سيسكو القابضة
SISCO HOLDING

ESG REPORT

2023



Introduction

CONTENTS

INTRODUCTION 2-3
Contents 2
About this Report 4
Reflections from the Chairman 6
Report Highlights 8
CEO Viewpoint 10
SISCO: In the Business of Building Leaders 12
Sustainability at SISCO 18

ENVIRONMENT & INNOVATION 22
Climate Change and Energy 24
Technology and Innovation 26
Environmental Management 28
Water and Waste Management 32

EMPOWERING PEOPLE 34
Talent Attraction, Development, and Retention 36
Health and Safety 40
Diversity and Equality 44

SUPPORTING OUR COMMUNITIES 50
Community Investment and Engagement 52
Sustainable Procurement 56
Customer Experience 58

GOOD GOVERNANCE 60
Governance, Ethics, and Compliance 62
Data Privacy and Cybersecurity 66
Financial Performance 68

Data & Disclosures 70

> As we work to establish SISCO Holding as an industry leader in the wider region, we are undertaking initiatives designed to capitalize on the positive momentum resulting from the government's privatization initiatives and substantial investments in water, transportation, and logistics infrastructure.
>
> The growing emphasis on sustainability in these sectors presents significant opportunities, enabling us to make a key contribution to the Saudi Arabia Vision 2030, as well as the UN SDGs.

Aamer Abdullah Alireza
Chairman of the Board, SISCO Holding

ABOUT THIS REPORT

SISCO Holding (SISCO) is pleased to present its 2023 ESG Report. It evidences progress on topics of importance to its business and its stakeholders. Covering the 2023 calendar year, the report also reaffirms SISCO's commitment to driving ESG transformation in the year ahead.

PORTS & LOGISTICS

ELITE

S.A. TALKE
س.أ.تالكي

محطة بوابة البحر الأحمر
RED SEA GATEWAY TERMINAL

ISNAD
شركة تشغيل الخدمات المساندة
Support Services Operation Company

LogiPoint

WATER

Kindasa
كنداسة
WATER SERVICES
لخدمات المياه

توزيع
TAWZEA

This report has been prepared in reference with the Global Reporting Initiative (GRI) Standards, and in alignment with leading frameworks, including the United Nations Sustainable Development Goals (UN SDGs), Saudi Arabia Vision 2030, and in reference to the International Financial Reporting Standards (IFRS) Sustainability Disclosure Standards.

Unless otherwise stated[1], the report, and all data disclosed, relates to the public joint stock company of SISCO Holding, including its seven portfolio companies operating in ports, logistics, and water infrastructure across the Kingdom of Saudi Arabia, the United Arab Emirates, Kuwait, Oman, and Bangladesh.

FEEDBACK

SISCO welcomes your feedback on this report and its wider approach:

SEE PREVIOUS ESG REPORTS

FORWARD LOOKING STATEMENTS

This report contains certain forward-looking statements. All statements, other than statements of historical fact, are or may be deemed forward-looking statements.

By their nature, forward-looking statements involve known and unknown risks and uncertainties that could materially affect expected results of operations, cash flow and business prospects, because they relate to events and depend on circumstances that will or may occur in the future.

Readers should not place undue reliance on forward-looking statements, which speak only as of the date of this report.

[1] Quantitative data for 2021 excludes Elite, and data for LogiPoint and Isnad are combined, unless otherwise stated.

REFLECTIONS FROM THE CHAIRMAN

I am proud to present the 2023 Sustainability Report, showcasing our commitment to creating social values by enhancing ESG management. The report highlights the ESG related efforts and achievements of both SISCO Holding and our portfolio companies, and our long-term roadmap for ESG goals and practices, leveraging our unique advantages as responsible infrastructure investment holding company in Saudi Arabia.

During 2023, we continued to operate amidst challenging geopolitical and economic circumstances, with continued market volatility, inflation, and supply chain disruption. I am happy to see that SISCO Holdings is confidently adapting to the market despite challenges. Whilst coping with short-term uncertainty, we continue to place focus on the long-term trajectory of changes while striving to make incremental improvements along the way. At the same time, as a responsible investor, we are considering the direction the Group should follow to grow with our stakeholders, such as our partners, shareholders, and the society we serve.

As we are now in the 'transformational' stage of our sustainability journey, we are activating and nurturing leading ESG practices across our portfolio companies. By engaging closely with our companies and our partners, we have been able to build a collective and accurate footprint across environmental, social and governance considerations. This work presents a significant opportunity to contribute to sustainable development in Saudi Arabia and the region.. The Board and our management teams are committed to ensuring that our investment strategy and portfolio management is delivered with integrity and transparency.

In the last year alone, we have seen work in areas as varied as climate change and coral reefs, to embracing diversity and the development of Saudi Arabia's national talent. Our strategic initiatives and resilient business model enabled us to bring new jobs to the region with increases in women and national new hires. These are issues at the heart of the Saudi Arabia's Vision 2030 – and our role in enhancing regional logistics infrastructure and economic growth cannot be understated.

As we work to establish SISCO Holding as a leader in the wider region, we are undertaking initiatives designed to capitalize on the positive momentum resulting from the government's privatization initiatives and substantial investments in water, transportation, and logistics infrastructure.

It remains for me to thank our shareholders, my fellow Board members, and all those who work for – and with – SISCO and our portfolio companies. Together, we are bringing our sustainability goal to reality, while inspiring others across the region.



> "Across our portfolio of companies, it is heartening to see so much future-focused innovation and dedication in areas as varied as climate change and coral reefs, to opportunities for women and Nationals. These are challenges at the heart of Saudi Arabia's Vision 2030 – and our role in enhancing regional logistics infrastructure and promoting economic growth cannot be underestimated."

