jahez

Vitalizing Sustainability

Sustainability Report

2022

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Introduction

This is Jahez Group's ("Jahez") first sustainability report, and it outlines our organization's commitment and performance with reference to the sustainability dimensions of governance, community, marketplace, workplace and the environment. It highlights our efforts to promote social responsibility, drive economic value, ensure an equitable work environment and exhibit sound governance practices, among various other aspects.

The report highlights our key sustainability initiatives, performance indicators, and progress made during the reporting period. By transparently communicating our sustainability performance to our stakeholders, we aim to address our commitment and approach to sustainability performance within Saudi Arabia.

Report Scope

The scope and boundary of this report covers Jahez Group's operations in The Kingdom of Saudi Arabia (KSA). Throughout this report, any mention of "the Company", "the Group", "Jahez", "our", or "we" refers to Jahez Groups establishment.

Reporting Period

This is Jahez Group's first sustainability report, and it is for the year 2022. It covers the non-financial performance of the period from January 1, 2022, to December 31, 2022, unless stated otherwise.

Global Reporting Initiative (GRI) Compliance

This report has been prepared in accordance with GRI Sustainability Reporting Standards. This involves Jahez Group's operational activities, its impacts, and the substantive expectations and interests of its key internal and external stakeholders. The report has been prepared in accordance with the principles of: Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability context, Timeliness, and Verifiability.

The GRI Content Index can be found in Appendix 7.1, outlining the GRI disclosures, statements, and reason for omission of Jahez Group's respective sustainability performance for certain aspects.

Contact Information

We value stakeholders' opinion and are pleased to receive your comments and feedback via:

Jahez sustainability team Sustainability@jahez.net

Message from Our CEO

As a first step to increasingly contribute

to efficient business practices and operations, we have started the process of calculation for the Group's GHG emissions

We are pleased to present Jahez Group's first sustainability report, which presents our commitment to sustainability and the efforts we have undertaken to create a positive impact on the environment and the communities we serve.

In September 2016, Jahez Group was embarking on its journey as a Saudi food delivery platform. Today, in just five years, we have created history by not only becoming the first homegrown startup in the Kingdom to be listed on Nomu, the Saudi market in January 2022 but also have established and acquired a number of fully owned or partially owned subsidiaries that have shaped our ambitious diversification trajectory, with each subsidiary fulfilling a unique business objective. While Jahez Group is the Group's primary online food-delivery platform that links merchants, customers and delivery partners in a one-stop-shop solution that meets the logistical needs of all three, PIK was the Group's first stop in its diversification drive, tapping into the increased demand for online delivery services outside the food and beverages service industry. Co Kitchens Limited Company, the cloud kitchen business that the Group owns a 60% stake in since 2020, is centered around end-to-end commercial kitchens used by the merchants to serve food solely via digital delivery platforms. Logi, launched in Q3 2021, serves as the Group's wholly owned logistics subsidiary and a market enabler for the Kingdom's bustling e-commerce and delivery industry. In Q3 2022, the Jahez Group established BLU Store, a joint venture with AlHilal Club where the Group owns 51%, for selling and marketing sports related products and services representing different leading brands. This followed the establishment of the Group's investment arm, Red Color in Q1

2021 with a view to delivering the best value to all stakeholders, targeting investments that would maximize the Group's corporate value.

Developing subsidiaries and collaborations have advanced our vision of becoming the most loved lifestyle Group in the region. Our journey towards becoming the most loved lifestyle Group is also attributed to our stakeholders who continue to place their trust and loyalty in us, day after day. However, this also comes with the added expectations of us being able to understand the significant role we play in the food industry and manage the impacts our operations have on the community. We have recognized the importance of operating in a responsible and sustainable manner and our efforts have culminated in this sustainability report. This report is an overview of our sustainability initiatives, achievements and challenges as we work towards creating more sustainable and resilient services and reflects our ongoing approach for contributing towards a more sustainable future across the Kingdom.

Our sustainability approach encompasses 5 pillars: our commitment to improving the environment, how we care for the society and create a customer experience, our approach towards cultivating employee talent, and the connection of our governance practices with ESG ambitions. By focusing on these areas, we aim to address the most significant sustainability challenges facing our industry and positively contribute to our stakeholders' needs.

As we continue to grow, our focus on sustainable growth and social responsibility is becoming critical. In 2022, we furthered our ESG agenda with the development of an ESG roadmap for 2023 that is expect-

ed to be implemented within the next few months. The roadmap will be focusing on key areas such as environmental sustainability, social impact, integrity in governance, and much more. This would enable us to meet our stakeholders' expectations and overcome challenges in our business landscape.

Our ESG roadmap underscores our priority on building our GHG data collection methodology, policy, and procedure. As a first step to increasingly contribute to efficient business practices and operations, we have started the process of calculation for the Group's GHG emissions.

Social responsibility is a core value at Jahez Group, as we take the communities in and around our areas of operations seriously. We are committed to creating positive societal impact by prioritizing the well-being and safety of our employees, fostering diversity and inclusion within our workforce, and supporting the communities we serve. We have collaborated with local partners to implement programs that address social issues such as food insecurity and access to nutritious meals, aiming to make a meaningful difference in people's lives and ensuring sustainable business practices.

Furthermore, we recognize that sustainable business practices go hand in hand with economic value creation. The year 2022 was marked by significant strides in the economic progress of the Group. The Group achieved its strategic objective of above-market growth, with a record net revenue of SAR 1,602.5 M in 2022 and a gross profit that was 29.4% higher than in 2021.

Our strategic objectives also include sustainability initiatives that are designed to drive innovation, enhance operational efficiency, and improve cost-effectiveness through digital transformation. By integrating sustainability into our business strategies, we aim to create long-term value for our stakeholders, including our customers, employees, investors, and partners. We collaborate with around 11,000 merchants on our digital platforms, including some of the most popular global and local brands operating in the region. We have delivered more than 69 million orders in 2022, covering over 90 cities, serving over 90 % of the total population of the Kingdom. Post-pandemic, the number of active users registering to the Group platforms has continued to increase and we have more than 2.8 million active users at the close of 2022.

This transformation is evidence of the viability of our business model, our team, and our vision. Our determination, resilience, and persistence have identified us as one of the most trusted business operations across the Kingdom. We have expanded our operations across the Kingdom's boundaries to Bahrain and Kuwait and are excited to further expand our operational footprint in the Gulf Cooperation Council (GCC) countries and the wider MENA region in the coming years. This has been achieved through committing to advancing the customer experience by providing best-in-class services.

Our customer service efforts have been central to our expansion strategy. We focus on three strategic themes for growth. The first is to strengthen the Group's operations in existing geographies by winning market share and attracting new customers and partners. The second is expanding the business into supporting verticals and preparing our expansion into new geographies for future growth; and thirdly, differentiating the Group's services and offerings through continuous innovation. We believe, through innovation we can significantly shift the economics of possible solutions, modify the timeline for delivering them and advance sustainability efforts not only for ourselves but also for our stakeholders.

We believe that as difficult as challenges can be, there are many reasons to look to the future with confidence. Therefore, throughout this report, we provide specific examples of our sustainability initiatives, highlight our performance indicators, and share our progress and challenges. We believe in the power of transparency and accountability, and this report serves to communicate our sustainability journey, to learn from our experiences, and to collaborate with stakeholders to address sustainability challenges collectively.

We are committed to continuously improving our sustainability performance, setting ambitious goals, and striving for excellence in the domain of our operations and across the market's context. By working together with our stakeholders, we can contribute to a more sustainable and vitalized future for the delivery industry and the communities we serve.

We thank you for your interest in our sustainability efforts. We invite you to explore the rest of this report to learn more about Jahez Group's non-financial performance.

Mr. Ghassab Bin Salman Bin Ghassab Bin Mandeel

CEO

1 | ESG
APPROACH

1. ESG Approach

Jahez Group, as a leading organization in the industry, is committed to the vision of embedding an ESG approach across its business to yield long-term success and positive impact within its communities of influence. Prioritization of ESG will ensure accountability, transparency, and commitment to herald top-line growth, build consumer trust, and increase investor interest. The Group is committed to developing ESG strategies and recommendations that are integrated into our strategies, policies, and practices, and are guided by Sustainable Development Goals (SDGs), stakeholders' interests and the Company's long-term growth.

For this purpose, Jahez Group has developed an ESG Roadmap 2023-2026 that envisions socially responsible world class sustainable practices across the Group's operations for the next three years. The sustainability strategy ensures that the Group's business operations and future aspirations are aligned with the three pillars of economic viability, environmental protection, and social service. The roadmap focuses on delivering the most significant upfront benefits to Jahez Group. With that said, the ESG roadmap focuses on addressing Jahez Group's values of sustainability, innovation, trust, passion, excellence, and respect. To achieve these goals our main areas of focus through a two-phased approach will include emphasis on the identified, most impactful ESG policies for the Group, and foundational improvement of overall governance infrastructure to encompass ESG. In the coming years, Jahez Group will continue leading to all round development, good health and prosperity in the industry and broader GCC region.
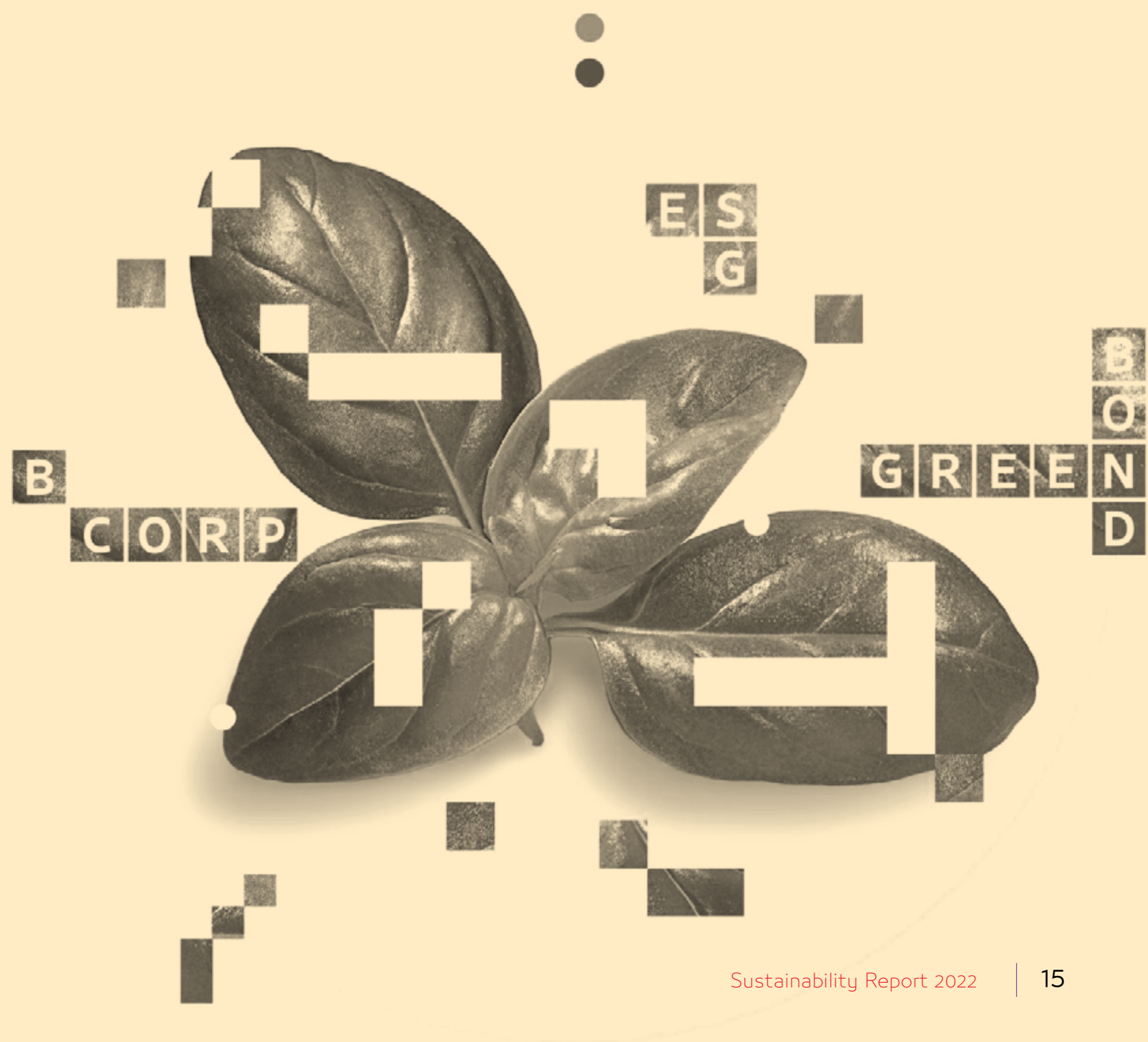
1.1 Key Highlights

Governance

Number of corruption incidents

0

Number of bribery incidents

0

Board of Directors gender representation

16.7% females
to **83.3%** males

Workplace

Number of discrimination and harassment incidents

0

Overall female representation increased by

26.5%

Overall Saudization representation accounted for

82.1%
out of total employment

Number of interns

72

380% increase

Total new hires

220

employee

Invested in Employee training and development

1.9 million

SAR

Average training hours for Jahez Group was

32 hours

per employee.

New hires percentage increased by

38.4%

where the total number of new hires was 220 employees.

Marketplace

Active customer base has grown from about 473,000 in 2019 to about

2.8 million

active users presently.

Jahez Group's platform covers over 90 cities serving over

90%

of the total population of the Kingdom.

Approximately

15%

of Jahez Group's investors are considered ESG conscious.

From 2016 to December 2022, over

150 million orders

have been completed via the Jahez Group platform.

Jahez Group platform is served by

53K

delivery partners

Community

Spending on local procurement accounted for

89%

out of total expenditure

Jahez Group's Data Bootcamp totaled

27

male and female students considered as beneficiaries from the local community

Total of 366 restaurants and a total of

5,159

promoted products benefited from the (9/10ths) Program

Environment

Scope 2 emissions

584.95

mtCO2e

Scope 3 emissions

53,890.90

mtCO2e

1.2   Stakeholder Engagement

Stakeholder engagement is integral to our ESG strategy and values. We recognize that our success is interconnected with the needs and expectations of our stakeholders. Therefore, we actively seek meaningful collaborations and engagements with our stakeholders, to understand their perspectives and address their concerns.

We identify and prioritize stakeholders based on their influence, interests, and on the potential impact they may have on the Company's business. This includes both internal and external stakeholders (i.e., customers, employees, suppliers, investors, communities, etc.) as outlined later in this section.

By incorporating stakeholders' feedback, we would ultimately improve our sustainability practices and ensure that our decisions align with their expectations. Thus, Jahez Group actively seeks opportunities for collaboration and partnerships with stakeholders that collectively drive sustainable solutions to benefit all parties involved and result in shared values.

Throughout our first published sustainability report, we aim to be transparent and adopt regular reporting practices, for the purpose of providing our stakeholders with updates on our progress, performance, and goals.

By actively engaging with our stakeholders, we aim to build trust, form long-term partnerships and contribute positively to the wellbeing of our stakeholders and the wider community. Achieving this would allow us to bolster Jahez Group's sustainability approach and fulfill its strategic action plan and ESG journey.

In line with the GRI standards 2021, the following provides more details on Jahez Group's internal and external stakeholder engagement, including the different stakeholder groups, method of engagement and expectations of each.

