



Enabling progress, enriching experiences

**Sustainability Report
2024**

Contents

	4	Enabling Progress, Enriching Experiences			
	6	About This Report			
	8	Leadership Statement			
13	Overview				
	14	Jahez Group at a Glance			
	16	Integrated Business Ecosystem			
	20	An Ambitious Growth Strategy			
	22	Eight Subsidiaries: Strategic Integration			
	29	Expanding Regional Presence			
	30	Revolutionizing Delivery			
	36	From Startup to Success Story: Our Journey			
39	Vitalizing Sustainability				
	40	ESG Roadmap			
	42	Stakeholder Engagement			
	49	Materiality Assessment			
51	Environmental Impact				
	53	Responding to Climate Change			
	54	GHG Emissions			
	59	Energy Consumption			
	60	Water Conservation			
	61	Waste Management			
63	Social Impact				
	65	Responsible Business Practices			
	66	Customer Experience			
	72	Caring for Our People			
	82	Caring for Society			
85	Sustainability Governance				
	88	Climate Change Governance			
91	Corporate Governance				
	93	Transparent Governance			
	97	Ethical Conduct			
101	Appendix				
	102	Saudi Exchange (Tadawul) ESG Disclosure Themes			
	104	GRI Content Index			
	114	SASB Content Index			
	116	TCFD Content Index			
	117	Glossary			

Enabling Progress, Enriching Experiences

At Jahez Group, we believe progress starts with people—our team, our customers, our communities, and the businesses we work with. Every step forward we take is rooted in creating something better: smoother transactions, smarter tools, and stronger local partnerships.

Whether we're helping a merchant grow, a driver earn more efficiently, or a customer get their favorite meal on time, we're building something lasting. We work closely with our customers to understand what matters most to them. That means shorter delivery times, intuitive app flows, personalized offers, and trusted support. It means anticipating their needs—not just responding to them.

We know that none of this is possible without a workplace where people feel seen and supported. That's why we invest in an inclusive, rewarding environment. We also recognize our responsibility to give back through initiatives that support communities, strengthen local economies, and contribute to a more sustainable future.

By aligning with Saudi Vision 2030 and the UN Sustainable Development Goals, we ensure that the progress we enable is meaningful, measurable, and widely shared, enriching experiences for everyone we reach.

See more at our website
www.jahezgroup.com



About This Report

We are proud to present our 2024 Sustainability Report, a testament to Jahez Group's commitment to innovation and progress.

Jahez International Company for Information System Technology is registered in the Kingdom of Saudi Arabia and listed on the Saudi Exchange (Tadawul) Main Market. The Group's head office is in Riyadh, with operations spanning Saudi Arabia, Bahrain, and Kuwait.. This Sustainability Report highlights our achievements and addresses challenges, demonstrating how the Group empowers businesses, enhances lifestyles, and contributes to building a more sustainable future across all the countries in which we operate.

Reporting Boundaries

Covering the calendar year from 1 January to 31 December 2024, unless otherwise stated, all financial and non-financial data of this Report relate to Jahez Group ("the Group"). This includes Jahez International Company for Information System Technology ("the Company") and all the branches and subsidiaries as set out in our [consolidated financial statements](#) for the year ending 31 December 2024.

Disclosure Standards

This Report is rooted in materiality analysis and stakeholder engagement (please refer to the relevant sections for more information). In addition to adhering to the [Saudi Exchange \(Tadawul\) ESG Disclosure Guidelines](#), we also disclose voluntarily against best practice frameworks, including [GRI Standards 2021](#) and the [Sustainability Accounting Standards Board \(SASB\) industry standards](#) for E-Commerce, Internet Media & Services, Professional & Commercial Services, Real Estate, Restaurants, and Road Transportation.

The Group is preparing to adopt the [IFRS Sustainability Disclosure Standards](#) in the upcoming reporting periods. This year, we have established a solid foundation for this by conducting a double materiality assessment and implementing the [TCFD recommendations](#) for climate-related disclosures.

Preparation and Approval

The Sustainability Report review and approval process at Jahez Group follows a structured approach to ensure accuracy, alignment with strategic goals, and executive oversight. Initially, a questionnaire is distributed to sustainability ambassadors within each department. These ambassadors gather and verify data in consultation with their respective senior executives. Once the first draft is prepared, it undergoes an additional review phase to validate the accuracy of the information and its alignment with the Group's overall strategy.

The Executive Management of Jahez Group's subsidiaries participates in the review and approval process to ensure comprehensive oversight. The final approval of the report remains subject to the Jahez Group Executive Management and the Board of Directors. Jahez Group's Board approved the 2024 Sustainability Report on 14 May 2025.

Restatements of Information

The Report's structure has undergone minor changes compared to the previous year. Namely, the section on alignment with the UN Sustainable Development Goals (SDGs) and Saudi Vision 2030 was not included, as these topics will be addressed in a separate standalone impact report.

Several restatements of information from previous reporting periods were made. In particular, the reporting boundaries for GHG emission assessment were significantly expanded (refer to the [GHG Emissions](#) section for more details).

External Assurance

Jahez Group will not include third-party verification for sustainability information in the 2024 report. However, the Group intends to obtain external assurance in the future. For 2024, only GHG inventories will undergo external assurance to enhance data reliability and transparency.

Cautionary Statement

This report contains statements that may be deemed "forward-looking" and expresses how Jahez Group intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as "plans," "aims," "assumes," "continues," "believes," or any variations of such words that specific actions, events, or results "may," "could," "should," "might," "will," or "would" be taken or be achieved. Jahez Group has made every effort to ensure this report is as accurate and truthful as possible. However, by their nature, forward-looking statements are qualified to inherent risks and uncertainties

surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond the Group/s ability to control and, therefore, do not represent a guarantee that events implied in these forward-looking statements will occur.

Feedback and Further Information

This non-financial report complements our [2024 Annual Report](#), which focuses primarily on financial performance. The relevant section of the Annual Report includes a summary of our sustainability progress. We welcome all feedback on this Report and our broader approach to the Jahez sustainability team: Sustainability@jahez.net.



Leadership Statement

Dear stakeholders,

I am privileged to present Jahez Group's third Sustainability Report, sharing the results of a transformative year—2024—which has served as a cornerstone for our progress in building sustainability governance and advancing along the route mapped in our ESG Roadmap.

As one of the Middle East's leading technology platforms, we are uniquely positioned to drive positive social, environmental, and economic change, and we are well aware of our responsibility to do so. We respond to this responsibility by embedding sustainability in all our operations, guided by our core values and purpose.

Our commitment to sustainability is grounded in strong alignment with the Saudi Vision 2030's sustainable development objectives, the United Nations' Sustainable Development Goals (SDGs), and the priorities that our stakeholders consider most meaningful. All these sources, including the valuable insights from stakeholders, have served as critical references in the development of our three-year ESG Roadmap, which guides the Group from 2023 to 2026 and integrates environmental responsibility, economic resilience, and social impact into our daily operations across all functions and subsidiaries.

In 2024, we have made significant progress in reinforcing the governance architecture that supports the implementation of our ESG Roadmap. Engaging a wide range of stakeholders across all subsidiaries and business units, we conducted a comprehensive governance mapping exercise to align sustainability principles with the Group's governance framework and ensure that sustainability considerations were embedded at every level. Additionally, we conducted a double materiality assessment to gain a deeper understanding of the mutual impacts between sustainability factors and our business. This enabled us to identify ESG-related risks and opportunities and incorporate them into our strategic planning.

To further reinforce these efforts at the highest level, we hosted a sustainability-focused Board meeting and expanded internal capabilities through ESG governance workshops. We also compiled an ESG Policy List, identifying strong alignment in some areas while highlighting gaps in others. To address these gaps, the Sustainability Department, together with the Governance, Risk, and Compliance team, was tasked with developing new policies. Several of these policies have been prioritized for implementation in 2025.

Contributing to the global response to climate change is among our most important responsibilities. In recent years, we have taken decisive action to formalize our approach, developing a structured GHG Emission Reduction Roadmap and completing a rigorous emissions inventory aligned with the GHG Protocol.

In 2024, we reached a significant milestone by achieving data maturity for our GHG emissions. This involved identifying previously unreported emission sources, enabling us to ensure accurate carbon accounting across all Jahez Group subsidiaries. This meticulous tracking allowed us to pinpoint areas for improvement and reduce our delivery carbon footprint per kilometre driven by 11%, demonstrating the power of data-driven decision-making in enhancing operational sustainability.

Looking ahead to 2025, we will reach another critical milestone by conducting our first-ever climate disclosure through the Climate Disclosure Project (CDP). We will also begin implementing our newly developed climate policies, continuously tracking and refining our initiatives to reduce GHG emissions.

Innovation plays a critical role in this process, as well as in the implementation of our ESG Roadmap as a whole. In 2024, we piloted lightweight electric vehicles through our logistics platform and tested autonomous delivery technologies, reinforcing our position as a forward-thinking enabler of green logistics.

In 2024, we also deepened our social impact through a range of initiatives. We proudly launched the Jahez Foundation—a Group-wide platform that consolidates our community, educational, and sustainability efforts under a single strategic framework. Guided by our Social Responsibility Guide and aligned with both the United Nations SDGs and national priorities, the Foundation enables us to deliver targeted support where it is needed most.

We continue to support the economies of the regions in which we operate by contributing to private sector growth and providing local entrepreneurs with a powerful platform to expand their reach and connect with a broader customer base. Our merchant ecosystem supports local businesses through tailored solutions and innovative services that drive sustainable success. Throughout the year, we further reinforced this commitment by launching a range of educational and financial initiatives aimed at empowering entrepreneurs and startups in the logistics sector.

I would like to express my sincere gratitude to our employees, who are at the heart of all the positive change we continue to deliver. Workforce diversity and inclusion remain key areas of focus for us. In 2024, our full-time employee base increased by 18.4%, including a 16% rise in female representation. Our growth continues to generate job opportunities in technology, logistics, and customer service, supported by flexible working hours, comprehensive training programmes, and well-being support.

We are proud to have been certified either as a Great Place To Work® or the Best Place To Work® for the third consecutive edition, and to have increased the employee satisfaction rate to 85% across the Group. These outcomes reflect the strength of our inclusive, growth-oriented culture and our ongoing commitment to fostering a supportive and rewarding work environment.

Our commitment to ethical practices goes beyond employment and is embedded in every aspect of our organizational culture. We promote transparency, integrity, and accountability across the Group and in all our stakeholder relationships—whether in customer service, procurement, partnerships, community support, or day-to-day operational decision-making.

In 2025, we will continue to implement our ESG Roadmap, focusing on creating long-term value and driving positive change for our communities, guided by the shared values of trust, transparency, and respect.



**Reduction in
GHG emissions
intensity**



Best Place To Work®

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Our commitment to ethical practices goes beyond employment and is embedded in every aspect of our organizational culture. We promote transparency, integrity, and accountability across the Group and in all our stakeholder relationships.

//

**Eng. Ghassab Bin Salman
Bin Ghassab Bin Mandeel**
CEO

2024 Highlights



Sustainable growth

106 million

orders delivered
(+25% compared to 2023)

4.3 million

active users
(+20.7% compared to 2023)

The internal driver personnel
expanded to over

3,800 drivers

30 million

financing portfolio with the
Social Development Bank for
entrepreneurs in logistics



Environment

299 trees

planted under
the Jahez Plants Initiative

Over 4,000

plastic bottles collected through
the Reverse Vending Machine
program

2,328 kg

of waste recycled

11%

reduction in GHG emission
intensity

Electric vehicles fleet
launched



Social



Certified either as a Great Place
To Work® or the Best Place To
Work® for three consecutive
editions

85%

employee satisfaction rate

16%

increase in the number
of female employees

Platinum status

in the Nitaqat Saudization
program for Jahez KSA, PIK,
and BLU

The establishment of the Jahez
Foundation

Over 1 million

in social contributions



Governance

17%

female Board membership

100%

of Board members are Saudi
nationals

A comprehensive double
materiality assessment was
conducted

The governance mapping
aligned ESG principles with the
Group's governance framework

The Climate Risk Registry was
created

92%

of the procurement budget is
allocated to local suppliers

See more at our website
www.jahezgroup.com



Overview

Since 2016, Jahez Group has focused on empowerment through innovation and purpose-powered progress. We meet on-demand customer needs and have grown our portfolio to build tomorrow's delivery ecosystem, empowering businesses and enhancing customer experience, sustainability, and community support. Whether partnering with local businesses or caring for our people, the focus is always on laying the foundation for continued expansion and impact in the years ahead.

- 14 Jahez Group at a Glance
- 16 Integrated Business Ecosystem
- 20 An Ambitious Growth Strategy
- 22 Eight Subsidiaries: Strategic Integration
- 29 Expanding Regional Presence
- 30 Revolutionizing Delivery
- 36 From Startup to Success Story: Our Journey

Jahez Group at a Glance

Our ever-growing delivery platform goes beyond food, delivering everything from fashion to sports and entertainment to customers' doors as fast as possible. Powered by disruptive technology and a desire to meet rapidly evolving consumer needs, we connect people to businesses seamlessly, conveniently, and intuitively.

Jahez Group is a leader in innovation across food service, e-commerce, delivery, and complementary markets in Saudi Arabia and MENA. We provide an integrated ecosystem of on-demand services specifically designed to enhance customer lifestyle and empower individuals and businesses.

Following a successful year, we transitioned our listing from Nomu to the Main Market of Tadawul (TASI) in December 2024. This significant growth milestone marks the first listing of a homegrown tech startup on the Saudi Exchange. It is set to drive greater shareholder value and expanded investment opportunities.



What is Jahez?

- **Internationally present, locally rooted:** A group with a strong local identity and robust regional presence.
- **Market leader:** The fastest-growing Saudi food delivery and e-commerce market player with deep insights into consumer preferences.
- **Technology-driven:** A business built on cutting-edge platform development.
- **Adaptable:** Proven ability to change while maintaining high EBITDA and net profit margins.
- **Diversified:** An integrated group that maximizes synergies across its diverse operations.
- **Logistics leader:** Owner of Saudi Arabia's largest logistics fleet with advanced expertise.
- **Efficient brand operator:** Managing a portfolio of strong brands with high customer loyalty.

Orders, million



25%

Increase compared to 2023

4.3 million

Total active users (+20.7% compared to 2023)

Enabling progress and enriching experiences

The theme of this year's report – embodying our philosophy of doing business



Our Vision

Become the leading brand in Saudi Arabia to offer an ecosystem of on-demand services that enhance customer lifestyle and empower businesses.



Our Mission

To exceed our stakeholder expectations by providing a seamless user-centric experience enabled by continuous technological innovation.

Our Values

Trust

to ensure our partners always get their products and payments on time, every time.

Respect

to treat our employees, customers, and partners with courtesy, consideration, and dignity.

Innovation

to nurture an entrepreneurial spirit in the organization with a results-oriented mindset.

Sustainability

to create long-term partner value by taking into consideration social, economic, and environmental aspects.

Passion

to commit to exceeding partner expectations by pursuing their happiness and achieving their ambitions.

Excellence

to exceed what we achieved yesterday, and to deliver a world-class user experience across our various services.

Member of the



United Nations
Global Compact



See Jahez Group's profile
on the UN Global Compact website



Integrated Business Ecosystem

The Group's businesses are interconnected and mutually supportive, fostering powerful synergies. Through innovative digital solutions and user-focused services, we empower local businesses to meet customers' evolving demands effectively.

Ecosystem for on-demand services to enhance customer lifestyle and empower businesses



Market drivers

Expanding foodservice market

Saudi Arabia's consumer foodservice sector is experiencing significant growth, projected to continue through 2030. This expansion is driven by the Kingdom's emergence as a major hub for fast food, influenced by evolving consumer preferences and rising disposable incomes.

Young and connected population

The Kingdom's youthful demographic is a key driver of market growth. High smartphone penetration and exposure to global food trends have accelerated demand for convenient food delivery options, particularly among tech-savvy younger consumers.

Rising women workforce participation

With women now comprising over a third of Saudi Arabia's labour market, their increasing workforce participation has led to a rise in food delivery frequency. This shift reflects evolving lifestyles and the time constraints of working households, further boosting the sector.

Post-pandemic delivery culture

The lasting effects of the COVID-19 pandemic have firmly embedded delivery services into the fabric of urban life, making them an essential part of modern consumer behavior.



Our unique advantages

Robust financial foundation

Jahez Group has established itself as a market leader across its sectors, supported by a strong financial position following its landmark USD 2.4 billion listing in 2022. Its strategic investment approach continuously strengthens its value proposition, fostering sustainable growth and innovation in an increasingly competitive landscape.

Expanding geographical reach

With Jahez Group's app now covering 95% of Saudi Arabia's population and a growing presence in Bahrain and Kuwait, its network continues to expand. Additionally, Blu, a key business under its umbrella, has extended its reach to over 170 countries. Supported by a vast network of delivery partners—both full-time and freelance—its logistical capabilities enhance market presence and ensure seamless service delivery.

Exceptional stakeholder experience

Jahez Group delivers unparalleled food and online shopping experiences to millions of customers, complemented by 24/7 customer service for end-users, merchants, and delivery partners. Its cutting-edge user interfaces and advanced technological solutions optimise operations across verticals, while its forward-thinking approach to technology ensures efficiency and innovation in service delivery.

Distinctive brand identity

Jahez Group benefits from strong brand recognition and affinity, reinforced by a rapidly expanding customer base across various sectors. This high level of brand loyalty not only strengthens its competitive edge but also drives long-term cost efficiencies in customer acquisition, ensuring sustained growth and success in the markets it serves.

Comprehensive logistical infrastructure

Jahez Group's logistics operations are powered by a vast network of delivery partners, spanning both freelance and full-time roles, alongside a well-equipped fleet managed by its logistics division. This extensive network ensures reliable, efficient, and scalable delivery solutions, reinforcing its leadership in the on-demand services sector.

Value we create

Customers

Jahez Group delivers unmatched convenience and exceptional experiences through its platforms, generating revenue from both delivery fees and distance-based pricing. Customers benefit from quick, reliable services and a seamless user experience, which strengthens their loyalty and engagement with the ecosystem.

Merchants

Merchants gain access to millions of customers through Jahez Group's platform, benefiting from online visibility, marketing tools, and valuable analytics support. Its quick and smooth onboarding process, together with data-driven insights, helps merchants enhance efficiency and performance, ensuring their food and goods reach their audience faster.

Delivery partners

Delivery partners enjoy flexible earning opportunities, backed by an advanced technology-driven platform and fair pricing structures. Jahez Group promotes transparency, offering delivery partners stable earnings, incentives, and access to financial services. Additionally, strategic partnerships support their well-being and career development.

Shareholders

Jahez Group is committed to delivering shareholder value by driving long-term, sustainable financial performance. The Company's solid market position and investment in technology fuel growth, ensuring continuous innovation and profitability.

Employees

Jahez Group prioritises a people-first culture, fostering a workplace that values inclusion, well-being, and career development. With policies focused on fair wages, health benefits, and professional growth, the Company nurtures a thriving workforce. Its commitment to excellence has been recognised through various accolades, including the Best Place To Work® certification.

Community

As a responsible corporate citizen, Jahez Group aligns with Saudi Arabia's Vision 2030 agenda and the nation's ESG Roadmap (2023–2026). It is committed to sustainable operations, emphasizing economic viability, environmental responsibility, and social impact. Its robust greenhouse gas reduction plan and CSR initiatives highlight its dedication to creating a lasting positive impact.



An Ambitious Growth Strategy

Designed to build our ecosystem of lifestyle solutions, our long-term strategy is grounded in three key priorities:

- **Strengthening our geographic presence**
- **Launching new services**
- **Streamlining operations**

By integrating food and non-food segments, we create a cohesive system that enhances customer experience. The model also emphasizes operational efficiency to establish a solid foundation for scalable growth alongside a

strong focus on the Group’s culture and sustainability. This holistic approach enables us to innovate towards seamless digital living while maintaining a competitive edge in an ever-growing market.

Performance on strategic objectives in 2024

In 2024, we began to harness the power of integration between our food and non-food segments. Our achievements include expanding our delivery fleet to over 3,800 drivers, resulting in a more integrated delivery network.

Jahez expanded beyond food delivery to include grocery, retail, and express courier services, solidifying its position as a comprehensive delivery platform. Key innovations included AI-driven personalization for tailored recommendations and localized delivery hubs with smarter routing algorithms, ensuring faster and more efficient service in high-demand cities such as Riyadh and Jeddah.