Aamer Abdullah Alireza
Chairman of the Board

REPORT HIGHLIGHTS

Environment & Innovation

61.4 tCO_2
per employee
GHG emissions intensity

6x
increase, renewable energy consumption

3,229 m^3
per employee
water consumption intensity

76%
of waste diverted from disposal

Empowering our People

742
new jobs created

74%
increase, female hires

11%
increase, Nationals in senior management

83,373
hours of training delivered

144%
increase, health and safety training

Supporting our Communities

30
CSR points

280%
increase, employee volunteering hours

96%
local procurement spend

12%
increase, SME suppliers

Good Governance

1,603
million total revenue

100%
Board training on anti-corruption

ZERO
non-compliances

ZERO
discrimination instances

ZERO
cyber-attacks / privacy breaches

CEO VIEWPOINT

Sustainability is embedded at the very heart of the SISCO vision, mission, and business model. You will see throughout this report how a responsible investing mindset is helping us win in a competitive market, from attracting the best talent and hedging risk, to pioneering low-carbon innovation and building resilient local supply chains.

Innovation in infrastructure to achieve net zero greenhouse gas (GHG) emissions and to save water and resources has become a business-critical strategy – helping us to win new business, pass-on cost savings to customers, and contribute to the Saudi Arabia Vision 2030. For the first time, we have begun sourcing renewable energy at six locations, and we saw some particularly exciting smart transportation technologies being tested and scaled at Elite, Kindasa, ISNAD, and RSGT. Concurrently LogiPoint and Tawzea pioneered water and waste-saving approaches. Employees were more active than ever, giving their time to local causes, including coastal clean-ups, tree planting, and reef restoration.

We've grown our headcount by 16% (to 5,418 employees) and continued to work hard to achieve a better gender balance – a legacy that our wider industry suffers from due to its historic culture. We increased female new recruits by more than a third and women in senior management positions by 20%. Women employed across the portfolio benefited from a collective 18,365 hours of training (a 22% increase on 2022). At the holding level, female recruits have reached 30%, ahead of the vision 2030 target of (25%). Most of which are in key positions. We recognize that addressing historic gender imbalances within our sector is a long-term effort and remain proactive and optimistic that the pipeline of female talent from local schools and universities fulfils our recruitment needs.

We have further increased our spend on local suppliers to 96%, with an 6% increase on local businesses owned by women. Likewise, we maintain excellent relationships with business customers from the region.

We continued to give generously to community partners, increasing strategic corporate social responsibility (CSR) projects from 9 to 30, with employee volunteering rising nearly three-fold. This year, we rolled out an innovative, groupwide CSR initiative. In partnership with a data science specialized Charity (Ektefaa), we were able to leverage the group's expertise in logistics, to maximize the impact of the initiative. Companies were able to contribute, with financially, specialized expertise in logistics, and digital abilities.

By strategically focusing on ESG, we can venture further into emerging markets, generating long-term value for stakeholders, including customers, employees, investors, business partners, and society at large. We can also make a measurable and lasting contribution to the Saudi Arabia Vision 2030, as well as the UN SDGs. I look forward to seeing us scale and deepen this contribution even further in the year ahead.

By strategically focusing on ESG, we can venture further into emerging markets, generating long-term value for stakeholders, including customers, employees, investors, business partners, and society at large. We can also make a measurable and lasting contribution to the Saudi Arabia Vision 2030, as well as the UN SDGs. I look forward to seeing us scale and deepen this contribution even further in the year ahead.



> By strategically focusing on ESG, we can enhance our reputation, meet regulatory requirements, and address stakeholder expectations, which in turn enables us to engage with new lines of business generating long-term value for our stakeholders, including customers, employees, investors, business partners, and society at large.

Khalid Suleimani
CEO

SISCO HOLDING: IN THE BUSINESS OF BUILDING LEADERS

Founded in 1988, SISCO is a publicly traded joint stock company dedicated to investing in, and enhancing, industrial estate support services throughout Saudi Arabia.

Since its listing on Tadawul in 2003, the company has risen to prominence as one of Saudi Arabia's most notable corporations, with significant capital investment in logistics, ports, and water sectors.

VISION

To be a leading infrastructure investment company in Saudi Arabia and beyond.

MISSION

To invest responsibly in infrastructure and logistics and delivering long-term, sustainable returns to our shareholders.

Renowned for its pioneering spirit, SISCO has achieved several notable milestones in its 36-year history, including the establishment of Saudi Arabia's first private desalination plant, the first bonded and re-export zone in Saudi Arabia, and the first privately constructed and operated container terminal in the country. These world-class business ventures and projects are not only financially rewarding, but also sustainable – contributing to the economic prosperity of Saudi Arabia.