Jahez Group's Stakeholder Engagement

Stakeholder Type	Stakeholder Group	Stakeholder Communication Approach	Key Sustainability Related Expectations
External	Customers	• Social media channels • Marketing campaigns • Events • Annual reports • Digital applications • Call center and customer care • Website • Emails	Customers expect us to demonstrate responsible business practices, fair pricing, and high-quality services. They also expect us to prioritize data privacy and security, preserve their personal information and sustain an exceptional experience with us through the offering of discounts, free delivery, and bundles.
	Suppliers	• Contracts • Meetings • Tenders and invitation to bids • Phone calls • Emails	Suppliers expect us to adhere to fair trade practices, treat them as valued partners, and honor contractual agreements. They expect us to uphold responsible sourcing by promoting ethical labor practices, respecting labor rights, and minimizing environmental impacts throughout the supply chain. Suppliers also expect us to provide timely payments and maintain strong financial stability.
	Governmental agencies	• Annual / sustainability reports • Audit and compliance report • Meetings • Press releases • Phone calls • Disclosures on investor relations web page	Governmental entities expect us to comply with applicable laws and regulations and contribute positively to the economy and local communities. They expect transparent and accountable disclosure of both our financial and non-financial performance and that we exhibit ethical conduct.
	Community	• Events and campaigns • Donations • Sponsorships • Social media • Website • Advertisement • Annual / sustainability reports • In App push notifications	The community expects us to contribute to responsible corporate citizenship, through creating employment opportunities, empowering youth and conducting social initiatives that impact the socioeconomic status of the local community. They expect transparent and open communication, where their feedback is heard, and their expectations are met.
	Partners / Non-governmental Organization (NGOs)	• Annual / sustainability reports • Emails • Phone calls • Campaigns • Contracts • Meetings	Partners / NGOs expect us to engage in an open dialogue, form purposeful collaborations, address social and environmental concerns and share similar values. They also expect us to have sustained long-term engagements and support their initiatives and campaigns, whether through marketing campaigns and/or sponsorships.
	Investors	• Annual / sustainability reports • Investor conferences • Quarterly reports • Emails • Meetings • Roadshows • Phone calls • Disclosures on investor relations web page	Investors expect us to disclose relevant financial and non-financial performance and align it with sustainability frameworks and enablers. They value the impact sustainability has on the return of investment and how we demonstrate ethical practices and value to our stakeholders.

Stakeholder Type	Stakeholder Group	Stakeholder Communication Approach	Key Sustainability Related Expectations
Internal	Shareholders	• Annual / sustainability reports • Annual General Meeting (AGM) • Emails • Phone calls • Earnings calls • Disclosures on investor relations web page	Shareholders expect us to prioritize long-term sustainable revenue growth and resilient and robust governance practices. They value transparent reporting on our financial and non-financial performance, and that we have strategic directions towards increasing our market share. Shareholders also expect us to align our business practices with sustainability goals and ensure that their rights are preserved.
	Employees	• Annual / sustainability reports • Phone calls • Training workshops • Events • Emails • Performance reviews • Meetings • Seminars • Intranet	Employees expect us to provide a safe, equitable and inclusive workplace, where they are granted fair compensation, have competitive benefits and are provided with development opportunities. They appreciate transparency and an open communication environment and having a clear chain of command and defined career path.
	Board members	• Annual / sustainability reports • Phone calls • Emails • Board meetings • Seminars	Board members expect us to integrate ESG considerations into the Company's overall strategy and decision-making processes. Board members value effective risk management practices and having clear oversight on sustainability-related performance. They expect regular reporting on our operations and proactive mitigation on any arising issues.

1.3   Materiality Assessment

A sustainability materiality assessment is a crucial process that helps us identify and prioritize the environmental, social, and governance (ESG) issues that are most significant to our organization and stakeholders. Through this assessment, we evaluate the potential impacts of various sustainability material issues on our business, considering the interests and concerns of our stakeholders.

Following the GRI Standards 2021 for carrying out the identification of material topics, Jahez Group's materiality assessment was conducted through the following steps:

Jahez Group's Materiality Assessment Cycle

Materiality Assessment Cycle

Step 1: Identification

- We identified key stakeholders involved in sustainability-related matters, including both internal and external stakeholders. Their perspectives and expectations provide valuable insights into Jahez Group's sustainability issues and materials that matter most to them and the broader society.
- We identified key material topics through stakeholder consultation with third-party, employees and through external research and best practices.

Step 2: Gathering of Input

- **A materiality survey was sent out to both internal and external stakeholders to determine:**
  - ¬ The significance of each topic's economic, social and environmental impacts
  - ¬ The level of each topic's influence on stakeholder assessments and decisions

Step 3: Evaluation of Impact

- We assessed the potential impact of the identified sustainability material topics on our business operations and stakeholders. This involved analyzing the actual and potential, negative and positive impacts and the policies / commitments regarding the material topics, among various other aspects (more details will be given later in this section).

Step 4: Prioritization:

- We prioritized the sustainability issues by considering the conducted survey results, which are later plotted on our materiality matrix.

Step 5: Materiality Matrix Development:

- The results of the materiality assessment were then plotted on a matrix, where the X-axis represents Jahez Group's economic, environmental and social impacts and the y-axis represents the influence of Jahez Group's material topics on stakeholder assessment and decisions.

In 2022, a total of 74 stakeholders were involved in Jahez Group's materiality assessment, where 50 were internal stakeholders (mainly employees) and 24 were external stakeholders. The rated and selected material topics were analyzed by consultants who understand the nature of Jahez Group's operations and sustainability aspirations.

The rating of the 15 material topics was broken down into 11 rated as (High-High), 2 as High-Medium and 2 as Medium-Medium – as illustrated in the following.

Jahez Group's 2022 Material Topics' List

#	Material Topic	Sustainability Pillar	Rating	
1	Sustained partnerships	Governance	High-High	🔴
2	Ethical conduct		High-High	🔴
3	Policies and procedures and data privacy		High-High	🔴
4	Digital services and transformation	Marketplace	High-High	🔴
5	Customers' loyalty		High-High	🔴
6	Quality and safety of delivered goods		High-High	🔴
7	Sustainable Revenue		High-High	🔴
8	Talent Attraction, retention and development	Workplace	High-Medium	🟡
9	Workplace culture		High-High	🔴
10	GHG Emissions	Environment	Medium-Medium	⚪
11	Energy, water and waste management		Medium-Medium	⚪
12	Sound supply chain practices	Community	High-Medium	🟡
13	Social responsibility and community engagement		High-High	🔴
14	Local sourcing and vendor rights		High-High	🔴
15	Youth entrepreneurship		High-High	🔴

Each material topic was rated into low, medium and high or N/A, in which the average of each topic's response was calculated. Each rating was provided with a certain weight; accordingly, the following materiality matrix was developed.

Materiality Matrix
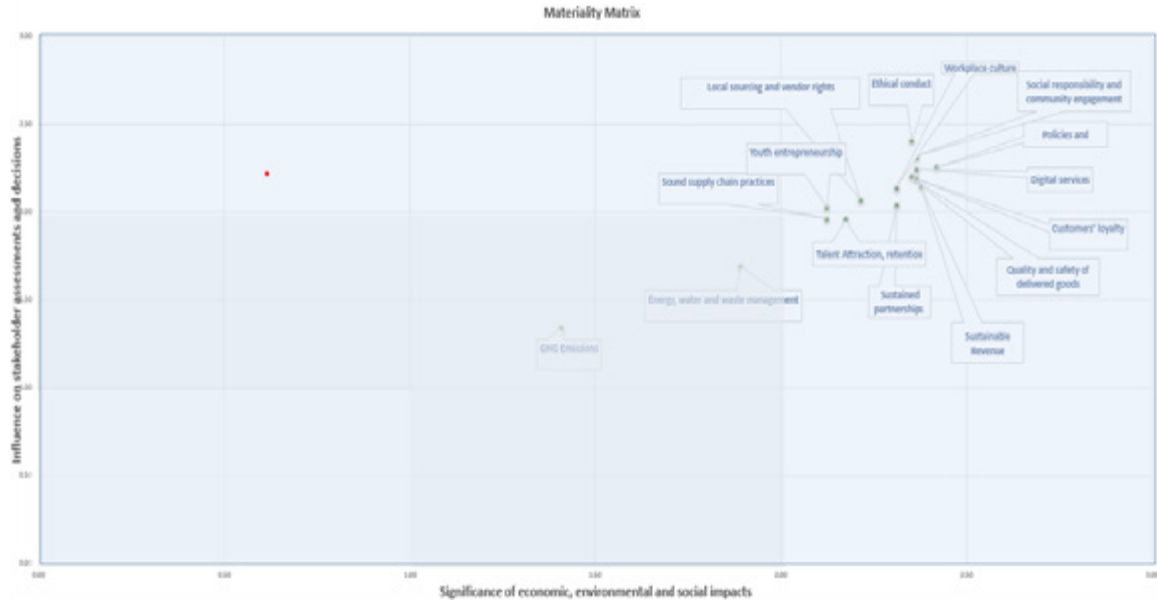
Throughout our report we outline details on Jahez Group's actions to manage and mitigate any potential impacts related to the material topics identified and how we responded to each of them. More details on the aforementioned aspects related to the identified 2022 material topics are provided in the following table.

GRI 303-3: Impacts, Actions and Policies per Material Topic

Material topic	Actual and potential, negative and positive impacts	Jahez Group's involvement with the negative impacts	Policies/Commitments and actions taken regarding the material topic	Methods used for tracking the effectiveness of the actions taken	Stakeholders' engagement in the actions taken and the methods for tracking negative impacts
Sustained partnerships	Success at Jahez Group is interconnected with the needs and expectations of our stakeholders. Meaningful collaboration builds trust and ethical approaches towards partnerships build relationships and expand the business footprint.	Jahez Group actively seeks opportunities for collaboration and partnerships with stakeholders that collectively drive sustainable solutions that benefit all parties involved and result in shared values.	• Corporate Governance Manual, which outlines shareholder rights • Delegation Authority Policy • Delegation Authority Matrix • Disclosure Policy • Conflict-of-Interest Policy • Dividend Distribution Policy • Stakeholder Protection Policy • Insider Trading Policy • Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk • Code of Conduct • Whistleblowing Policy	• Mapping complaints from stakeholders and root cause analysis • Communication channels such as but not limited to Annual / sustainability reports, Investor conferences, Quarterly reports, emails. •	We actively seek meaningful collaborations and engagements with our stakeholders, to understand their perspectives and address their concerns.
Ethical conduct	Upholding fair trade practices, treating agents in our supply chain as valued partners, and honoring contractual agreements while adhering to regulations and laws are the hallmarks of our operational sustainability.	We have internal mechanisms in place for seeking advice and for reporting on any ethical or lawful behavior / incident that may have occurred.	• Conflict-of-Interest Policy • Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk • Code of Conduct • Whistleblowing Policy • Insider Trading Policy • Corporate Governance Manual	Whistle-blowing channel	Suppliers expect fair labor practices in our operations while government agencies expect us to adhere to regulatory requirements in and around our areas of operations.

Material topic	Actual and potential, negative and positive impacts	Jahez Group's involvement with the negative impacts	Policies/Commitments and actions taken regarding the material topic	Methods used for tracking the effectiveness of the actions taken	Stakeholders' engagement in the actions taken and the methods for tracking negative impacts
Policies and procedures and data privacy	During the planning of each audit engagement, we identify the relevant laws and regulations and consider it as part of our compliance review process. If we identify any non-compliance-related incident, the issue is directly communicated with the management, where appropriate disciplinary actions are taken as deemed necessary.	Jahez Group integrates and aligns policies with ESG ambitions through its ESG roadmap, adopted policies and frameworks.	• Corporate Governance Manual, which outlines shareholder rights • Delegation Authority Policy • Delegation Authority Matrix • Disclosure Policy • Conflict-of-Interest Policy • Dividend Distribution Policy • Stakeholder Protection Policy • Insider Trading Policy • Compliance Policy • Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk • Code of Conduct • Risk Policy • HR Handbook • Whistleblowing Policy	The Internal Audit team is responsible for circulating an internal memo to all Jahez Group's employees that covers the basis of internal audit, rules of ethics for internal auditors and the internal audit approach.	Integrating policies with wider stakeholder engagement facilitates the transparent communication by our higher management with stakeholders, enables us to better manage risks and contributes to upholding ethical conduct amongst our dealings and day-to-day operations.
Digital services and transformation	Digital transformation for Jahez Group encompasses various aspects of its operations and customer experience. It is an ongoing process that requires us to seek new technologies and adapt to our customers' evolving expectations.	Over the years we have implemented various innovative solutions to enhance the overall customer experience. Such features include a pre-ordering option, allowing customers to schedule their deliveries in advance, and the ability to customize and personalize orders to suit individual's preferences.	• Jahez Group Privacy Policy	Number of incidents of non-compliance with respect to digital security and privacy.	Customers expect us to prioritize data privacy and security, protecting their personal information.

Material topic	Actual and potential, negative and positive impacts	Jahez Group's involvement with the negative impacts	Policies/Commitments and actions taken regarding the material topic	Methods used for tracking the effectiveness of the actions taken	Stakeholders' engagement in the actions taken and the methods for tracking negative impacts
Customers' loyalty	Retaining customers and attracting new consumers ensure business continuity, prosperity, expansion and growth	Jahez Group places significant emphasis on delivering an exceptional customer experience throughout its platform and services.	· Jahez Group Privacy Policy	· Jahez Group actively seeks feedback from its users. · Customers can provide ratings and reviews for restaurants and delivery services, allowing us to monitor and enhance the quality of our app offerings.	Customers expect us to demonstrate responsible business practices, fair pricing, and high-quality services, and sustain an exceptional experience with us through the offering of discounts, free delivery, and bundles.
Quality and safety of delivered goods	Quality products help to maintain customer satisfaction and loyalty and reduce the risk and cost of replacing faulty goods. Jahez Group's reputation for quality increases by maintaining quality standards.	Jahez Group focuses on providing high-quality products or services, offering excellent customer service and support, enabling ease of use and convenience and seamless access to the app, and personalizing interactions that cater to needs as much as possible.	· Jahez Group product and delivery time policy	Ratings and reviews for restaurants and delivery services, allows us to monitor and enhance the quality of our app offerings.	Customers are able to use online/phone/email communication 24/7 to learn about our services in order to obtain feedback to maintain, continuity enhance and develop our services.
Sustainable revenue	Ensuring business continuity ensures that business and operations continue and keep on employing workers.	Jahez Group focuses on customer satisfaction that retains the market. Moreover, employees are cultivated as our people are the driving force of our operations,	· Risk Policy	Audit Committee investigates: · Ensuring the effectiveness of the risk management and internal control · Ensuring compliance with applicable external legal and regulatory requirements · Monitoring the qualifications, expertise, resources, and independence of both the internal and external auditors	Shareholders expect us to prioritize long-term sustainable revenue growth and resilient and robust governance practices.
Talent attraction, retention and development	Ensuring the well-being of our employees will have a positive impact on their overall satisfaction and retention.	Talent management allows us to identify and attract individuals who are aligned with Jahez Group's corporate and sustainability directions.	· Code of Conduct · HR Handbook · Whistleblowing Policy	· Measuring employee retention and turnover · Performance Management Metrics	Employees are at the center of our success in achieving sustainable business practices.

