

Company's key activities in 2021

The onset of the pandemic led to drastic changes in what was considered to be normal. Lockdowns, social distancing, mandatory quarantine, and other safety protocols enforced by governments around the world called for a global shutdown that impacted economies and local communities. People were eager to stay informed with the latest news updates and maintain open communication lines with their loved ones. With the ongoing repercussions and challenges faced due to the COVID-19 crisis, most of the vital sectors worldwide were also affected, impeding the recovery process of corporates' operational and financial performance.

On the other hand, the increased demand on the ICT sector resulted from current global trend towards the use of IT systems and solutions, IoT, cloud computing, big data, storage as well as security services amplified the competition in the telecommunication and ICT industries. Businesses quickly realized the importance of digitization and the path towards digital transformation as they initiated their continuity plans. These significant events highlighted the importance of sustaining a strong telecom infrastructure capable of delivering vast digital solutions that can allow businesses to maintain their operations remotely and cater to their customers' needs.

Since then, telecom services and digital solutions have become a critical component of the gradual road to normalcy with more governments and businesses accelerating the adoption of digital technologies. During Q4-2021, despite the minor economic turbulence caused by the emergence of the Omicron variant, which affected various sectors, these local concerns were short lived given the stable economic and social conditions within Kuwait and the region. The telecom sector continues to play a significant role in enabling the digitization strategies and digital transformations of corporate and government entities, with the introduction of advanced solutions and tools that can accelerate the path towards those objectives.

January

- Received the latest version of the ISO Certification in Business Continuity (ISO 22301:2019) by TopCertifier due to the diligent approach in implementing protocols and guidelines under its business continuity plan applied across all business-related aspects during the pandemic.

February

- Offered corporate customers the ultimate solution in cyber security and protections 'Shield' through its specialized business arm **solutions by stc**. The pioneering service ensures the safety of businesses by identifying risks in possible data breaches, 360 degrees' protection, and assessing critical assets to enable a worry-free environment for businesses to thrive digitally.

- solutions by stc** partnered with Huawei to offer the latest cutting-edge productivity tool and office master, IdeaHub. The solution creates an all-scenario smart office ecosystem that builds on the vast capability of the current cloud era to boost operational efficiency for corporate customers.

March

- Continued to offer 'Always ON' postpaid voice plans, delivering a unique and convenient experience through voice and internet services, as well as a range of added features to meet the diverse needs of customers at competitive prices.

April

- solutions by stc** partnered with eMushrif to provide its corporate customers with customized transportation management systems, in addition to smart and safety solutions designed for HR systems.

May

- Completed the commercialization step of implementing 5G Stand Alone (5G SA) successfully, which is the second and most disruptive development of the comprehensive 3GPP 5th generation compliant network. **stc** also successfully accomplished the widest scale of 5G deployment coverage on Sub-3GHz and 2.1GHz amongst other mobile service providers in the MENA region.

- solutions by stc** added Google products, in partnership with iSolutions, following the global market shift towards online and cloud-based solutions that enable digital transformation by digitizing processes and enhancing productivity.

June

- solutions by stc** provided a wide range of modern solutions and services to build the integrated network infrastructure serving the drive-in vaccination center on the South Island of Jaber Bridge. The initiative was carried out in line with the highest international standards.

- First Telecom Company to comply with the Payment Card Industry (PCI) - Data Security Standard (DSS), receiving its version 3.2.1 certification after complying with technical and operational requirements.

- Launched **stc** Masters, an online gaming hub that features eSports tournaments for gamers. The initiative is part of a long-term partnership with regional SME, Zawaya Gaming, an award winning eSports event-management company that focuses on showcasing the various talents of online gamers through engaging tournaments.

- Participated in the virtual Digital Leadership Summit - MENA, organized by TM Forum, an alliance of over 850 global companies working together to break down technology and cultural barriers between digital service providers, technology suppliers, consultancies, and system integrators.

July

- solutions by stc** partnered with General Motors (GM) to provide an in-vehicle connectivity solution to support GM's OnStar service.

- Launched **zeed**, a program that allows all **stc** postpaid customers to add a new device from a wide selection of devices to their current subscription and enjoy flexible installment payments.

- solutions by stc** partnered with local smart parking solutions provider, 'PASS', to offer a range of cutting-edge parking management solutions.

- solutions by stc** formed a long-term partnership with Agfa HealthCare to provide advanced cloud-hosted enterprise imaging services to healthcare providers in Kuwait. The partnership aims to leverage the strengths of both companies within their fields to offer customers a wealth of expertise and technological solutions catered to their specific domains.

August

- solutions by stc** introduced its all-new business website featuring a new look and feel, as well as innovative features that complement the one-stop-business experience for B2B customers.

- solutions by stc** joined the Manama Internet Exchange (Manama-IX) platform, the fastest growing internet exchange platform in the region since its inception in 2019. The platform provides a wider reach to international peering partners with added benefits such as enhanced VR and gaming experiences due to improved internet quality with faster response times and latency.

- Launched a raffle draw with a total prize of KD 50,000 for customers subscribing to new commitment plans, renewing their current plans with a new device, or adding a new device to their current plans through **zeed**.

- solutions by stc** hosted a virtual event to provide the latest updates on Cisco software-defined wide-area network (SD-WAN) and Cisco Meraki solutions after receiving the Premier Certification from Cisco, allowing the Company to offer all solutions under Cisco to its customer base.

- solutions by stc** launched its new promotion specially tailored to support small and medium sized enterprises (SMEs) with dedicated data access (DDA) and dedicated internet access (DIA) at competitively low prices.

September

- Participated in the CHRO Table Talk series organized by HR Tech MENA Summit in partnership with Oracle. The purpose of the talk was to discover the various ways and methods HR executives accelerate employee engagement, as well as the role that this caliber plays in setting and sustaining the organization's culture.

October

- solutions by stc** formed a new partnership with Datumcon, a Gulf-based artificial intelligence (AI) and data science company, to bring the benefits of AI-enabled video analytics to businesses in Kuwait.

- Opened the doors to its largest and most advanced branch in Kuwait at the Marina Mall. Designed to incorporate state-of-the-art technology with a compelling digitized and smart experience, **stc's** revamped branch falls in line with the Company's digital transformation and corporate strategies.

- solutions by stc** partnered with Redington, a leading Microsoft partner in the region offering a variety of solutions, while delivering advanced support to assist companies in initiating their digital transformation journeys seamlessly through Microsoft.

- Received the approval from the Communication and Information Technology Regulatory Authority/s (CITRA) and has finalized the licensing procedures to launch the mobile virtual network operator (MVNO) license to launch Virgin Mobile Kuwait in partnership with Virgin Mobile Middle East & Africa with an 10% ownership of Mobility Telecom Kuwait Limited (BVI).

November

- solutions by stc** launched an integrated solution powered by Payzah called 'Tajer' that aims to support organizations, especially SMEs, in setting up their E-commerce platforms.

- solutions by stc** partnered with local cloud and managed service provider, Virganet. Through the partnership, the two companies launched the first local Desktop as a Service (DaaS) solution targeting B2B customers, as well as various sectors within Kuwait.

December

- Won the 'Corporate Governance and Stakeholder Kuwait - 2021' magazine award from Capital Finance International (CFI.co) in recognition of the Company's outstanding achievements.

- Introduced the latest and exclusive 5G Standalone technology dubbed 'FULL 5G' that elevates the 5G experience to a new level, providing better speeds, lower latency, and improved coverage.

- Participated in the third Cybersecurity Education and Research Conference (CERC), providing a key overview on securing critical infrastructure with the zero-trust network model during its session.