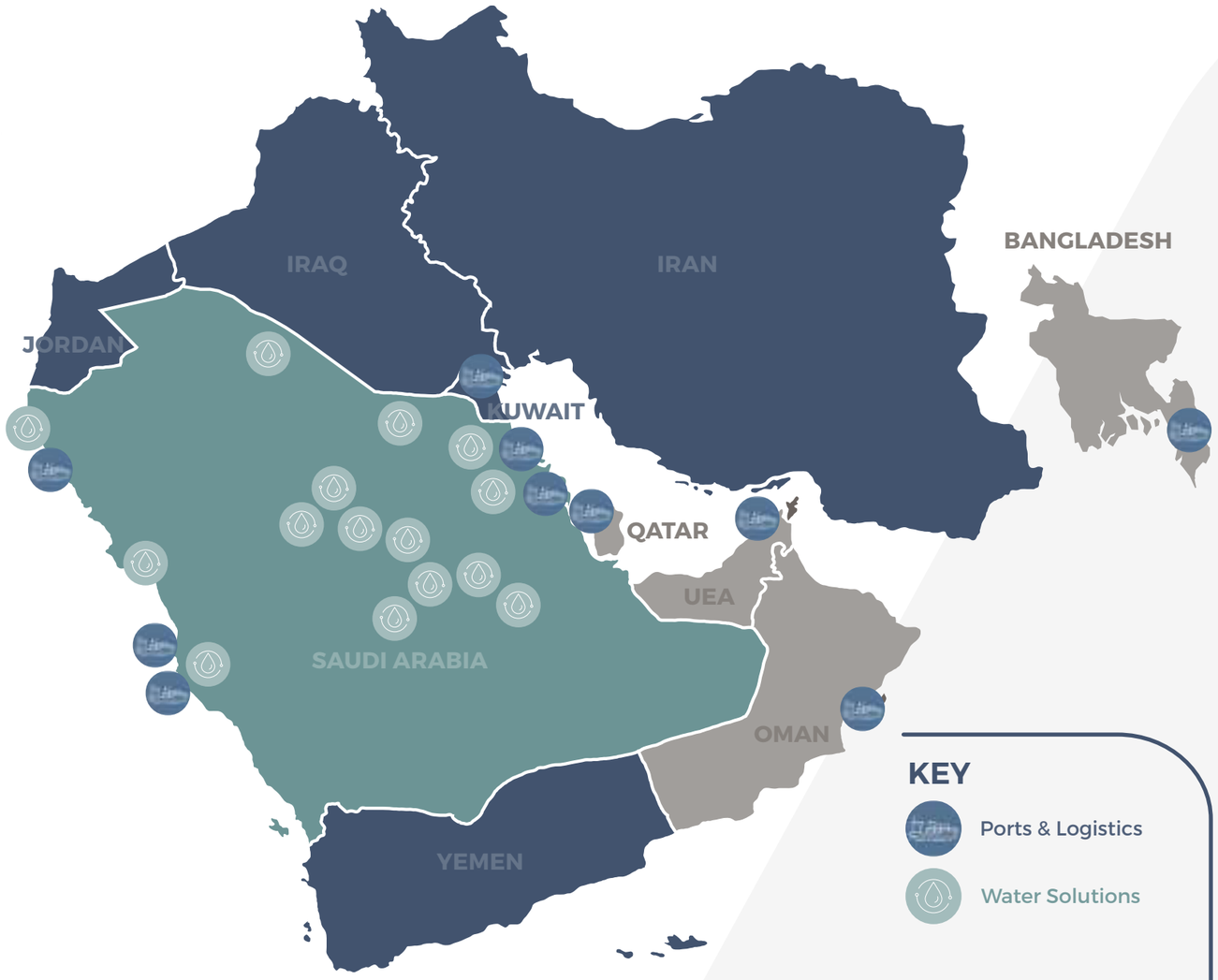
SISCO Presence

KSA

Jeddah | Rabigh | Taif | Madinah | Neom | Tabuk | Riyadh | Dammam | Jubail | Alkhar | Sudair | Shagrah Zulfy Buraidah | Qassim Arar | Hafr Al-Baten

GCC & SOUTH ASIA

Oman | UAE | Qatar | Bahrain | Kuwait | Bangladesh



A Leader in Ports, Logistics, and Water

SISCO's AuM stand at more than SAR 4.4 billion. Its two main sectors are:

Ports & Logistics:
This sector is a vital contributor to supporting Saudi Arabia's Vision 2030. SISCO is an industry leader in productivity and efficient operations. RSGT is the largest terminal in Saudi Arabia and among the top performing terminals internationally. The logistics infrastructure and services business has grown to cater to the increasing demand for logistics, warehousing, distribution, transportation, and value-added services.

Water Solutions:
In a region of rising water scarcity, SISCO's portfolio water companies are at the forefront of desalination, distribution, and wastewater treatment, supplying the industrial sector and beyond. Its water management and distribution services specialize in delivering municipal and industrial water solutions, as well as operating and maintaining water and wastewater facilities, including the Independent Sewage Treatment Plant (ISTP).

SISCO Holding's Journey

1989

SISCO decided to focus on four industrial services covering catering services, medical center that provided medical services for workers in the industrial area, vehicle maintenance services and operating two gas stations.

2000

SISCO pivoted to infrastructure investments and decided to focus on logistics and water services by establishing and incubating Greenfield companies to serve specific markets.

Established Saudi Trade and Export Development Company (TUSDEER), which was the first bonded and re-export zone developed by the private sector in Saudi Arabia.

2004

SISCO established ISNAD, to provide operational services in Jeddah and Riyadh industrial cities.

2006

Tawzea was established as a joint venture between SISCO and AMIANTIT.

2009

RSGT commenced operations.

2019

RSGT signed a new 30-year concession to operate the north container terminal.

2020

Tawzea signed a concession to operate the Saudi Arabia's first Independent Sewage Treatment Plant (ISTP) in Taif.

2022

Set up SISCO's investment vehicles, Red Sea Ports Development International (RSPDI) and Red Sea Gateway Terminal International (RSGTI), to focus on internation expansion.

2023

SISCO changed its name to Sustained Infrastructure Company (SISCO Holding).

SISCO completed the purchase of 31.7% stake in the logistics investment fund "Green Dome" from its subsidiary LogiPoint, to deepen its penetration of the logistics services space.

SISCO Holding crosses SAR 1 billion revenue mark for the first time in its history.

PHASE ONE Beginnings (1988 - 1999)

1988

SISCO was founded with a capital investment of SAR 59 million. The goal was to provide services required by factories and businesses operating in the industrial area of Jeddah through an "Outsourcing" system, allowing these factories to focus on their core businesses and production lines in order to compete in local and global markets. Approximately 18 different services were offered to businesses.

PHASE TWO Incubation (2000-2014)

1999

SISCO starts providing industrial services in the Jeddah and Riyadh regions.

2001

The establishment of Kindasa, the first private sector seawater desalination plant.

2002

SISCO became the first infrastructure company to be traded on the Saudi Arabia main stock market "Tadawul".

PHASE THREE Scaling and Consolidation (2015-2020)

2007

The establishment of Red Sea Gateway Terminal (RSGT), Saudi Arabia's first private sector Build-Operate-Transfer Container Terminal. SISCO invested in S.A. TALKE, a specialized petrochemical logistics solutions provider.

2015

Launched SISCO's first five-year plan aiming at redefining SISCO as a Holding Company and built organizational capabilities, and enforcing strong governance.

2016

TUSDEER rebranded as LogiPoint.

SISCO increased its shares at Kindasa by 5%.

PHASE FOUR Transformation (2021-2026)

2021

SISCO launched its second five-year strategy (6x26) aiming to redefine SISCO as a long-term strategic infrastructure investment holding company.

SISCO completed the development of environmental social and corporate governance initiatives framework.

SISCO Holding sold a 21.2% stake in RSGT to COSCO and PIF for SAR 556.5 million.

Green Dome acquired shares in ELITE logistics.