We advanced sustainability goals by reducing GHG emissions per kilometer by 11% and piloting test deliveries by lightweight electric vehicles and autonomous robotic vehicles. These solutions aim to unlock new value propositions and drive innovation across all segments in 2025.

Long-term goals

In 2024, we followed a precise long-term strategy that will continue to guide us throughout 2025. Eight priorities with clear initiatives help direct our activities and grow our market share:

- Drive operational excellence and customer experience by empowering merchants and customers with training and technology investments.

Launch every available service in new cities both in the Kingdom and the GCC region.
- Continuously innovate to differentiate our services and offerings.

Expand the Group’s regional footprint by leveraging competitive value propositions.
- Spearhead a Kingdom-wide transformation to a digital lifestyle by creating innovative, high-tech food delivery, online shopping, cloud kitchen, and last-mile delivery solutions.
- Strengthen operations in existing areas by onboarding new customers and partners.

Expand the business into supporting verticals and enter new geographies for future growth.
- Strengthen the presence of every subsidiary across the Kingdom.

Please refer to our [Annual Report 2024](#) for more information on strategy



Eight Subsidiaries: Strategic Integration

Jahez Group comprises delivery platforms, a merchants’ ecosystem, and logistics services. Composed of wholly or partially owned subsidiaries in key market segments, we’re well-placed to leverage technology and innovation to empower businesses.

Diverse subsidiaries

Our subsidiaries cater to a diverse customer base, including general consumers, retail merchants, and logistics providers. With a strong presence in delivery, logistics, and the merchant ecosystem, Jahez Group drives innovation through food service, e-commerce, and technology solutions. Strategic acquisitions, mergers, and venture capital investments across these business verticals are central to our mission of enhancing customer experiences, streamlining operations, and supporting sustainable growth.



Delivery platforms

This segment focuses on delivering food and other goods through electronic platforms within Saudi Arabia. The platforms operating in the Kingdom include Jahez, PIK, and Blu, while Jahez also serves customers in Bahrain and Kuwait.



Logistics services

The logistics segment supports operations by managing and optimizing the transportation of goods. The Logi business operates in this segment, leveraging innovative technology to enhance supply chain efficiency.



Merchants’ ecosystem

This segment includes businesses such as Co, Marn, Red Color, and Sol, which offer end-to-end solutions for merchants. Services range from technological support and kitchen spaces to supply chain management and tools for the HoReCa sector, enhancing merchants’ operations and accelerating growth.

				Country of operation	Country of incorporation
Joint Preparation Company for Meals	100%	<div><div></div></div>	Limited Liability Company		
PIK Option Trading Company	100%	<div><div></div></div>	A Single Shareholder Limited Liability Company		
Supportive Solutions Company for Logistic Services	100%	<div><div></div></div>	A Single Shareholder Limited Liability Company		
The Red Color Company (Red Color)	100%	<div><div></div></div>	A Single Shareholder Limited Liability Company		
Jahez International Company	100%	<div><div></div></div>	Limited Liability Company		
Jahez International Company for Wholesale and Retail Trading	100%	<div><div></div></div>	A Single Shareholder Limited Liability Company		
BLU Store Company	51%	<div><div></div><div></div></div>	A Single Shareholder Limited Liability Company		
Marn Business Information Technology Company	100%	<div><div></div></div>	Limited Liability Company		
Jahez for Information Technology	100%	<div><div></div></div>	Limited Liability Company		
Jahez International Company for Information Systems Technology	100%	<div><div></div></div>	Limited Liability Company		
Sol for Trading LLC	35%	<div><div></div><div></div></div>	Limited Liability Company		

See detailed data about each Company’s legal structure and ownership in our Annual Report

Delivery Platforms: Surging ahead

The online food delivery and quick commerce (Q-commerce) markets are expanding rapidly to meet consumer expectations for fast deliveries of all kinds. The Middle East and North Africa (MENA) Q-commerce market is projected to reach \$47 billion by 2030. At Jahez, we have consistently experienced

growth, with order volumes across the Jahez, PIK, and Blu platforms increasing by 25% to 106 million in 2024 (2023: 84.8 million), including Kuwait and Bahrain. In 2024, the number of active customers using our platform for food ordering and delivery increased to 4.3 million, up from 3.5 million in 2023.



Jahez : Online food delivery

Jahez is the leading online food delivery platform in Saudi Arabia. We have integrated new cutting-edge technologies, including robotic autonomous delivery vehicles, smart routing, and AI-powered personalization, to enhance the excellence of our user-friendly mobile app, reduce delivery times, and advance smart

urban mobility. We also introduced a new Prime gifting program and a loyalty program to enhance customer engagement.

100+ cities covered



Jahez Kuwait

Since expanding to Kuwait in 2023, Jahez has extended its geographic reach to cover the entire country. With over 2,700 vendors, Jahez is quickly establishing itself as Kuwait's leading delivery platform.



Jahez Bahrain

Since its successful launch in May 2022, Jahez Bahrain has grown into a key player in the country's food delivery landscape.



PIK: Q-commerce

PIK connects customers directly to merchants within a 100-kilometer radius for the latest fashion, cosmetics, and electronics offers from renowned local and international brands, delivered in 2-3 hours. Initially operating in Riyadh, PIK now services customers in Jeddah, Dammam, Hail, Qassim and Al Kharj.

PIK is an end-to-end platform that covers order selection and offers payment options and last-mile delivery. Customers can search and filter products and categories, see e-payment services, live-order tracking, get support, and other features. The platform also services merchants who can tap into customer trends and behavior patterns, marketing opportunities, and increased brand awareness.



Blu Store: Sports-related e-commerce

A joint venture with Al-Hilal Club—a professional multi-sports club based in Riyadh—focused on sports products and event tickets, Blu was the region's first interactive app of its kind and now serves customers in over 170 countries globally. This platform primarily targets a younger audience.

No. 1

Saudi sports app in Saudi Arabia¹

¹ According to the CTS Authority.

Logistics services: Business model shift

There's a critical need for logistics infrastructure to scale alongside the booming Q-commerce market. Saudi Arabia logistics services see a growing need for efficient last-mile delivery solutions, alongside a huge demand for drivers. This combination creates significant growth potential.

Logi is well-positioned to leverage this opportunity, offering 24/7 availability, fast delivery, multiple pickup options, and comprehensive tracking for both B2B and B2C customers. This centerpiece of Jahez Group's business model currently manages all the orders from the Group's Saudi apps. In 2024, Logi delivered 42% of all Jahez Group's orders.

The game rules in this sector changed significantly in 2024 when new regulations from the Transport General Authority (TGA) mandated a gradual phase-out of self-employment for non-Saudis in online delivery services. (See the [Caring for Our People](#) section for more details.) Anticipating the shift as early as 2021, Jahez established Logi as its in-house logistics arm. By the time regulations took effect, Logi was fully operational, ensuring compliance and uninterrupted service.

In 2024, Logi extended its operations to nearly all regions of Saudi Arabia and strengthened its commitment to environmental responsibility and smart urban mobility by testing lightweight electric vehicles to explore innovative ways to cut emissions.



Logi: E-commerce and postal logistics

Logi is designed to meet Jahez Group and other platform needs. Bridging the gap between customers and merchants, Logi's centralized platform supports the Group in its logistical and operational needs and taps into evolving demands, solidifying the Group's position in this high-potential sector.

Logi is the market leader in urban last-mile delivery. Its services are available 24/7, with short delivery times, multiple pickups, and delivery tracking. It has a more than 3,800-strong internal driver fleet and is in a strong position to comply with changing KSA delivery regulations.

In 2024, the Group commercialized Logi's fleet as part of a fundamental growth strategy. Now, it serves Jahez Group's companies and the broader e-commerce and postal logistics sectors at competitive rates.

Merchants' ecosystem: New revenue streams

Jahez Group's merchants' ecosystem assets are designed to unlock new revenue streams and enhance stakeholder value by supporting local businesses with tailored solutions and innovative services. From supply chain optimization and cloud

kitchens to advanced IT solutions and strategic investments, this ecosystem strengthens Jahez's position as a leading enabler of merchant growth and operational efficiency.



Sol: Hospitality supply chains

The Group acquired 35% of Sol in 2023. It is a B2B outfit supplying hotels, restaurants, and cafes (HoReCa) with dry, frozen, chilled, and fresh foods, snacks, and beverages. Sol handles the entire procurement-to-delivery process. In 2024, Sol leveraged its synergies within the Group, assisting Co in the launch of an innovative grocery arm that enables customers to order groceries and meals in a single transaction.

Over **4,000**
SKUs in the portfolio

Please refer to our [Annual Report 2024 for more information on operational performance](#)



Co: Cloud kitchens and shelving solutions

Co provides fully equipped cloud kitchens¹ for delivery-only restaurants and cloud shelving for e-commerce, supporting its storage needs. It drives revenue through variable commissions and long-term leases and enhances Jahez's value chain by enabling restaurant scalability and supporting operations of Blu, PIK, and the wider Jahez ecosystem.

124 cloud kitchen spaces

16 locations

75% occupancy rate

¹ Cloud kitchens don't have their own restaurant premises. They operate as shared commercial kitchens where different restaurant brands prepare food for delivery through online booking platforms. Businesses in this segment partner with online delivery platforms and have mobilized sizable investments across the region, supported by growing demand for online food delivery.

Marn: Business information technology

Part of the Group's growing portfolio, Marn Business Information Technology supports merchants in their growth, providing custom-made digital solutions to collaborate with diverse service providers and partners.

Marn boosts operational efficiency for merchants within the Jahez ecosystem. In 2024, it launched Marn Connect, a delivery app aggregator, alongside self-service kiosks for enhanced customer convenience, and Marn Books, an accounting solution for streamlined financial management.

8K
terminals

5K
clients

104.3+
million orders processed in 2024

Red Color: Technology investments

Our investment arm, Red Color, seeks to boost the Group's returns through investments in industries such as automated marketing, supply chain management, Fintech solutions, direct-to-consumer marketing, and lifestyle improvement services.

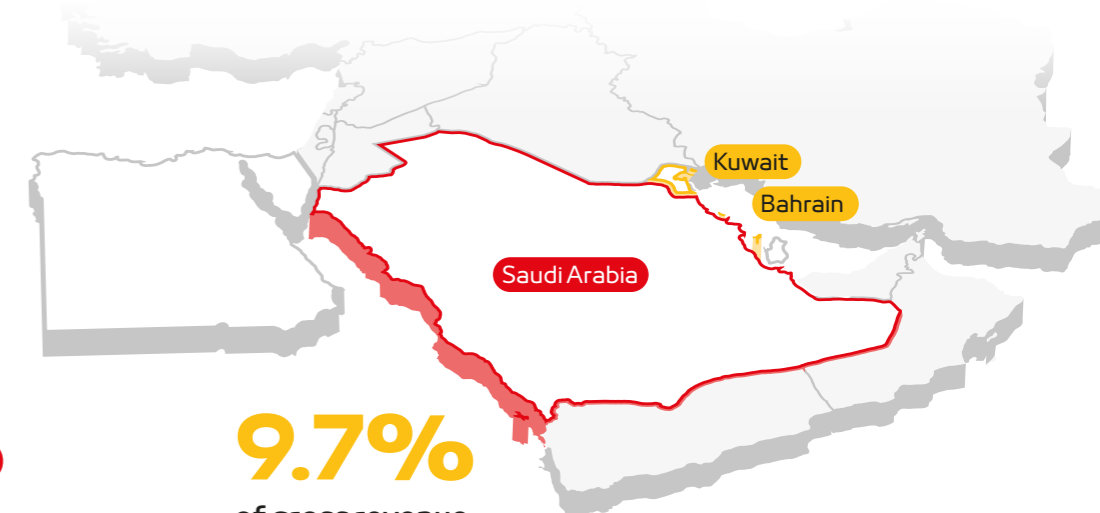
Red Color focuses on KSA, followed by the Gulf Corporation of Countries and the MENA region. In 2024, it secured investments in Moyasar, a Riyadh-based Fintech, and Grubtech, a Dubai-based restaurant technology provider.

Please refer to our [Annual Report 2024](#) for more information on operational performance



Expanding Regional Presence

Jahez Group has expanded from its initial start in Saudi Arabia, now covering 95% of Saudi Arabia's population, which is experiencing a particular surge in demand due to a growing under-30s customer base. We also operate in Bahrain and Kuwait—important regions in the growing Q-commerce market.



90.3%
of gross revenue

9.7%
of gross revenue

Saudi Arabia

Kuwait
Bahrain



Saudi Arabia

Saudi Arabia is the largest and fastest-growing food service market in MENA, with an estimated 12% CAGR (compound annual growth rate) until 2030. As one of the largest food delivery companies in Saudi Arabia and beyond, we're planning a significant and expanding presence within the Kingdom, supported by strategic investments, partnerships, innovations, and infrastructure growth.

Kuwait

Launched in 2023, Jahez Kuwait has quickly gained a substantial market share in a highly competitive sector. In 2024, Jahez extended its geographic reach to cover the entire country. Building on our 24/7 service model, we launched our delivery subscription service, Prime, which is tailored for frequent users, and upgraded the app interface to enhance customer experiences.

Bahrain

Alongside the KSA, the Kingdom of Bahrain's food service market is expected to experience significant growth in the next few years. Jahez has served the entire Bahraini market from the start, ensuring comprehensive coverage and a strong presence. In 2024, our partnerships with local and international

brands grew significantly, driving a 46.1% increase in merchants available on the platform. The Prime subscription service, offering free delivery, strengthens customer retention by encouraging repeat purchases and long-term loyalty.

Revolutionizing Delivery

Our innovation strategy spans everything from in-house research to engaging the next generation of customers, enabling us to continue developing solutions that drive efficiency and enhance customer satisfaction.

Digitalization management system

Our organizational excellence strategy focuses on integrating advanced engineering and data capabilities across our products, infrastructure, workforce, and financial resources. The Group's Technology Division is structured to empower all verticals, fostering synergy and enabling them to achieve their goals, which aligns with our overarching strategic objectives as the business continues to expand.

In 2024, the Technology Division made significant investments to support the Group's growth agenda while preparing for potential future verticals. Our efforts were centered on building a robust infrastructure to drive expansion, underscoring our commitment to leveraging technology as a catalyst for growth.

Highlighting our commitment to innovation, we invested \$52.49 million in Research and Development this year, a 29.8% increase from 2023.

Our data center is built on a cloud-first, highly available, and scalable architecture powered by AWS, ensuring efficiency, reliability, and seamless data-processing. This infrastructure supports a range of workloads, including transactional systems, analytics, and high-throughput applications.

Key technologies powering our data infrastructure include:

- Amazon RDS and Aurora for structured transactional data, offering low-latency queries, high durability, and multi-AZ deployment for consistency and availability.
- MongoDB for unstructured and semi-structured data, providing high scalability and flexible query capabilities.
- Elasticsearch for full-text search, log analytics, and real-time data insights, optimized for quick retrieval and analysis of large data volumes.

- Amazon EKS (Elastic Kubernetes Service) is used to host containerized applications and microservices, enabling efficient resource utilization, distributed processing, and real-time data pipelines.

In 2024, our team managed a seamless transition to a cloud-agnostic strategy¹ with minimal disruption. The strategy enables applications and services to operate across multiple cloud providers, enhancing business continuity and flexibility. User-centric design, infrastructural efficiency, and advanced data science have been a particular focus this year, enabling us to meet the upsurge in demand for delivery culture and surrounding logistics.

We remain committed to investing in data and AI infrastructure across our subsidiaries. Data is one of our strategic assets, underpinning how well we serve customers and giving the Group the edge in innovation. Our data science platform empowers our teams to make data-driven decisions, fosters a collaborative work environment, and is part of how we support our merchant partners, achieve operational excellence, and enhance customer loyalty.

Aligned with our strategic goals, our technology division has developed a range of innovative features, tools, and products for merchant partners. Our objectives include:

- Democratizing data throughout the Group for joined-up and informed decision-making.
- Educating employees with the skills to understand, analyze, and utilize data.
- Leveraging AI-powered analytics to guide and refine strategic decision-making.
- Mitigating potential AI risks with stringent data protection protocols, regular audits, and ensuring compliance with industry standards and national regulations.

Cybersecurity

Jahez Group prioritizes cybersecurity, ensuring customer and stakeholder information protection through industry-leading security measures. Data is encrypted at rest and in transit, safeguarding it throughout its lifecycle. A structured vulnerability management process allows us to identify and mitigate risks quickly. At the same time, our dedicated Security Operations Center (SOC) provides 24/7 system monitoring to detect and respond to potential threats in real-time.

The Group has comprehensive internal policies and procedures governing data privacy and cybersecurity, aligned with key standards such as the Personal Data Protection Law (PDPL), ISO 27001, and the Cybersecurity Framework (CST CRF). These policies ensure robust data protection across all operations and extend to suppliers and vendors, requiring them to adhere to the same security and privacy standards.

To further enhance data security compliance, Jahez Group is in the final stages of obtaining ISO 27001 certification, demonstrating our commitment to a strong Information Security Management System and aligning with global best practices.



All Jahez Group employees receive regular training sessions to ensure they understand data protection best practices and can actively contribute to maintaining the highest security standards in daily operations.

[Learn more on our innovations in the Annual Report](#)



Innovation in Action

Launching the Jahez Hackathon

In February 2024, we hosted the Jahez Hackathon for Food and Beverages, an intense environment where quick thinking and adaptability were key. Ahmad Al-Rajeh, a Prince Mohammed bin Fahd University student, won with his innovative and practical solution centered around a shared cart that enabled seamless group orders through a shared link that allowed multiple people to update a basket in real-time. Potential AI risks were mitigated with stringent data protection protocols, regular audits, and ensuring compliance with industry standards and national regulations.

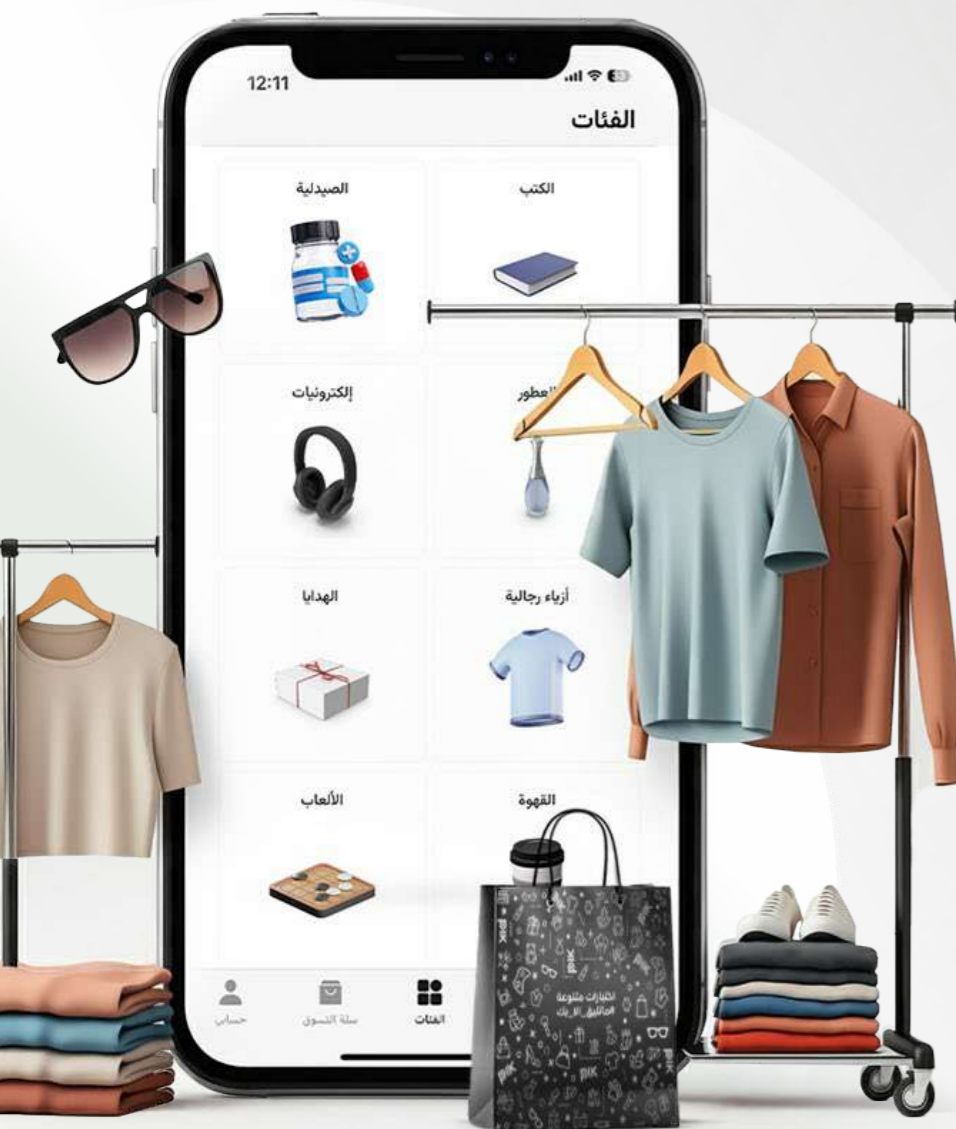
KSU x Jahez GenAI Datathon

In April 2024, we hosted the KSU x Jahez GenAI Datathon: a dynamic competition in which young data enthusiasts tackle real-world challenges head-on. Pairing innovation and education, this collaboration with King Saud University shows the synergy between the energy of future generations and industry in Saudi Arabia. It also:

- Identifies and attracts top talent with innovative ideas to become part of Jahez Group team.
- Exposes students to cutting-edge applications of generative artificial intelligence (GenAI) while nurturing their entrepreneurial mindset.
- Facilitates the transition from academia to industry by offering practical, hands-on experience utilizing Jahez Group's expertise and data resources.