Material topic	Actual and potential, negative and positive impacts	Jahez Group's involvement with the negative impacts	Policies/Commitments and actions taken regarding the material topic	Methods used for tracking the effectiveness of the actions taken	Stakeholders' engagement in the actions taken and the methods for tracking negative impacts
Workplace culture	Cultivating a thriving and inclusive workplace culture empowers employees to reach their full potential and respects their rights and wellbeing.	Jahez Group is committed to cultivating a thriving and inclusive workplace culture that empowers our employees to reach their full potential and respects their rights and wellbeing.	• Code of Conduct • HR Handbook • Whistleblowing Policy	• Measuring employee retention and turnover • Training and development • Performance Management	Employees empowered to reach their full potential and with their rights and wellbeing respected drive success and enable Jahez Group to achieve sustainable business practices.
GHG emissions	Through our operations we emit greenhouse gas (GHG) emissions. However, we continuously seek to mitigate impacts of GHG emissions.	We improve our environmental performance through reducing emissions.	N/A	Measuring and reducing GHG emissions	Stakeholders benefit by protecting the environment, minimizing air pollutants, and slowing down the impacts of climate change.
Energy, water and waste management	Irrational consumption and overutilization generally result in socioeconomic and environmental problems.	Jahez Group makes judicious use of resources for balancing and equalizing the distribution of resources for overall development.	N/A	Measuring energy, water and waste footprint and reducing consumption of resources	Stakeholders benefit by judicious resource usage and reduction in generation of waste.
Sound supply chain practices	Possible recalls or product safety concerns test supply chain resiliency and strength. Therefore, sourcing systems and their quality management is most important in responsible business operations.	Jahez Group prioritizes suppliers who adhere to fair trade principles and demonstrate transparent supply chain practices.	N/A	Number of instances of supply chain disruptions	Suppliers expect us to adhere to fair trade practices, treat them as valued partners, and honor contractual agreements. They expect us to uphold responsible sourcing by promoting ethical labor practices, respecting labor rights, and minimizing environmental impacts throughout the supply chain. Suppliers also expect us to provide timely payments and maintain strong communication

Material topic	Actual and potential, negative and positive impacts	Jahez Group's involvement with the negative impacts	Policies/Commitments and actions taken regarding the material topic	Methods used for tracking the effectiveness of the actions taken	Stakeholders' engagement in the actions taken and the methods for tracking negative impacts
Social responsibility and community engagement	Businesses are assessed by social value over and above capital value. A business that generates value for communities is perceived to have greater brand value.	Social responsibility is a core value at Jahez Group. We are committed to creating a positive social impact by prioritizing the wellbeing and safety of our employees, fostering diversity and inclusion within our workforce, and supporting the communities we serve.	• Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk	• Jahez Group has established its own guide for social responsibility. • Jahez Group's responsibilities and strategies towards all stakeholders. • Guiding principles for fulfilling its responsibility towards its employees and local communities.	Communities in and around areas of Jahez Group's operations expect Jahez Group to contribute to a safe environment to live in besides economic and logistics development.
Local sourcing and vendor rights	Local sourcing can mitigate risks such as supply chain disruptions, exchange rate fluctuations and regulatory constraints.	By fostering collaborative partnerships and engaging with local stakeholders, we strive to build a sustainable future that uplifts not only our business but also the community we coexist with.	• Jahez Group is focusing on local souring and vendors.	Mapping percentage of local procurement.	Jahez Group is committed to complying with laws and regulations of the Kingdom of Saudi Arabia. Any feedback from vendors are resolved.
Youth entrepreneurship	Companies are evaluated on their efforts to expand financial services to underserved markets, including small business lending and the development of innovative distribution channels.	Jahez Group supports the establishment and induction of start-ups and new businesses through partnerships with universities and knowledge institutions.	N/A	Jahez Group measures its impact on entrepreneurship in the Saudi community through stats,, quality and type of initiatives presented from both Saudi and non-Saudi people.	The youth require mentorship, guidance and training as they set out on entrepreneurial ventures,

2

CONNECTING
GOVERNANCE
WITH ESG
AMBITIONS

2. Connecting Governance with ESG Ambitions

Jahez Group integrates and aligns governance practices with ESG ambitions through its ESG roadmap, adopted policies and frameworks. Moreover, Jahez Group is working towards developing and enhancing long term success, strengthening our risk management, and contributing to upholding ethical conduct amongst our dealings and day-to-day operations.

Throughout this chapter we outline Jahez Group's governance structures, Board of Directors (BoD), risk management approach, business conduct and various other aspects of how we govern our operations.

Our Commitment

We are committed to upholding the highest standards of corporate governance and to operating with integrity in all of our business dealings.

Alignment with Sustainability Enablers

Saudi Vision 2030

Ambitious Nation – Enhance government effectiveness

SDGs' Targets

16.5

Substantially reduce corruption and bribery in all their forms

16.6

Develop effective, accountable and transparent institutions at all levels

16.A

Strengthen relevant national institutions, including through international cooperation, for building capacity at all levels, in particular in developing countries, to prevent violence and combat terrorism and crime

16.B

Promote and enforce non-discriminatory laws and policies for sustainable development
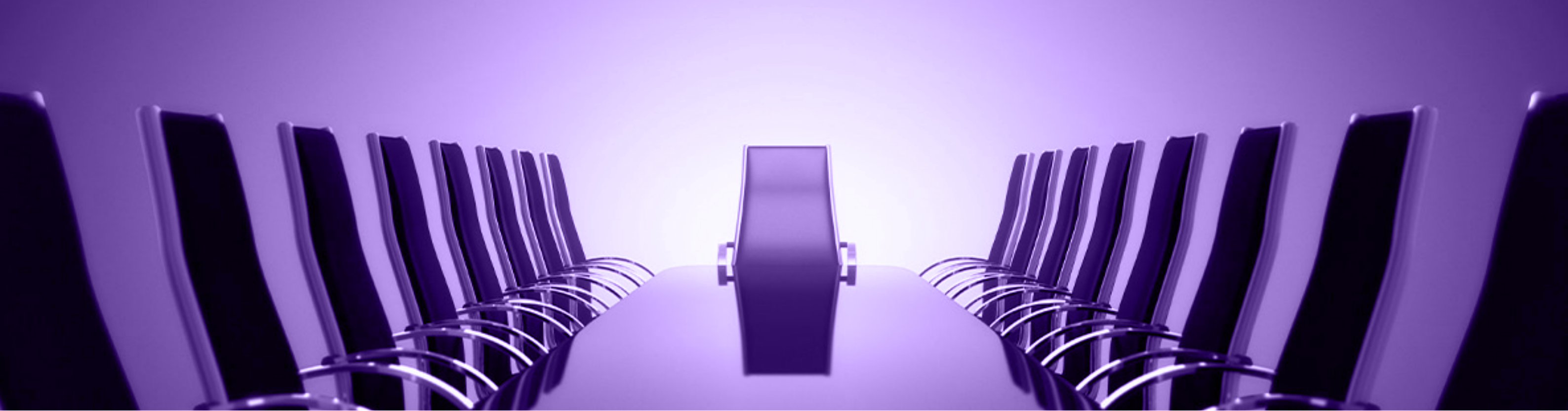
2.1   Board of Directors

The highest governance body at Jahez Group is the Board of Directors. The Board members are responsible for overseeing, managing, and supervising the Company's operations and its affairs – in a manner that is in line with the public interest of the Company.

The Board is fully responsible for the Company's governance, including developing and steering Jahez Group's strategic directions, ensuring adequate internal controls are in place and that risks are properly assessed and mitigated.

The Board represents Jahez Group's shareholders and is duly responsible for sustaining their rights, as stated in the Corporate Governance Manual. Each Board member should comply with the applicable laws and regulations, and shall exhibit the principles of honesty, integrity and loyalty.

Board Composition

The Board of Directors (BoD) is composed of 6 members, elected by the Ordinary General Assembly for a period of 5 years (latest election period is 2020 – 2025). The BoD composition is further broken down into 1 independent member, 2 executive members and 3 non-executive members. The gender breakdown of the BoD is 16.7% female to 83.3% male representation, and all members are Saudi nationals.

Board Committees

Jahez Group's Board Committees are established to provide the necessary support for overseeing the key aspects of the Company's operations and for upholding its corporate governance standards. Specifically, Jahez Group has two Board Committees: The Audit Committee and the Investment Committee.

For more details on BoD Committee and BoD members, including their experience, joining dates, meeting attendance, qualifications and share ownership, please access our 2022 annual report via https://jahezgroup.com/corporate-governance/

Board Remuneration

Board remuneration refers to the compensation and benefits provided to the Company's Board of Directors and/or Executive Management for their performance and responsibilities. The determination of Board remuneration involves several factors, including the size and complexity of the Company, regulatory norms, the respective Directors qualifications and experience, and level of responsibility.

At Jahez Group, the remuneration of the Board members and the Executive Management is determined based on the related CMA laws and regulations for Listed Joint Stock Compani–s - Article 7. The Group ensures that there are no fundamental deviations, arrangement or agreements made regarding the remuneration rights or wavering of the Board's and Senior Executives' remuneration or the rights of shareholders' profit.

For more details regarding our Board's allowances and the remuneration of the top five senior executives, please access our 2022 annual report via https://jahezgroup.com/financial-information/

2.2   Executive Management

The Board mandates and delegates the responsibility of the day-to-day operations' management to Jahez Group's Executive Management. The Board shall further ensure that Jahez Group's Executive Management are aware of the internal controls and their activities are in line with the strategy, frameworks, policies, and procedures adopted by the Board.

One key role of Executive Management is to develop and articulate Jahez Group's vision, mission, and strategic objectives. Each manager is responsible for analyzing market trends that are in line with their field of expertise, assessing their department's internal capabilities, and identifying growth opportunities that match the Company's ESG and overall corporate directions.

The Executive Management are accountable for building and developing high-performing individuals. They are also responsible for the selection, recruitment and hiring of talented individuals with the guidance of our Human Resources department, which are obligated to provide guidance and support to foster a positive and inclusive work environment. By empowering employees, Executive Management cultivate a culture of innovation, collaboration, and continuous improvement.

Likewise, the Executive Management are responsible for Jahez Group's financial stewardship and resources allocation. Each manager develops budgets, monitors financial performance, and allocates resources that strategically support their department's key initiatives.

The Executive Management are accountable for cascading and communicating Jahez Group's goals, strategies, and expectations to their employees, and other relevant stakeholders.

Currently, Jahez Group has 8 executive managers, which is made up of 12.5% females and 87.5% males.

For more details on our Executive Management's expertise please access our 2022 annual report via https://jahezgroup.com/financial-information/#annual_reports .

2.3   Business Conduct and Compliance

Business conduct and compliance are fundamental principles for Jahez Group; they guide us in maintaining ethical practices, adhering to regulatory instructions, and sustaining our responsible behavior. They form the foundation for establishing trust, credibility, and long-term relationships with our various stakeholders.

The term business conduct refers to the standards and values that govern how Jahez Group and its employees interact with various stakeholders, including customers, suppliers, and the wider community. It encompasses several principles such as integrity, fairness, respect, and transparency. Adhering to ethical business conduct ensures that decisions and actions are made in a manner that upholds the Company's reputation and fosters a positive work culture.

Compliance, on the other hand, refers to conforming to applicable laws, regulations, standards, and internal policies and procedures. It involves understanding and adhering to legal requirements and ensuring business operations and practices are in alignment with them. Compliance efforts encompass areas such as data protection, financial reporting, employee-related policies and handbooks, environmental regulations, and customer protection, among various others.

Establishing effective business conduct and compliance programs involves the development of a number of key components. These may include drafting a code of conduct that outlines the expected ethical behavior of stakeholders, implementing regular training programs to educate employees about their obligations and responsibilities, establishing reporting mechanisms to communicate any misconduct or ethical incident, conducting regular risk assessments to identify and address areas of vulnerability, and conducting internal audits to monitor and evaluate compliance efforts.

In line with the Capital Market Authority (CMA), Jahez Group adopted its internal governance regulations on April 21, 2021. Accordingly, we have developed several key internal governance components that include:

- Corporate Governance Manual, outlines shareholder rights
- Delegation Authority Policy
- Delegation Authority Matrix
- Disclosure Policy
- Conflict-of-Interest Policy
- Dividend Distribution Policy
- Stakeholder Protection Policy
- Insider Trading Policy
- Compliance Policy
- Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk
- Code of Conduct
- Risk Policy
- HR Handbook
- Whistleblowing Policy

Selected Topics Covered under the Corporate Governance Manual

- Shareholder rights
- Disclosures and transparency
- Internal procedures
- Board members, committees and executive management clauses

Raising our employees' awareness of Jahez Group's policies and procedures falls under the responsibility of the Compliance Function. The Internal Audit team is also responsible for circulating an internal memo to all Jahez Group employees on the internal audit process, rules of ethics for internal auditors and the internal audit approach. In addition, during the opening meeting of each audit engagement, we provide a session on awareness for the involved stakeholders. During the planning of each audit engagement, we identify the relevant laws and regulations and consider it as part of our compliance review process. If we identify any non-compliance-related incident, the issue is directly communicated with the management, and where appropriate disciplinary actions are taken as deemed necessary.

Critical Concerns that were communicated to the Highest Governance Body During the Reporting Period

| Jahez Group compliance with the regulatory authority for fleet of drivers "logistic service" | Merchants' expectation vs. competition and satisfaction level to serve | Technology and software development stability and resilience |

Significant Instances of Non-Compliance with Laws and Regulations during the Reporting Period

#	Area	Description	Fines Incurred
1	PIK Warehouse	As per the SFDA (Saudi Food and Drug Authority) Regulation (Royal Decree no. M/108 in 22/03/1442), it is mandatory that a license is obtained for warehouse activity involving pharmaceutical, herbal and cosmetic products. The warehouse can practice activities after obtaining the license from the SFDA. Any activities before issuing the license are prohibited and penalties are applied to violators according to Pharmaceutical Establishments Law and its implementing regulations. It was noted that no such license was obtained under SFDA Regulation for warehousing of herbal and cosmetics products in the PIK warehouse.	No
2	Cyber Security	There were certain gaps found related to the Cybersecurity Regulatory Framework introduced by Communications, Space and Technology Commission (CST).	No

Conflict of Interests & Prohibitions

- The appropriate penalties and disciplinary measures shall be taken by the Company against any employee who violates the Company regulations in accordance with the penalties list adopted. Use of penalties and disciplinary measures against an employee for violating does not prejudice the company's right to refer the employee to a judicial body if necessary. Various disciplinary penalties can be imposed for violations such as written warnings, deduction from wage, suspension from work for a period not exceeding (5) days, denial of the bonus or annual promotion for one year, dismissal from service with end of service remuneration, and dismissal from service without end-of-service remuneration. If the employee refuses to abide by the disciplinary measure, or refuses to sign its acknowledgement, or was absent, notification shall be sent to him/her by e-mail.

Preserving Company's Secrets & Assets

- The employee shall preserve confidential documents related to his work in a securely, and shall not place any documents in a visible or easily accessible location. He/she shall maintain confidentiality and ensure the Company's activities are not discussed outside of the Company's premises. He/she shall not give any testimony or provide any instructions or expertise in relation to business activities of the Company to others unless the nature of the work requires such and with the knowledge and approval of the line manager. The employee shall immediately notify the line manager after the loss, destruction, or absence of any confidential documents and shall take the necessary required.. The employee shall maintain confidentiality on wages and benefits.