LEARN MORE ABOUT SISCO

SEE THE BUSINESS MODEL

Supporting Saudi Arabia's Vision 2030

SISCO is a key enabler of the National Industrial Development and Logistics Program (NIDLP) and Vision 2030. Specifically, it contributes to:

- Infrastructure development
- Access to local and international markets
- Improvement of regulations and legislation

It does so by providing integrated logistics and supply chain solutions to its customers in various sectors, including petrochemicals, construction, and manufacturing.

SISCO's services support the NIDLP's objectives of enhancing the country's logistics infrastructure and promoting economic growth and diversification.

Maximise Economic Return

Become a leader in program sectors and achieve sustainable growth

Attractive Investment Environment

- Develop the ecosystem and improve processes
  - **2.4.1** Reduce all types of polution
  - **3.1.3** Privatize selected government services
- Enhance competitiveness and productivity
  - **3.3.7** Increase localization of non-oil sectors
  - **3.5.1** Create and improve performance of logistics hubs

Global Logistic Hub

- Enhance integration across sector
  - **3.7.1** Support national champions consolidate their leadership globally
  - **6.2.1** Enhance businesses' focus on their social responsibilities
- Maximise internal and external connections
  - **2.4.3** protect and rehabilitate natural landscapes
  - **3.1.6** Attracted forign investment

RSGT is the largest container terminal in Saudi Arabia and one of the top-performing container terminals in the world, playing a crucial role in enhancing the country's logistics infrastructure and promoting trade and investment, which are essential in achieving the goals of economic diversification.



SUSTAINABILITY AT SISCO HOLDING

Sustainable growth is fundamental to the SISCO vision, mission, and business model – and to a sustainable economy for Saudi Arabia and its neighbors.

Adopting a business strategy that prioritizes sustainability reduces risk and enhances competitive advantage. It also aids SISCO in venturing into emerging markets and boosting business performance, while generating long-term value for stakeholders, including customers, employees, investors, business partners, and society at large.









Sustainability Framework

The SISCO sustainability framework consists of four ESG pillars:

Empowering our People

- Talent attraction, development and retention
- Health and safety
- Diversity and equality

Good Governance & Strong Intuition

- Governance, ethics and compliance
- Data privacy and cyber security
- Financial performance

Sustainable Environment & Infrastructure

- Climate change and energy
- Technology and innovation
- Environmental management
- Water and waste management

Supporting our Communities

- Community investment and engagement
- Sustainable procurement
- Customer experience

The framework has been mapped to relevant UN SDGs and Saudi Arabia Vision pillars, which are shown throughout this report.

As part of SISCO's evolving approach, the sustainability framework is currently being revised based on a comprehensive assessment of the sustainability landscape, material topics, and emerging risks and trends. It is also being merged with the corporate risk framework, reflecting further integration within core business processes. You can read more about risk management on page 65.

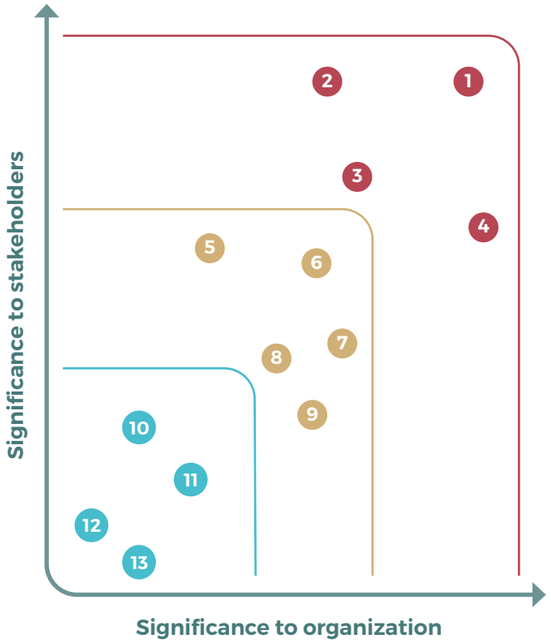
LEARN MORE ABOUT THE SUSTAINABILITY APPROACH



Material Topics

SISCO recognizes its responsibility to identify and manage the topics that potentially impact its business and stakeholders. The matrix below shows the 13 most material topics, based on their significance to both SISCO and its stakeholders.

This was determined through a robust materiality process conducted in 2022 to systematically identify and prioritize SISCO's impacts on people, the economy, and the environment.



Most Important

1. Governance, Ethics and Compliance
2. Talent Attraction, Development and Retention
3. Climate Change and Energy
4. Health and Safety

Very Important

5. Data Privacy and Cyber Security
6. Technology and Innovation
7. Community Investment and Engagement
8. Environmental Management
9. Water and Waste Management

Important

10. Sustainable Procurement
11. Diversity and Equality
12. Financial Performance
13. Customer Experience

As with the wider refresh of its sustainability framework, materiality is currently being reviewed to determine the impacts of SISCO's business and operations on stakeholders, the economy, and the environment in more detail. This report covers the 13 material topics identified in the materiality matrix, including SISCO's management approach to each material topic, the progress made in 2023, the challenges faced, and the opportunities identified.

For information on stakeholder engagement please refer to page 78.

Environment and Innovation



As part of its commitment to sustainability, SISCO is dedicated to achieving net zero emissions by 2060, in line with the Saudi Green Initiative. It is also addressing wider environmental impacts through prudent management of waste and water, while deploying technologies that support clean economic growth.

Highlights

61.4 tCO_2
per employee
GHG emissions intensity

6x
increase, renewable energy consumption

3,229 m^3
per employee
water consumption intensity

76%
of waste diverted from disposal

Sustainability Framework Material Topics

- **Climate change and energy**
- **Technology and innovation**
- **Environmental management**
- **Water and waste management**

Wider Contribution

Saudi Arabia Vision 2030 Pillar

A Vibrant Society

UN SDGs:

CLIMATE CHANGE AND ENERGY

As a company with investments in diverse and energy-intensive operations, SISCO is exposed to a range of climate-related risks – from physical damage to infrastructure or business continuity threats, to rising energy prices and regulatory demands.

SISCO and its portfolio companies are in a position to harness commercial opportunities of decarbonization under the Saudi Green Initiative. Seizing the infrastructure contracts that will help bring GHG emissions to net zero by 2060 requires innovation and partnership with stakeholders.