Mobile Apps

Our user-friendly mobile app and website interface allow customers to navigate menus effortlessly, search for specific cuisines or restaurants, and customize orders to their preferences.



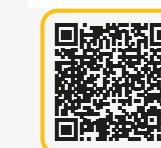
Jahez

We offer multiple secure payment options, including cash on delivery and online payment methods, providing customers with flexibility and convenience.



Blu

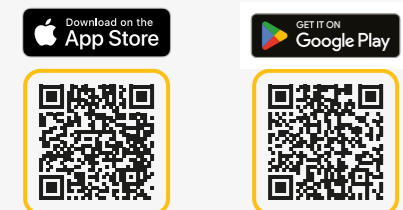
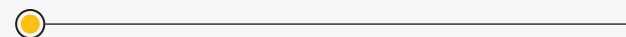
The Blu App is an integrated sports e-commerce platform offering a wide range of official products from Al Hilal Club and various international brands, with worldwide delivery. In addition, the application provides users with the latest news from Al Hilal Club and allows them to book tickets for stadiums across the Kingdom.



PIK

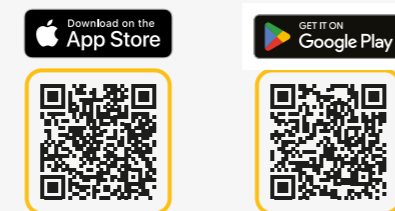
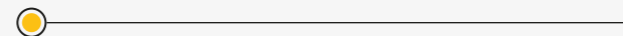
PIK App is an application for all merchants in Saudi Arabia's local market, serving defined geographical locations toward target audiences. It makes it possible for all major brands of different commodities to deliver to mass-market customers. PIK acts as an agent which enables delivery services between merchants and customers, maintaining both parties' rights in transactions. PIK facilitates the required IT infrastructure, headcount capacity, a fleet of drivers, payment gateways, and after-sales support from its headquarters in Riyadh city 24/7.

In 2024, we redesigned the PIK app to improve customer experience. We've also added dark stores, which are available via Co and other fulfillment centers.



Saned

An application for drivers that allows them to deliver orders for the Jahez, Pik, Blu, and other partners across Saudi Arabia, Bahrain, and Kuwait.



Technological innovation

Jahez is committed to the objectives of Vision 2030, positioning Saudi Arabia as a global leader in digital innovation and urban modernization. In 2024, as part of this vision, the Group began exploring autonomous delivery solutions. In partnership with the King Abdullah University of Science and Technology (KAUST), we explore drone and robotics technologies, providing R&D teams with a controlled environment to develop and test proof-of-concept solutions. Collaborating closely with KSA's Ministry of Transport and Ministry of Communications and Information Technology, we are piloting these technologies on a smaller scale, aiming to reduce urban congestion and improve mobility.



Jahez has already deployed self-driving vehicles within ROSHN Sedra, a smart residential community. The integration of an autonomous solution served to enhance order-delivery efficiency for residents, contributing to improved air quality and reduced GHG emissions.

In March 2024, Jahez joined LEAP 2024, a premier technology and innovation event, as a strategic partner. The main highlight of the event for Jahez was the launch of ten autonomous food delivery vehicles, unveiled under the patronage of HRH Prince Mishal Bin Sultan Bin Abdulaziz Al Saud and in the presence of the Minister of Transport and Logistics Services.



Innovation in action

Smart delivery solutions for Hajj pilgrims

In 2024, Jahez introduced an innovative delivery system for pilgrims during Hajj, leveraging robotic technology and eco-friendly vehicles. Under the supervision of the TGA, this solution ensured the efficient delivery of food, medical supplies, and essential items, reducing congestion and minimizing the effort required for pilgrims. By integrating artificial intelligence, the system reduced waiting times and enhanced convenience, supporting Vision 2030's strategic objectives of improving service quality and enriching the Hajj visitor experiences.



From Startup to Success Story: Our Journey

At Jahez, our ESG journey focuses on building a solid foundation, fostering a strong culture, and raising team awareness, ensuring that everyone across the Group actively contributes to this effort.



Blu Store, a joint venture with Al Hilal Club Investment Company, was established.

Jahez Group successfully completed its IPO and entered the parallel market Nomu.

2022

2021

PIK soft-launched to expand beyond food delivery.

42+ million
orders delivered



Logi was established as a logistics vertical.



Red Color was established as an investment arm.

2023

Won "Best IPO in Nomu parallel market in 2022" at the Saudi Exchange Awards.

Expanded to Kuwait.

84.8 million
orders delivered



Completed acquisition of **Marn Business Information Technology** company.



Made investments in multiple companies that complement the value creation model of the Group, including a 35% controlling stake in Sol.



Consolidated the 100% stake in Co.

106 million
orders delivered

The Group established the Jahez Foundation to consolidate its sustainability efforts.

Jahez formed a strategic partnership with the Social Development Bank, creating a \$30 million financing portfolio to support entrepreneurs and startups in the logistics sector.

The Group facilitated the transition of freelance drivers to full-time employment, expanding its driving staff to more than 3,800 drivers.

To reduce urban congestion and improve air quality, Jahez began testing deliveries with lightweight electric vehicles and autonomous robotic vehicles.

2024



Jahez Group's shares were transferred to the Main Market on the Saudi Exchange (Tadawul).

Vitalizing Sustainability

Sustainability is at the heart of our values. It drives us to achieve operational excellence while aligning our efforts with economic viability, environmental stewardship, and social responsibility. This commitment ensures that our growth creates lasting value for all stakeholders and contributes to a more sustainable future.

- 40** ESG Roadmap
- 42** Stakeholder Engagement
- 49** Materiality Assessment

ESG Roadmap

Societal well-being and a commitment to Saudi Vision 2030 are the cornerstones of our corporate values, which is why we created a three-year roadmap designed to move us forward with focus.

Jahez Group's three-year ESG roadmap integrates social impact, economic sustainability, and environmental responsibility into the core of our operations. Aligned with Saudi Vision 2030, the UN Sustainable Development Goals, and stakeholder priorities, this framework serves as a foundation for driving meaningful change while establishing a strong basis for future growth. By embedding sustainability into daily operations, the roadmap ensures long-term success and a lasting positive impact.

In 2024, we made significant strides in advancing this vision. Key initiatives included ESG governance workshops, a sustainability gap analysis, and the development of new environmental policies set to launch in 2025. These efforts reflect our commitment to sustainability and responsible business practices, fostering continuous progress and positive contributions to society.

Areas of focus

1

Prioritizing governance and policies from 2023 to 2026

Strong policies support effective corporate sustainability. Our high-level ESG strategy, which aims to have a fully functional framework in place by 2026, drives significant progress by transforming our operations into a system of sustainable and socially conscious behaviors.

To ensure a smooth and efficient transition to sustainable operations, we are committed to integrating ESG principles at every level of our governance system. Our areas of interest include:

- Integrating ESG principles into our current system of governance.
- Engaging internal stakeholders across subsidiaries to address gaps and match them with ESG goals.

- Creating and evaluating new ESG-related regulations to improve accountability and governance.
- Identifying ESG risks and incorporating them into our corporate strategy by carrying out a thorough double materiality evaluation.

We'll begin piloting implementation initiatives in 2025, and continue to hone our strategy as we advance ESG risk assessment and integration in light of the double materiality analysis's findings.

2

Advancing GHG emissions tracking

Our Sustainability Department has developed a comprehensive GHG emissions inventory, marking a major milestone in Jahez Group's environmental journey. Conducting a rigorous assessment using the GHG Protocol Corporate Accounting and Value Chain Reporting Standards, we kept GHG emissions at the core of our environmental strategy to establish robust baselines in 2023.

In 2024, we made a significant leap by reaching data maturity—an essential part of our ambitious emissions reduction plan. By capturing previously unreported activities, we're more accurately

tracking our carbon footprint. This strengthens our environmental accountability while driving greater transparency for our stakeholders.

- Combustion of Liquid Petroleum Gas at Co Kitchen facilities is now fully accounted for.
- Embedded emissions in purchased goods at SOL include meat and dairy categories, which are key drivers of environmental impact.
- Embedded emissions in MARN electronic devices allow us to log a critical aspect of our supply chain footprint.
- Comprehensive employee commute-emissions tracking provides a more accurate reflection of our impact.

3

Concentrating on our social and environmental impact

The Group aligns its activities with the United Nations Sustainable Development Goals.

Using a blend of innovation and strategy, the Group took key steps towards a more sustainable future in 2024. We reduced CO₂e emissions per kilometer by 11% and began testing deliveries through Logi with lightweight electric vehicles, reducing carbon emissions and supporting Saudi Vision 2030's environmental sustainability goals. By integrating green logistics solutions and sustainable delivery practices, Jahez actively contributes to reducing air pollution and fostering eco-friendly business operations that drive long-term environmental benefits.

Jahez Group plays a vital role in diversifying Saudi Arabia's economy by supporting private sector growth and creating numerous job opportunities in technology, logistics, and customer service.

Focus areas



We empower local entrepreneurs and SMEs by providing them with a powerful platform to expand their reach and connect with a broader customer base. By leveraging our technology and extensive network, we actively contribute to a more resilient and diversified economy.

We recognize that part of our responsibility is towards communities both within and outside of the Group. We're proud to say our Diversity Policy continues to drive inclusion, with a 16% increase in female employees in 2024. We also remain committed to social impact, making meaningful contributions to society: we spent ₪1,019,952 on CSR in 2024, from cash sponsorships and donation facilitation to in-kind giving.

Stakeholder Engagement

Our business model is designed to engage with all stakeholders and create value for them, so their insights could play a crucial role in shaping our ESG roadmap.

Annual formal consultations allow us to determine and review our material topics, and we also engage with stakeholders throughout the year to address any needs or concerns of relevant groups.



External

Stakeholder group

Suppliers

Key sustainability-related expectations

Our suppliers expect fairness throughout our business, from dealing with them directly through respecting labor rights and ethical labor practices and being conscious of our environmental impact. Upholding these expectations means adhering to fair trade practices, providing timely payments, maintaining financial stability, and honoring contracts, as well as minimizing environmental impact throughout the supply chain.

Channels of engagement

- Contracts
- Meetings
- Tenders and invitations to bid
- Phone calls
- Emails

2024 outcomes

In 2024, Jahez continued to strengthen its commitment to local businesses and sustainability. Local content in procurement accounted for 92% of the total procurement budget, reflecting our commitment to supporting domestic suppliers. Small and medium-sized enterprises now make up 17% of our supplier network, further driving economic growth.

In line with our dedication to promoting healthier food choices, we launched the organic category, featuring 45 branches and 5,430 products. To support local organic farmers, we also introduced a 10% discount on delivery subscription fees, making organic food more accessible to consumers.



External

Stakeholder group

Customers

Key sustainability-related expectations

Building trust and value into our customer relationships is vital. We deliver exceptional experiences through high-quality services underpinned by competitive pricing, free delivery, and value-driven bundles. Our responsibility to customer safety is central to our business practices, which we continue to demonstrate by prioritizing data privacy and security, and preserving personal information.

Channels of engagement

- Social-media channels
- Marketing campaigns
- Events
- Annual reports
- Digital applications
- Call center and customer care
- Website
- Emails

2024 outcomes

Jahez continued to enhance customer engagement and trust through innovative campaigns, rewarding experiences, and a strong commitment to security. Ensuring customer data privacy and security remains a top priority, and we are proud to report zero cases of personal data breaches.

In 2024, over 1 million winners participated in the “Shake and Win” campaign, adding excitement and value to their experience on the platform. Customers also benefited from our collaboration with Al Othaim Investments, earning Mokafaa points with every purchase. Through Jahez Ilkhair, we made charitable giving more accessible by enabling seamless donations in partnership with the Zakat and Charity Fund.

Stakeholder Engagement



External

Stakeholder group

Government agencies

Channels of engagement

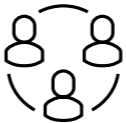
- Annual / sustainability reports
- Audit and compliance report
- Meetings
- Press releases
- Phone calls
- Disclosures on the investor relations web page

Key sustainability-related expectations

Creating a positive impact on both the economy and local communities is a priority for government agencies, alongside compliance with applicable laws and regulations. We work hard to achieve this, as well as delivering transparent and accountable disclosure of our financial and non-financial performance and exhibiting ethical conduct.

2024 outcomes

In alignment with our principles, Jahez collaborated with government agencies to navigate regulatory changes, facilitating the transition of freelance drivers to full-time employment under Kafala and supporting Tawteen initiatives. We also secured TGA approval to introduce electric vehicles and pilot self-driving technology, reinforcing our commitment to innovation and sustainability.



External

Stakeholder group

Community

Channels of engagement

- Events and campaigns
- Donations
- Sponsorships
- Social media
- Website
- Advertising
- Annual / sustainability reports
- In-app push notifications

Key sustainability-related expectations

We support and uplift communities through responsible corporate citizenship activities, including creating employment opportunities, empowering young people, and piloting social initiatives that impact the socioeconomic status of the local community. Fostering a culture of open communication and transparency, the communities we work in can be confident that feedback is heard and expectations met.

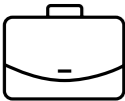
2024 outcomes

In 2024, Jahez actively contributed to community support, education, and innovation. We partnered with Jood Al Eskan to help cover rent for families in need and worked with the Children with Disability Association to support therapy and education programs.

Jahez also played a role in promoting inclusive sports through the sponsorship of Al Hilal Academy, creating opportunities for individuals with disabilities to engage in athletics. Additionally, we collaborated with the Saudi Life Saving Federation to provide training that empowered participants with essential lifesaving skills.

In the field of innovation, Jahez joined forces with King Saud University to launch the GenAI Datathon, offering students hands-on training in artificial intelligence and data science. Jahez also partnered with the Social Development Bank to launch a fund supporting entrepreneurs, startups, and job seekers in the logistics sector.

Stakeholder Engagement



External

Stakeholder group

Investors

Key sustainability-related expectations

Disclosing strong financial performance is just part of what investors expect to see from us. We also deliver value to stakeholders and align with sustainability frameworks, ensuring investors can trust in our ability to make investment returns while upholding ethical practices and a sustainable impact.

Channels of engagement

- Annual / sustainability reports
- Investor conferences
- Quarterly reports
- Emails
- Meetings
- Roadshows
- Phone calls
- Disclosures on the investor relations web page

2024 outcomes

Jahez’s delivery platforms experienced significant growth and transformation, driven by evolving consumer preferences and continuous technological advancements. Total orders across Jahez Group reached 106 million, reflecting strong demand and an expanding customer base.

In addition to operational growth, Jahez Group successfully transitioned from the Tadawul Parallel Market to the Main Market, further enhancing investor confidence and strengthening market positioning.

● **106 million**
total orders across Jahez Group



External

Stakeholder group

Shareholders

Channels of engagement

- Annual / sustainability reports
- General Assembly Meeting
- Emails
- Phone calls
- Earnings calls
- Disclosures on investor-relations web page

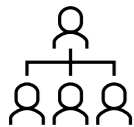
Key sustainability-related expectations

After many years of strong performance, shareholders expect us to prioritize long-term sustainable revenue growth and resilient and robust governance practices. We show this through transparent reporting on financial and non-financial performance, and sharing strategic directions towards increasing market share, while displaying how we align our business practices with sustainability goals.

2024 outcomes

In 2024, Jahez Group delivered a strong financial performance, creating significant value for shareholders. Full-year net revenue reached ₪2,218.6 million, marking a 24.3% increase from the previous year. Additionally, the net profit surged by 55.1% year-over-year, reaching ₪184.2 million by the end of 2024. This impressive growth reflects the Group’s strategic expansion, operational efficiency, and commitment to long-term shareholder returns.





Internal

Stakeholder group

Board members

Key sustainability-related expectations

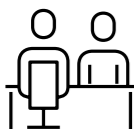
The Board is actively encouraging the proactive integration of our 2023-2026 ESG framework throughout the Group.

Channels of engagement

- Annual / sustainability reports
- Phone calls
- Emails
- Board meetings
- Seminars

2024 outcomes

In 2024, Jahez hosted a sustainability-focused Board meeting, underscoring the vital role of ESG in driving business resilience.



Internal

Stakeholder group

Employees and workers

Key sustainability-related expectations

As the backbone of our business, our employees deserve a safe, equitable, and inclusive workplace in which they're granted fair compensation, competitive benefits, and development opportunities. This creates a culture of trust and an environment in which open communication and a transparent chain of command all contribute to happy and fulfilled employees.

Channels of engagement

- Annual / sustainability reports
- Phone calls
- Training workshops
- Events
- Emails
- Performance reviews
- Meetings
- Seminars
- Intranet

2024 outcomes

Jahez remains committed to fostering a supportive and rewarding work environment. In 2024, we achieved an 85% employee satisfaction rate and were certified as the Best Place To Work® for 2023-2024, reflecting our dedication to employee well-being and engagement.

To support career growth and development, we introduced initiatives such as Tawteen, leadership training, and structured onboarding programs, ensuring our teams have the resources to thrive. Additionally, non-Saudi drivers received dedicated guidance to facilitate sponsorship transfers, reinforcing our commitment to workforce stability and inclusivity.

Materiality Assessment

Jahez Group's materiality assessment is critical in identifying and prioritizing key sustainability issues that impact our business and stakeholders.