Conflict of Interests & Prohibitions

- It is prohibited for the employee to exploit his/her position or power in the company to obtain personal gain or to obtain a gift or present for himself or for others. It is also prohibited to request, recommend or perform work that violates his job duties.
- The employee is prohibited to use his influence to try to obtain from any authority within the Company a work, decision, commitment, supply or service agreement, or to obtain benefits of any kind for him/her or for others that are in violation of the Company's regulations. The employee shall not combine his work in the Company with any other work, even outside official working hours. The employee shall not make use of studies, research, and consulting results owned by the Company, as well as any information about the Company for his personal interest.
- The employee is prohibited to participate, directly or indirectly, in offering tenders or auctions, signing contracts with another company, participating, or influencing the decision to sell or buy services or products from the company in which he has direct or indirect financial interests, or to have or his family an interest, in any of such, that conflicts with the company's interests. He/she shall not participate in establishing any facilities that practice the same Company's activity or any other similar type.

Compliance with Financial Ethics

Upholding financial ethics ensures transparency, integrity, and trust in our financial practices. It is crucial that every employee understands and adheres to our financial ethics principles to maintain our stakeholders' confidence.

We recognize the importance of avoiding conflicts of interest that may compromise fair decision-making. Employees should disclose any personal, financial, or professional relationships that may create conflicts and ensure that their actions are always in the best interest of the Company.

We have zero tolerance towards any financial ethics non-compliance, this includes acts of bribery, corruption, fraud, and money laundering. Employees must not offer, solicit, or accept any form of bribe or engage in any corrupt practices. We comply with all applicable anti-bribery laws and regulations to foster fair competition and maintain the trust of our stakeholders.

To maintain such compliance to financial ethics, Jahez Group provides new joiners during their on-boarding with the HR handbook and Code of Conduct, which cover various governing guidelines such as preserving the Company's confidentiality and assets, conflicts of interests, prohibitions and the respective penalties and disciplinary actions among others. Moreover, we have internal mechanisms in place for seeking advice and for reporting on any unethical, unlawful behavior or incident that may have occurred. Currently, an internal HR channel called "Your Voice" exists where employees can report and share their feedback on any matter related to the Group. On April 15, 2021, Jahez Group's Whistleblowing Policy was approved by the Board; however, it has not yet been implemented. Currently, the Group is in the process of developing a dedicated channel to provide a secure and confidential mechanism for anyone to report any suspected fraud, unethical conduct, non-conformity or business irregularities related to Jahez Group's business..

Financial Ethics Incidents

Number of corruption incidents	Number of bribery incidents	Number of fraud incidents
0	0	During the audit, we came across some fraud cases conducted by drivers of Logistics

2.4   Risk Management

Effective risk management articulates the process of identifying, assessing, and mitigating potential risks that could impact the business's objectives, reputation, and overall resilience. By understanding and actively participating in risk management practices and having a risk management framework – Jahez Group can proactively address challenges, make informed decisions, and pursue areas for business opportunities.

The Board has authorized the responsibility for reviewing the effectiveness of Jahez Group's internal control systems and risk management approach to the Audit Committee. The Board is responsible for overseeing the risk management process, whereas the Audit Committee is responsible for reviewing the Risk Management Framework and identifying the potential risk areas. The Committee also reviews the adequacy of Jahez Group's policies and processes for managing specific risks and, accordingly, the committee would submit annual reports to the Board and the General Assembly.

Jahez Group's risk management process encompasses of the following key elements:

Key Elements of Jahez's Risk Management Process

- **Risk Identification:** Identify and report any potential risks that the Company may encounter. This may include operational, financial, legal, market, liquidity, credit, currency or reputational risks. By collectively identifying risks, we can create a comprehensive risk register and develop appropriate mitigation strategies.

- **Risk Assessment and Evaluation:** Once risks are identified, they are assessed based on their potential impact and likelihood of occurrence. This evaluation allows us to prioritize risks and allocate resources effectively. Key personnel at Jahez Group are encouraged to provide relevant information and insights to support accurate risk assessments.

- **Risk Mitigation and Control:** Mitigating risks involves implementing control measures and developing action plans to reduce their impact or likelihood. Employees are expected to comply with established controls, policies, and procedures, to minimize risks and maintain controlled operations.

- **Monitoring and Reporting:** Regular monitoring to ensure process effectiveness and identify any emerging risks. Employees are encouraged to promptly report any operational changes or any newly identified risks. Timely reporting allows us to take appropriate actions and make informed decisions to mitigate potential threats.

Jahez Group has developed an Enterprise Risk Management (ERM) Framework that is in line with the local practices and requirements issued by the local government mandates, the ISO 31000 (Risk Management – guidelines), and the Committee of Sponsoring Organizations (COSO) (Enterprise Risk Management — Integrated Framework). More details on our risk management approach and risk appetite process can be found in our Annual Report 2022 via https://jahezgroup.com/corporate-governance/.

2.5 Privacy and Security

The privacy and security of our stakeholders' information is one of our main priorities. We understand the importance of safeguarding stakeholders' data and are committed to implementing robust measures to protect the privacy and security of stakeholders' information throughout our business practices and amongst our dealings.

To ensure stakeholder privacy and security, we have established the following practices, that include:

Jahez's Practices for Stakeholders' Privacy and Security

Data Protection

We comply with applicable data protection laws and regulations. At Jahez Group we collect and retain only necessary stakeholder's information that is required to fulfill our business obligations. Data is collected, processed, and stored in a secure and lawful manner.

Confidentiality

We maintain strict confidentiality regarding stakeholder information, both during and after our business interactions. Access to sensitive data is limited to authorized personnel and is conducted for legitimate purposes.

Information Security

We employ comprehensive information security measures to protect stakeholders' data from unauthorized access, loss, misuse, alteration, or data breaches. This includes utilizing secure networks, firewalls, and access controls.

Consent

We obtain stakeholder consent for the collection, use, and sharing of their personal information. We also provide stakeholders with access to their information and give them the ability to update or correct it.

Third-Party Compliance

We hold our third-party partners and service providers to the same high standards of privacy and security. We carefully select vendors who demonstrate a commitment to protecting stakeholders' information and ensure that appropriate data processing agreements are in place.

Incident Response

We take immediate action to address the breach, conduct investigations, and implement measures to prevent similar incidents in the future.

One of the foundational components of Jahez Group's data privacy systems is cybersecurity. This demonstrates the Company's dedication to preserving the confidentiality, robustness, and security of corporate and personal data.

For more details on our cyber risk mitigation procedures and measures please access our 2022 annual report via https://jahezgroup.com/financial-information/#annual_reports .

3

CREATING
CUSTOMER
EXPERIENCE

3. Creating Customer Experience

From the moment a customer downloads the Group's app to the point of enjoying their meal, we aim to provide our customers with the convenience, satisfaction and the seamless experience of utilizing our application.

Jahez Group continues to develop products and services that cater to our customers' needs and that are in line with market trends and demand.

This chapter outlines how we prioritize customer experience and consistently deliver high quality services that are built on a customer-centric culture.

- For more details on our Value Creation Model, including our vision and mission, please access our 2022 annual report via https://jahezgroup.com/financial-information/#annual_reports.

Saudi Vision 2030

Thriving Economy – Grow & diversity the economy

SDGs' Targets

8.2

Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value added and labour-intensive sectors.

Jahez's Outlook

Jahez Group is an online food delivery and logistics platform based in the Middle East, originally launched in Riyadh during 2016. Rapidly expanding our operations, Jahez Group currently operates in multiple countries across the region, including Saudi Arabia, Bahrain and Kuwait.

Jahez Group's platform focuses on delivering a seamless and convenient customer experience, ensuring that food and groceries arrive fresh and on time. One of our platform's notable features is its robust logistics infrastructure. We have developed our own fleet of delivery drivers, where our vehicles are equipped with real-time tracking technology, to efficiently handle the delivery process.

Over the years, we managed to achieve several milestones such as further expanding our network by owning a few additional subsidiaries and shaping the Company's current outlook.

- For more details on our history, operational and financial highlights, and subsidiaries please access our 2022 annual report via https://jahezgroup.com/financial-information/#annual_reports .

Investors' Profile

Jahez Group's Investor Relations (IR) Department serves as the center for constant communication with shareholders, investors, and analysts. The IR Department is responsible for communicating the Group's ESG efforts to investors and stakeholders, including providing regular updates on ESG initiatives, highlighting progress towards ESG goals, and reporting on ESG metrics. They are readily available to answer inquiries about the Company's ESG performance and ensure that ESG disclosures are properly articulated in a transparent manner.

Throughout the year Jahez Group interacts with investors during the quarterly and annual business meetings and conference calls, or through attending investor conferences, and issuing management statements on the activities of the Company and its results. The Executive Management at the Company holds several conference calls with analysts and shareholders as well upon their request. This is to understand the Company's business model and strategy, in addition to respond to the raising inquiries related to the Company's performance and management plans.

During 2022, Jahez Group did not face any substantive allegations of breaches of investor protection requirements nor allegations of being denied access to any basic facts about the Company. In the same year, we managed to diversify our investors' pool, by having a total of 96% of local investors, whereas the GCC investors and international investors accounted for 0.6% and 3.4%, respectively. Our investors are broken down into corporate investors (89.5%), mutual and qualified funds (3.5%), swap agreements (0.8%), governmental institutions (2.2%) and individuals (4%). Note that approximately 15% of our investors are considered ESG conscious.

3.1   Business Development

Jahez Group aspires to strengthen the Company's operations in existing geographies and expand its footprint by acquiring new market shares and attracting new customers and partners. As of the end of 2022, the Group has been able to successfully accomplish this objective by investing in advanced technical and digital infrastructure for platforms like Jahez, PIK and BLU Store, and in the operations of Co Kitchens and Logi.

Jahez Group's Business Development Department is responsible for identifying new potential markets and expansion opportunities in the Gulf and MENA region. They assess who are the most qualified alliances and partners that would enable effective market penetration. This is determined by conducting market research analysis, both micro and macro-economic, and by studying the financial feasibility of the business model and its related initiatives.

3.2   Digital Transformation

Digital transformation for Jahez Group encompasses various aspects of its operations and customer experience. It is an ongoing process that requires us to seek new technologies and adapt to our customers' evolving expectations.

Throughout the years we have implemented various innovative solutions to enhance the overall customer experience. Such features include pre-ordering options, allowing customers to schedule their deliveries in advance, and the ability to customize and personalize orders to suit each individual's preferences.

Jahez Group's platform is built on state-of-the-art technology, for the purpose of delivering a seamless end-to-end experience for merchants, customers and delivery partners. During the development of any new digital channel / app or platform, Jahez Group considers several ESG factors, that can be summarized with the following:

Jahez Group's Platform ESG Considerations

1. **Environmental:** By reducing the environmental impact of the products, we design apps that are energy-efficient, minimize data usage, and reduce resource consumption,
2. **Social:** By ensuring that the products are accessible to all users, regardless of their abilities, gender, or race. We prioritize user privacy by implementing strong data protection policies and securing user data with encryption,
3. **Governance:** By maintaining ethical product development and management, we ensure accountability, transparency, and accountable decision-making. We achieve this by conducting regular audits of the products and adhering to relevant regulations and standards.

Jahez Group efforts are focused on bridging the digital gap and building on the Group's existing digital prominence in the market. Through this, we operate to foresee the requirements of industry stakeholders such as customers, merchants, and delivery partners as well as their objectives and aspirations. This is essential for creating new updates and opportunities for our technological platforms. The following are some of the examples where we seek to apply digital transformation and innovative solutions to our business:

Online Ordering Platform	Mobile App Features	Data Analytics and Insights
Integration with Restaurants	Delivery Optimization	Customer Engagement and Support
Innovation and Experimentation		

For more information on Jahez's digital transformation initiatives, please access our annual report via https://jahezgroup.com/corporate-governance/

3.3   Customer Satisfaction

Jahez Group places significant emphasis on delivering an exceptional customer experience across its platforms and services. This includes providing high-quality products or services, offering excellent customer service and support, enabling convenient and seamless access to our app, and personalizing interactions cater to individual needs as much as possible.

One of the key elements of Jahez Group's customer experience is the user-friendly mobile app and website interface. Customers can easily navigate through menus, search for specific cuisines or restaurants, and customize their orders to suit their preferences. The platform provides clear and detailed information about each restaurant, including ratings, reviews, and estimated delivery times, empowering customers to make informed choices.

We offer multiple payment options, including cash on delivery and online payment methods, giving customers flexibility and convenience in choosing their preferred payment method. The secure payment process instills trust and confidence in customers, further enhancing their experience.

To continuously improve its customer experience, our Company actively seeks feedback from its users. Customers can provide ratings and reviews for restaurants and delivery services, by allowing us to monitor and enhance the quality of our app offerings. We value customer feedback and take necessary actions to address any areas of improvement, demonstrating our commitment to meeting customer expectations.

In case of any issues or queries, customers can easily reach out to the Customer Support team through various channels of communication, such as in-app messaging, email, social media, or via phone. Our responsive Customer Support team ensures that customer concerns are addressed promptly and efficiently. Once a complaint has been received, our team assesses the incident, verifies it and works on resolving it. In the event that a customer encounters a problem with their request, or an issue has been rejected, the customer is informed of the reason, and they are compensated. In 2022, Jahez Group resolved a total of 1,657,015 complaints.

At the Company, we recognize the priority of retaining and acquiring new customers and consistently aim to grow our clientele pool. Our active customer base has grown from approximately 473K in 2019 to a current estimate of 2.8M active users. We managed to refine our performance in customer service and enhance the turnaround time of resolving issues related to our delivery agents and restaurants. We were also able to effectively engage with a total of 1,630,000 customers via our satisfaction survey and reach a significant response rate of 31%.

Additionally, the following awards list is a testimony to our dedication and the effort we have invested towards creating a significant customer experience.

Award nominations:

· **Great Place to Work**
· **"Strongest Emerging Brand in Saudi Arabia"** by Kantar
· **"Best IPO in Nomu - Parallel Market 2022"**
  The Saudi Exchange Award presented by Tadawul

4 | COMMITTING TO IMPROVE THE ENVIRONMENT

4. Committing to Improve the Environment

We understand the profound impact our operations may have on the environment and are dedicated to making positive changes. By implementing innovative initiatives, adopting digital solutions, and engaging with stakeholders, we strive to continuously improve our environmental performance and ensure transparency and disclosure in our sustainability efforts.

With our comprehensive approach to sustainability reporting, we aim to positively impact our community, fostering a shared responsibility to protect, preserve and improve the surrounding environment for future generations.

This chapter outlines Jahez Group's performance regarding waste management and greenhouse gas (GHG) emissions. We aim to disclose more details in our upcoming sustainability reports pertaining to areas of managing our environmental performance and utilities consumption. This will accumulate data for GHG emission and allow us to develop polices related to environmentally friendly consumption habits.

Our Commitment

We are committed to minimizing our environmental impact and work to product and preserve the natural resources on which we develop

Alignment with Sustainability Enablers

Saudi Vision 2030

A Vibrant Society – Offer a fulfilling and healthy life

SDGs' Targets

12.2

By 2030, achieve the sustainable management and efficient use of natural resources

12.5

By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

12.8

By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

13.2

Integrate climate change measures into national policies, strategies and planning.

4.1   Waste Management

Jahez Group recognizes the importance of tracking waste generation and how it enables us to identify areas for improvement and implement targeted waste reduction strategies.

In 2022, we gained initial approval for starting a recycling system to maintain and track waste. This is considered as part of our strategic initiatives and commitment towards environmental sustainability.

Through careful planning and tracking, we aim to minimize the amount of waste we produce and to integrate waste segregation and recycling programs through our environmental initiatives. Currently, the main types of waste that Jahez Group generates are paper, plastic and cardboard.

