit pension plan and therefore does not have unfunded retirement liabilities
GRI 203: Indirect Economic Impacts 2016	201-4 Financial assistance received from government	None			
	203-1 Infrastructure investments and services supported	GRI 203-1 a - b : Community Engagement and Impact; Digital Transformation and Innovation GRI 203-1 c : Community Engagement and Impact			
GRI 413: Local Communities 2016	203-2 Significant indirect economic impacts	203-2 a - b : Community Engagement and Impact			
	413-1 Operations with local community engagement, impact assessments, and development programs	Community Engagement and Impact			
	413-2 Operations with significant actual and potential negative impacts on local communities	None			

Talent Management					
	3-3 Management of material topics	Workplace Culture			
GRI 3: Material Topics 2021	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		GRI 202-1 a GRI 202-1 b GRI 202-1 c GRI 202-1 d		
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Workforce Overview			
	401-1 New employee hires and employee turnover	Workforce Overview			
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workplace Culture			
	401-3 Parental leave	Workplace Culture			
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	GRI 402-1 a : Three months is the provided notice	GRI 402-1 b	Not applicable	Not applicable due to regional context
	404-1 Average hours of training per year per employee	Learning, Development and Future Skills			
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Engagement			
	404-3 Percentage of employees receiving regular performance and career development reviews	Workplace Culture			
Supply Chain Management					
	3-3 Management of material topics	Procurement Practices			
GRI 3: Material Topics 2021	204-1 Proportion of spending on local suppliers	Procurement Practices			
GRI 204: Procurement Practices 2016	308-1 New suppliers that were screened using environmental criteria	Procurement Practices			
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	None			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Procurement Practices		Information unavailable/incomplete	
	414-2 Negative social impacts in the supply chain and actions taken	None			
Business Ethics and Governance					
	3-3 Management of material topics	Business Conduct and Compliance			
GRI 3: Material Topics 2021	205-1 Operations assessed for risks related to corruption	Business Conduct and Compliance ESG Risk Management			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Business Conduct and Compliance			

GRI 206: Anti-competitive Behavior 2016	205-3 Confirmed incidents of corruption and actions taken	Business Conduct and Compliance			
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business Conduct and Compliance			
<b>Resource Management</b>					
GRI 3: Material Topics 2021 GRI 306: Waste 2020	3-3 Management of material topics	Resource Management			
	306-1 Waste generation and significant waste-related impacts	Resource Management			
	306-2 Management of significant waste-related impacts	Resource Management			
	306-3 Waste generated	Resource Management			
	306-4 Waste diverted from disposal	Resource Management			
	306-5 Waste directed to disposal	Resource Management			
<b>Health, Safety and Wellness</b>					
GRI 3: Material Topics 2021 GRI 403: Occupational Health and Safety 2018	3-3 Management of material topics	Workplace Culture			
	403-1 Occupational health and safety management system	Workplace Culture			
	403-2 Hazard identification, risk assessment, and incident investigation	Workplace Culture			
	403-3 Occupational health services	Workplace Culture			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Workplace Culture			
	403-5 Worker training on occupational health and safety	Workplace Culture			
	403-6 Promotion of worker health	GRI 403-6a : Workplace Culture	GRI 403-6b	Information unavailable/incomplete	Detailed participation and uptake data for worker health programs under GRI 4036(b) was not consistently tracked or available for the reporting period.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Workplace Culture			
	403-8 Workers covered by an occupational health and safety management system	Workplace Culture			
	403-9 Work-related injuries	Workplace Culture			
403-10 Work-related ill health	Workplace Culture				
<b>Diversity, Equality and Inclusivity</b>					
GRI 3: Material Topics 2021 GRI 405: Diversity and Equal Opportunity 2016 GRI 406: Non-discrimination 2016	3-3 Management of material topics	Workforce Overview Workplace Culture			
	405-1 Diversity of governance bodies and employees	Corporate Governance Structure			
	405-2 Ratio of basic salary and remuneration of women to men		GRI 405-2 a GRI 405-2 b	Information unavailable/incomplete	Information is currently unavailable, as stc Kuwait is in the process of enhancing internal HR data systems to enable consistent analysis and disclosure of genderbased remuneration ratios.
	406-1 Incidents of discrimination and corrective actions taken	Workplace Culture		Information unavailable/incomplete	Information is currently unavailable, as formal mechanisms for centrally tracking and reporting incidents of discrimination and related corrective actions are still being strengthened at stc Kuwait.