Progress towards Net Zero

In 2023, SISCO developed a comprehensive Greenhouse Gas (GHG) Inventory, underscoring our commitment to measuring and managing our emissions. We have clearly defined our organizational boundaries and selected a consolidation approach that includes both our operational emissions and those of our portfolio companies. SISCO is dedicated to continuously enhancing our GHG accounting practices, with the goal of refining our processes annually. In 2024, we are rolling out the development of our carbon reduction action plan to strategically target and reduce our carbon footprint across SISCO and its portfolio.

SISCO measures direct (Scope 1) and indirect (Scope 2) GHG emissions. In 2023, total emissions were 126,690 tonnes of carbon dioxide equivalent (tCO_2e). This equates to 61.4 tCO_2e per employee.

MEMBER, Global Ports Hydrogen Coalition, RSGT

Energy Innovation

Energy efficiency is the most important strategy in SISCO's net zero plan. In 2023, direct energy consumption totaled 1.18 million gigajoules (GJ).

Each year, more technologies and practices are tested, deployed, and scaled by portfolio companies. For example, RSGT has upgraded gantry cranes with energy-efficient technologies and ship-to-shore cranes so that they can regenerate electricity. It has also replaced approximately 1,400 lights with vastly more energy efficient LED alternatives.

S.A. TALKE has fitted motion detector sensors in buildings and added energy conservation awareness signs throughout offices. LogiPoint has installed solar panels at its Bonded and Re-Export Zone facilities.

Through such efforts, SISCO aims to demonstrate leadership in regional and global efforts to mitigate the adverse effects of climate change, while ensuring efficient operations.

Pioneering Smarter Transport

Elite has been piloting bio diesel vehicles in its delivery fleet for major customers. The outcomes so far promising, with reductions in GHG emissions and elevated customer satisfaction. Having acquired a delivery company in the UAE, it is now expected that further operational synergies will lead to improved fuel consumption per shipment.

Meanwhile, Elite is providing courier training in fuel-efficient driving, route optimization, and preventative maintenance, saving 24% in average fuel consumption per shipment. S.A. TALKE has also installed GPS on all company vehicles to optimize journeys and fuel consumption.

At Kindasa, the upgrade of the Jeddah Islamic Port (JIP) water network has avoided 40 water truck trips daily, significantly reducing the carbon footprint of water production and distribution, while also minimizing road network degradation.

Other portfolio companies are trying, testing, and scaling smarter transport technologies. For example, RSGT is converting its hydraulic spreaders to electrical spreaders to minimize energy consumption, as well as fluid leakage and waste.

24%
savings in fuel per shipment, Elite

40%
water truck trips/day avoided, Kindasa

TECHNOLOGY AND INNOVATION

Investing in smart technologies – and the talent behind these technologies – is becoming an increasingly important differentiator to competitivity in the infrastructure sector.

In addition to water-saving and resource-saving innovations, the following case studies showcase some of the technologies and innovative practices that have delivered savings for SISCO's bottom line and GHG emissions, while also improving customer experience and contributing to the Saudi Arabia Vision 2030.

Smart Operations and Buildings

In 2023, RSGT was named "Best Port Developer 2023" by IBMAR in recognition of its enhancements to infrastructure development and innovation within the maritime sector.

Examples of such innovations include the installation of remote-controlled ship-to-shore cranes with optical character recognition technology, and pressure cleaners that reduce degreaser and water required for equipment cleaning.

At LogiPoint, all buildings have been designed with green technologies at their heart, including the use of renewable energy, water conservation, and waste reduction. Any new buildings must comply with strict environmental protocols aimed at reducing carbon emissions.

RSGT named
Best Port Developer
2023, IBMAR



Conserving Water

Kindasa has shifted its plant water intake to desalinated sea water, avoiding the need to extract from lagoons. In addition, its JIP water network upgrade has eliminated the need for water trucks, reducing GHG emissions and water leakages. Water is meticulously monitored with electromagnetic flowmeters.

RSGT has installed faucets equipped with automatic shutoff mechanisms, while S.A. TALKE has water-saving aerators on every faucet. LogiPoint is recycling air conditioning water for use in toilets, saving approximately 1,000 cubic meters of water per year.

1,000 m³ / year water savings through greywater recycling, LogiPoint

A Win-Win for Resources and Customers

RSGT's customers have welcomed the new e-portal, mobile app, and Chatbot that enable them to access services anytime, anywhere. The Artificial intelligence (AI)-based chat and Interactive Voice Response phone system reduce wait times and ensure consistent service delivery.

Kindasa's front-end sales system has been extended with real-time visibility of transactions and reporting of discrepancies. For example, it automatically emails customers when trucks fill up water.

Tawzea has introduced paperless and cashless Go Pay and TU Bill to make it easy and secure for customers to pay invoices.

Read more about how SISCO is ensuring a seamless customer experience on page 58.



ENVIRONMENTAL MANAGEMENT

SISCO's Health, Safety, Environment, and Security (HSES) Policy emphasizes the company's dedication to environmental responsibility and the preservation of natural resources.

It is supported by an Environmental Management System (EMS) that is certified to ISO 14001:2015 environmental management standard at five out of seven portfolio companies. Certain portfolio companies have additional or bespoke processes – for instance LogiPoint, RSGT, S.A. TALKE and ISNAD integrate their EMS within wider HSE and Quality management systems, including environmental impact/aspects and risk registers. Kindasa has Quality and Environmental policies that ensure the company is following ISO standards, while RSGT is actively pursuing its National Committee for Environmental Compliance Environmental Permit to operate, with the aim of attaining this in early 2024.

Keeping Saudi Arabia Clean and Green

Many SISCO employees and leaders actively engage in initiatives to keep their local environments clean and healthy. In 2023, teams lent a hand to the Coast Clean-up initiative to restore and protect beaches and reefs along the Jeddah coast of the Red Sea.

S.A. TALKE is part of Operation Clean Sweep® to prevent pellet, flake, and powder loss during the handling of plastic materials.

It also conducts weekly site cleaning and quarterly environmental clean-up campaigns.

Tawzea participates in the Saudi Green initiative and has planted over 20,000 saplings across various projects.

Similarly, RSGT conducted a Dive Against Debris initiative as part of its commitment to keeping Saudi Arabia clean and green.