During 2022, we delivered an internal awareness campaign for employees and cleaners as a means of promoting a culture of environmental stewardship. Moreover, our Company is also developing initiatives with partners for reverse vending machines (RVM) which are recycling vending machines, sustainable fashion and eco art. Through regular communication and training programs, we hope to raise stakeholders' awareness on the importance of waste management and encourage sustainable practices. This includes promoting recycling initiatives, reducing single-use items, and implementing waste segregation systems.

By continuously monitoring waste generation and analyzing the data, we can make informed decisions and implement effective waste reduction measures. Our goal is to minimize waste at its source and promote more sustainable practices such as recycle and reuse throughout our operations. These efforts will assist us in minimizing our environmental impact and enable us to contribute to a more sustainable future.

4.2   Greenhouse Gas Emissions

Greenhouse gas (GHG) emissions are a significant contributor to climate change, and understanding their sources and impacts is essential for environmental management as part of our sustainability efforts.

GHG emissions are categorized into 3 scopes, known as Scope 1, Scope 2, and Scope 3 emissions.

- **Scope 1 emissions** refer to the direct emissions produced by a company's own activities, such as fuel combustion, on-site energy generation (i.e., generators), and industrial processes. These emissions are under the direct control of the company and typically include sources like company-owned vehicles and onsite machinery.

- **Scope 2 emission**s involve indirect emissions resulting from the generation of purchased electricity, heat, or steam consumed by the company. These emissions occur outside of the company's immediate control but are associated with its energy consumption. Examples include emissions from purchased grid electricity or heat generated off-site.

- **Scope 3 emission**s are indirect emissions that occur as a result of a company's activities but are outside its organizational boundaries. These emissions are associated with the entire value chain, including upstream and downstream activities - such as purchased goods and services, transportation of products, emissions from waste, employee commutes and air travel. Scope 3 emissions are often the largest portion of a company's overall carbon footprint.

- To effectively manage our greenhouse gas emissions, in 2022 our Company calculated its Scope 2 and Scope 3 emissions. By tracking and reporting our emissions, we gain insight into the areas where we can reduce our environmental impact the most. We seek to continuously adopt such a practice of monitoring, calculating and disclosing our GHG emissions; and to actively work towards minimizing our carbon footprint and improving our environmental performance.

- For calculating our GHG emissions, we have followed the international standards of the GHG Protocol. It is important to note that Scope 1 emissions were not calculated due to lack of data available. Scope 1 emissions sources include the use of refrigerants and a small number of company-owned vehicles. Details on Jahez Group's Scope 2 and Scope 3 emissions are provided in the following sections.

Scope 2 Emissions

Jahez Group's Scope 2 emissions are as a result of purchased grid electricity. In 2022, we calculated our Scope 2 emissions taking into account our office locations in Riyadh (7 locations), Al Dammam, Al Khobar and Hail. Calculations were made based on our electricity invoices multiplied by the electricity emissions factor stated on the Greenhouse Gas Protocol website. It's important to note that Jahez Group has financial control of 60% of Co Kitchens and as a result 60% of their Scope 2 emissions are represented in the final value of Jahez Group's Scope 2 emissions.

The highest level of electricity consumption was in Riyadh, while the lowest level of electricity consumption was in Hail as illustrated in the table below. The resulting total Scope 2 emissions in 2022 was 584.95 mtCO2e, and employee intensity accounted for 0.0000032 mtCO2e/SAR.

Jahez Scope 2 Emissions

Location	Location of purchased electricity from local authorities	Electricity Consumption (kWh)	Total Scope 2 Emissions (mtCO2e)	Emissions Intensity (mtCO2e/employe)
Riyadh	Jahez Saudi	648,821		
Riyadh	CoK Main Office & staff accommodation	112,292		
Riyadh	Al Aqeeq	9,915		
Riyadh	AlSahafa	567,430	584.95 mtCO2e	0.0000032 mtCO2e/SAR
Riyadh	Sulimaneya	557,417		
Riyadh	Laban	160,754		
Al Dammam	Al Dammam	66,733		
Al Khobar	Al Khobar	54,506		
Hail	Hail	153		

Scope 3 Emissions

Jahez Group's scope 3 emission sources were from fuel consumption of non-owned cars, business travel and generated waste. Specifically, those emissions fall under scope 3 emission categories 9, 5 and 6 respectively.

It is important to note that at this stage of our reporting process the scope 3 emissions inventory is not considered to be comprehensive. One of our limitations has been access to credible emissions data from primary sources, hence credible secondary sources were referenced. However, we seek to further disclose on our scope 3 emissions inventory in future reports.

As a delivery services Company, the major scope 3 emission source is from non-owned cars. In 2022 this accounted for 53,890.90 mtCO2e, whereas the lowest scope 3 emissions sources were from generated waste, mainly plastic waste.

Emissions from non-owned cars were calculated as a direct measure per car, using the volume of fuel consumed multiplied by the emissions factor stated in the Greenhouse Gas Protocol website.

Business travel was calculated using the distances traveled per trip multiplied by the emissions factor stated on the Greenhouse Gas Protocol website. Other emissions factors such as flight class were also taken into consideration.

For calculating emissions from waste generated in operations, the weight per waste item used was multiplied by the total items and the relevant emissions factor for each according to the Greenhouse Gas Protocol website.

Further details on scope 3 breakdown are illustrated in the following.

Jahez Scope 3 Emissions

Emission Source	Emissions (mtCO2e)	Emissions Intensity (mtCO2e/employe)
Non-owned cars	53,890.90	0.0003
Business Travel	11.08	0.00000006
Generated Waste (plastic)	0.0031	0.00000000002
Total	53,902.07	0.0003

Jahez Group's Total GHG Emissions

Emission Source	Emissions (mtCO2e)
Scope 1	N/A
Scope 2	584.95
Scope 3 Non-owned cars	53,890.90
Scope 3 Business Travel	11.08
Scope 3 Waste	0.0031
Total	54,486.93
Intensity (mtCO2e/employee)	0.000302

5 | CARING FOR SOCIETY

5. Caring for Society

At Jahez Group, we believe that caring for society creates a positive impact that extends beyond the boundaries of our operations and revenue growth. By fostering collaborative partnerships and engaging with local stakeholders, we strive to build a sustainable future that uplifts not only our business but also the community we co-exist with.

This chapter outlines the conducted initiatives and ongoing support to local stakeholders and represents a glimpse into how we empower our community and uphold the value of social responsibility.

Our Commitment

We uphold our corporate responsibility in line with ESG best practices

SUSTAINABILITY IS A CORE PRINCIPLE FOR US

Supporting our merchants:

To maintain strong, win-win relationships with our merchants, we proactively adopt fair price policies, offer attractive growth opportunities, and enable business continuity with a reliable payment infrastructure.

Supporting our drivers:

Like our merchants, Jahez Group's delivery drivers can count on policies designed to protect and reward them. Our reliable payment infrastructure also means our drivers are among the quickest to be paid in the market.

Alignment with Sustainability Enablers

Saudi Vision 2030

A Ambitious Nation – Enable social responsibility

Vibrant Society – offer a healthy & fulfilling life

SDGs' Targets

17.14

Enhance policy coherence for sustainable development

17.17

Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

Jahez Group has established its own guide for social responsibility. The guide defines our responsibilities and strategies towards all our stakeholders. The guide further sets out the guiding principles for fulfilling our responsibility towards our employees and local community - such as investing in development projects, and providing indirect and direct support to charitable initiatives, among others.

One of the measures undertaken as part of the social responsibility includes the utilization of Jahez Group 's platform to promote local charities by allowing customers to make donations via the platform.

More details on our community engagements and our commitment to social responsibility and local procurement are given in the following sections.

5.1   Community Engagement

Community engagement is a collaborative process that involves a company's active participation with community members through conducting initiatives and events that address their needs and achieve shared goals.

Jahez Group understands the importance of community engagement and consistently aims to connect with its community and customers. Through various initiatives and activities, we encourage open dialogue, participation, and collaboration through our digital platform and our various activities.

By prioritizing community engagement, we demonstrate our commitment to being a responsible and accountable corporate citizen. This enables our Company to make informed decisions, contribute positively to the local economy, gain stakeholders' trust and accordingly increase brand power.

In 2022, the Company invested, collaborated and sponsored a number of social initiatives that had an impact on the Saudi community, as illustrated in the following.

Jahez Group 2022 Sponsorships

Education
Participation in the Riyadh Book Fair for a second year running

Entertainment
Sponsoring Jeddah Season

Technology
LEAP Tech Conference

Cultural
Sponsoring the Falcon Museum

Societal
Jaak Ramadan event

Sport
- Sponsoring Formula E-Sport
- Sponsoring the activities of the King Abdulaziz Camel Festival
- Saudi Federation of Modern Pentathlon
- Royal Trophies
- Crown Cup
- Custodian of the Two Holy Mosques Cup
- Saudi Cup
- Sponsoring the Mohammed Bin Salman League
- King Abdulaziz Cup (Founders Cup) of Hail Equestrian Championship race

In addition to our sponsorships, the following are some of the selected social initiatives that we have conducted in 2022.

Jahez Group 2022 Social Initiatives

Jahez Data Bootcamp

This initiative aims to develop and empower national talent through conducting training courses that cover technology and data-related topics.

Targeted beneficiaries:

Local community members
(total of **27** male and female students)

Nine-Tenth (9/10ths) Program

The 9/10ths program is a startup accelerator program, founded by Human Resources Development Fund (HRDF) in partnership with King Abdullah University of Science and Technology (KAUST).

The program aims to develop early-stage entrepreneurs into high-potential startups. It provides early-stage mentorship and funding, where no equity is acquired in exchange for the seed money provided.

Jahez Group partnered with HDRF to support the 9/10 ths program through establishing a dedicated section in its application with a discounted take rate for SMEs to promote their products /restaurants.

Targeted beneficiaries:

SMES

(total of **366** restaurants and a total of **5,159** promoted products)

The Delivery Sector's Saudi Youth Employment Program

In cooperation with Hadaf (HRDF), Jahez Group provided training, rehabilitation, and employment opportunities to a number of Saudi youths who are seeking employment.

Targeted beneficiaries:

Saudi youth
(the program yielded SAR **706,000**)

Supporting our Drivers Initiative

For the purpose of localizing the delivery sector, Saudi individuals, whether they are students or employees, may increase their income sources with Jahez Group through becoming one of our key delivery representors (drivers). Delivery representatives who execute an average of 5 orders per day for a year will be given a car.

Targeted beneficiaries:

Saudi individuals
(a total of **29** cars were given away in 2022)

Advocating for Women Empowerment

Jahez Group follows a three-pronged approach (3PA) to advocating and supporting women: academically, economically and athletically. In 2022, the conducted initiatives per area included:

a. Academically: Supported women through Jahez Group's partnerships with Princess Nourah Bint Abdul Rahman University
b. Economically: Supported 217 stores that are owned and run by women, through providing them with special rates and logistical support
c. Athletically: Supported women interested in sports through targeted sponsorships to sport clubs, and through supporting the Women's Football Championships (West Asian Federation) and the Flaij Women's Team

Targeted beneficiaries:

Saudi Females and community members

For more details on our social responsibility over the past years, explore our Initiatives at https://jahezgroup.com/corporate-responsibility/

Engaging with the community can also be achieved through conducting training and awareness sessions. Jahez Group conducts such training sessions because of their impact, significance and influence on the community's awareness of ESG concerns. The training covers topics such as environmental stewardship, social responsibility, ethical conduct, individual's rights, business opportunities, ESG trends and their interconnections. Community members gain a better understanding of the significance and impact of their actions and how they shape the broader KSA sustainability strategy and contribution to the Saudi Vision 2030.

Moreover, ESG training may equip community members with specific skills and tools needed to assess and manage their professional career. This may include training on conducting environmental impact assessments, implementing sustainable practices, engaging with stakeholders, or developing responsible investment strategies, to name a few. By building these capabilities, community members are empowered to make informed decisions and proactively contribute to positive sustainability outcomes.

At Jahez Group, we aspire to empower individuals with the necessary tools that contribute to a more informed, responsible, and sustainable community. The following illustrates some of the conducted community-related training courses for the year 2022.

Conducted Community Training Courses

Training Course	Training Platform
#Ready for data camp	Physical training session
Arabic calligraphy session	Physical training session
Saudi barista session	Physical training session
Coffee preparation session	Physical training session
Logistics academy support program	Physical training session
Entrepreneurs support initiative	ssenisuB haruoN aiv gniniart lautriV mroftalp
Saudi youth employment program in the delivery sector	Physical training session
Business development training in the Information Technology (IT) filed	Misk Program

5.2 Social Media and Brand Awareness

Brand value and awareness plays a crucial role in the success of a business or organization. It ensures that stakeholders recognize and are familiar with our brand. Jahez Group considers its brand power as one of its valuable assets. It enables building long-term relationships with our customers and encourages repeat purchases, therefore supporting local SMEs and empowering our local vendors. It also encourages customers' loyalty after having a positive experience with Jahez Group's services. A strong brand power often provides partnership and engagement opportunities with other businesses or influencers. These collaborations may have a role in expanding the Company's brand reach and exposure to new community segments, further contributing to our overall brand value and community engagement.

We continuously market our brand identity through Jahez Group's social media channels, influencers, billboards, and TV commericials, among others. The social media key performance indicators (KPIs) vary for each campaign. For example, the app campaigns' main KPI is focused on app installations. While offer-related campaigns focus on the number of orders received. On the other hand, engagement campaigns focus on the rate of engagement, comments, number of shares, and likes per engagement. It is worth noting that we manage all our marketing campaigns internally, whether in terms of planning, developing digital campaigns, or creating content.

We pay close attention to our social media content, especially comments, feedback, and positive and negative review. We constantly find proactive solutions to address and mitigate any received negative assessments or comments. More details on Jahez Group's marketing communication channels and its respective number of followers are illustrated in the following.

Number of Followers in 2022
77.1K

Number of Followers in 2022
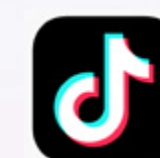**2,570**

Number of Followers in 2022
456.6 K

Number of Followers in 2022
2.98K

Number of Followers in 2022
40K

Number of Followers in 2022
147.2K

Number of Followers in 2022
29K

5.3   Responsible Procurement

Responsible procurement refers to the sourcing of supplies and services in a socially and environmentally responsible manner, while empowering local procurement and complying with labor rights. It involves considering not only the price and quality of products but also their impact on society, workers, and the supply chain.

Responsible procurement entails conducting assessments and screening of suppliers, including whether the suppliers demonstrate ethical practices or not. This includes their labor conditions, occupational health records, governance practices in place and environmental sustainability efforts. At Jahez Group, approximately 80% of total suppliers were assessed against social and environmental criteria. The assessments indicated that no negative social or environmental impacts were found across our supply chain.

By prioritizing suppliers who adhere to fair trade principles and demonstrate transparent supply chain practices, Jahez Group is aiming for sustained engagement along its sustainability journey.

We continue to support local procurement due to its impact on the community's socio-economic status. In 2022, our spending on local procurement accounted for 89% out of total expenditure, where the spending on foreign procurement accounted for 11%.

6

CULTIVATING
EMPLOYEES

6. Cultivating Employees

We are keen at Jahez Group to work according to our values and principles and consider them a priority both internally and externally. We recognize that our employees are at the center of our success in achieving sustainable business practices.