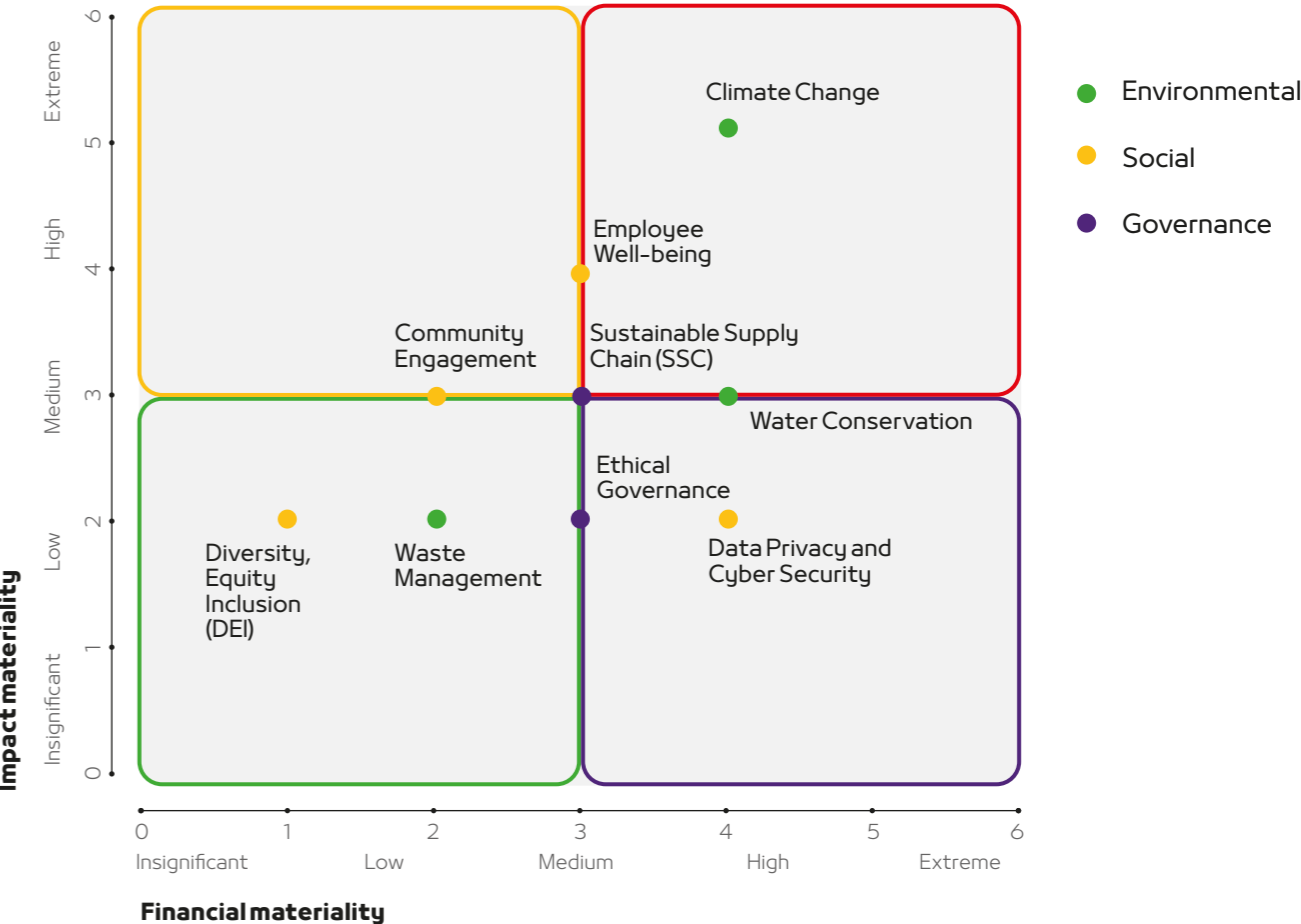
In the previous year, Jahez Group made a significant stride in shaping our sustainability strategy by conducting an impact materiality assessment, identifying the most relevant sustainability topics in line with GRI Standards 2021, and incorporating elements of the IFRS Sustainability Disclosure Standards.

Building on this foundation, the 2024 double materiality assessment took this evaluation further, examining not only how Jahez Group impacts the environment, society, and the broader economy but also how sustainability factors influence the Group in return. By adopting this

comprehensive approach, we strengthened our commitment to responsible growth, ensuring that our sustainability efforts drive meaningful, long-term value for all stakeholders.

As part of this assessment, we analyzed nine material topics, identifying 34 related impacts, 23 sustainability-related risks, and 10 opportunities. The evaluation considered key stakeholders, time horizons, double materiality significance, key metrics, and relevant policies, helping us uncover new ways to create a positive impact on our communities and the larger society.

Materiality prioritization matrix



Environmental Impact

At Jahez Group, we recognize that our environmental responsibility extends beyond operations—it's deeply connected to our commitment to the communities we serve. By controlling GHG emissions and reducing waste, we are actively preserving the natural resources that our communities rely on and reducing our environmental footprint for a cleaner urban landscape.

53 Responding to Climate Change


54 GHG Emissions

59 Energy Consumption


60 Water Conservation

61 Waste Management

Sustainability Governance Progress Dashboard




Strategic priority



Progress


Responding to Climate Change



A structured GHG Emission Reduction Roadmap was developed.

A climate risk registry was created to evaluate physical and transition risks.


GHG Emissions



Logi began to test deliveries using lightweight electric vehicles.

11% reduction in GHG emissions per kilometer driven.


Water Conservation



A Water Management Policy was developed (currently undergoing final review and approval).

Sustainable water practices are being embedded in Jahez Group's new headquarters.

Waste Management



A Waste Management Policy was developed (currently undergoing final review and approval).

Over 4,000 plastic bottles were collected through the RVM system.

2,328 kg of waste recycled (4.75% of the total waste generated).

Responding to Climate Change

For Jahez Group, climate action is a strategic priority, presenting both risks and opportunities. The Group remains committed to ensuring resilience against climate risks while capitalizing on emerging opportunities for growth and innovation.

In recent years, Jahez Group has taken significant steps to solidify our commitment to climate action, laying a robust foundation for meaningful environmental stewardship. We have successfully developed a structured GHG Emission Reduction Roadmap, which serves as a clear framework for proactive climate mitigation, guiding our long-term journey toward a lower-carbon future. This roadmap involves comprehensive evaluations to identify and prioritize four key emissions reduction initiatives strategically chosen for their high potential impact and alignment with our core operations.


Recognizing the importance of informed governance, we have conducted dedicated climate policy workshops to ensure our climate strategies are closely aligned with Jahez’s overarching business objectives. Additionally, we have enhanced our GHG emissions inventory to capture previously unreported activities, significantly improving the accuracy of our carbon footprint tracking.

Looking ahead to 2025, we will reach another critical milestone by conducting our first-ever climate disclosure through the Climate Disclosure Project (CDP). Simultaneously, we will begin implementing our newly developed climate policies, continuously tracking and refining our emissions-reduction initiatives, and further enhancing our climate-related scenario analysis—including detailed exploration of 1.5°C and 2°C+ global-warming scenarios—to assess and respond effectively to potential future impacts.

Additionally, in 2025 we plan to define clear adaptation strategies to manage identified physical and transition climate risks. We will also ensure internal policies, such as our Carbon Accounting Policies and the Sustainable Employee Commute Policy, align closely with international best practices, thereby embedding sustainability comprehensively across the Group. To ensure continuous improvement and accountability, we are introducing financial incentives linked directly to climate performance by integrating sustainability metrics into executive remuneration packages.



Building on this momentum, in 2024, we created a comprehensive climate risk registry. This registry rigorously assesses both physical and transition climate risks, which we are integrating into our business scenario analyses. By understanding these risks, Jahez Group can proactively safeguard business continuity and resilience against climate-related impacts.

For climate change governance, please refer to Sustainability Governance 

By 2026, our goal is ambitious yet clear: to establish a robust and comprehensive climate management system. Through these efforts, we not only safeguard our business but also make meaningful contributions to the sustainable prosperity of our communities, our environment, and future generations.

GHG Emissions

Jahez Group continues to enhance transparency by expanding its environmental reporting and refining emissions inventories.

With a strong focus on energy and fuel efficiency, the Group follows a structured ESG framework prioritizing vehicle fuel optimization, energy management, and employee engagement

in climate-smart practices. Jahez Group actively optimizes delivery routes and explores fuel-efficient vehicle policies, including transitioning from cars to motorcycles to reduce GHG emissions.

Assessment

Recognizing the importance of understanding and mitigating GHG emissions, Jahez Group has undertaken a comprehensive data-gathering process to refine its emissions inventories. The calculations are based on the following standards:

- GHG Protocol Corporate Accounting Reporting Standard
- GHG Protocol Corporate Value Chain Accounting Reporting Standard

In 2024, the reporting boundary expanded to include previously unaccounted activities. The updated GHG emission inventory now reflects emissions across all Jahez Group companies. Key improvements include:

- Change in financial control of Co, increasing from 60% in 2023 to full ownership in 2024.
- Expanded reporting scope, incorporating newly available data from Jahez Group’s Sustainability Department.
- Refined electricity tracking.
- Enhanced employee-commute calculations that now consider all employees across Jahez Group rather than just the main office.
- Added LPG¹ combustion data at Co facilities.
- Embedded emissions from top meat and dairy inventory turnover at SOL (35% equity control).
- Embedded emissions from MARN electronic devices purchased and held in 2024.

The activities covered in the GHG inventory are as follows:

Activity	Scope/Category	Description
Direct emissions	1	Direct tailpipe emissions from Logi delivery activities Direct emissions from the combustion of LPG at Co Kitchen facilities
Emissions from grid electricity	2	Indirect emissions produced from the electricity consumed across all group companies
MARN purchased goods and services	3, category 1	Hardware devices purchased
Jahez Group business travel	3, category 6	Indirect emissions produced from business travel
Jahez Group employee commute	3, category 7	Indirect emissions produced by employees commuting to work
Third-party downstream transportation and distribution	3, category 9	Indirect emissions from the tailpipe emissions of third-party delivery drivers for group activities
SOL purchased goods and services, as well as electricity consumption	3, category 15	Emissions related to the investment activities



Performance

In 2024, total GHG emissions reached 64,270.31 metric tons of CO₂ equivalent (tCO₂e), reflecting a 27.47% increase from 2023. Several factors drove this increase:

- Higher sales volume and operational expansion.
- Increase in total kilometers driven.
- Higher electricity consumption across all companies due to business growth.
- Changes in methodology to refine data accuracy.
- More consistent data monitoring, yielding more precise results.



The inventory indicates that most emissions are indirect, aligning with the nature of Jahez Group's operations. The highest contributing activity reflects emissions from third-party delivery services, totaling 40,881.90 tCO₂e (+6.47%), consistent with Jahez Group's role as a leading delivery aggregator in the region.

The second-largest contributor was Logi's delivery activities, which support both Jahez's delivery and Logi's last-mile logistics services, totaling 10,150.83 tCO₂e (+5.74%). Despite the overall rise in emissions, Jahez Group significantly improved delivery efficiency, with emissions from delivery operations increasing by only 6.47%, despite a 29.29% rise in total kilometers driven in 2024. Building on this progress in 2025 will enhance efficiency and strengthen company-wide engagement in climate action.

Grid electricity consumption was the third-largest contributor to emissions, totaling 4,930.11 tCO₂e across all Jahez Group companies. This represents a 2.3-fold increase, primarily driven by:

- Change in equity share of Co, from 60% in 2023 to full ownership in 2024.
- Higher electricity usage due to business expansion.

In 2025, the Jahez Group will continue to strengthen its climate initiatives, aligning with the Jahez ESG Roadmap. The Company must achieve emissions data maturity by 2026. Expanding reporting boundaries in 2024 supported this goal, ensuring a more comprehensive and accurate emissions inventory for tracking reduction efforts.

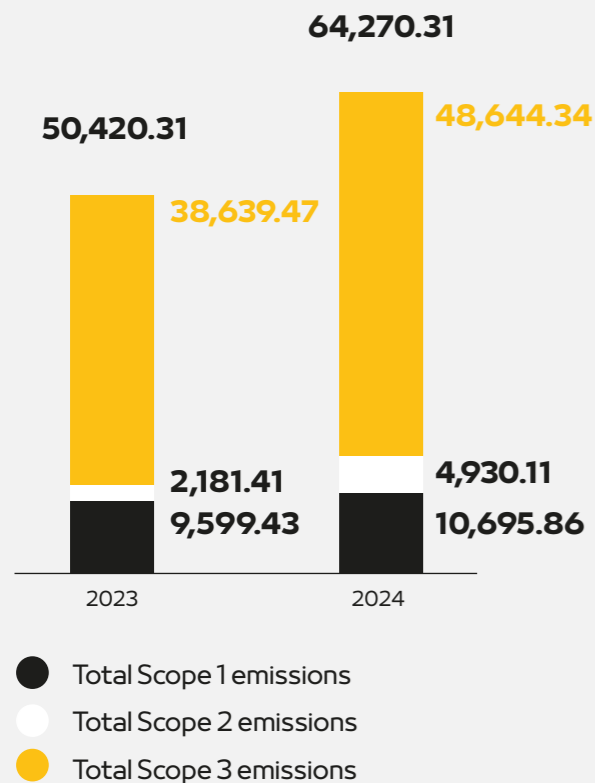
Jahez Group GHG emissions, tCO₂e

Scope and category	2023	2024	2024 compared to 2023
Scope 1: Logi-owned cars	9,599.43	10,150.83	+5.74%
Scope 1: LPG use in Co	—	545.03	—
Total Scope 1 emissions	9,599.43	10,695.86	+11.42%
Scope 2: Jahez KSA	232.42	295.07	+26.96%
Scope 2: Jahez Bahrain	64.40	62.71	-2.62%
Scope 2: Jahez Kuwait	29.94	30.47	+1.77%
Scope 2: Co	888.82	2,883.38	+224.41%
Scope 2: Logi	939.87	1,615.75	+71.91%
Scope 2: Marn	25.96	42.73	+64.60%
Scope 2 emissions by country: KSA	2,087.07	4,836.93	+131.76%
Scope 2 emissions by country: Bahrain	64.40	62.71	-2.62%
Scope 2 emissions by country: Kuwait	29.94	30.47	+1.77%
Total Scope 2 emissions	2,181.41	4,930.11	+126.01%
Scope 3: SOL purchased goods and services ¹	N/A	4,653.40	—
Scope 3: MARN purchased goods and services	N/A	39.67	—
Scope 3: Emissions from business travel	14.77	17.64	+19.43%
Scope 3: Emissions from employee commute	226.70	2,720.23	+1099.93%
Scope 3: Emissions from data-center hosting services	0.294	N/A	—
Scope 3: Emissions from third-party delivery cars	38,397.71	40,881.90	+6.47%
Scope 3: SOL emissions	—	331.5	—
Total Scope 3 emissions	38,639.47	48,644.34	+25.89%
Total GHG emissions by the Group	50,420.31	64,270.31	+27.47%

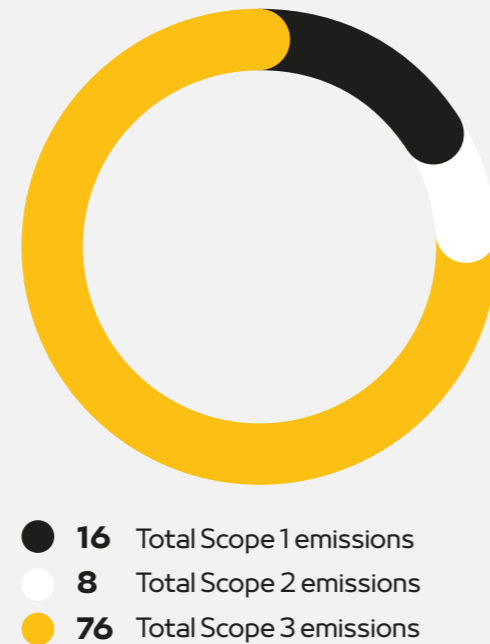
¹ Adjusted for 35% financial control.

GHG Emissions

GHG emissions dynamics, tCO₂e



GHG emissions breakdown in 2024, %



11%
reduction in GHG emissions
intensity in 2024

Emissions Reduction

Since 2022, Jahez Group has meticulously tracked the emissions of every delivery to assess its carbon footprint. In 2024, this initiative resulted in an 11% reduction in CO₂e emissions per kilometer driven, demonstrating the impact of data-driven decision-making in enhancing operational sustainability.

In 2024, Logi began test deliveries using lightweight electric vehicles to explore innovative ways to cut emissions. The initial phase includes 30 solar-powered vehicles called "Ebayya," ten of which are already operational, with a 200 km range per charge and an 18-hour battery life, featuring zero GHG emissions. The fleet was approved by the Transport General Authority (TGA).

Other key initiatives to reduce emissions included:

- Analysis of certain goods purchases for MARN and SOL.
- Continuous optimization of the energy mix in Co.
- Exploration of projects aimed at reducing emissions from employee commuting and business travel.

The plans for the next few years include:

- Development of energy efficiency and carbon neutrality plans.
- Establishment of clear emission reduction targets.

Energy Consumption

Under Jahez Group's ESG management framework, key areas of consideration include vehicle fuel efficiency, exploring renewable energy opportunities, enhancing site efficiencies, and promoting employee engagement in energy-saving practices.

As part of the 2023–2026 ESG Roadmap, the Group is currently developing energy consumption policies to strengthen and enhance its sustainability initiatives.

In 2024, the total electricity consumption across the Group reached 9,270.93 megawatt-hours (MWh), 1.9 times higher than the previous year. This increase was primarily driven by expanded operations.

In 2024, the Group acquired the property in the Al Muhammadiyah district, Riyadh, as its new headquarters. The building is currently in the furnishing and finishing stage, with a strong emphasis on energy efficiency. Sustainable practices have been carefully incorporated into the design, including the planned installation of solar panels to generate renewable energy and reduce reliance on conventional power sources. Motion sensors will be installed throughout the building to optimize energy consumption, paired with LED lighting to minimize unnecessary electricity use. Additionally, all relevant teams have provided a comprehensive energy efficiency plan, ensuring that sustainability considerations are seamlessly integrated into the building's design and operations.

Energy consumption in Jahez Group

Electricity consumption, MWh

	2022	2023	2024	2024 compared to 2023
Electricity consumption by country: KSA	2,178.02	4,717.64	8,515.72	+80.50%
Electricity consumption by country: Bahrain	0.00	117.08	122.76	+4.85%
Electricity consumption by country: Kuwait	0.00	44.03	48.83	+10.90%
Total electricity consumption across the Group	2,178.02	4,878.75	8,687.31	+78.06%

Fuel consumption, liters

	2022	2023	2024	2024 compared to 2023
LPG consumed in CO	N/A	N/A	350,052.00	—
Petrol consumption by the Group vehicles	N/A	9,930,932.48	6,919,075.81	-30.33%

Water Conservation

While Jahez Group does not work in a water-intensive sector, we operate among growing water stress. For this reason, we are developing formal policies and water measurement methodologies as part of our ESG Roadmap evolution.

Water is vital to basic human needs, as the [Saudi National Water Strategy](#) outlines. However, Saudi Arabia faces significant challenges in water availability due to its limited reserves of non-renewable groundwater and climate change-related droughts. These challenges place increasing pressure on individuals and organizations to conserve water and adopt sustainable usage practices.

Currently, Jahez Group does not operate in areas facing water scarcity. Still, it remains committed to responsible water management as part of its broader ESG Roadmap and is taking steps to reduce water consumption across its subsidiaries. Co is the only entity that uses water operationally on its premises among the Group's subsidiaries, while other subsidiaries consume water primarily for air-conditioning and sanitation.

In 2024, the Jahez Group Water Management Policy was developed and is currently undergoing final review and approval. This policy is designed to optimize water use, enhance efficiency, and ensure that sustainable water management practices are integrated across all operations. Once approved, the policy will guide the Group's approach to reducing water withdrawal and improving water conservation efforts.

As part of our sustainability initiatives, Jahez Group held a meeting in 2024 to discuss sustainable water practices for its new headquarters in Al Muhammadiyah, Riyadh. The discussion focused on improving water efficiency, including plans to install low-flow faucets, toilets, and motion-sensor taps in common areas to reduce indoor water consumption.

A comprehensive list of water conservation requirements was provided to the relevant teams, ensuring that sustainability considerations are embedded into the building's design and implementation phases. Plans include further assessments of water usage impacts, particularly for operations such as vehicle washing and the implementation of additional conservation measures.



Waste Management

We are committed to environmental stewardship by implementing eco-efficient practices per our ESG Roadmap. By addressing single-use plastics in our e-commerce and logistics operations, we seek innovative solutions to minimize waste and promote a circular economy.

Our operations primarily generate electronic, packaging, material, and food waste. To strengthen our approach to waste management policies and recycling initiatives, the Jahez Group has developed a Waste Management Policy, which is currently undergoing final review and approval. The Group adopts the Reduce, Reuse, Recycle (3Rs) principle as its foundation, prioritizing waste reduction, optimizing planning, and enhancing operational efficiency to minimize waste generation at the source.

Through reuse initiatives, we extend the lifecycle of materials, including packaging and office supplies, to reduce overall consumption. Recycling is actively encouraged through structured programs, such as reverse vending machines (RVMs), and expanded recycling practices throughout our operations.

In 2024, Jahez KSA generated 49,056 kg of waste, of which 2,328 kg were recycled (4.75%). Following the approval of our waste management policy, subsidiary companies will also be incorporated into our waste monitoring and reporting processes.

Following a waste audit in 2024, Jahez Group continued to advance its efforts to reduce and recycle waste across operations. Among the standout initiatives within the Group was Marn's implementation of paperless practices—an internally developed effort that reflects a strong commitment to digital transformation and environmental responsibility. Recognizing the strength and scalability of Marn's approach, a dedicated session was organized to explore how its knowledge and experience could be transferred to other subsidiaries.