Protecting Marine Ecosystems, RSGT

In 2023, RSGT signed a Memorandum of Understanding (MoU) with the Oil Sustainability Program, established under the umbrella of the Supreme Committee for Hydrocarbon Materials. HRH, the Minister of Energy, chairs the Supervisory Committee, which includes 17 entities from both the public and private sector in Saudi Arabia. The MoU reflects RSGT's proactive approach towards fostering collaborative relationships with key stakeholders in the oil industry, demonstrating its dedication to sustainability practices and environmental stewardship.

The MoU builds on RSGT's long-standing commitment to maritime conservation, notably its Artificial Coral Reef project, which has now been running for seven years. Alongside the Ministry of Environment, Water & Agriculture, the project addresses reef impact from dredging in the access channel and turning basin at RSGT facilities.

Covering an area of approximately 93,555 square meters and deploying 1,500 artificial coral reef units, monitoring has revealed a robust and immediate proliferation of various marine species, including sea sponge, alcyonacea (soft coral), and species of hard coral.

These findings underscore the project's success in restoring and sustaining biodiversity within the port area's aquatic environment.

Alongside the Artificial Coral Reef project, RSGT is working to prevent pollutants from entering the marine ecosystem by installing stormwater oil separators at outfalls. In 2023, it also conducted a detailed Environmental Impact Assessment Study, completed with sampling conducted both on land and along the land/sea interface.

1,500 units of artificial reef established, RSGT



Tree Planting Initiative, Tawzea

Tawzea launched a significant tree planting initiative in 2023 at the Taif Independent Sewage Treatment Plant (ISTP). This project saw the planting of over 12,000 trees, carefully selected for their ecological benefits and suitability to the local environment. The species planted include Neem, Acacia, Sidr, Tamarix, and Vachellia tortilis, all known for their resilience and positive environmental impact. These trees were strategically spaced 120 meters apart along the boundary of the area, ensuring optimal growth conditions and effective land utilization.

An innovative aspect of this initiative is the use of treated water from the Taif ISTP for irrigation, demonstrating Tawzea's commitment to sustainable water management practices. This approach not only conserves freshwater resources, but also showcases a practical application of treated water reuse in supporting green projects. These efforts collectively reflect Tawzea's dedication to enhancing biodiversity, improving air quality, and contributing to the fight against climate change.







20,000
saplings planted,
Tawzea



WATER AND WASTE MANAGEMENT

In a region of acute and growing water scarcity, responsible use and recycling of water is critical to business continuity. Likewise, rising costs and regulatory demands associated with waste management are prompting businesses like SISCO to adopt circular economy practices.

Water Conservation

Through a combination of water-saving technologies, leakage prevention and maintenance, and water reuse and recycling systems, SISCO is committed to reducing water consumption and recycling wastewater.

In 2023, total water consumption was 14.5 million cubic meters (m^3).

Tawzea: Transforming the Nation's Wastewater

Tawzea specializes in the provision of water supply and wastewater treatment services. Its advanced sewage system is capable of turning residential-strength and industrial wastewater into water suitable for municipal irrigation. Treated sewage effluent water offers notable advantages compared to potable water as it is specifically engineered to meet the irrigation requirements of plants.

Tawzea has also established a subsurface system that enables the delivery of recycled water to its customers, specifically Modon, for industrial city irrigation. In addition, its Qatarat program raises awareness of water-related issues among a range of stakeholders, while facilitating connections with experts in water efficiency.



Winner

Best Water Treatment Project, Middle East Economic Digest Awards, Tawzea

Runner up

Global Water Awards, Tawzea

Waste Reduction

SISCO monitors a range of hazardous and non-hazardous waste streams. In 2023, total waste generated was 3.1 million kilograms (kg).

This year, 76% of waste generated was diverted from disposal through various mechanisms including recycling and preparation of waste for reuse.

TOTAL WASTE GENERATED IN 2023 (AS INDICATED)



In 2023, portfolio companies added further initiatives to "close the loop" on resources and waste in their operations. For example:

- LogiPoint has improved the segregation of waste materials in its scrap yard, allowing for better inventory management and enabling the Facility Maintenance team to internally reuse certain materials. It has also implemented a wood recycling procedure for pallets.
- ISNAD is repurposing old tires into buffer guards and timber into wedges.
- RSGT has revolutionized oil drum recycling by adding a compressor capable of compacting seven drums into the space previously occupied by one, with a custom-designed draining tray enabling the extraction of residual oil. In addition, the number of lubricant drums has been reduced by adopting reusable tanks and bulk oil procurement. RSGT has established waste contracts with agencies approved by the Presidency of Metrology & Environment and the National Committee for Environmental Compliance to manage waste disposal and implement the principles of 3Rs (Reuse, Repurpose, Recycle).
- Paper-saving initiatives include Elite's Go Green program and mobile app for couriers; Kindasa and LogiPoint's paperless invoicing; S.A. TALKE's tablet-based training and electronic checklists; and Tawzea's automatic meter-reading.



Empowering People



As a growing business, SISCO invests in a diverse, high-performing, and talented workforce. The Group is committed to providing a safe and inclusive work environment, offering a wide range of training and skills programs, as well as competitive employment packages and benefits. The current focus is on opportunities for Nationals and women.

Highlights

11%
increase, Nationals in senior management

144%
increase, health and safety training

74%
increase, female hires

742
new jobs created

83,373
hours of training delivered

Sustainability Framework Material Topics

- Talent attraction, development and retention
- Health and safety
- Diversity and equality

Wider Contribution

Saudi Arabia Vision 2030 Pillar

- A Vibrant Society
- An Ambitious Nation
- A Thriving Economy

UN SDGs:

TALENT ATTRACTION, DEVELOPMENT, AND RETENTION

Talent is a key differentiator in commercial success. Having the right people in long-term jobs enables SISCO to innovate and compete. The company is committed to creating jobs in Saudi Arabia and building local skills, in line with the Saudi Arabia Vision 2030.

In 2023, total headcount across portfolio companies was 5,418 – a 16% increase on 2022. Turnover rate remained stable at 13%[2]. Women in the workforce increased by more than a third, to 122, while the employment of Nationals rose 6% to 1,150. See page 84 for comprehensive diversity data.