In this chapter, we will highlight our commitment to cultivating a thriving and inclusive workplace culture that empowers our employees to reach their full potential and respects their rights and wellbeing.

Our Commitment

We are dedicated to creating a positive and inclusive workplace culture and to supporting the well-being of our employees, customers and communities.

Saudi Vision 2030

Thriving economy –
Increase employment

Vibrant Society –
Offer a fulfilling & healthy life

SDGs' Targets

5.1

End all forms of discrimination against all women and girls everywhere

8.3

3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

8.5

By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

8.7

Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms

8.B

By 2020, develop and operationalize a global strategy for youth employment and implement the Global Jobs Pact of the International Labour Organization

Employee Profile

We prioritize the recruitment, professional development, and retention of employees from diverse backgrounds and strive to create a culture where every individual feels respected, valued, and empowered.

At Jahez Group, we are keen to maintain a work environment free from harassment, bullying or discrimination of all kinds – and avoid engaging in political matters and partisan or religious matters in the work environment, as governed in the Company's Code of Conduct.

In the following section we provide more details on our employee profiles regarding gender, age and nationality here at Jahez Group.

Gender Profile

We recognize that achieving gender diversity is not only a matter of fairness and equality, but also is imperative to our strategy. By embracing a diverse range of experiences and talents, we aim to promote a balanced decision-making process, one that enables us to connect with a diverse customer base and market.

We firmly recognize that empowering women and creating an inclusive environment where employees feel appreciated, contributes to a more equitable society and paves the way for future generations.

In 2022, we managed to increase our overall female representation by 26.5% compared to our 2021 performance, whereas male representation increased by 8.9%. Regarding our managerial positions, 6 Females hold managerial positions (i.e., manager level).

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Number of Employees Per Gender

		2022	2021	%Change
	Male	417	383	+8.9%
	Females	143	113	+26.5%
	Total	560	496	+12.9%

Gender representation accounted for:

74.46%
Males

25.54%
Females
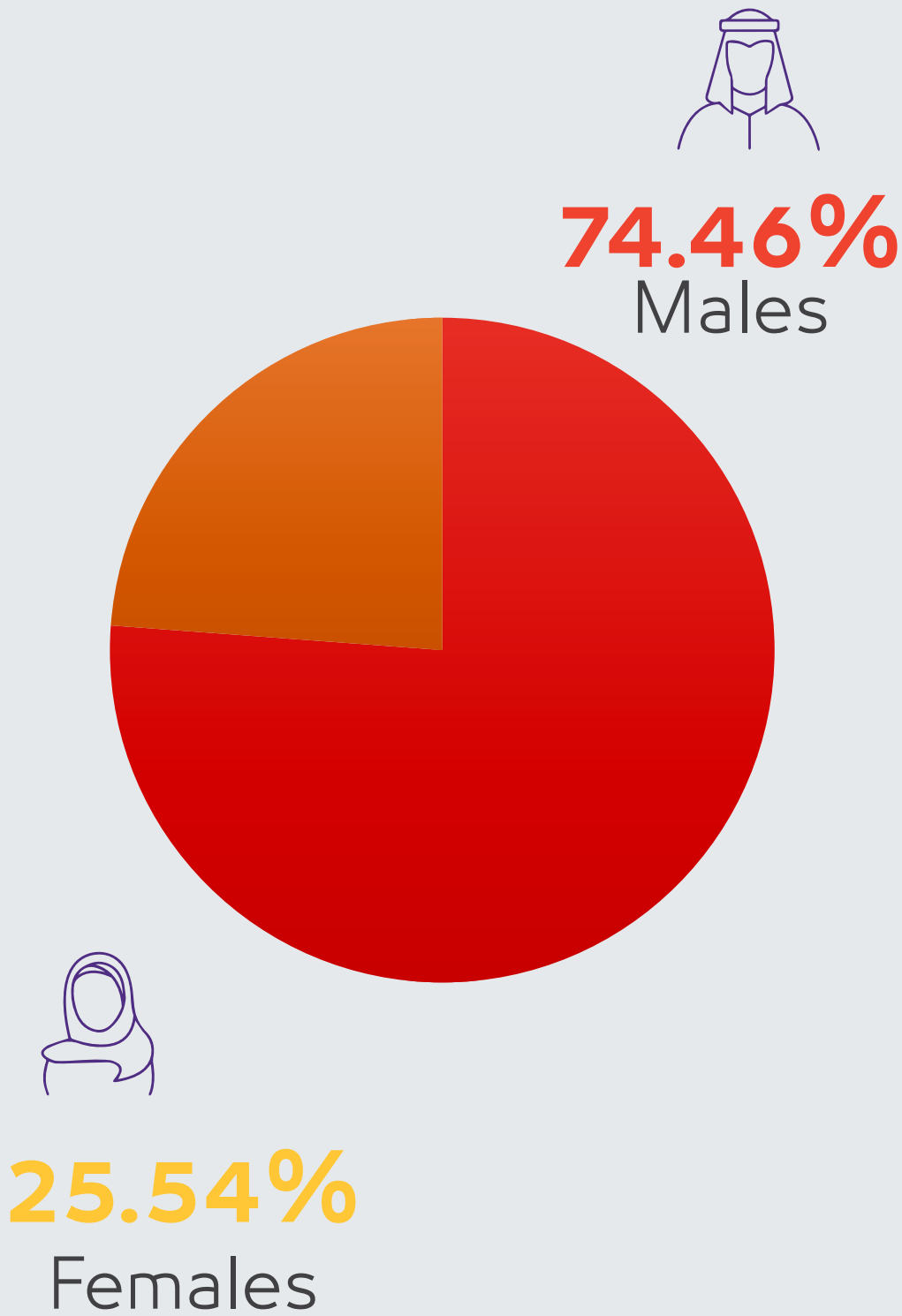
0 incidents of discrimination and harassment were recorded during the reporting period

Nationality Profile

By prioritizing the employment of nationals, we contribute to job creation and economic development, which promotes social cohesion and stability.

Jahez Group complies with Saudization requirements of the "Nitaqat" program where its status is "Platinum". The "Nitaqat" program of the Saudi Ministry of Human Resources and Social Development (HRSD) aims to encourage institutions to employ Saudi local talents. Through the "Nitaqat" program, the performance of any company is evaluated.

Companies in the "platinum or green" categories are deemed to have met the Saudization requirements and are therefore entitled to a number of benefits, such as obtaining and renewing work permits or changing the occupations of their foreign workers (except for professions exclusively reserved for Saudi nationals). Whereas companies in the "red" category, due to their non-compliance with the specific requirements, are deemed to have violated the Saudization requirements and may be subject to certain punitive measures.

In 2022, nationals accounted for 82.14% of total employment, which represents a 23.7% increase compared with the previous year. Moreover, non-Saudi's witnessed a 19.4% decrease as well, compared to 2021..

Number of Employees Per Nationality

		2022	2021	%Change
	Saudi	460	372	+23.7%
	Non-Saudi	100	124	-19.4%
	Total	560	496	+12.9%

Age Profile

Jahez Group recognizes diverse age representation in the workforce may add significant value for a company as it brings together a broad range of knowledge, skills, perspectives and experiences across different generations.

By valuing the contributions of employees across all age groups, Jahez Group further emphasizes its role in having a diverse workforce – one that respects individuals at different stages of their careers.

In 2022, a 61.5% decrease in the "over 50" employee age group compared to the previous year. The "under 30" age group witnessed a 33.2% increase. The highest age group employed at Jahez Group is the "under 30", which accounts for 64.46% out of total employment, whereas the lowest is the "over 50" at approximately 0.89% The following represents the detailed breakdown of Jahez Group's employee profile per age group.

Number of Employees Per Age Group

		2022	2021	%Change
	Under 30	361	271	+33.2%
Age Group	30-50	194	212	-8.5%
	Over 50	5	13	-61.5%
	Total	560	496	+12.9%

Employment Type

Jahez Group offers both full-time and part-time employment opportunities, where most positions are occupied by full-timers. In 2022, our rate for full-time employment type increased by 12.9% compared to that of 2021, while no positions were occupied by part timers during the reporting period.

The Company's employment type also includes internships as well. The internship program provides us with the opportunity to identify and attract top talent at an early stage. By offering internships, Jahez Group engages with students and recent graduates, to assess potential future employment opportunities, and enables a career path for young individuals.

Currently our internship program is offered to students who have recently graduated. The internship program is initiated based on whether there is a need or request for vacancy within the Company. Accordingly, interviews are conducted and selected candidates are offered a 3-month training period. During the internship program, a monthly payment of SAR 6,000 is provided for interns. Upon completion of the internship program, interns are then requested to fill out an evaluation form. Based on the evaluation and the assessment of the intern's manager, Jahez Group will then decide if the internship period is concluded, extended, or the intern will be offered an employment opportunity. In 2022, we had 72 interns, which is a 380% change increase compared to last year's performance

Similarly, Jahez Group collaborates with the Tamheer Program, that is run by the Human Resources Development Fund (HRDF). Tamheer consists of a 6-month training and recruitment program that supports the empowerment of local talent and elevates the socio-economic status of the community.

More details on Jahez Group's number of employees per employment type are illustrated in the following.

Number of Employees Per Employment Type

		2022	2021	%Change
	Full time	560	496	+12.9%
Employment type	Part time (temporary)	0	0	0%
	Internship	72	15	+380%
	Total	**632**	**511**	**+23.7%**

Jahez Group governs its employee performance via the Code of Conduct and the HR Handbook, which are in line with the stipulated regulations of the Saudi Labor Law. They outline various topics related to our workforce and culture, including (selected):

- General policies
- Employee rights
- Wage payment clarifications
- Overtime
- Company duties
- Prevention, Aid, Work injuries and Occupational Diseases
- Personal Loans and Financial Guarantees
- Penalties and disciplinary actions
- Grievance and complaints
- Conflicts of interest and prohibitions
- Allowances
- Bonuses and promotions

6.1   Talent Management, Development and Retention

Effective talent management strategies ensure that the right individuals with the necessary skills, knowledge, and values are in place to support the organization's sustainability goals and objectives.

Talent management allows us to identify and attract individuals who are aligned with Jahez Group's corporate and sustainability directions. By investing in development programs, we may further strengthen our performance as it impacts our talents' pipeline, increase our retention rates, and strengthen the capabilities of our workforce, who are the drivers of Jahez Group's sustainability efforts.

The following sections provide more details on Jahez Group's 2022 data pertaining to our employee performance management and evaluation, retention and turnover, and training and development.

Performance Management

Our performance management starts with the appointment of employees in accordance with the appropriate rank, grade and job title as per the job classification system and the salary scale approved by Jahez Group. The appointment should be compatible with his/her academic qualifications, professional experiences and the extent of the Company's need for his/her services.

We are keen to provide our employees with clear job descriptions and assessment criteria prior to their commencement of work. Each employee has the right and opportunity to express their opinion of the contractual agreement within 15 working days from the date of the assessment.

Employees who have completed 3 months or more undergo performance evaluations. The evaluation covers objectives, performance appraisals, achievements, and progress of employees. It is conducted in a high level of transparency and fairness, and essential information concerning the performance level of the employee and his/her achievements is recorded. Before the end of each fiscal year, line managers receive their relevant team's evaluation form. They review employee performances and provide their feedback and decisions regarding each employee's annual bonus and/or promotion. This is in accordance with Jahez Group's requirements, including the approval of the annual bonuses by the CEO, and the Company's financial position during the past year. Annual bonuses are granted according to the approved performance reports, provided that the employee has completed one contractual year.

When more than one employee is entitled for promotion, the Company conducts a comparison between the employees - and priority would be given to the most efficient and highest performing employee as per the appraisal results. In the event the performance appraisal results are of equal value, priority is given to the most senior employee as per years of service at the Company. In the event the appraisal results and seniority are equal, a committee is then to be formed consisting of the HR Manager, the employee's first line manager and the Department manager - to promote whomever they deem appropriate for promotion.

Training and Development

Providing employees with valuable training and development programs holds significant value for our Jahez Group community. It enhances employee skills and knowledge, enabling them to perform their roles more effectively. This improved performance contributes to increased productivity, operational efficiency, and overall business success. In 2022, Jahez Group invested 1.9m SAR in employee training and development, compared to 2021 investment of 0.2m SAR.

Training is available to all employees and is tailored according to the directions, needs and nature of their work and skills. The HR Department prepares the training plans and programs in coordination with the department heads. The nomination and selection of the training courses are based on department heads' recommendations, and the CEO's approval.

In 2022, Jahez Group launched the Transformational Leadership Program. The purpose of the program is to develop the leadership qualities of the Company's executive management. The average training hours for the training program was 32 hours per employee.
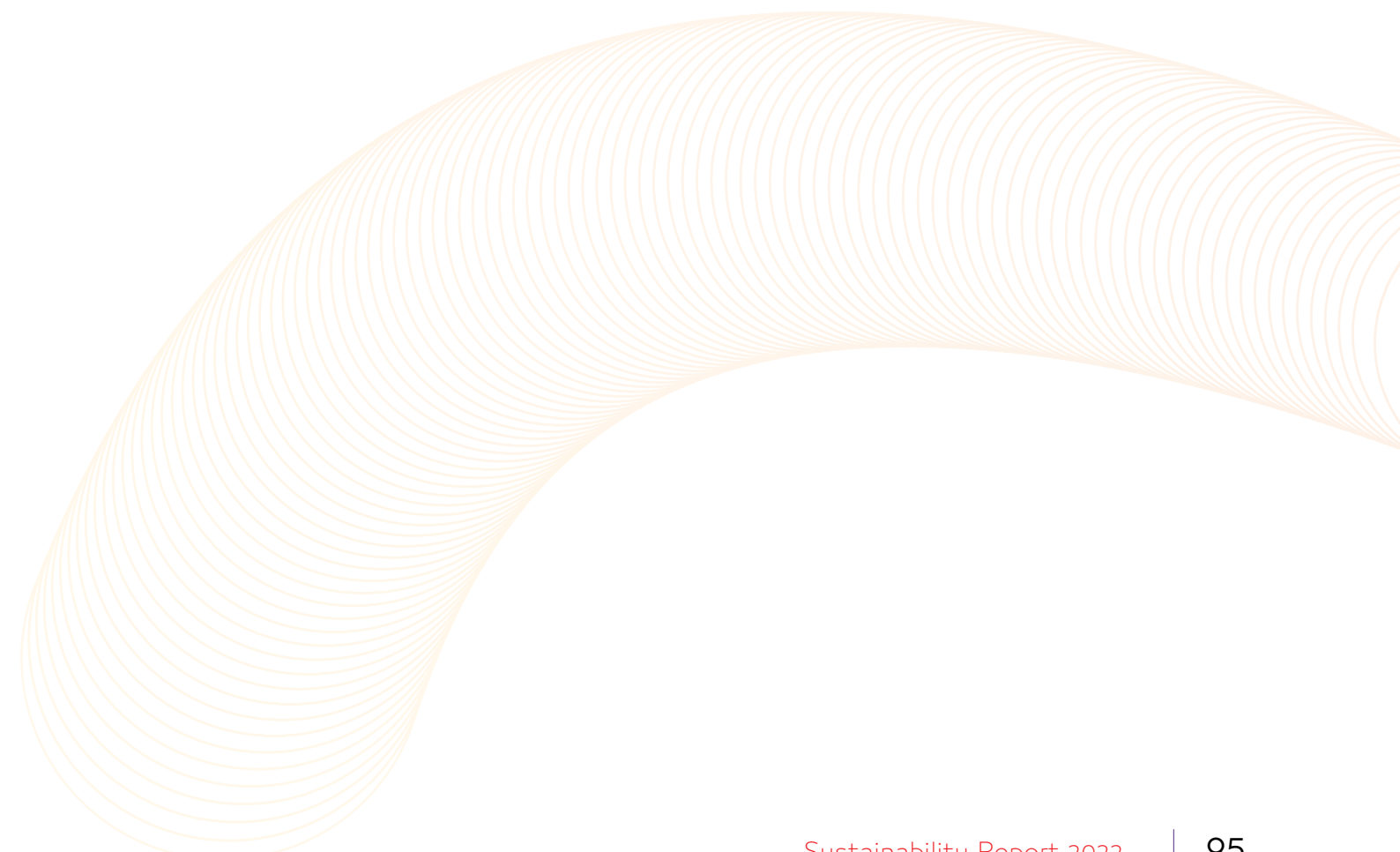
Retention and Turnover

At Jahez Group we believe that a successful employee in our community is someone who not only possesses the required skills and qualifications for the job but also aligns with our Company's values, norms, and beliefs. Candidates that showcase these successful unique skills can seamlessly integrate into existing teams and contribute to the success of our business. Therefore, maintaining employee retention is one of our crucial metrics that is constantly measured and monitored. . High employee retention rates are a strong indicator of Jahez Group's stability and continuity. It positively reflects the quick adaptability of our employees to the workplace environment, their effective and rewarding collaboration with colleagues, and their contribution to our Company's operations.