Human Rights					
GRI 3: Material Topics 2021	3-3 Management of material topics	ESG and Corporate Strategies			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	None			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	None			
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	None			
Customer Relations and Satisfaction					
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Experience and Satisfaction			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Customer Experience and Satisfaction			
	417-2 Incidents of non-compliance concerning product and service information and labeling	None			
	417-3 Incidents of non-compliance concerning marketing communications	None			
Data Privacy, Security & Protection					
GRI 3: Material Topics 2021	3-3 Management of material topics	Data Privacy, Cybersecurity and Trust			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy, Cybersecurity and Trust			
Accessibility and Digital Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	Digital Transformation and Innovation			
Digital innovation and experience					
GRI 3: Material Topics 2021	3-3 Management of material topics	Digital Transformation and Innovation			

# Boursa Kuwait Sustainability Disclosures Index

Metric	Description	Disclosure / Report Location
<b>Environmental</b>		
Greenhouse Gas (GHG) Emissions (Scope 1 & 2)	Total direct (Scope 1) and energy indirect (Scope 2) GHG emissions, in tonnes of CO <sub>2</sub> equivalent. A core climate metric indicating the company's carbon footprint.	Greenhouse Gas Emissions
GHG Emissions – Scope 3	Total indirect GHG emissions from the value chain (Scope 3), if significant (e.g., supply chain, product use). Indicates broader climate impact beyond operations.	Greenhouse Gas Emissions
Emissions Intensity	GHG emissions intensity, e.g., tonnes CO <sub>2</sub> per output unit (product, revenue, or BOE for oil/gas). Normalizes emissions relative to business size or activity.	Greenhouse Gas Emissions
Energy Consumption	Total energy used: direct energy (fuels) and indirect energy (electricity/steam) consumed (in MWh or GJ). Indicates the company's overall energy footprint.	Greenhouse Gas Emissions
Energy Intensity	Energy intensity, e.g., energy consumed per unit output or revenue. Measures energy efficiency of operations.	Resource Management
Energy Mix (Renewables %)	The breakdown of energy sources used (e.g., % from renewable sources vs. fossil fuels). Shows transition to cleaner energy.	N/A
Water Usage	Total water withdrawn/consumed and water recycled or reclaimed (in cubic meters). Reflects the company's water footprint and conservation efforts.	N/A
Environmental Policy & Management	Existence of formal environmental management policies and systems. For example: Does the company have an environmental policy? Are there specific policies on waste, water, energy, recycling? Is an energy management system (e.g., ISO 50001) in place? (Yes/No for each).	Yes, Sustainability Policy Resource Management Environmental management at stc Kuwait is embedded within the Integrated Management Systems framework and governed through the relevant Environmental Management System (EMS) requirements. The EMS Manual sets out how these requirements are applied across the Company's relevant processes, including compliance with applicable local environmental requirements such as Kuwait Environmental Public Authority (KEPA) laws and guidelines, and Ministry of Electricity & Water & Renewable Energy (MEWRE) regulations.
Climate Governance and Risk Mitigation	Whether the Board or executive management explicitly oversees climate-related risks and opportunities (Yes/No). Indicates if climate change is integrated into governance structures.	Yes, ESG Risk Management
Climate Risk Mitigation Investments	Annual investment (CAPEX or R&D spend) in climate change mitigation or adaptation projects – e.g. renewable energy, energy efficiency, climate-resilient infrastructure, low-carbon product development (in KD).	N/A
<b>Social</b>		
Employee Turnover	Annual employee turnover rate – e.g., percentage of workforce leaving the company over the year, typically broken out by employee type: S2.1 Full-time, S2.2 Part-time, S2.3 Contractors. Indicates retention and stability of the workforce.	Hires and Turnover