Policy Updates

By promoting a culture of transparency, accountability, and respect, SISCO strives to create a safe and inclusive work environment for all employees. All employment and human resources (HR) policies align with the corporate strategy and comply with the Saudi Arabia Labor Laws on fair and ethical employment practices. They include making clear equal opportunities for career advancement, and providing employees with various benefits, including housing, schooling, transportation, and phone allowances, annual bonuses based on company performance, health insurance, and loyalty rewards for employees who complete a five-year tenure.

As part of the induction process, employees are thoroughly briefed on essential policies and procedures, including the Code of Conduct & Work Ethics, and policies on Health, Safety, Environment, and Security (HSES), Discrimination[3], Anti-Bribery and Corruption, Anti-Fraud, Behavior Improvement & Consequence Management, Grievance (Employee Voice), and Whistleblowing. The portfolio companies may tailor policies to their operations. For example, S.A. TALKE issues an Employee Handbook and Elite has a Culture Guide and Talent Management and Development Policy.

In 2023, SISCO enhanced its HR Policy with clearer grading, titles, performance, and benefits. The revised Policy will support employee engagement, growth, and retention. Additionally, the implementation of Objectives and Key Results provides clear goals for individuals that can be regularly measured.

[2] Turnover did not decline, mainly due to S.A. TALKE staff redeployment to the SABIC Agri-Nutrients Company & SABIC Warehouse projects following demobilization of the Petro Rabigh Company project.

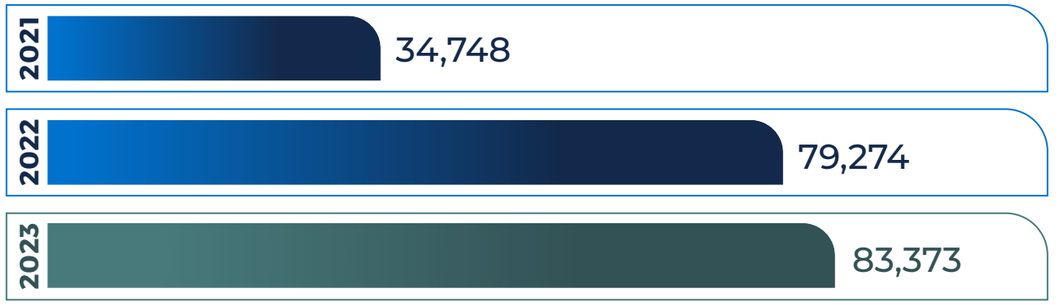
[3] During 2023, one harassment case was reported, found to be a malicious complaint and satisfactorily resolved.

Training and Development

SISCO's training and development programs are carefully designed to equip employees with the necessary knowledge and skills to excel in their roles, while simultaneously enabling and supporting them to pursue individual career progression and fulfil professional development aspirations.

In 2023, a total of 83,373 hours of training were delivered across the Group, equating to 15.4 hours per employee. The training offered to employees includes ESG workshops, cybersecurity, health and safety, among other topics. Training included 470 hours of sustainability-related content.

TOTAL TRAINING HOURS



SEE ALL TRAINING DATA ON PAGE 85.

At the outset of the year, SISCO establishes a comprehensive training plan in alignment with the Training Policy. The plan includes performance appraisal reviews, managerial assessments, performance gap analyses, and identifying training needs.

Employees are identified for specific training programs based on leadership evaluations or as part of a succession plan. After any training course, an evaluation is conducted whereby employees and their department heads track progress and make any required modifications to their development plan.



Training highlights during the last year included:

- ESG workshop covering an overview of ESG and its impacts.
- Cyber security training focusing on staff roles and responsibilities for safeguarding the company against cyber security threats.
- Regular town hall meetings covering internal programs, new legal requirements and employee engagement workshops and HR initiatives.
- Management/task/objective tracking system to digitize daily and annual targets (SISCO).
- Emotional intelligence, managing yourself and time management (RSGT)
- “Lunch and Learns” including goal-setting, train the trainer, well-being, and financial awareness (Elite).

As with wider HR policies at SISCO, portfolio companies may add or tailor training and development policies to their needs. For example, LogiPoint and ISNAD include a thorough training needs analysis as part of employee onboarding, while RSGT establishes stretched Key Performance Indicators (KPIs) that align with its balanced scorecard approach, with an emphasis on individual development plans based on competencies gap analyses.

Performance Improvement Plans delineate specific improvement goals, timelines, and expectations, accompanied by appropriate support mechanisms and consequences for failing to meet performance standards.

S.A. TALKE has a site training matrix, which covers company policies, standard operating procedures, and essential safety training. In 2023, Elite significantly expanded its training efforts, dedicating a total of 3,617 hours to 55 training activities aimed at skills development. Kindasa employees can access specialized training, including a Diploma in Corporate Governance and ISO 9001 certification. Tawzea further supports talented employees by offering opportunities for assignments, mentorship, and continuous training.

Both direct and indirect evaluations of employee performance are conducted each year, including both mid-year and annual reviews. This process provides a valuable opportunity for employees to communicate with their department heads, not only on topics related to job performance and career advancement but also other areas associated with their experience at SISCO. In 2023, 56% of employees received a formal performance and development review. See detailed performance review data on page 85.

In 2023, a new Competencies Framework and Career Path program have been established to empower employees to set and track progress against short- and long-term goals, in collaboration with managers. These developments will enhance business unit oversight of employee skills to maximize productivity and ensure succession planning. SISCO assists employees seeking to pursue additional education, including sponsorship and study leave. The company provides support to individuals looking to advance their knowledge and skills in various fields and industries, both domestically and globally. It has recently established a Study Leave Policy that enables employees to take fully compensated leave to complete their examinations.

Finally, a Promotion Policy ensures a transparent and structured process.

SISCO also offers opportunities for internal recruitment, enabling employees to enhance or expand their professional experience by exploring new positions within the organization, either vertically or horizontally.



Engagement and Satisfaction

Measuring employee engagement and satisfaction not only offers valuable insight into the morale and motivation of the workforce, but also provides employees with a sense of appreciation that their voices are being heard and considered. A comprehensive employee engagement survey is conducted every two years. The survey includes sustainable engagement, strategy and direction, senior leadership, line management, performance management, training, communication, culture and values, quality and customer focus, development opportunities, work organization, remuneration considerations, safety, and other specific questions pertaining to SISCO and its portfolio companies. Findings are benchmarked against both logistics and Saudi Arabia norms with action plans put in place where required.