4,000+
plastic bottles were
collected in 2024

Key practices adopted by Marn include the use of a secure electronic platform for contract signing, seamless interdepartmental communication through digital tools, and the replacement of physical employee ID and business cards with electronic alternatives. Additional measures include electronic reporting, file storage, and archiving, collectively supporting a paper-free environment.

This initiative now serves as a model within the Group, informing broader efforts to integrate digital tools and software solutions for communication, documentation, and reporting. These efforts reinforce Jahez Group's commitment to minimizing paper usage and promoting sustainable, tech-driven operations across all subsidiaries.

The Plastic Waste Reduction Initiative, now in its second year, continues to leverage the RVM system to reduce plastic waste and promote recycling. In 2024, over 4,000 plastic bottles were collected through this system, with customers encouraged to return them in exchange for incentives. Additionally, Jahez Group collaborates with suppliers to collect and recycle certain waste materials, exploring opportunities to reuse products that might otherwise be discarded.

Social Impact

Trust, excellence, passion, respect, and innovation are the values that guide us as we invest in society. From inside the Group to the wider communities across the regions we operate in, we foster well-being in customers and communities and cultivate an inclusive workplace culture.

- 65 Responsible Business Practices
- 66 Customer Experience
- 72 Caring for Our People
- 82 Caring for Society

Sustainability Governance Progress Dashboard



Strategic priority



Progress

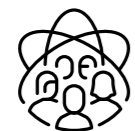
Customer Experience



Enhanced data protection policies, fully compliant with the 2024 Saudi Arabia Personal Data Protection Law.

0 complaints relating to customer privacy and data security.

Caring for Our People



Best Place To Work® for 2023-2024.

85% employee satisfaction rate.

Compliance of Wage Protection Program Awards by MUDAD.

Women's Empowerment in the Private Sector Award 2024 by Cosmos Events.

Recognition of Leading Tech Companies in Women's Empowerment by the Ministry of Communications and Information Technology.

36.6% reduction in road accidents and incidents involving drivers.

Platinum status in the Nitaqat Saudization program for Jahez KSA, PIK, and BLU.

5 humanitarian initiatives launched in collaboration with external partners.

4 charitable projects delivered with internal volunteer team.

Caring for Society



The Group established the Jahez Foundation.

SR1,019,952 was invested in corporate social responsibility (CSR) programs.

Jahez Ilkhair, which enables users to donate through apps, received over SR80 million in donations.

Responsible Business Practices

At Jahez Group, we are committed to maintaining the highest standards of ethical, respectful, and compliant conduct across all areas of our business. From our employees to contractor partnerships and broader business relationships, we uphold a consistent expectation of fairness, dignity, and accountability in how people are treated.

Our Human Capital policy and procedures clearly outline this commitment, reinforcing our zero-tolerance stance on discrimination, harassment, bullying, and other inappropriate conduct. Trust and respect are core values that guide our workplace culture and underpin our compliance with regulations and responsible behavior. Our procedures ensure employees, contract workers, or stakeholders can report concerns without fear of retaliation or retribution. This includes developing relevant policies and processes, such as our Whistleblowing Policy and Grievance process.

Our commitment to ethical practices is embedded in every aspect of our operations. We promote transparency, integrity, and accountability across the Group, whether in customer service, procurement, partnerships, or day-to-day decision-making. We also invest in employee training and awareness to strengthen our ethical culture and ensure everyone understands their role in upholding our values.

For Jahez's vision, mission, and values please refer to Overview



Customer Experience

No matter which channel a customer engages with, we are committed to delivering a fulfilling experience. Our data-first approach ensures a seamless and exceptional ordering journey. We take pride in going the extra mile to create meaningful experiences that go beyond customer expectations.

Personalized service

We focus on a data-first approach to learn about our customers and show them we care about their individual preferences and needs. We use a combination of data analytics, AI, and feedback loops to create user-friendly apps, enabling customers to expect personalized experiences that feel like we truly understand them. This journey is made seamless with features such as multiple payment options.

We extend this feeling of care and personalization across the Group's apps by innovating app features that meet customer expectations and needs, utilizing the Jahez apps' recommendation engine to gain meaningful insights into consumer behavior and provide personalized suggestions. For example, customers shopping on Jahez see curated ads and offers on the Explore page, while PIK highlights seasonal promotions. Our one-hour delivery service allows customers to receive items from malls or pharmacies within an hour, eliminating the hassle of commuting and saving valuable time.

In 2024, as part of our ongoing customer engagement strategy, we launched the End-of-Year Summary for users across Saudi Arabia, Bahrain, and Kuwait. This initiative was designed to build deeper connections while staying attuned to shifting consumer behaviors. Through storytelling and data-driven insights, we demonstrated our ability to innovate while reinforcing our relationship with our diverse customer base.

During the year, we launched efficient loyalty programs, including Qitaf and Mokafa'a. The latter included the "Recharge Your Wallet on Jahez" offer,

allowing users to redeem reward points and receive 20% back of the total points redeemed. We also introduced Tamara (Buy Now, Pay Later), offering customers greater flexibility and convenience in their payment choices.

Our approach to marketing in 2024 was equally driven by data. By combining social listening, sentiment analysis, and valuable feedback from our customer voice team, we enhanced customer experience and gained a deeper understanding of customer needs and preferences. This approach enabled us to develop more personalized and impactful marketing efforts, ensuring that our initiatives resonated with our audience and contributed to a more meaningful customer experience throughout the year.

As part of our commitment to continuous dialogue with our users, we also launched "Zibda," a digital newsletter powered by data analytics. By analyzing ordering patterns, customer interactions, and market trends, we deliver relevant, data-driven content that aligns with our customers' interests, keeping them informed and engaged. This initiative exemplifies how Jahez Group continues to leverage data to foster connection, loyalty, and tailored experiences across all touchpoints.

By blending data, AI, and feedback, we've developed a comprehensive approach to innovating for customers, meeting their needs while delivering exceptional service.

Responding to customer feedback

We care about what our customers have to say, not just because we want them to love the service they receive from us, but also because it provides us with a valuable opportunity to shape and improve our services. Customers can provide feedback in a manner that suits them, from rating and reviewing restaurants and delivery services to contacting our Customer Support team.

Our annual satisfaction survey is an important tool that demonstrates our commitment to listening and continuous improvement, reflecting our customer-centric approach. We value both positive and negative customer feedback and carefully evaluate it to identify areas for improvement.

We're delighted to say that in 2024, we addressed over 2 million customer issues and reduced the turnaround time for resolving issues related to our delivery agents and restaurants.

Customer data privacy and security

To protect our customers, we maintain enhanced data protection policies and adhere to relevant legal requirements. It's this attitude to our customers' data privacy that allowed us to already be compliant with the Saudi Arabia Personal Data Protection Law regulations before they became fully enforceable in September 2024. We achieved this with a considered and comprehensive approach to data privacy and security.

Data protection

We only ask customers for the data we need to make their service seamless, and always ensure everything is processed and stored according to the right data protection regulations.

Confidentiality

We handle customer data with strict confidentiality, with access to sensitive data limited to authorized personnel and for legitimate purposes.

Information security

Protecting stakeholder data from unauthorized access, loss, misuse, alteration, or breaches is a priority, which is why we employ comprehensive information security measures, including secure networks, firewalls, and access controls.

Consent

The only personal information we have is collected, used, and shared with the consent of customers. They're also empowered with access to their information, so they can update or correct it as they wish.

Third-party compliance

Customer can be as confident in our third-party partners and service providers as they are in us: we hold them to the same high privacy and security standards as we hold ourselves, and carefully select vendors who are committed to protecting stakeholders' information and ensuring appropriate data-processing agreements are in place.

Incident response

In the extremely rare instance of incidents, we're swift and thorough in our responses. We address data breaches immediately, conduct thorough investigations, and implement measures to prevent similar incidents: we had only one incident in 2023 and none in 2024.

Social media and responsible marketing

Brand power is one of Jahez Group's most valuable and flexible assets and the best way to connect with customers and all stakeholders. Fundamental to our business success and strategy, we led multiple targeted campaigns and promotions throughout 2024, including charity partnerships, event sponsorships, loyalty programs, and in-app features. Together, these initiatives strengthened our brand reputation, enhanced customer engagement, and reinforced our market positioning. We are proud to share that our initiatives have been formally recognized, further strengthening our brand reputation and affirming the impact of our social efforts.

His Royal Highness Prince Saud bin Nayef, Governor of the Eastern Province, honored Jahez for its role in empowering orphans through job opportunities on our platform. This initiative, carried out in collaboration with the Bena'a Association for Orphan Care aimed to foster independence and support the professional development of orphans through specialized training and meaningful employment opportunities.

In another proud moment, His Excellency Abdullah Alswaha recognized Jahez—alongside other leading technology companies—at the #Digital_Technology_Forum 2024 for our contributions to empowering women in the tech sector. This recognition reflects our continued efforts to develop women's skills and capabilities as part of a broader strategy to build an inclusive and sustainable digital community.



During the year, we conducted significant marketing campaigns:

- A limited-time offer providing customers with two years of free delivery when they place an order through the PIK app, which also includes a complimentary Prime subscription on Jahez, enhancing their overall experience with exclusive benefits.
- An engaging, interactive "Shake and Win" campaign where users can win exciting prizes by shaking their phones while opening the Jahez app. This fun and dynamic experience adds an element of surprise and excitement, enhancing customer engagement.
- The partnership with #SaudiArabia34 to support the Kingdom's bid to host the World Cup. As part of this initiative, we offered exclusive products at a symbolic price of 34, making them accessible to everyone and celebrating national pride.

We have also entered several other partnerships:

- In partnership with #Ikha'a, we donated three housing units to support their efforts in providing aid to those in need.
- Together with the Down Syndrome Voice Association, we organized an inclusive event to celebrate #WorldChildrensDay, bringing together over 100 children with Down Syndrome.
- We signed a strategic partnership agreement with Al-Othaim Investments, through which leading brands and global franchises under Al-Othaim will be integrated into the Jahez platform. This collaboration will provide customers with a fast and advanced online shopping experience, and establish dedicated outlets for Jahez applications in Al-Othaim malls, thereby enhancing cooperation, fostering mutual growth, and creating innovative customer experiences.
- We entered into a strategic partnership agreement with Manga Arabia, reflecting our commitment to promoting local and regional cultural content through innovative digital platforms.

Customer Experience

Our corporate social responsibility included various innovative initiatives:

In collaboration with the Saudi Disabled Children Association, Jahez organized a Saudi National Day celebration for children, during which we inaugurated a state-of-the-art educational classroom named “Jahez Customers.” The event was attended by His Royal Highness Prince Sultan bin Salman, Chairman of the Association, and His Royal Highness Prince Mishaal bin Sultan, Chairman of Jahez International Company.

In 2024, Jahez participated in the Product Management Bootcamp, held in collaboration with Tuwaiq Academy for over 8 weeks. This boot camp, the first of its kind in this field, combines Jahez’s extensive industry expertise with Tuwaiq Academy’s strategic partnership to offer an exceptional educational experience. The program focuses on training students in the core principles

of digital product management, drawing on local business models to provide practical, real-world applications.

Jahez Group has signed collaborative agreements with the Ehsan Platform to facilitate donations through the Jahez app and with the Saudi Food Bank (Etaa’m) in order to provide meals to families and workers through the #JahezIlkhair initiative within the Jahez app. On #WorldCharityDay, we took pride in achieving a significant milestone thanks to the collective efforts of Jahez customers. The total donations through Jahez Ilkhair surpassed **80 million**.

The total donations through
Jahez Ilkhair surpassed

80 million



In 2024, we proudly sponsored and participated in several events, including:

- The event focused on #Food_Technologies, highlighting the latest emerging trends, revolutionary technologies, and investment opportunities within the food sector.
- The #GlobalLogisticsForum (GLF24) in Riyadh, organized by the Ministry of Transport and Logistics Services.
- The #Beban24 Forum where Jahez Group signed a collaboration agreement with the Social Development Bank to provide point-of-sale solutions and electronic payment facilitation.
- The Restaurant and Café Owners Association’s annual event, where the Jahez Group served as a strategic sponsor. During the event, Jahez was honored as a leading partner in advancing the industry. As part of our dedication to promoting excellence and sustainability, we presented the “Jahez for Impact Makers” award to several influential figures in the hospitality, restaurant, and café industries, recognizing their efforts in driving long-term success and sustainability in the sector.
- The sponsorship of MontajatCon’24, a conference that brought together a distinguished group of global digital product leaders and local tech company founders.

- The #MiskGlobalForum where His Royal Highness Prince Mishaal bin Sultan bin Abdulaziz Al Saud, Chairman of Jahez Group, shared his inspiring leadership journey with the young people who were present.



- The KSU x Jahez Datathon (please refer to [Revolutionizing the Delivery](#)).
- The Red Sea Food Tech Connect 2024, sponsored by the Jahez Group in Riyadh, bringing together over 550 innovators and industry leaders from 9 countries.

For more information on our impactful initiatives, please refer to [Stakeholder Engagement](#) and [Caring for Society](#)



Caring for Our People

Our people are our backbone, and we create a holistic culture centered around well-being, engagement, and development, as well as showing our commitment to diversity and inclusion.

Our approach centers on listening to feedback, offering training and development, as well as ensuring full compliance with relevant labor laws and regulations.

Employee development is a cross-business priority, from our Human Resources (HR) department and the Training and Development team through to the senior management team, who are actively involved in setting strategies and approving significant training and professional growth initiatives.

We're proud to say we have been certified either as a Great Place To Work® or the Best Place To Work® for three consecutive editions. And it's not just the external accolades: we're equally proud that in our annual Employee Satisfaction Survey to measure employee engagement and workplace satisfaction, the response rate increased to 81% in 2024, up from 62% in 2023, while the overall satisfaction rate improved to 85% overall across Jahez Group, compared to 80% in the previous year. Insights from the survey were used to continuously refine strategies that strengthen engagement and foster a supportive, purpose-driven workplace.

Group Human Capital Development Strategy Plan



Vision

To be a leader in fostering a thriving and innovative workforce that drives sustainable organizational growth.



Mission

To attract, develop, and retain top talent by creating a best-in-class employee experience that fosters engagement, empowerment, and continuous learning.

Values

1. Empowerment

We believe in creating an environment where employees feel empowered to learn, grow, and contribute their best work.

2. Diversity and inclusion

We value a diverse workforce with a range of perspectives and experiences, fostering a culture of inclusion and belonging.

3. Continuous learning

We are committed to providing opportunities for continuous learning and development for all employees.

4. Performance and recognition

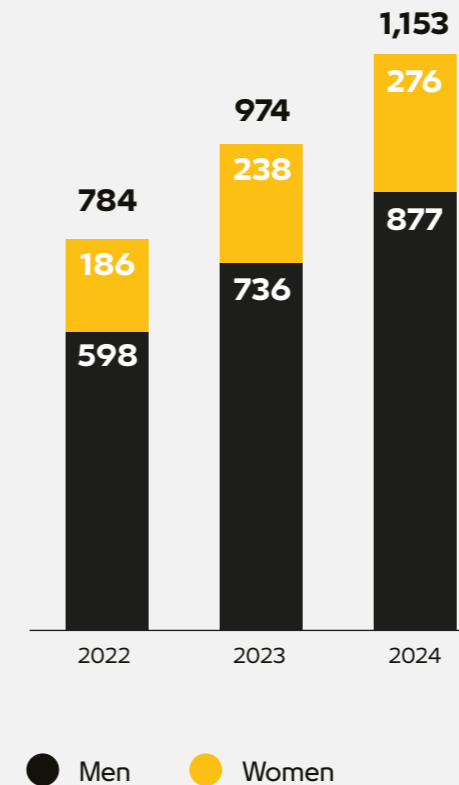
We recognize and reward high performance and celebrate individual and team achievements.

Workforce profile

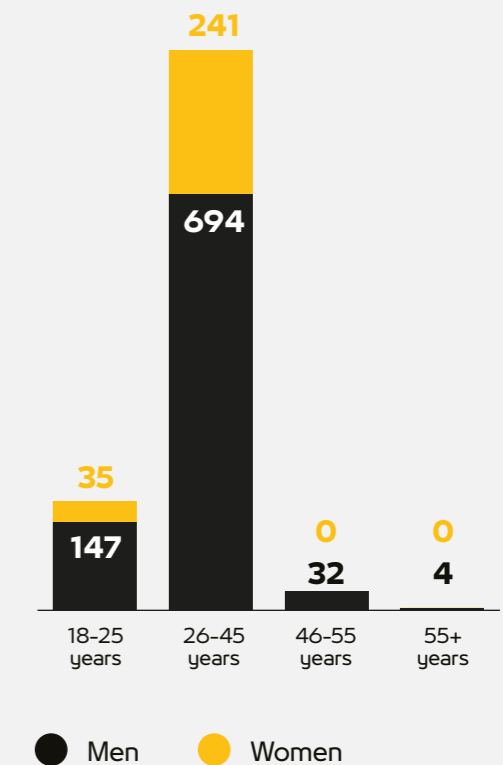
As of 2024, our entire workforce is made up of full-time employees. Under the umbrella of the Group, we can offer them complete care and support, from flexible working hours and training and development

opportunities to well-being support. The total number of full-time employees increased by 18.4%, reaching 1,153.

Total full-time employees (without drivers and trainees)



Full-time employee structure per age and gender in 2024



1,153
full-time employees

85%
employee satisfaction rate

Workers

Our cohort of drivers working with Logi don't qualify as employees, meaning they operate under specific contractual terms, but they still receive competitive incentives and benefits aligned with industry standards. In 2024, Logi's driver fleet reached 3,850, while third-party delivery partners totaled over 14,000. The primary difference between these groups is their contractual arrangements, with third-party partners working under external agreements as self-employed freelancers, while Logi drivers operate under direct sponsorship contracts.

In 2024, new regulations from the Transport General Authority (TGA) mandated the gradual phaseout of self-employment for non-Saudis in online delivery services. To comply with government directives, all non-Saudi drivers must transition to full-time employment under local sponsorship (Kafala). However, Saudi freelancers remain permitted to work under external agreements as third-party freelancers, without the need for an employment contract or GOSI registration.

Taking a proactive approach, we began adapting the Logi operational model in 2021 to ensure early compliance and facilitate the transition as much as possible. We made sure everyone was looked after, offering job offers to non-Saudi drivers who wished to continue working with Logi and guiding them through the sponsorship transfer process according to our existing recruitment procedures. Combining a caring approach, along with strategic planning and phased implementation, Logi successfully transitioned drivers across different regions.

As a result, in 2024, our driver force exceeded 3,800, compared to 2,418 in 2023. Our aim is to reach 4,000, thereby positioning Logi as the largest logistics fleet in Saudi Arabia. To this end, Logi is actively recruiting in line with financial budgets and operational

requirements, with incentives to encourage drivers to complete more deliveries and enhance their earning potential.

We take a proactive approach to caring for our people, continuing to closely monitor labor regulations and adjusting recruitment and operational policies to ensure full compliance and workforce efficiency.

3,800+
drivers

8
trainees



Attracting new talent

Finding the right people to join the Group is important, but even more important is making sure they feel fulfilled in their roles and are meeting our skills needs. This requires a precise recruitment process, making use of our website, job portals, social media, and employee referrals to showcase high-quality opportunities and attract new talent. We've also created a detailed succession plan with expert input.

376
new hires in 2024 (+10%)¹



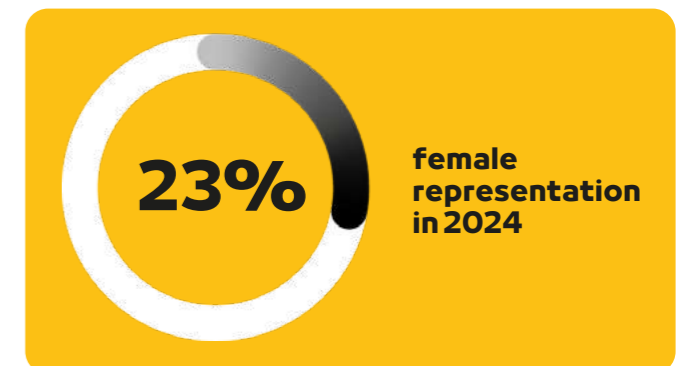
A flow of fresh perspectives is central to the cutting-edge innovation we're proud to display in the Group, and in pursuit of this we collaborate with a range of educational institutions to bring younger people and their ideas into our workforce. Partners include King Saud University, King Fahd University of Petroleum and Minerals, Prince Sultan University, Prince Mohammed bin Salman bin Abdulaziz Foundation, Saudi Digital Academy, Tuwaiq Academy, and the Human Resources Development Fund's Tamheer program, offering an internship program designed to attract recently graduated students. During three months of training, interns are paid SAR 6,000 monthly. After an evaluation, Jahez Group decides whether to conclude or extend the internship or offer employment. In 2024, we had 8 trainees (this was 18 in 2023).

