

stc response to COVID-19

As COVID-19 started to dominate the public health in early 2020 and struck most countries around the world, causing enormous challenges to the health systems, governments and corporates were eager to adopt unprecedented measures that would prevent the pandemic spread, financial markets collapsibility or business operations halt. This has entailed a widespread shutdown among all sectors due to the danger of social interactions that would spread the virus expeditiously. Consequently, in response to the global appeal, **stc's** executive management continued to support the holistic role of the internal Committee which was created early 2020 to monitor company's operations throughout the critical times of COVID-19 crisis. Up until this moment, the Committee was responsible for reviewing and evaluating **stc's** Business Continuity Plan to ensure its effectiveness all the way through the ongoing political, societal and economical changes. The crisis management and infection control procedures developed by the Committee have not only helped **stc** to resume its

operations during the lockdown periods but also played a significant role in the financial performance recovery during 2021.

In addition to its compliance with the international best practices with regards to the preventive precautionary measures and procedures, **stc** was at the forefront of the companies who led a hand to the Kuwaiti government and contributed to mitigating the negative impacts of COVID-19 crisis, by fully adhering with the government's instructions and applying ample health precautions among all its employees and customers.

Accordingly, **stc** ensured adopting the following measures within company premises and across all the branches:

- Continuous distribution of facemasks, gloves and sanitizers at the company premises and across the branches
- Sanitizing all the facilities
- Distributing awareness leaflets in every floor and company elevators

- Sending out instructive emails to all employees pertaining to the health and safety precautions.
- Utilizing on the thermal cameras in the company entrance to detect infections

In 2021, the pandemic gradually begun to break down after the emergence of antiviral vaccines, whereby, **stc** played a significant role in the vaccination campaign launched by the Ministry of health. During the course of vaccinating the population in Kuwait, **solutions by stc** (**stc's** specialized arm) provided full internet coverage services in Sheikh Jaber Al-Ahmad Al-Sabah Bridge, as a contribution and support for the MOC and their employees.

In addition, and in cooperation with the Ministry of Health, **stc** has organized a huge vaccination campaign consists of two phases were held in the company's headquarter and the Ministry of Health vaccination locations, as **stc** has proudly

succeeded to vaccinate around 1,000 of the company's employees and their families.

With an attempt to abide by the Kuwaiti government's plan of the gradual return to normal life in Kuwait, in June 2021, **stc** has begun to implement its 'return to work' plan that was prepared in advanced after the flexible working hours plan was implemented since the third quarter of 2020. The 'return to work' plan consists of five phases.

With the aim of implementing the above mentioned 'return to work' plan, **stc** was keen to keep its employees engaged in the day-to-day business activities especially after the successful and well-planned working remotely arrangement that took place throughout the pandemic. Accordingly, the Company was not in rush to increase the number of employees in the working place and has adopted the structured rotation between employees within each department across all company sectors. As a result, **stc** was able to maintain its business operations with the same high quality of services provided to customers while building on company's strategic framework and harnessing the technological advancements to recover from the adverse impacts of COVID-19 on the telecom sector in Kuwait. The flexible working environment and well-defined human resources plans are set to ensure the safety of all **stc's** employees, being the company's most important priority.