In 2022, our employee turnover number accounted for 51 employees out of total employees. Nonetheless, we managed to increase our new hires percentage by 38.36% in comparison with last year's performance – where the total number of new hires was 220 employees.

	Input	
	2022	2021
Total New hires	220	159
Employee turnover number	51	113
Net Change	169	46

Considering the demography of the Kingdom, there is an abundance of young graduates entering the workforce. With this focus, the Group strives to identify and recruit the best talent that would enable its workforce growth and empower youth at the same time.

In this regard, Jahez Group has partnered with key local universities for the purpose of training and recruiting fresh talents. The partnership included:

- King Saud University (KSU)
- King Fahd University of Petroleum and Minerals (KFUPM)
- Saudi Digital Academy (SDA)

Jahez Group additionally participated in social initiatives that aimed at attracting young talents, namely:

- The boot camp program
- SDA
- Twaiq

6.2   Employee Wellbeing

Employee wellbeing has an impact on employee satisfaction, engagement, and their overall performance. Jahez Group recognizes the importance of prioritizing employee wellbeing and how it influences having a positive and supportive workplace culture.

At the Company, employee wellbeing encompasses various dimensions, including occupational health, allowances, healthy work-life balance and employee satisfaction.

More details on each are highlighted throughout this section.

Allowances

Jahez Group employees are granted a housing allowance at the rate of 25% of the basic pay, which is paid monthly with their wage. Additionally, our employees are granted a transportation allowance at a rate of (10%) of the basic pay if needed.

For employees whom the nature of their work requires handling cash (i.e., receiving and delivering amounts exceeding SAR 100,000.00 per month) are granted a trust fund allowance of SAR 1,000 per month – as per the CEO's approval.

Flight tickets are provided for our non-Saudi employees, to their home-country at the beginning of their contract, for their annual leave, and upon the end of their service.

The ratio of the annual total compensation for Jahez's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual) is 9.30%

Lastly, Jahez Group grants its employees share-based payments arrangements, where they are entitled to an Employee Stock Ownership (ESOP) 2 years after their joining date.

Health Insurance

Furthermore, health insurance is provided for Jahez Group employees and their dependents, via one of the insurance companies accredited by the Health Insurance Council.

The purpose of Jahez Group's ESOP options are as follows:

- Attract top recruits e.g., senior managers, executive managers and other technical team members
- Retain Employees: options vesting over several years would create strong incentives for employees to remain with Jahez Group,
- Align Incentives: options would align incentives with the long-term goals of the Company,
- Reward value Creation: would increase corporate valuation by giving employees a slice of that value,
- Encourage Long-Term Thinking: would push employees to build the Company for long-term success.

Occupational Health and Safety

Occupational Health and Safety refers to the practices, policies, and systems in place to protect employees from workplace hazards and injuries. Jahez Group takes the necessary measures to protect the safety of employees against dangers, diseases and injuries that may arise in the workplace environment. We regularly advertise in common areas and across our areas of operation information about work hazards, means of prevention and instructions to follow when needed.

Jahez Group prohibits smoking of all kinds in the workplace. The Company ensures that fire-fighting equipment is properly secured and is visible, and that first aid equipment is provided fand accessible on each floor. Furthermore, fire drills are regularly conducted so that our employees are prepared and aware of the Company's escape outlets and assembly points in cases of emergency. In case any employee suffers from a work injury or an occupational disease, the direct manager and appropriate management must be immediately informed. It should be noted that during the reporting period there were zero incidents related to workplace injuries.

Employee Satisfaction

We recognize that our employees are our greatest asset. We actively seek opportunities that cater to our employees and create a culture of employee engagement and collaboration. We consistently seek feedback from our employees through surveys, focus groups, and other means, to understand their needs, concerns, and ideas. By actively soliciting feedback from our employees, we are better equipped to identify areas for improvement, address concerns promptly, and drive employee satisfaction and retention.

Our employee engagement initiatives are diverse. Our initiatives include, but are not limited to, opportunities for career development, wellness programs, and team building activities, among other initiatives that promote work-life balance and foster a positive work culture.

Jahez Group fosters an environment that encourages employees to share their thoughts, concerns, and feedback freely, without fear of retaliation or judgment. We believe that this policy promotes a culture of respect, trust, and mutual support, which benefits everyone within the Company. This has also proven to be an effective means of fostering employee engagement, motivation, and satisfaction.

To measure, assess and sustain employee engagement and satisfaction, we constantly circulate surveys to our employees. In 2022, we managed to score a level of 73% employee satisfaction in the "Great Place to Work" survey.

Employee Complaints

The Company expects line managers and employees to assist in solving complaints in an amicable, timely, and transparent manner. Each employee has the right to submit a complaint against any decision that may affect him/her. Complaints may be submitted via email and will be responded to or addressed promptly within a 5-day period. Response periods may vary on a case-by-case basis and will engage the appropriate management to ensure an efficient and responsive grievance mechanism. The chain of communication for grievance complaints will be through the head of the identified department, HR manager, and senior management.

Jahez Group employees have the right to appeal or challenge decisions taken by any party in the Company, including direct management, that would impact employees. Complaints may also be filed against an employee if the Company's policies or regulations were violated by the respective employee.. A "grievance request" must be submitted within 5 days from the date of incident's occurrence, as per the chain of communication. If the complaint is not resolved by the respective management level to which it was submitted, the employee has the right to raise and escalate the grievance to the second level of command, and so on to the third level.

Noteworthy, all filed complaints / grievances are dealt with in a just, accountable and fair manner. As a result of our efforts, we managed to maintain 0 employee complaints during the reporting period.

7 | APPENDIX

7. Appendix

7.1   Appendix: GRI Content Index

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the sections in the body of the report. The service was performed on the English version of the report.

Statement of use	Jahez has reported in accordance with GRI Standards for the period starting from January 1st, 2022, to December 31st 2022
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standards(s)	Not Applicable

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
GRI 2: General Disclosures 2021	2-1: Organizational details *	a. Introduction Section b. Section 3 c. Report Scope Section d. Report Scope Section	a. p.4 b. p.31 c.p.4 d.p.4				
	2-2: Entities included in the organization's sustainability reporting *	a. Report Scope Section b. Jahez Annual Report 2022. c. Report Scope Section	a. p.4				
	2-3: Reporting period, frequency and contact point *	a. Reporting Period Section b. 2022 c. 2023 d. Contact Information section	d. p.4				
	2-4: Restatements of information *	None					
	2-5: External assurance *	None					
	2-6: Activities, value chain and other business relationships	a. Section 3 b. Section 3 c. None d. None	a. p.13 b. p.31				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION		OMISSION			GRI SEC-TOR STAN-DARD REF. NO.
			Page number		Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-7: Employees	a. Section 6.1 b.i) Section 6.1 b.ii) Section 6.1 d. Section 6.1		a .p. 46-49 b. p. 46-49 c.. p.46-49 d. p. 46-49	c. Processes used to calculate headcount e. Significant fluctuations in the number of employees during the reporting period and between reporting periods	c. Confidentiality constraints e. Not applicable	c. Jahez considers processes used to calculate headcount as confidential e. Significant fluctuations in the number of employees during the reporting period and between reporting periods are not applicable since this is the first Sustainability Report	
	2-8: Workers who are not employees	a. Section 6.1 b. Section 6.1		a. p. 46-49 b. p. 46-49	c. Significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods.	c. Not applicable	c. Not applicable since first sustainability report	
	2-9: Governance structure and composition	a. Jahez's 2022 annual report accessible via: Financial Information – Jahez Group b. Section 2.1 c. i. Section 2.1 c. ii. Section 2.1 c.iii. Section 2.1 c. iv. Section 2.1 c.v. Section 2.1 c. vi. None c.vii. Section 2.1 c. viii. Section 2.1		a. p60 b.p.23 c.p22-23				
	2-10: Nomination and selection of the highest governance body	a. Section 2.1 b. Section 2.1		a.p.22 – 23 b.p.22-23				
	2-11: Chair of the highest governance body	a. None						
	2-12: Role of the highest governance body in overseeing the management of impacts	a. Jahez's 2022 annual report accessible via: Financial Information – Jahez Group b. Section 3 c. Section 2.4		a.p.60-94 b. p.31- 32 c. p.24 29				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Page number	Requirement(s) omitted	Reason	Explanation	
	2-13: Delegation of responsibility for managing impacts	a. Section 2.3 and 2.4 b. Section 2.3	a. p.24 -29 b. p.24- 27				
	2-14: Role of the highest governance body in sustainability reporting	a. Section 2.3 b. Section 2.3	a. p.24- 27 b. p.24- 27				
	2-15: Conflicts of interest	a. Section 2.3 b. None	a. p.24- 27			.	
	2-16: Communication of critical concerns	a. Section 2.3	a. p.24- 27	b. Total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	b. Confidentiality constraints	b. Confidential for Jahez	
GRI 2: General Disclosures 2021	**2-17: Collective knowledge of the highest governance body**	a. Jahez's 2022 annual report accessible via: Financial Information – Jahez Group	a.p.60				
	2-18: Evaluation of the performance of the highest governance body	b. Section 2.1	b. P. 22	a. The processes for evaluating the performance of the highest governance body in overseeing the management of the organization's impacts on the economy, environment, and people. c. Actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices.	a. Information is not available c. Not applicable	a. Information is not available c. Not applicable as none of the evaluation results warranted change in structure of the Board of Directors	
	2-19: Remuneration policies	a. Section 2.1 b. Section 2.1	a. p.23 b. p. 23			-	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
GRI 2: General Disclosures 2021	2-20: Process to determine remuneration			a. The process for designing its remuneration policies and for determining remuneration b. The results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable	a. Information is not available b. Information is not available	a. Confidential for Jahez b. Confidential for Jahez	
	2-21: Annual total compensation ratio	a. Section 6.3 c. Section 6.3	a. p. 53 c. p. 53	b. The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual); c. report contextual information necessary to understand the data and how the data has been compiled.	b. Confidentiality constraints	b. Compensation for the highest paid individual is confidential for Jahez	
	2-22: Statement on sustainable development strategy	a. CEO Section	a. p.5				
	2-23: Policy commitments	a. Section 2.3 b. Section 2.3 d. Section 2.3 e. Section 2.3 f. Section 2.3	a. p.24-27 b. P. 24- 27 d. P. 24- 27 e. p.24 – p.27 f. P.24- 27	c. Links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this;	c. Information is not available	c. Policy commitments are not publicly available	
	2-24: Embedding policy commitments	a. Section 2.3	a. p.24 –27				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION		OMISSION			GRI SECTOR STANDARD REF. NO.
			Page number		Requirement(s) omitted	Reason	Explanation	
	2-25: Processes to remediate negative impacts	a. Section 6.3￼b. Section 6.3￼c. Section 6.3￼d. Section 6.3￼e. Section 6.3	a. p.54￼b. p.54￼C. p.54￼d. p.54￼e. p.54					
	2-26: Mechanisms for seeking advice and raising concerns	a. Section 2.3	a. p.24 –27					
	2-27: Compliance with laws and regulations	a. Section 2.3	a. p.24 –27					
GRI 2: General Disclosures 2021	2-28: Membership associations￼The organization would:				a. Industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role	a. Information is not available	a. Jahez considers its industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role as confidential	
	2-29: Approach to stakeholder engagement identified	a. Section 1.2	a. p.9 – 11					
	2-30: Collective bargaining agreements￼The organization would:	b. Section 6.1	b. p. 45- 50		a. The percentage of total employees covered by collective bargaining agreements;	a. Not applicable	a. The nature of Jahez's operations does not require employee collective bargaining agreements.	
Material Topics								
GRI 3: Material Topics 2021	3-1: Process to determine material topics *	a. Section 1.3￼b. Section 1.2	a. p.12￼b. p.9-11					
	3-2: List of material topics *	a. Section 1.3	a. p.12-13		b. Changes to the list of material topics compared to the previous reporting period.	b. Not applicable	b. N/A since first Sustainability Report	
Workplace culture								

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 402: LABOR/ MANAGEMENT RELATIONS, 2016	**402-1 Minimum notice periods regarding operational changes**			Minimum notice periods regarding operational changes	Information is not available	Information on minimum notice periods regarding operational changes is not available	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	**403-1 Occupational health and safety management system**	Section 6.3	p.52				
	403-2 Hazard identification, risk assessment, and incident investigation	Section 6.3	p.52				
	403-3 Occupational health services	Section 6.3	p.52				
	403-4 Worker participation, consultation, and communication on occupational health and safety	Section 6.3	p.52				
	403-5 Worker training on occupational health and safety	Section 6.3	p.52				
	403-6 Promotion of worker health	Section 6.3	p.52				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Section 6.3	p.52				
	403-8 Workers covered by an occupational health and safety management system	Section 6.3	p.52				
	403-9 Work-related injuries	None					
	403-10 Work-related ill health	None					