Gender Diversity (Workforce Composition)	Gender breakdown of employees at different levels – e.g., S3.1 % of total workforce that is female vs male; S3.2 % of entry/mid-level positions held by women; S3.3 % of senior/executive positions held by women. Shows representation of women across the organization.	Workforce Composition
Training and Learning	Average training hours per employee (by gender and employee category). Total investment in training and development. Percentage of employees receiving regular performance and career development reviews. Qualitative summary of key programs.	Learning, Development and Future Skills
Temporary & Contract Workers	Proportion of workforce on non-permanent contracts – e.g., % of total employees who are part-time; % who are contractors/seasonal. Indicates reliance on contingent labor.	Workforce Overview
Non-Discrimination Policy	Whether the company has a formal policy against discrimination and sexual harassment (Yes/No). Reflects commitment to equal opportunity and a safe workplace.	Yes, integrated into Code of Ethics Policy Rights, Dignity, and Workplace Conduct
Injury Rate (Health & Safety)	Work-related injury rate, e.g., Lost Time Injury Frequency Rate (LTIFR) – number of injuries per million hours worked (or similar). Indicates workforce health and safety performance.	Occupational Health and Safety
Occupational Health & Safety Policy	Whether the company has a formal occupational health and/or global safety policy in place (Yes/No). Shows if the company systematically manages employee health and safety.	No, stc Kuwait is in the process of developing a standalone OHS policy however health and safety commitments are integrated into operational procedures and facility management practices
Human Rights Policy	Whether the company has a formal human rights policy (Yes/No) and if it extends to suppliers/vendors (Yes/No). Broadly covers commitments to respect human rights (fair labor practices, community impact, etc.).	Rights, Dignity, and Workplace Conduct
Nationalization (Kuwaitization)	Percentage of the company's workforce that are Kuwaiti nationals, and qualitative information on local hiring initiatives. E.g., S10.1 % of total employees who are Kuwaiti; S10.2 contribution to direct and indirect local job creation (e.g., via training, outsourcing to local firms).	Workforce Composition
Community Investment	Total investment in community programs and initiatives that contribute to social, environmental, or economic development, expressed as a percentage of company revenues.	151,362 KWD
<b>Governance</b>		
Board Diversity	Gender composition of the Board of Directors – e.g., % of board seats occupied by women vs men; % of board committee chairs held by women vs men. Indicates gender diversity at the highest governance level.	Corporate Governance Structure
Board Independence & CEO/Chair Separation	Independence of the Board: Does the company prohibit the CEO from also being Board Chair? (Yes/No). Percentage of board seats that are independent (per CMA definition). Reflects checks and balances in governance.	Yes, Corporate Governance Structure
Supplier Code of Conduct	Whether the company requires its suppliers/vendors to adhere to a Code of Conduct (covering ethics, labor, environmental standards) (Yes/No), and if yes, what percentage of key suppliers have formally certified compliance. Shows how the company manages ESG risks in its supply chain.	Yes, Procurement Practices 100%
Ethics & Anti-Corruption	Whether the company has a formal Ethics and/or Anti-Corruption policy (Yes/No), and if yes, what percentage of employees have formally certified compliance with it (e.g., via training or annual sign-off).	Business Conduct and Compliance 100%
Data Privacy	Policies and procedures in place to comply with GDPR or similar global data protection and information security awareness of global privacy standards and likely measures like data security, user consent mechanisms, breach response plans, etc.	Governance and Accountability Business Conduct and Compliance
External Assurance of ESG Data	Whether the company's sustainability disclosures are assured or verified by an independent third party (Yes/No).	No