Diversity and inclusion

Paving the way for future generations is a responsibility we're honored to shoulder, and as such, our Diversity Policy has been thoughtfully designed to enrich and empower women, young people, and regional nationals, contributing to a more equitable society.

In 2024, the number of female employees increased by 16%, reaching 276. However, due to higher rates of increase in male employees (19.2%), the overall female representation in the Group declined. We also aim for a broader age range to create a rich and varied base of knowledge, skills, and experiences that allow the Group to flourish.

In 2024, Jahez received high-level recognition for its commitment to women's empowerment. The Group was honored with the Women's Empowerment in the Private Sector Award 2024 by Cosmos Events and received additional recognition from the



Ministry of Communications and Information Technology as one of the Leading Tech Companies in Women's Empowerment.

We are also committed to expanding training and employment opportunities for people with disabilities. The current share of people with disabilities in our workforce is 1%. We aim to make our premises and new offices accessible to meet the needs of all employees.

¹ Excluding drivers.

Saudization

We remain firmly committed to developing local talent and contributing to national economic growth. Employing local Saudi talent enriches our ability to scale up in a way that’s meaningful to the Group, the people working for us, and the region. In 2024, Jahez KSA, PIK, and Blu won Platinum status in the Saudization Nitaqat program, which is awarded to companies whose workforce consists of at least 90% Saudi nationals. As of 2024, 100% of Blu and PIK and 86% of Jahez KSA’s employees were Saudi citizens. Logi is classified as an exception, while Co falls under the Medium Green category in the Nitaqat, and Marn holds a different classification.

Saudization efforts continue with the Tamheer program providing training and employment opportunities for Saudi graduates, an initiative that proactively aligns with Saudi Arabia’s Vision 2030.

Our ambition to further increase localization rates has continued with several initiatives in 2024, including a hiring policy that prioritizes Saudi nationals in management positions, with expatriates hired only by exception. We’ll continue to use this approach in 2025 and expect to see sustained progress in our Saudization efforts.

Once employees are part of the Group, we take pride in nurturing and developing their skills through training. New KSA labor laws introduced in 2024 require employers to enhance technical, administrative, and vocational skills: Jahez Group has developed a holistic development policy based on the 10-20-70 model, in which 10% of learning comes from formal training, 20% from social learning, and 70% from on-the-job training. Employees can learn in ways that work for them, with online learning and classroom-based programs across leadership development, soft skills, and technical training available to full-time employees who have completed their probationary period.

Anti-harassment and anti-discrimination

Our commitment to fair and inclusive employment practices is embedded into our Code of Conduct, so that we can ensure our hiring, promotions, and workplace policies never discriminate based on race, color, gender, religion, or age.

Creating structures to uphold these principles is crucial to effective implementation, so our comprehensive Anti-Harassment, Grievance and Appeal Policies guide us and provide employees with a clear process on addressing workplace concerns. All filed complaints and grievances are handled fairly, so we can continue to maintain the transparency that’s paramount to ensuring accountability at all levels.

To resolve our employees’ concerns promptly and minimize stress, we ensure that all submitted complaints are addressed within five days. Our structured escalation framework is designed for fairness at all levels, starting with the head of the department concerned, followed by the HR manager, and if necessary, senior management. If a complaint remains unresolved at any stage, employees are empowered with the right to escalate it to the next level of management until a resolution is reached.

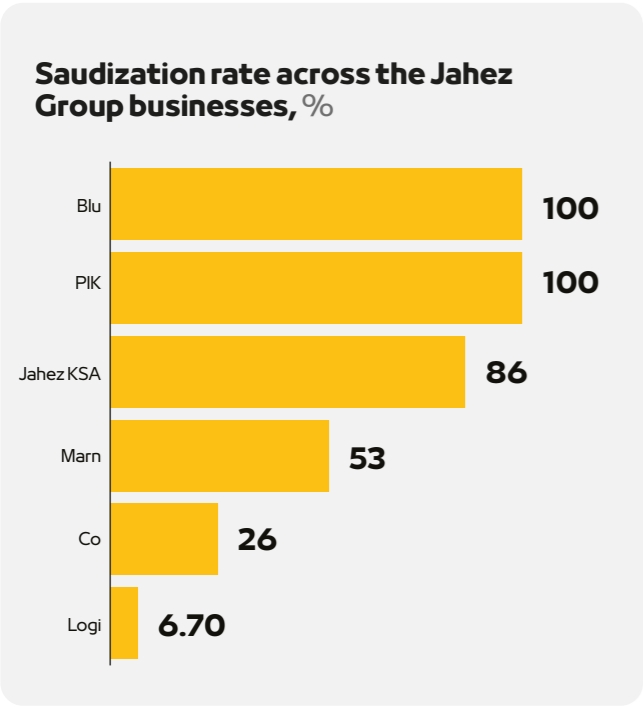
As a result of our proactive efforts, Jahez Group recorded zero incidents of discrimination or harassment in 2024, marking the second consecutive year without reported cases. Further, no employee complaints were filed in 2024, maintaining the same zero-complaint record as in 2023.

0

employee complaints in 2024

0

incidents of discrimination or harassment in 2024



Caring for Our People

Training and development

Our workforce is one of our greatest strengths. We strategically invest in business growth through training, upskilling, and reskilling to focus on keeping our employees inspired, fulfilled, and engaged. As part of the Succession Plan, the Group follows a career pathing approach that identifies individual strengths and potential to guide employees toward professional growth.

Even before the day their new role begins, employees can expect a structured onboarding and integration process:

- New hires receive a welcome email with key details, including their start date, reporting manager, and required documentation.
- On day one, employees attend an orientation session introducing them to Jahez Group's culture, values, and key processes. All necessary tools and accounts are set up to ensure readiness for their roles.
- New hires are paired with a buddy to assist them in settling in and navigating their role during their first three months.
- Regular follow-ups with Human Capital (HC) help address questions, ensure alignment, and collect feedback for continuous improvement.

Once within the Group, employees are actively involved in Training Needs Assessments to ensure targeted skill development, including performance reviews, employee surveys, one-on-one interviews, job analysis, and managerial observations. In 2024, the Group invested ₪330,000 in employee training and development, with 300 employees participating. On average, employees received 40 hours of training, with programs tailored to the specific needs of each business division.

We believe that training and development should extend across all business levels to make it the most worthwhile growth strategy. At C-level and management tiers, the Transformational Leadership Program provides best practices for managing, leading, and supervising diverse teams. At entry level, the Tamheer paid internship program offers fresh Saudi graduates on-the-job training, preparing them for Saudi Arabia's competitive labor market.

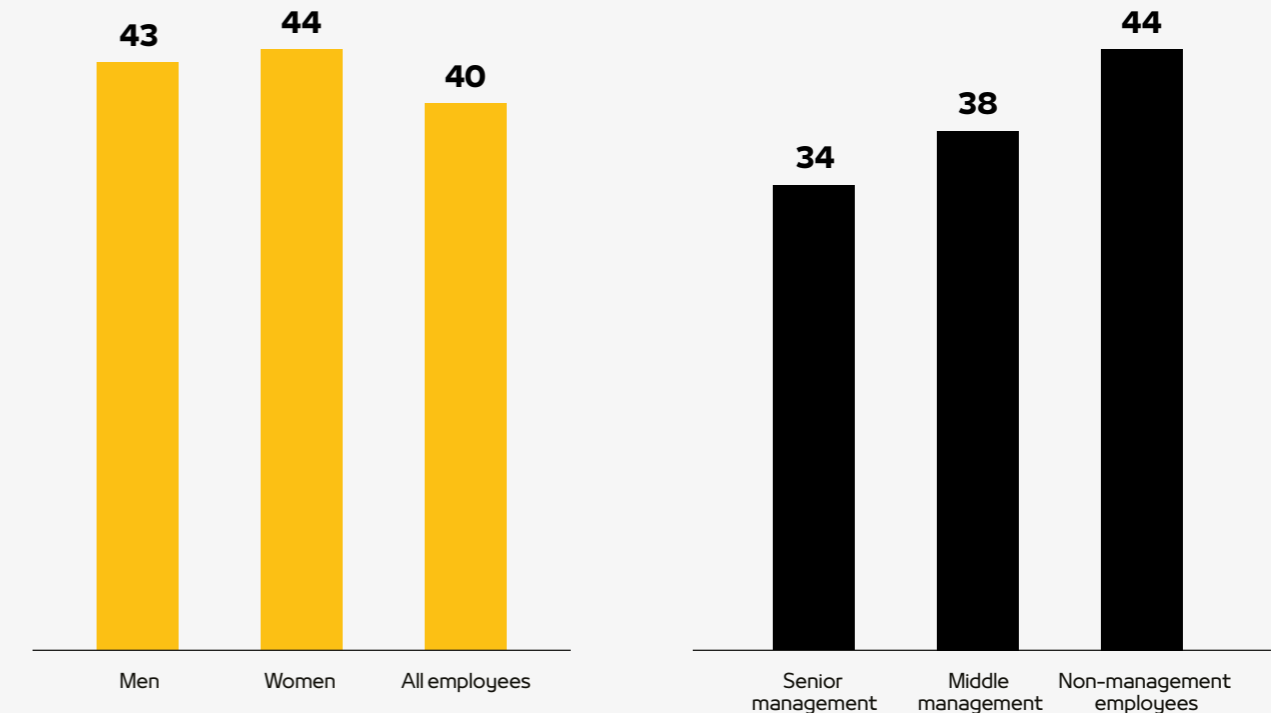
Bringing employees into our sustainability journey in a more proactive way, Jahez Group launched targeted internal awareness campaigns throughout 2024 in order to foster a culture of sustainability within the organization. Employees across the Group participated in sustainability workshops focused on collective contributions toward achieving the Group's ESG Roadmap goals. Weekly educational content on sustainability was introduced to ensure continuous learning and engagement across the organization.

Total training hours in 2024, %



- 3 Senior management
- 6 Middle management
- 91 Non-management employees

Average training hours per employee in 2024



Performance and reward

Recognizing and rewarding high performance is key, and dedicated and productive employees receive exceptional rewards and well-deserved recognition for their part in our successes. Maintaining a fair and structured process is crucial to the equitable culture we strive to uphold. Through regular engagement sessions held quarterly and annually, we foster open dialogue around goals, responsibilities, and performance metrics.

Employees who have worked for the Group for at least three months undergo annual performance evaluations through a transparent process that assesses objectives, performance, and achievements. Managers provide constructive feedback and, where applicable, submit remuneration recommendations for approval by the CEO, considering the Group's financial position over the past year.

Jahez Group maintains a competitive, performance-based remuneration structure for employees at all

levels, offering additional compensation such as medical insurance, housing and transport allowances, stock options, and other benefits. Entry-level wages are the same for male and female employees, ranging from ₪6,000 to ₪20,000 depending on the position, well above the statutory minimum monthly wage for Saudi private sector workers (₪4,000).

As one of the motivation tools, Jahez Group offers access to the Employee Stock Option program. In 2024, 28 employees held the Company's shares under this program.

The Group's post-employment defined benefit plan is fully aligned with Saudi Labor Law. It is based on employees' final salaries and allowances, as well as their cumulative years of service, in accordance with national regulations.

Occupational health and safety

Creating a safe culture at work begins with the basics, and keeping our employees protected as they work is essential. Our comprehensive Occupational Health and Safety (OHS) framework consists of practices, policies, and systems designed to prevent workplace hazards and injuries.

Every facility has a senior facility officer in charge of the OHS system for effective implementation. The Group takes proactive measures to protect employees against dangers, diseases, and injuries that could arise in the workplace. This includes regularly and consistently advertising information on hazards, prevention methods, and emergency procedures through notices in shared spaces and operational areas.

Jahez Group prohibits smoking in the workplace. Fire drills are regularly conducted so that employees know emergency escape routes. Fire-fighting equipment is secured and visible. First aid equipment is provided and accessible on each floor.

In compliance with Saudi labor laws, all employees are registered with the General Organization for Social Insurance (GOSI), which provides comprehensive medical care for occupational injuries. Employees with temporary disabilities due to such injuries receive a daily allowance of 100% of their daily wage, reduced to 75% if under GOSI-funded treatment. This allowance applies during in-patient care or sick leave.

At Jahez Group, any work injury or occupational illness must be reported immediately to the direct manager and relevant senior management.

We proudly report a zero Total Recordable Incident Rate (TRIR) and Lost Time Injury Frequency Rate (LTIR) for 2024.



In 2024, Logi reported 1,315 road accidents and incidents involving drivers—a 36.6% reduction compared to 2,073 in 2023. We mitigate risks by offering drivers training in stress management and proper nutrition while ensuring vehicle work-environments are ergonomically designed to prevent musculoskeletal disorders. In 2024, over 331 new drivers were trained, receiving a combined total of more than 1,676 hours of instruction. This initiative contributed to a measurable reduction in traffic accidents. Health insurance plans also cover physical and mental health, supporting drivers' overall well-being.

Employee well-being and communication

We recognize that cultivating a truly supportive workplace goes beyond physical needs. We care deeply about the emotional, financial, and social well-being of our people, with a focus on supporting employees and their families.

As of 2024, we're aligned with Saudi labor laws to provide a Leave Policy of 70 days of maternity leave¹ and three days of paternity leave. Employees and their dependents receive health insurance through a provider accredited by the Health Insurance Council, and all employees registered in GOSI are entitled to comprehensive medical care at approved hospitals and medical centers, covering diagnoses, treatments, medications, medical supplies, and prosthetics.

Beyond healthcare benefits, Jahez Group provides financial support through competitive allowances:



**Housing allowance
(25% of basic pay)**



**Transportation allowance
(10% of basic pay)**

27 events
were organized in 2024

In 2024, Jahez Group made over 100 internal announcements to support corporate initiatives and events, ensuring consistent and clear communication across the Group. Efforts to improve clarity in both visual and written content were implemented, supported by the usage of digital screens, direct meetings, and leadership-driven messaging. Official templates—such as those used for onboarding certificates—were standardized to enhance professionalism and consistency.

To foster a vibrant and connected workplace, the Group organized a range of events and initiatives. These included 27 celebratory events marking special occasions, as well as seventeen "Jahez Thursdays" aimed at strengthening social bonds among employees. Community engagement was also a key focus, with five humanitarian initiatives launched in collaboration with external partners, including blood donation drives and campaigns supporting individuals living with Alzheimer's. Additionally, Jahez supported the "Garage Sale Black Friday" initiative, helping increase partner sales by ₪120,000. Through the Jahez for Good program, the Group partnered with its internal volunteer team to deliver four charitable projects, reinforcing a culture of volunteerism and social responsibility.

To further enhance the work environment, Jahez introduced a range of initiatives focused on deepening employees' sense of loyalty and belonging. Employee satisfaction reports were used to measure and develop intangible aspects such as connections between employees and the Group.

¹ Beginning from February 2025, the paid maternity leave was extended to 12 weeks according to the amendments to the Saudi Arabia Labor Law that were published on 23.08.2024.

Caring for Society

Throughout 2024, we continued to improve communities through education, health initiatives, and infrastructure investments.

Community investment

We're proud to announce the establishment of the Jahez Foundation in 2024, a milestone that attests to our commitment to social and environmental goals. The Foundation brings together our community, educational, and sustainability efforts, enabling us to make informed and consolidated progress.

Jahez Group's community development efforts are guided by the Social Responsibility Guide, a structured framework aligning initiatives with global and national priorities, including Saudi Vision 2030 and the United Nations Sustainable Development Goals (SDGs). The Group empowers communities through training, employment opportunities, and direct investments, including cash sponsorships, in-kind giving, and donation facilitation via digital platforms. In 2024, Jahez implemented over 20 corporate social responsibility programs. The total Corporate Social Responsibility (CSR) spending reached ₪1,019,952.



Environment

- In line with Saudi Vision 2030, Jahez launched the organic category on its platform, featuring 45 branches and 5,430 products to promote organic food consumption. Additionally, local organic farmers received a 10% discount on delivery subscription fees, enabling the delivery of 187,115 organic products in 2024.
- The Jahez Recycling Initiative, an AI-powered pilot at Prince Sultan University, contributed to sustainability by recycling 802 plastic bottles, reducing CO₂ by 12kg, and saving water and energy. The project also offered up to 10% reward incentives to encourage participation.
- To support land restoration and carbon reduction, Jahez launched the Jahez Plants Initiative, seamlessly integrating tree planting into the customer experience. In 2024, 299 trees were planted through the initiative, each linked to an individual order made via the Jahez platform.



299 trees
were planted in 2024



Health and well-being

- The Group introduced a gluten-free category within the Jahez app, making it easier for customers to access gluten-free products and adopt healthier dietary choices.
- Jahez Group sponsored Al Hilal Academy, supporting individuals with disabilities through recreational football training, benefiting over 60 participants.
- The Group partnered with the Saudi Life Saving Federation, training 633 individuals through 26 certified courses to become lifeguards, enhancing water safety and reducing drowning incidents.
- Through the Jahez Ilkhair platform, Jahez partnered with Jood Al Easkan, raising over ₪6 million from 63,960+ donations to support families in need by assisting with housing debts.
- A separate partnership with Ehsan resulted in ₪11 million in contributions, benefiting community projects in healthcare, mosques, endowments, and social welfare.
- Beyond Saudi Arabia, Jahez expanded its international efforts by partnering with the Smile Initiative in Bahrain, a program under the Bahrain Future Society for Youth. This initiative provides support to children with cancer and their families. Through the Jahez app, users can donate directly, providing essential emotional and financial support during treatment.



20
corporate social responsibility programs
implemented in 2024

Please refer to our Annual Report 2024 for more information on corporate governance



Education and finance


- Jahez Group collaborated with the Social Development Bank to launch the Jahez Financing Portfolio of ₪30 million, offering funding, training, and development opportunities to entrepreneurs in the logistics sector. This initiative aligns with Saudi Arabia's ambition to become a global logistics hub by fostering local business growth and job creation.
- As part of its commitment to fostering sustainable business growth, Jahez Group signed a collaboration agreement with the Social Development Bank to offer point-of-sale solutions and facilitate electronic payments.
- Our #Jahez_Wallet initiative, launched in collaboration with the Social Development Bank and supported by the General Authority for Transport, empowered entrepreneurs in the logistics sector by providing intensive training and financing of up to ₪500,000, helping transform innovative ideas into impactful and sustainable projects.
- Jahez KSA partnered with the Ministry of Human Resources and Social Development to enable productive families to access clients and offer their products through the app. In the Kingdom of Bahrain, the Ministry of Social Development also selected Jahez as a key partner to launch initiatives supporting productive families' projects.
- As part of its social inclusion efforts, Jahez Group organized National Day celebrations for children with disabilities in partnership with the Children with Disability Association. The event provided 355 gifts and prime subscriptions for families and introduced the Jahez Customer Clinic, which offers educational and well-being support to children and their families.
- The Group strengthened its Zakat and Charity Fund partnership, enhancing the Jahez Ilkhair platform by streamlining donations and launching marketing campaigns to raise awareness for the Fund's projects. This enabled Jahez users to donate directly through the app.
- In 2024, Jahez Ilkhair received over ₪80 million in donations.

Sustainability Governance


Sustainability governance is the cornerstone of our ESG Roadmap implementation, enabling the Group to embed sustainability across all levels of decision-making and execution. In 2024, we made significant progress in strengthening this framework, laying the foundation for long-term accountability, transparency, and performance enhancement.

88 Climate Change Governance

Sustainability Governance Progress Dashboard




Strategic priority



Progress

Efficient Sustainability Governance



A comprehensive double materiality assessment was conducted in 2024.

Governance mapping was conducted in collaboration with the GRC team, aligning ESG principles with the Group's governance framework.