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | Direct answers | LOCATION | OMISSION | | | GRI SEC-TOR STAN-DARD REF. NO. |
			Page number	Requirement(s) omitted	Reason	Explanation	
GRI 405: DIVER-SITY AND EQUAL OPPORTUNITY 2016	**405-1 Diversity of governance bodies and employee**	Section 2.1, section 6.1	p.22, p. 46				
	405-2 Ratio of basic salary and remuneration of women to men			Ratio of basic salary and remuneration of women to men	Information is not available	Information on the ratio of basic salary and remunera-tion of women to men is not available	
GRI 406: NON-DISCRIMI-NATION 2016	**406-1 Incidents of discrimi-nation and corrective actions taken**	None					
Policies and procedures and data privacy							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 410: SECU-RITY PRACTICES 2016	**410-1: Security personnel trained in human rights poli-cies or procedures**	None					
Sustainable Revenue							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 201: ECO-NOMIC PERFOR-MANCE 2016	**201-1 Direct economic value generated and distributed**	Message from our CEO	p.5				
	201-2 Financial implications and other risks and opportu-nities due to climate change			Financial implications and other risks and oppor-tunities due to climate change	Not applicable	Financial implications and other risks and opportunities due to climate change are not applicable for Jahez	
GRI 207: TAX 2019	**207-1: Approach to tax**			Approach to tax	Information is not available	Information on Jahez's ap-proach to tax is not available	
	207-2: Tax governance, con-trol, and risk management			Tax governance, control, and risk management	Information is not available	Information on tax gover-nance, control, and risk management is not available	
	207-3: Stakeholder engage-ment and management of concerns related to tax			Stakeholder engagement and management of con-cerns related to tax	Information is not available	Information on stakeholder engagement and manage-ment of concerns related to tax is not available	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
Talent attraction, retention and development							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 201: ECONOMIC PERFORMANCE 2016	**201-3 Defined benefit plan obligations and other retirement plans**			Defined benefit plan obligations and other retirement plans	Information is not available	Information on the defined benefit plan obligations and other retirement plans is not available	
GRI 202: MARKET PRESENCE 2016	**202-1 Ratios of standard entry level wage by gender compared to local minimum wage**			Ratios of standard entry level wage by gender compared to local minimum wage	Information is not available	Information on the ratios of standard entry level wage by gender compared to local minimum wage is not available	
	202-2 Proportion of senior management hired from the local community			Proportion of senior management hired from the local community	Information is not available	Information on the proportion of senior management hired from the local community is not available	
GRI 401: EMPLOYMENT 2016	**401-1 New employee hires and employee turnover**	Section 6.2	p.50-p51				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-timeemployees	Section 6.3	p.52				
	401-3 Parental leave			Parental leave	Information is not available	Information on parental leave is not available	
GRI 404: TRAINING AND EDUCATION 2016	**404-1 Average hours of training per year per employee**	Section 6.2	p.50				
	404-2 Programs for upgrading employee skills and transition assistance programs	Section 6.2	p.50				
	404-3 Percentage of employees receiving regular performance and career development reviews	Section 6.2	p. 50				
Social responsibility and community engagement							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
GRI 203: INDIRECT ECONOMIC IMPACTS 2016	**203-1 Infrastructure investments and services supported**			Infrastructure investments and services supported	Not applicable	Infrastructure investments and services Supported is not applicable for Jahez	
	203-2 Significant indirect economic impacts	Section 3.2, section 5.1, section 5.3, section 7.3	p.32, 40-43, p.45				
GRI 413: LOCAL COMMUNITIES 2016	**413-1: Operations with local community engagement, impact assessments, and development programs**	section 5.1	p.40 – 44				
	413-2: Operations with significant actual and potential negative impacts on local communities	None					
GRI 415: PUBLIC POLICY 2016	**415-1: Political contributions**	None					
Local sourcing and vendor rights							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 204: PROCUREMENT PRACTICES 2016	**204 -1 Proportion of spending on local suppliers**			Proportion of spending on local suppliers	Information is not available	Information on proportion of spending on local suppliers is not available	
Sound supply chain practices							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016	**308-1 New suppliers that were screened usingenvironmental criteria**			New suppliers that were screened using environmental criteria	Information is not available	Information on new suppliers that were screened using environmental criteria is not available	
	308-2 Negative environmental impacts in the supply chain and actions taken	None					

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	**407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk**	None					
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 414: SUPPLIER SOCIAL ASSESSMENT 2016	**414-1: New suppliers that were screened using social criteria**			New suppliers that were screened using social criteria	Information is not available	Information on new suppliers that were screened using social criteria is not available	
	414-2: Negative social impacts in the supply chain and actions taken	None					
Ethical conduct							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 205: ANTI-CORRUPTION 2016	**205 -1 Operations assessed for risks related to corruption**			Operations assessed for risks related to corruption	Information is not available	Information on operations assessed for risks related to corruption is not available	
	205-2 Communication and training about anti- corruption policies and procedures	Section 2.3	p.24 - 27				
	205-3 Confirmed incidents of corruption and actions taken	Zero					
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	**206 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices**	None					
Energy, water and waste management							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Page number	Requirement(s) omitted	Reason	Explanation	
GRI 301: MATERIALS 2016	**301-1 Materials used by weight or volume**	Section 4.1	p.35				
	301-2 Recycled input materials used	None					
	301-3 Reclaimed products and their packaging materials	None					
GRI 302: ENERGY 2016	**302-1 Energy consumption within the organization**	Section 4.2	p.36				
	302-2 Energy consumption outside of the organization	Section 4.2	p.36				
	302-3 Energy intensity	Section 4.2	p.36				
	302-4 Reduction of energy consumption	Section 4.2	p.36				
	302-5 Reductions in energy requirements products and services			Reductions in energy requirements products and services	Information is not available	Information on reductions in energy requirements products and services is not available	
GRI 303: WATER AND EFFLUENTS 2018	**303-1 Interactions with water as a shared resource**			Interactions with water as a shared resource	Information is not available	Information on interactions with water as a shared resource is not available	
	303-2 Management of water discharge-related impacts			Management of water discharge-related impacts	Information is not available	Information is not available on the management of water discharge-related impacts	
	303-3 Water withdrawal			Water withdrawal	Information is not available	Information is not available on water withdrawal	
	303-4 Water discharge			Water discharge	Information is not available	Information is not available on water discharge	
	303-5 Water consumption			Water consumption	Information is not available	Information on water consumption is not available	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	OMISSION Reason	OMISSION Explanation	GRI SECTOR STANDARD REF. NO.
GRI 306: WASTE 2020	**306-1 Waste generation and significant waste- related impacts**	Section 4.1	p.35				
	306-2 Management of significant waste-related impacts	Section 4.1	p.35				
	306-3 Waste generated	Section 4.1	p.35				
	306-4 Waste diverted from disposal			Waste diverted from disposal	Information is not available	Information on waste diverted from disposal is not available	
	306-5 Waste directed to disposal			Waste directed to disposal	Information is not available	Information on waste directed to disposal is not available	

GHG Emissions							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 305: EMISSIONS 2016	**305-1 Direct (Scope 1) GHG emissions**	Section 4.2	p.36				
	305-2 Energy indirect (Scope 2) GHG emissions	Section 4.2	p.36				
	305-3 Other indirect (Scope 3) GHG emissions	Section 4.2	p.36				
	305-4 GHG emissions intensity	Section 4.2	p.36				
	305-5 Reduction of GHG emissions			Reduction of GHG emissions	Information is not available	Information on reduction of GHG emissions is not available	
	305-6 Emissions of ozone-depleting substances (ODS)			Emissions of ozone-depleting substances (ODS)	Information is not available	Information on emissions of ozone-depleting substances (ODS) is not available	

Customers' loyalty							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	**416-1 Assessment of the health and safety impacts of product and service categories**	Section 3.2	p. 33				
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	None					

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Direct answers	LOCATION Page number	OMISSION Requirement(s) omitted	Reason	Explanation	GRI SECTOR STANDARD REF. NO.
Quality and safety of delivered goods							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 417: MARKETING AND LABELING 2016	**417-1 Requirements for product and service information and labeling**			Requirements for product and service information and labeling	Information is not available	Information on requirements for product and service information and labeling is not available	
	417-2 Incidents of non-compliance concerning product and service information and labeling	None					
	417-3 Incidents of non-compliance concerning marketing communications	None					
Digital services and transformation							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 418: CUSTOMER PRIVACY 2016	**418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data**	None					
Sustained partnerships							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 2: General Disclosures 2021	**2-29 Approach to stakeholder engagement**	Section 1.2 Section 5	P. 9 - 11 P. 39 - 42				
Youth entrepreneurship							
GRI 3: Material Topics 2021	**3-3: Management of material topics**	Section 1.3	p.14				
GRI 413: Local Communities 2016	**413-1 Operations with local community engagement, impact assessments, and development programs**	Section 1.3	P.21				
	413-2 Operations with significant actual and potential negative impacts on local communities	None					

7.2   Appendix 7.2: Saudi Arabia Tadawul ESG Disclosures

ESG	Themes	Key Issues	Definitions	Material Topics
(E)nvironmental	Climate Change	GHG Emissions (not only in absolute, but also in intensity terms)	Companies are assessed on how actively and effectively the entity is managing its direct and indirect exposure to GHG emissions risks and opportunities relative to other comparable entities in its sectors.	• GHG Emissions • Energy, water and waste management
		Product Carbon Footprint	Companies are evaluated on the carbon intensity of their products and their ability to reduce the carbon footprint in their supply chains or in the use of their products and services.	• GHG Emissions • Energy, water and waste management
		Financing Environmental Impact	Financial institutions are evaluated on the environmental risks of their lending and underwriting activities and their ability to capitalize on opportunities related to green finance.	• Energy, water and waste management
		Climate Change Vulnerability	Insurance companies are assessed on the physical risk that climate change may pose to insured assets or individuals.	• GHG Emissions • Energy, water and waste management
	Natural Resources	Biodiversity and Land Use	Companies are evaluated on the potential impact of their operations on biodiversity in their areas of operation and their efforts to manage the environmental impact of their operations.	• Energy, water and waste management
		Water Stress	Companies are evaluated on the water intensity of their operations, the water stress in their areas of operation and their efforts to manage water-related risks and opportunities.	• Energy, water and waste management
		Raw Material Sourcing	Companies are evaluated on the environmental impacts of the raw materials used in their products and their efforts around supply chain traceability and certification.	• Sound supply chain practices • Local sourcing and vendor rights • Social responsibility and community engagement

ESG	Themes	Key Issues	Definitions	Material Topics
(E)nvironmental	Pollutions and Waste	Toxic Emissions and Waste	Companies are evaluated on the potential environmental contamination and toxic or carcinogenic emissions arising from their operations and the strength of their environmental management systems.	• GHG Emissions • Energy, water and waste management
		Packaging Material and Waste	Companies are evaluated on their production of or reliance upon packaging materials, their potential exposure to waste management and packaging regulations and their efforts to reduce the environmental impact of packaging materials.	• Energy, water and waste management
		Electronic Waste	Companies are evaluated on their production of electronic waste, their potential exposure to e-waste regulations and their efforts around product collection and recycling.	• Energy, water and waste management
	Environmental Opportunities	Opportunities in Clean Tech	Companies are evaluated on their clean tech innovation capacity, strategic development initiatives, and revenue generated from clean technologies.	• Energy, water and waste management • Sustained Partnerships
		Opportunities in Green Buildin	Companies are evaluated based on the resource consumption and carbon intensity of their property assets, their potential exposure to environmental building regulations and their efforts to improve the environmental performance of their real estate assets.	• Energy, water and waste management
		Opportunities in Renewable Energy	Companies are evaluated on their efforts to develop renewable power generation capacity and/or enable renewable power development through network expansion and "green power" offerings.	• Energy, water and waste management • Sustained Partnerships
		Opportunities in cleaner hydrocarbon energy (such as CCUS)	Companies are evaluated on their efforts to develop cleaner hydrocarbon energy, such as the Carbon Capture, Utilization, and Storage (CCUS).	• Energy, water and waste management

ESG	Themes	Key Issues	Definitions	Material Topics
social	Human Capital	Labor Management	Companies are evaluated on the complexity of their workforce (size, labor intensity, and regions of operation), the relationship between management and labor, the strength of worker protections, and their employee engagement efforts.	• Workplace culture • Talent Attraction, retention and development • Sustainable Revenue
		Health & Safety	Companies are evaluated on their management of workplace safety and the workplace safety standards in the industries and regions in which they operate.	• Workplace culture • Talent Attraction, retention and development
		Human Capital Development	Companies are evaluated on their workforce talent requirements and their ability to attract, retain, and develop a highly skilled workforce.	• Workplace culture • Talent Attraction, retention and development
		Supply Chain Labor Standard	Companies are evaluated on the management and transparency of their supply chain and the working standards in the regions in which their suppliers are located.	• Sound supply chain practices • Local sourcing and vendor rights
	Product Liability	Product Safety & Quality	Companies are evaluated on their exposure to possible recalls or product safety concerns, the strength of their supply chain and sourcing systems, their quality management efforts in manufacturing and their responsible marketing practices.	• Quality and safety of delivered goods • Customers' Loyalty
		Chemical Safety	Companies are evaluated on the possible presence of harmful chemicals in their product portfolio, their potential exposure to strengthening or pending chemical regulations and their efforts to develop less harmful alternatives.	• Quality and safety of delivered goods
		Privacy & Data Security	Companies are evaluated on the amount of personal data they collect, their exposure to evolving or increasing privacy regulations, their vulnerability to potential data breaches, and their systems for protecting personal data.	• Policies and procedures and data privacy • Digital services and transformation

ESG	Themes	Key Issues	Definitions	Material Topics
social	Product Liability	Responsible Investment	Companies are evaluated on their integration of environmental, social and governance considerations in the management of their own assets or the assets they manage on behalf of others.	• Sustainable Revenue
	Stakeholder Opposition	Controversial Sourcing	Companies are evaluated on their dependence on and purchasing volume of raw materials procured from conflict areas and their efforts around traceability and certification.	• Sound supply chain practices • Local sourcing and vendor rights
	Social Opportunities	Access to Communications	Companies are evaluated on their efforts to expand connectivity and access to information in developing countries and historically underserved markets (e.g. rural, elderly).	• Social responsibility and community engagement • Youth entrepreneurship
		Access to Finance	Companies are evaluated on their efforts to expand financial services to historically underserved markets, including small business lending and the development of innovative distribution channels.	• Social responsibility and community engagement • Youth entrepreneurship • Sustainable Revenue
		Access to Healthcare	Companies are evaluated on their efforts to expand health care products and services to developing countries and underserved markets (e.g. low regional physician concentration), including equitable pricing mechanisms, patents, capacity advancement and product donations.	• Social responsibility and community engagement
		Opportunities in Nutrition and Health	Companies are evaluated on the nutritional content of their food products and their efforts to introduce products with an improved nutritional or health profile.	• Social responsibility and community engagement

ESG	Themes	Key Issues	Definitions	Material Topics
(G)overnance	Corporate Governance	Board	Companies are evaluated on the effectiveness of their board in overseeing management and corporate strategy, protecting investor value, and representing the interests of shareholders. This is a Key Issue in the Governance Pillar and is relevant for all companies.	• Policies and procedures and data privacy • Ethical conduct • Sustained partnerships
		Tax Transparency	Companies are evaluated on their estimated corporate tax gap (i.e., gap between estimated effective tax rate and estimated corporate income tax rate), revenue reporting transparency and their involvement in tax-related controversies. This is a Key Issue in the Governance Pillar and is relevant for all companies.	• Policies and procedures and data privacy • Ethical conduct • Sustained partnerships
		Pay	Companies are evaluated on the alignment between their pay and other incentive practices and corporate strategy. This is a Key Issue in the Governance Pillar and is relevant for all companies.	• Policies and procedures and data privacy • Sustainable Revenue
		Ownership & Control	Companies are evaluated on their equity ownership structure and its potential impact on shareholder rights and the interests of other investors. This is a Key Issue in the Governance Pillar and is relevant for all companies.	• Policies and procedures and data privacy • Sustained Partnerships
		Accounting	Companies are evaluated on the transparency, independence and effectiveness of their audit and financial reporting practices. This is a Key Issue in the Governance Pillar and is relevant for all companies.	• Policies and procedures and data privacy
	Corporate Behavior	Business Ethics	Companies are evaluated on their oversight and management of business ethics issues such as fraud, executive misconduct, corrupt practices, money laundering, or anti-trust violations. This is a Key Issue in the Governance Pillar and is relevant for all companies.	Policies and procedures and data privacy Ethical conduct