The Sustainability Department was assigned to develop environmental policies.

Sustainability governance within Jahez Group is structured to ensure effective strategy execution across all functions.

A comprehensive assessment of the Board's collective knowledge and expertise in sustainability has not yet been conducted, but it is expected to be addressed in future governance enhancements. In 2024, a sustainability-related meeting was held, highlighting the role of ESG in business resilience. At present, sustainability-related topics are not formally included in the Board's performance evaluation but are expected to be integrated at a later stage.

The Executive Management is responsible for:

- Executing the sustainability strategy
- Integrating sustainability across functions
- Driving innovation and continuous improvement
- Providing leadership, management, and reporting on sustainability initiatives

While there is no formal delegation of sustainability responsibilities from the Board to senior executives, a Sustainability Manager was appointed in 2024 to oversee the implementation of the ESG Roadmap and drive sustainability initiatives.

In 2024, Jahez Group advanced its ESG governance framework, taking key steps toward full implementation of the ESG Roadmap by 2026. It achieved these steps in the following ways:

- Conducted governance mapping in collaboration with the governance, risk, and compliance (GRC) team, aligning ESG principles with the Group's governance framework.
- Engaged internal and external stakeholders across subsidiaries to address governance gaps and ensure alignment with ESG objectives.
- Compiled an ESG Policy List by mapping MSCI global standards against Jahez Group's existing framework, identifying alignment in social areas and highlighting gaps in the environmental policies.

- Tasked the Sustainability Department with developing environmental policies for Executive Management approval, prioritizing Waste Management and Climate Change Policies for implementation in 2025. These policy frameworks were drafted in collaboration with the GRC team, and the implementation plan will be finalized following further analysis.
- Conducted workshops with departments and subsidiaries to assess existing practices, identify challenges, and analyze gaps. Findings from these workshops and the waste audit report helped create sub-policies that align with the Group's goals and operations.
- Aligned all strategic goals and activities of the Jahez Foundation with the United Nations Sustainable Development Goals (SDGs) to enhance sustainability efforts and impact.
- Conducted a comprehensive double materiality assessment, identifying key ESG risks for integration into the corporate strategy (refer to the [Materiality Assessment](#) section for details).

Looking ahead to 2025, Jahez Group plans to pilot governance implementation initiatives, aiming to exceed ESG Roadmap targets. The ESG risk assessment and integration process will continue to evolve, informed by double materiality analysis insights, further strengthening the Group's corporate governance framework.

Climate Change Governance

The Jahez Group is currently developing its climate governance framework. Once fully established, this structure will enable the Board of Directors to oversee the Group's climate-related strategy and associated initiatives effectively. The CEO, supported by the senior management team, will lead the implementation of our climate strategy, ensuring climate considerations are consistently integrated into all facets of our business operations.

Key areas currently under development include embedding climate-related key performance indicators (KPIs) into our operational processes, clearly assigning climate-related responsibilities across various departments, establishing robust Board-level oversight of climate risks and strategy execution, and incorporating climate considerations into investment decisions, risk management practices, potential acquisitions, and day-to-day operational planning.

Over the coming years, climate-related responsibilities will be formally delegated to senior management, with clearly defined and communicated KPIs linked directly to specific roles and functions.



Once the climate-related KPIs are approved and thoroughly integrated into our business processes, Management will be provided with financial incentives tied directly to climate performance, ensuring alignment of our climate goals with broader corporate objectives.

Climate risk management

The Jahez Group's expert-led Climate Risk Assessment followed a rigorous methodology to assess regional physical and chronic climate risks within the global climate pathways defined by the Intergovernmental Panel on Climate Change (IPCC).

The processes for assessing the potential scale, scope, and likelihood of identified climate-related risks involved using reputable qualitative sources published by national authorities or international organizations (such as the IPCC) to assess country-specific risks. These risks were then assigned the same likelihood within the Jahez Risk Register.



Physical and transition climate risks

Saudi Arabia faces significant climate vulnerabilities, with 38% of its land comprising deserts and 76% classified as non-arable. The country has no rivers or natural lakes, relying primarily on aquifers for agriculture and desalinated seawater for its freshwater needs. As the world's largest producer and consumer of desalinated water, Saudi Arabia produces c. 70% of its potable water from seawater. According to the Ministry of Environment, Water, and Agriculture, the country boasts the world's largest desalinated water pipeline network with a capacity of 19.42 million cubic meters daily. Potable water production is primarily powered by hydrocarbon energy sources.

Temperatures frequently exceed 40°C, reaching over 45°C in some regions, while seasonal flash floods pose risks in highland and western areas.

Sandstorms are a natural occurrence, affecting visibility and public health. Climate changes may also impact environmental factors such as sea-level rise and ecosystem degradation, potentially leading to economic losses and increased agricultural stress. Rising temperatures could affect mobility during peak-heat hours and outdoor work, impacting multiple economic sectors.

Jahez mitigates climate risks by developing plans for energy efficiency and carbon neutrality.



Jahez Group exposure

The effects of physical and transition climate risks on Jahez Group operations are potentially significant. Extreme heat and the increasing frequency of heat waves may disrupt delivery operations on the hottest days, negatively impacting financial performance. This is particularly relevant for third-party delivery drivers who rely on motorcycles. Additionally, high coastal humidity in summer poses health risks, potentially affecting delivery operations for motorcycle-based drivers.

Flash floods present a disruption risk in vulnerable regions, while sandstorms may impact operations by reducing visibility and increasing the likelihood of traffic accidents. The health effects of sandstorms, particularly on outdoor workers, are also concerning, especially for individuals with respiratory conditions.

Rising energy costs and increasing compliance requirements may lead to higher customer service costs. Meanwhile, the high costs of adopting

energy-efficient technologies could hinder organizational initiatives and strain the business financially. Additionally, transitioning from petrol to electricity vehicles without integrating renewable energy sources may further escalate operational costs.

There are also risks related to possible regulatory changes. Carbon pricing could increase fuel costs, directly impacting logistics expenses and potentially reducing financial performance. Regulatory compliance may incur upfront costs for audits and reporting, while fines and penalties could impact financial performance. External regulatory pressure could disrupt operations or risk the license to operate.

Jahez mitigates these risks by establishing robust metrics and time-bound GHG emission reduction targets, as well as developing plans for energy efficiency and carbon neutrality.

Corporate Governance

Corporate governance is ingrained in our business integrity and ability to create lasting and sustainable value. The Group has established and upholds robust practices and processes to ensure full alignment with all applicable laws and regulations.


93 Transparent Governance


97 Ethical Conduct

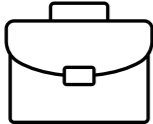
At Jahez Group, we recognize that strong corporate governance practices are essential for building stakeholder trust, operational resilience, and sustainable growth. We are committed to implementing and maintaining transparent,

well-managed, and controlled procedures that foster investor confidence, protect shareholder interests, and reinforce our commitment to ethical business conduct.

Governance Progress Dashboard


**Strategic priority**

**Progress**

Transparent Governance


17% female Board membership.

100% of Board members are Saudi nationals.

Ethical Conduct


0 instances of non-compliance with laws and regulations.

0 fees or penalties for non-compliance.

Risk Management

The Group is collaborating with a third party to conduct a comprehensive risk assessment of corruption and fraud risks.

The Group's Risk Register is currently being finalized, with detailed risk reporting to follow in 2025.

Responsible Procurement

92% of the procurement budget was allocated to local suppliers in 2024.

17% of suppliers are SMEs.

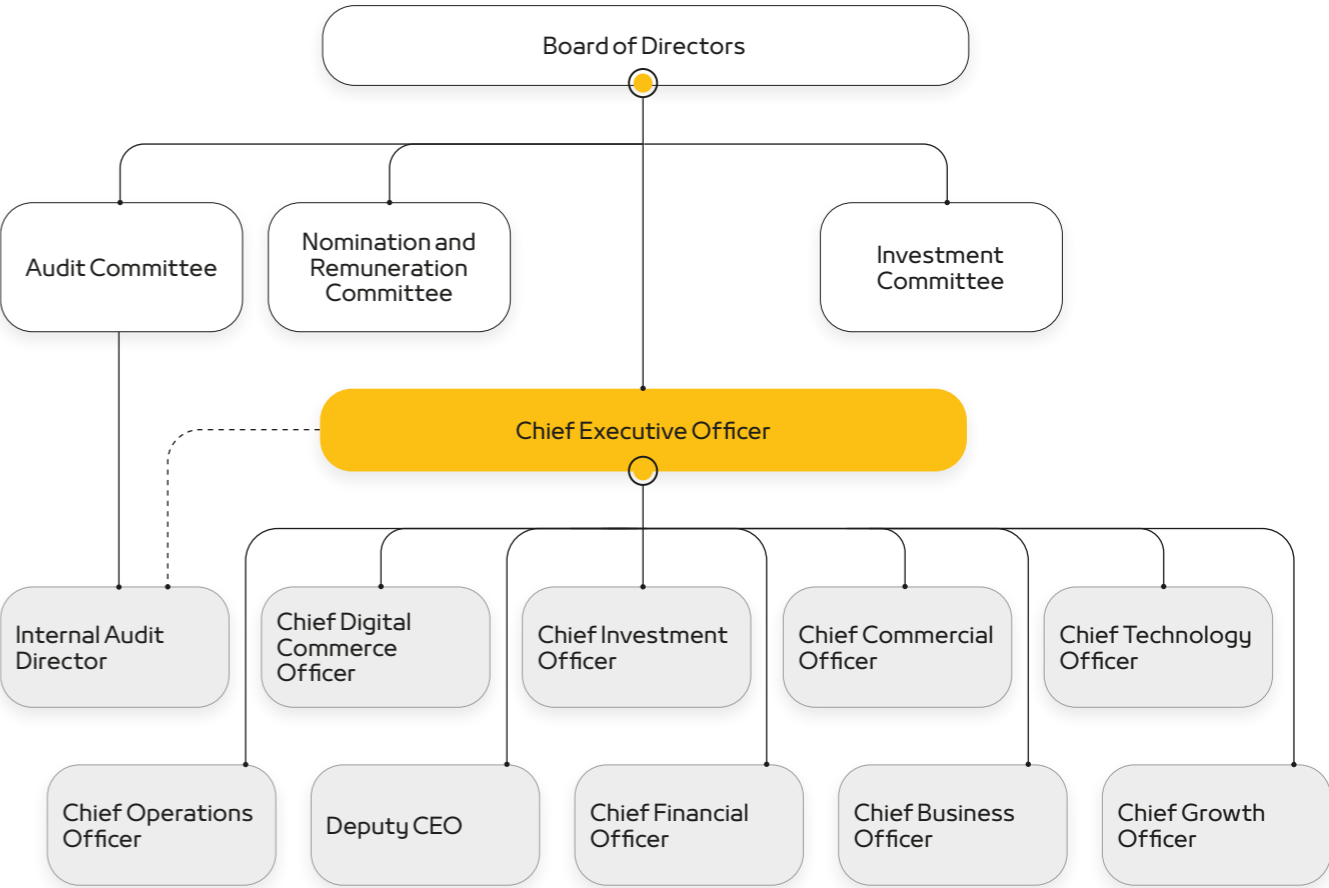
Transparent Governance

Accountability to all stakeholders is paramount to maintaining our trusted position in the market. The Group strives to adhere to transparent, ethical principles.

Jahez Group is committed to strong governance, ensuring transparency, accountability, and ethical business practices. The Group fully complies with

the Corporate Governance Regulations issued by the Capital Market Authority (CMA), adhering to all mandatory requirements.

Jahez Group organizational structure

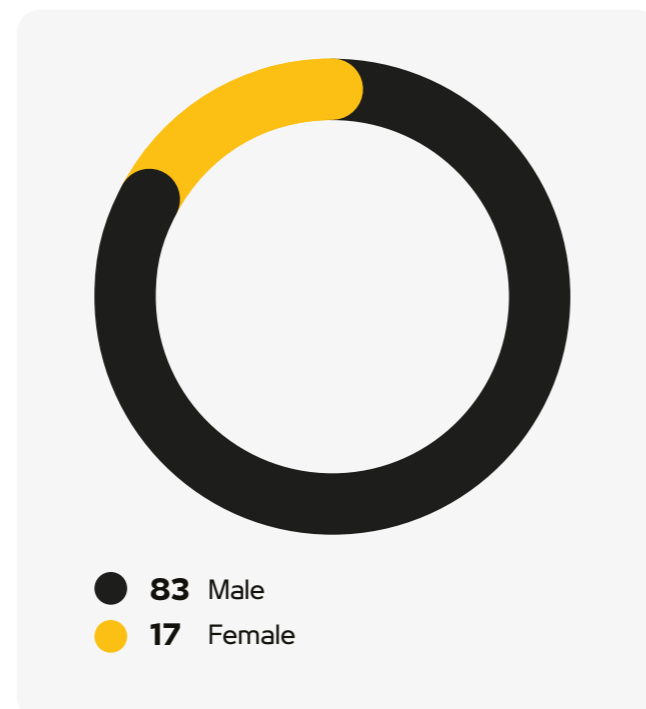
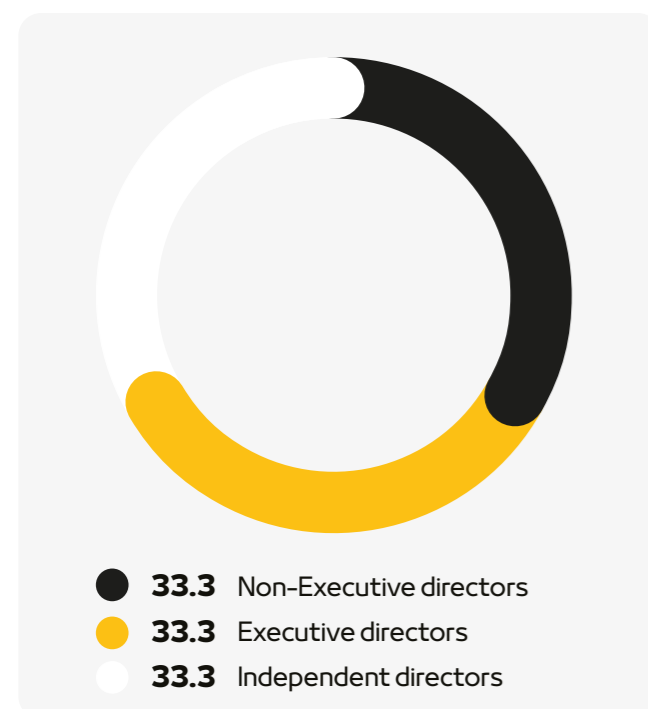


The Board of Directors

The Board of Directors is Jahez Group's highest governance body, responsible for overseeing, managing, and supervising the Company's operations in alignment with public interest and corporate objectives. Guided by the Companies Law and the Company's Bylaws, the Board ensures strategic direction, governance integrity, risk management, and shareholder rights protection, as outlined in the Corporate Governance Manual. While the Board provides strategic oversight, the Audit Committee safeguards the integrity of financial reporting and internal controls.

The Board of Directors consists of six members elected by the Ordinary General Assembly for a term of four years. The current Board was appointed by the Ordinary General Assembly on 05/05/1446H (corresponding to 7 November 2024) for its second four-year session, commencing on 6/16/1446 AH (corresponding to 17 December 2024).

Board structure, %



Company Committees

The Board can form committees deemed necessary for effective governance, supervision, and management of Company operations. The Board has formed three committees, one of which is chaired by a woman.

Nomination and Remuneration Committee

The Nomination and Remuneration Committee is responsible for preparing and periodically reviewing a policy for the remunerations of members of the Board and its committees and Executive Management; providing recommendations to the Board in respect of remunerations, as well as for the nomination and renomination of its members; describing capabilities and qualifications required for membership of the Board and Executive Management; annually ensuring the independence of Independent Board members and the absence of any conflicts of interest; and other functions.

Audit Committee

Formed by the Board of Directors, the Audit Committee is responsible for financial reporting, the effectiveness of the system of risk management and internal control, compliance with applicable external legal and regulatory requirements, monitoring the qualifications, expertise, resources, and independence of both internal and external auditors, and assessing their performance and effectiveness each year.

Investment Committee

The Investment Committee is responsible for working with Executive Management to develop and periodically review the Company's Investment Strategy and Policy, supervising the Company's investment activities and performance, studying and evaluating investment opportunities, making recommendations on mergers or acquisitions, etc.

The Board of Directors consists of six members elected by the Ordinary General Assembly for a term of four years.

Remuneration

Remuneration refers to the compensation and benefits provided to the Company's Board of Directors and Executive Management for their performance and responsibilities. Determining Board remuneration involves several factors, including the size and complexity of the Company, regulatory norms, the respective directors' qualifications and experience, and levels of responsibility.



Executive Management

The Board mandates and delegates the responsibility for the day-to-day operations to Jahez Group's Executive Management. In 2024, Jahez Group's senior executive team consisted of 11 individuals.

Executive Management structure, %



● 91 Male
● 9 Female

One key role of Executive Management is developing and articulating Jahez Group's vision, mission, and strategic objectives. Each manager is responsible for analyzing market trends that align with their field of expertise, assessing their department's internal capabilities, and identifying growth opportunities that match the Company's strategy.

The Sustainability Team, led by a Sustainability Manager, is responsible for overseeing the implementation of the ESG Roadmap and driving sustainability initiatives within Jahez Group. Efforts are underway to onboard a Sustainability Specialist to support these activities further.

Please refer to our Annual Report 2024 for more information on corporate governance



Ethical Conduct

Ethical conduct is core to how we do business and is fundamental to our success, reputation, and continued positive stakeholder engagement. Diligently doing business on an ethical basis means regulatory compliance and adopting the highest international standards of responsible practices.

Codes, policies, and procedures

The Group's Code of Conduct upholds our goal of ethical conduct and serves to reinforce our vision, values, mission, and culture of responsibility. We strive for transparency and accountability to all stakeholders, underpinned by the Group's internal governance regulations:

- The Corporate Governance Manual, outlining shareholder rights, disclosures, and transparency
- The Delegation Authority Policy
- The Delegation Authority Matrix
- The Disclosure Policy
- The Conflict-of-Interest Policy
- The Dividend Distribution Policy
- The Stakeholder Protection Policy
- The Insider Trading Policy
- The Compliance Policy
- The Social Responsibility Policy
- The Charter (Terms of Reference) of the Audit Committee
- The Charter (Terms of Reference) of the Nomination and Remuneration Committee
- The Charter (Terms of Reference) of the Executive Committee
- The Charter (Terms of Reference) of the Investment Committee
- The Internal Control System
- The Standards and Procedures Policy of the Board of Directors Membership
- The Remuneration Policy
- The Board of Directors Work Regulations
- Waste Management Policy (under approval)
- Climate Change Policy (under approval)
- Water Management Policy (under approval)

Conflict of interest

The Group has developed and approved the Conflict of Interest Policy to clarify the process for preventing and mitigating conflicts of interest and thereby avoid incidents that could compromise impartial decision-making.

A member of the Board of Directors has no right to vote on any contract or offer in which this Director has a direct or indirect material interest. Such a member must inform the Board of Directors of any personal interest they may have in the transactions or contracts completed for the Group. The Chairperson of the Board of Directors must notify the General Assembly, when it convenes, of transactions and agreements in which any member has a personal interest. Such notification should be accompanied by a special report from the Auditors and recorded in the minutes of the Board's meeting. The relevant member does not participate in voting on the resolution to be adopted in this regard. If a member of the Board of Directors wants to participate in a competing business, he must receive the General Assembly's approval.

All employees must disclose any personal, financial, or professional relationships that may create conflicts and ensure their actions are always in the Group's best interest.

Employees are prohibited from using their 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 themselves or others that violate the Group's regulations. They should not combine their work in the Group with any other work, even

Ethical Conduct

outside official working hours, or use studies, research, reports, or consulting results owned by the Group and any information about the Group for their interest.

Employees are prohibited from participating, directly or indirectly, in offering tenders or auctions, signing contracts with the Group, participating, or influencing the decision to sell or buy services or products from the Group in which they or their relatives have direct or indirect financial interests that conflict with the Group's interests. They should not participate in establishing any facilities that practice the same activity or any other similar type to those practiced by the Group.

One conflict of interest was reported in 2024, related to a Board member's participation in a competing business.

Anti-corruption

Jahez Group maintains zero tolerance for non-compliance with financial ethics, including bribery, corruption, fraud, and money-laundering. Employees are strictly prohibited from offering, soliciting, or accepting bribes, or engaging in corrupt practices. The Group complies with applicable anti-bribery laws and regulations, ensuring fair competition and stakeholder trust.

The Group collaborates with a third party to conduct a comprehensive risk assessment of corruption and fraud risks, including identifying high-risk operations and departments for regular monitoring. The assessment is still in progress, and findings will be used to refine risk mitigation strategies.

To safeguard against ethical and financial risks, Jahez has established a multi-layered oversight system that includes a compliance function within the GRC Department (established in 2024), direct line managers, and an independent internal audit team. This system ensures verification

and proactive risk mitigation. Any non-compliance incidents are immediately reported to Management, and disciplinary actions are taken as necessary.

Jahez Group is finalizing its Risk Register, outlining significant fraud-related risks and their corresponding mitigation plans. No formal fraud mitigation strategy has been implemented yet, but plans are underway to establish a comprehensive framework. As the compliance function matures, the Group will introduce more structured compliance tests, whistleblowing mechanisms, and regular risk assessments to strengthen its governance and ethical standards.

In 2024, Jahez Group recorded zero instances of non-compliance with laws and regulations and zero fees or penalties for non-compliance. Additionally, there were no cases of non-compliance with regulations or voluntary codes related to marketing communications, advertising, or product promotion.

Whistleblowing

Our Whistleblowing Policy has been fully implemented since its approval by the Board of Directors in 2021 and has been communicated to all employees.

Our comprehensive whistleblowing and anti-corruption reporting mechanism supports this policy. It includes a dedicated email address for whistleblowing and anti-corruption concerns, creating a channel for employees and other stakeholders to report any suspected fraud, unethical conduct, non-conformity, or business irregularities related to Jahez Group's business. Employees can also use the Human Resources channel "Your Voice" to share feedback.

Please report any concerns
to compliance@jahez.net



Risk management

Our ERM framework is aligned with the International Standard Organization (ISO) risk management guidelines ISO 31000 and the COSO ERM integrated framework. It is also consistent with local regulations and practices.

While developing the risk appetite framework and embedding risk appetite, the Group sets the strategic plan and objectives, the risk strategy, and capacity. It articulates and cascades risk appetite statements and limits risk profile versus appetite, controls and corrects the risk profile should it deviate from appetite, and reassesses the risk appetite and its strategy in the light of changes in the business, competitive, or control environments.

The Board of Directors relies on these processes and their findings in developing the Group's strategy and decision-making processes. It oversees the risk management and internal control system, and reviews its effectiveness. The Board also assumes general responsibility for determining the nature and extent of the main risks that may hinder

the achievement of its strategic objectives (risk appetite), ensuring the effective management of these risks. The Board has authorized its Audit Committee to review the effectiveness of internal control systems and risk-management methodology. The Executive Management plans and organizes processes to ensure reasonable assurance that the Group's objectives can be achieved while ensuring that the relevant risks are within the Group's risk appetite.

The Group's Risk Register is currently being finalized, with detailed risk reporting to follow in 2025.

Please refer to our [Annual Report 2024 for more information on corporate governance](#)



Responsible procurement

We invest heavily in local businesses and supply chains to fuel entrepreneurial activity and build communities.

In 2024, 92% of our procurement budget was allocated to local suppliers. While this marks a slight decrease from 97% in 2023, it was driven by the expansion of Jahez Group's operations, reflecting our long-term growth and market reach.

Our procurement decisions are guided by the Jahez Group Procurement Policy, which ensures integrity, fair pricing, and quality while reinforcing our reputation as a fair and ethical business. To maintain these standards, we require our suppliers to adhere to rigorous compliance criteria, including labor practices, occupational health, governance, and environmental sustainability.

As part of our ongoing improvements in procurement governance, the Procurement Department is finalizing the vendor database, which

will serve as the foundation for a structured anti-corruption due diligence framework. This framework will introduce a Third-Party Code of Conduct, a Conflict-of-Interest Form, and additional compliance measures for business partners, further strengthening ethical and transparent business practices within our supply chain.

In 2024, 17% of our suppliers were small and medium companies, in line with our commitment to support local economies and foster sustainable business growth across all the regions in which we operate.

92%
of the procurement budget
was allocated to local suppliers in 2024

Appendix

Empowerment through growth and sustainability is our driving force, helping the Group to build trust and partnerships as we grow our portfolio, all while supporting our people, our community, and the regions in which we operate.

102 Saudi Exchange (Tadawul) ESG Disclosure Themes

104 GRI Content Index

114 SASB Content Index

116 TCFD Content Index

117 Glossary

GRI Content Index

Statement of use	Jahez International Company for Information Systems Technology JSC has reported in accordance with the GRI Standards for the period from January 1, 2024, to December 31, 2024.
GRI1 used	GRI1: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI Standard/ Other source	Disclosure	Location	Page numbers	Omission		
				Requirement(s) omitted	Reason	Explanation
GENERAL DISCLOSURES						
GRI 2: General Disclosures 2021	2-1 Organizational details	<ul style="list-style-type: none">About This ReportIntegrated Business EcosystemEight Subsidiaries: Strategic IntegrationExpanding Regional Presence	6-7, 16-19, 22-28, 29			
	2-2 Entities included in the organization’s sustainability reporting	<ul style="list-style-type: none">About This Report	6-7			
	2-3 Reporting period, frequency and contact point	<ul style="list-style-type: none">About This Report	6-7			
	2-4 Restatements of information	<ul style="list-style-type: none">About This Report	6			
	2-5 External assurance	<ul style="list-style-type: none">About This Report	6-7			
	2-6 Activities, value chain and other business relationships	<ul style="list-style-type: none">Jahez Group at a GlanceIntegrated Business EcosystemEight Subsidiaries: Strategic IntegrationRevolutionizing Delivery	14-15, 16-19, 22-28, 30			
	2-7 Employees	<ul style="list-style-type: none">Caring for Our People: Workforce Profile	73	2-7.c. Processes used to calculate headcount	Confidentiality constraints	Jahez considers processes used to calculate headcount confidential
	2-8 Workers who are not employees	<ul style="list-style-type: none">Caring for Our People: Workers	74	2-8.a.ii. The type of the work they perform	Confidentiality constraints	Jahez considers work performed by interns confidential
	2-9 Governance structure and composition	<ul style="list-style-type: none">Sustainability GovernanceCorporate GovernanceAnnual Report, pages 110-116	87-89, 93-96	2-9.c.vi. Under-represented social groups 2-9.c.vii. Competencies relevant to the impacts of the organization 2-9.c. viii. Stakeholder representation	Confidentiality constraints	Jahez considers this kind of information on Board members confidential
	2-10 Nomination and selection of the highest governance body	<ul style="list-style-type: none">Annual Report, pages 142-143		2-10.b. The criteria used for nominating and selecting the highest governance body members	Confidentiality constraints	Jahez considers the criteria for nominating and selecting Board members confidential
	2-11 Chair of the highest governance body	The Chair of the Board is not a senior executive of the Group.				
	2-12 Role of the highest governance body in overseeing the management of impacts	<ul style="list-style-type: none">Sustainability Governance	87			
	2-13 Delegation of responsibility for managing impacts	<ul style="list-style-type: none">Sustainability Governance	87			
	2-14 Role of the highest governance body in sustainability reporting	<ul style="list-style-type: none">Sustainability Governance	87			

GRI Content Index

GRI Standard/ Other source	Disclosure	Location	Page numbers	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	• Conflict of Interest	97			
	2-16 Communication of critical concerns	No critical concerns were reported to the Board in 2024				
	2-17 Collective knowledge of the highest governance body	• Sustainability Governance	87			
	2-18 Evaluation of the performance of the highest governance body	• Annual Report , page 133		2-18.a. The processes for evaluating the performance of the highest governance body 2-28.b. Whether the evaluations are independent or not, and the frequency of the evaluations 2-18.c. Actions taken in response to the evaluations	Information unavailable/incomplete	Information on the evaluation of the Board is unavailable
	2-19 Remuneration policies	• Corporate Governance • Responding to Climate Change • Annual Report , pages 147-152	53, 95			
	2-20 Process to determine remuneration	• Annual Report , pages 147-148		2-20.b. Views of the stakeholders	Information unavailable/incomplete	Information on the stakeholders' vote on remuneration is unavailable
	2-21 Annual total compensation ratio	—		2-21.a. The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees 2-21.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	Confidentiality constraints	Compensation for the highest-paid individual is confidential
	2-22 Statement on sustainable development strategy	• Leadership Statement • ESG Roadmap • Sustainability Governance	8-9, 40-41, 87			
	2-23 Policy commitments	• Responsible Business Practices • Sustainability Governance • Ethical Conduct	65, 87, 97-98	2-23.b. Links to the policy commitments if publicly available	Confidentiality constraints	ESG policies of the Group are not publicly available
	2-24 Embedding policy commitments	• Responsible Business Practices • Sustainability Governance • Ethical Conduct	65, 86, 97-98			
	2-25 Processes to remediate negative impacts	• Responsible Business Practices • Anti-harassment and Anti-discrimination • Responding to Customer Feedback	65, 67, 77			
	2-26 Mechanisms for seeking advice and raising concerns	• Whistleblowing	98			
	2-27 Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.				

GRI Content Index

GRI Standard/ Other source	Disclosure	Location	Page numbers	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-28 Membership associations	—		2-28.a. Industry associations, other membership associations, and national or international advocacy organizations in which the Company participates in a significant role	Confidentiality constraints	Jahez considers industry associations, other membership associations, and national or international advocacy organizations in which it participates confidential
	2-29 Approach to stakeholder engagement	• Stakeholder Engagement	42-48			
	2-30 Collective bargaining agreements	—		2-30.a. a. The percentage of total employees covered by collective bargaining agreements	Not applicable	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	• Materiality Assessment	49			
	3-2 List of material topics	• Materiality Assessment	49			
	3-3 Management of material topics	• Responding to Climate Change • Climate Change Governance • Employee Well-being and Communication • Water Conservation • Responsible Procurement	53, 60, 81, 88-89, 99			
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Responding to Climate Change • Climate Change Governance	53, 88-89			
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	• Responding to Climate Change • Climate Change Governance	53, 88-89			
Market presence						
GRI 202: Market Presence 2016	202-1 Ratios of standard entry-level wage by gender compared to local minimum wage	• Performance and Reward	79			
Indirect economic impacts						
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	• Integrated Business Ecosystem • Eight Subsidiaries: Strategic Integration • Revolutionizing Delivery • Caring for Society	16-19, 22-28, 30-35, 82-83			
	203-2 Significant indirect economic impacts	• Integrated Business Ecosystem • Eight Subsidiaries: Strategic Integration • Revolutionizing Delivery • Responsible Procurement • Caring for Society	16-19, 22-28, 30-35, 82-83, 99			
Procurement practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Responsible Procurement	99			

GRI Content Index

GRI Standard/ Other source	Disclosure	Location	Page numbers	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	<ul style="list-style-type: none">Responsible Procurement	99			
Anti-corruption						
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	<ul style="list-style-type: none">Anti-Corruption	98			
	205-3 Confirmed incidents of corruption and actions taken	<ul style="list-style-type: none">Anti-Corruption	98			
Energy						
GRI 302: Energy 2016	302-1 Energy consumption within the organization	<ul style="list-style-type: none">Energy Consumption	59			
	302-4 Reduction in energy consumption	<ul style="list-style-type: none">Energy Consumption	59			
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	<ul style="list-style-type: none">Water Conservation	60			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	<ul style="list-style-type: none">Water Conservation	60			
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	<ul style="list-style-type: none">Responding to Climate Change	53			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none">GHG Emissions	54-58			
	305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none">GHG Emissions	54-58			
	305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none">GHG Emissions	54-58			
	305-4 GHG emissions intensity	<ul style="list-style-type: none">GHG Emissions	58			
	305-5 Reduction of GHG emissions	<ul style="list-style-type: none">GHG Emissions	58			
Waste						
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	<ul style="list-style-type: none">Waste Management	61			
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics	<ul style="list-style-type: none">Employee Well-being and Communication	81			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	<ul style="list-style-type: none">Attracting New Talent	75			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none">Employee Well-being and Communication	81			

GRI Content Index

GRI Standard/ Other source	Disclosure	Location	Page numbers	Omission		
				Requirement(s) omitted	Reason	Explanation
Occupational health and safety						
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	<ul style="list-style-type: none">Occupational Health and Safety	80			
	403-9 Work-related injuries	<ul style="list-style-type: none">Occupational Health and Safety	80			
Training and education						
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	<ul style="list-style-type: none">Training and Development	79			
	404-2 Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none">Training and Development	78-79			
Diversity and equal opportunity						
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	<ul style="list-style-type: none">Workforce ProfileDiversity and InclusionBoard of DirectorsExecutive Management	73, 75, 94, 96			
	405-2 Ratio of basic salary and remuneration of women to men	<ul style="list-style-type: none">Performance and Reward	79			
Non-discrimination						
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were zero cases of discrimination in 2024 (learn more in 🔗 Anti-Harassment and Anti-Discrimination)	77			
Local communities						
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	<ul style="list-style-type: none">Community Investment	82-83			
Customer health and safety						
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	<ul style="list-style-type: none">Customer Experience	66-71			
Customer Privacy						
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no cases of data breaches or loss of personal data in 2024 (learn more in 🔗 Customer Data Privacy and Security)	67			

SASB Content Index

Topic	Metric	Unit	Codes	Location	Page numbers
THE JAHEZ GROUP AS A WHOLE					
Environmental Footprint	(1) Total energy consumed	kWh	TC-IM-130a.1, CG-EC-130a.1, IF-RE-130a.2	• Energy Consumption	59
Data Privacy	Description of policies and practices relating to targeted advertising and user privacy	Discussion and analysis	TC-IM-220a.1, CG-EC-230a.2	• Social Media and Responsible Marketing	68-71
Data Security	(1) Number of data breaches	Number	TC-IM-230a.1, CG-EC-230a.2, SV-PS-230a.3	There were no cases of data breaches or loss of personal data in 2024	
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and analysis	TC-IM-230a.2, CG-EC-230a.1, SV-PS-230a.1	• Customer Data Privacy and Security • Cybersecurity	67
	Description of policies and practices relating to the collection, usage, and retention of customer information	Discussion and analysis	SV-PS-230a.2	• Customer Data Privacy and Security	67
Employee Recruitment, Inclusion & Performance	Employee satisfaction as a percentage ¹	%	TC-IM-330a.2, CG-EC-330a.1, SV-PS-330a.3	• Caring for Our People	72, 81
	Percentage of (1) gender representation for (a) Executive Management, (b) Non-Executive management, (d) all other employees	%	TC-IM-330a.3, CG-EC-330a.3, SV-PS-330a.1	• Workforce Profile • Diversity and Inclusion • Board of Directors • Executive Management	73, 75, 94, 96
Activity Metrics	Number of employees by: (1) full-time	Number	SV-PS-000.A	Workforce Profile	73
	Number of shipments	Number	CG-EC-000.C	Jahez Group at a Glance	14
E-COMMERCE (PIK, BLU)					
Product Packaging & Distribution	Discussion of strategies to reduce the environmental impact of product delivery	Discussion and analysis	CG-EC-410a.2	• Technological Innovation • GHG Emissions	35, 58
CO					
Activity Metrics	Number of assets	Number	IF-RE-000.A	• Eight Subsidiaries: Strategic Integration	22
LOGI					
Greenhouse Gas Emissions	Gross global Scope 1 emissions	Metric tonnes (t) CO ₂ -e	TR-RO-110a.1	• GHG Emissions	56-57
	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and analysis	TR-RO-110a.2	• GHG Emissions	56-58
	(1) Total fuel consumed	Liter ²	TR-RO-110a.3	• Energy Consumption	59
Workforce Conditions, Health & Safety	Description of approach to managing short-term and long-term driver health risks	Discussion and analysis	TR-RO-320a.3	• Occupational Health and Safety	80
	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	Rate	TR-RO-320a.1	• Occupational Health and Safety	80
Accident & Safety Management	Number of road accidents and incidents	Number	TR-RO-540a.1	• Occupational Health and Safety	80
Activity Metrics	Number of drivers	Number	TR-RO-000.C	• Workforce Profile	73-74

¹ A modified metric (employee satisfaction instead of employee engagement which the Group does not monitor).

² A modified metric.

TCFD Content Index

Guidance for all sectors		Location	Page numbers
GOVERNANCE			
Disclose the organization’s governance around climate-related risks and opportunities	a) Describe the board’s oversight of climate-related risks and opportunities.	Leadership Statement Climate Change Governance	8-9, 88-89
	b) Describe management’s role in assessing and managing climate-related risks and opportunities.	Leadership Statement Climate Change Governance	8-9, 88-89
STRATEGY			
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Physical and Transition Climate Risks	89
	b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	Jahez Group Exposure	89
	c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Leadership Statement Responding to Climate Change	8-9, 88-89
RISK MANAGEMENT			
Disclose how the organization identifies, assesses, and manages climate-related risks	a) Describe the organization’s processes for identifying and assessing climate-related risks.	Climate Risk Management	88
	b) Describe the organization’s processes for managing climate-related risks.	Climate Risk Management Jahez Group Exposure	88-89
	c) Describe how processes for identifying, assessing, and managing climate-related risk are integrated into the organization’s overall risk management.	Leadership Statement Responding to Climate Change Climate Risk Management	8-9, 53, 88
METRICS AND TARGETS			
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Responding to Climate Change GHG Emissions	53-58
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	GHG Emissions	54-58
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	GHG Emissions	54-58

Glossary

CMA	The Capital Market Authority, the regulatory body overseeing capital markets in Saudi Arabia, ensuring fairness, transparency, and investor protection.	IFRSS1&S2	The International Financial Reporting Standards Sustainability Disclosure Standards are issued by the International Sustainability Standards Board (ISSB). They include IFRS S1 (General Requirements for Disclosure of Sustainability-related Financial Information) and IFRS S2 (Climate-related Disclosures).
Carbon credit	A tradable instrument that represents: (1) a permit to emit one metric ton of CO ₂ or equivalent (CO ₂ e) into the atmosphere, or (2) a certificate that represents the avoidance or removal of one metric ton of CO ₂ or equivalent from the atmosphere.	KSA	Kingdom of Saudi Arabia.
Carbon dioxide equivalent (CO₂e)	A metric used to compare the emissions from various greenhouse gases based on their global warming potential (GWP).	kWh	Kilowatt-hour
C-level	Senior executives and managers whose job titles start with “C” (CEO, CFO, COO, etc).	Last-mile delivery	The transportation of goods from a distribution hub to the final delivery destination (usually a customer’s home or business).
Cloud kitchen	A commercial food preparation facility for food services operating on a delivery-only model.	LTIR	Lost Time Injury Rate is a safety metric used to measure the frequency of work-related injuries or illnesses that result in an employee being unable to perform their job for a full workday or shift per 200,000 hours worked.
Cloud shelving	A commercial storage facility for food services or retail stores operating on a delivery-only model.	MENA	Middle East and North Africa.
COSO	The Committee of Sponsoring Organizations of the Treadway Commission develops guidelines for evaluating internal controls, risk management, and fraud deterrence.	MWh	Megawatt-hour.
Dark store	A retail outlet or distribution center operating online on a delivery-only model.	Nitaqat	A government program of Saudi Arabia aimed at increasing the employment of Saudi nationals in the private sector.
ERM	Enterprise risk management.	Q-commerce	A type of e-commerce with an emphasis on fast and ultra-fast deliveries.
ESG	Environment, social, and governance.	SASB	The sustainability disclosure standards developed by the Sustainability Accounting Standards Board (SASB), now consolidated into the ISSB.
GHG	Greenhouse gases.	SMEs	Small and medium-sized enterprises.
GRC	The Governance, Risk, and Compliance function	tCO₂e	Tons of carbon dioxide equivalent.
GRI	The sustainability disclosure standards were developed by the Global Reporting Initiative. Currently, the 2021 version is in use (GRI 2021).	TRIR	Total Recordable Incident Rate, a safety metric used to measure the frequency of workplace injuries and illnesses per 200,000 hours worked.
Group	Jahez Group holding comprises eight wholly or partially owned subsidiaries.	UNSDGs	The United Nations Sustainable Development Goals.