EMPLOYEE ENGAGEMENT



SEE ALL DATA ON PAGE 86.

Reward, benefits, engagement, and recognition are important factors in satisfaction levels. Depending on the portfolio company, company benefits may include health and life insurance, parental leave, Maharat Allowance (and other benefits for women), allowances for schooling and travel, dependence fees for non-Saudis, loyalty bonuses (five-, 10- and 15-year milestones), and Estedama (increased basic salary for nationals based on performance review). Recognition programs include Employee of the Month and Safety Star awards. In 2023, 83 employees took parental leave and we saw a 99% return-to-work rate from those previously taking parental leave.

Proactive employee engagement activities are conducted by all portfolio companies, including winter camps, Founding Day celebrations, Ramadan breakfasts and gifts, National Day festivities, Ice Cream Day, and Eid Al Fitr and Eid Al Adha celebrations, Year-end employee celebrations, as well as business awareness competitions.

HEALTH AND SAFETY

SISCO places great emphasis on HSE, with robust processes, systems, and training in place. While policies and procedures are specific to the operations and activities of each of its portfolio companies, all must adhere to the Group Code of Conduct & Work Ethics.

A central Health and Safety Division oversees all audits and inspections relating to Occupational Safety & Health, Health & Hygiene, and Management Safety Walkthrough. Moreover, the division is responsible for evaluating the health and safety risks associated with work activities and equipping employees with the necessary guidance and tools to recognize potential hazards at the worksite before initiating any tasks. A state-of-the-art electronic Safety Management System allows for the registration, reporting and analysis of accidents, incidents, observations, and audits.

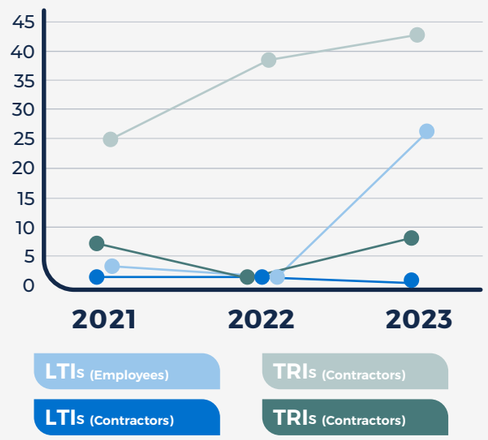
SISCO portfolio companies create and apply policies, protocols, and processes relevant to their specific operations and locations. For example, LogiPoint, S.A. TALKE and Tawzea are ISO 45001 certified for occupational health and safety management and ISO 14001 for environmental management. These systems include risk registers.

Safety Performance

During 2023, employee Lost Time Injuries (LTI) increased from 2 to 26, with 43 Total Recordable Injuries (TRI) reported. This unfavorable trend can be attributed to the inclusion of Elite's data, which was not previously captured in 2022. Elite had a number of vehicle-related incidents.

Following every incident, investigations have been conducted, procedures reviewed, training delivered, and lessons learned. Contractor LTIs halved to just one single case but TRIs increased from 2 to 8. There were zero employee or contractor fatalities.

LTIs AND TRIs OVER 3 YEAR



100,000 safe hours without an LTI, Tawzea's Taif Independent Sewage Treatment Plant (ISTP)

Training and Engagement

We are committed to increasing HSE training across SISCO, in an effort to provide our employees with the latest knowledge and skills required to undertake their work confidently and safely. In 2023, a total of SAR 25,200 was invested in HSE training, providing 16,372 hours across the workforce – a 1.4-fold increase on 2022.

Topics covered ranged from fire response, ladder and stair safety, working at height, and cargo handling; to internal audit, safe rigging, and the International General Certificate of Occupational Safety and Health.

COST AND TOTAL HOURS OF TRAINING





Acting Safely at S.A. TALKE

A new Act Safety Program (ASP) at S.A. TALKE focuses on improving and empowering employees to intervene and halt unsafe acts on the spot. The program involves comprehensive training for all employees, setting KPIs for submitting ASP reports monthly, and selecting ASP themes based on quarterly analysis.

The outcomes have been promising, with unsafe acts being stopped immediately, identification of areas of concern and underlying risks, and the establishment of open two-way communication channels.



Occupational Health

The company takes seriously the health and well-being of its employees and contractors. As with safety, the approach varies by portfolio company with provision including:

- Free health checks for employees and their families
- Health insurance (RSGT, Kindasa and S.A. TALKE)
- Annual medical checkup for all equipment operators (S.A.TALKE)
- Free dental checks (Tawzea)
- Annual health checkups, yoga sessions, and mental health webinars (Elite)
- Annual flu vaccinations (RSGT)
- Yoga and stress relief sessions
- Breast cancer awareness
- Men's Health Awareness
- Fundraising fun runs and marathons

In 2023, three occupational illnesses were reported (compared to zero in 2022). Per compliance with Ministry of Health guidelines, a portion of SISCO's workforce continued to operate remotely, while onsite personnel adhered to all applicable protocols, such as maintaining hygiene, and sanitizing workstations. Designated quarantine areas were accessible to all employees.

Customer Health and Safety

As part of the company's commitment to providing exceptional customer experiences (see page 59), SISCO takes responsibility for the safety of its products and services extremely seriously. It has implemented rigorous measures and protocols to identify and mitigate any potential risks associated with its offerings, aiming to ensure that customers can trust in the safety and quality of its products.

In 2023, there was just one customer incident of non-compliance (compared to five in 2022) with regulations, voluntary codes, or supplier standards concerning health and safety of products, services, or handling/transport/ storage of product.



DIVERSITY AND EQUALITY

SISCO firmly believes that a diverse and inclusive workforce fosters productivity and morale. The company strives to offer fair and unbiased employment opportunities to individuals of different cultures and backgrounds. Additionally, it aims to promote the inclusion of people with disabilities within its workforce.

The approach starts with a fair, consistent, and compliant recruitment and selection process aligned with national legislation. The Recruitment Policy outlines this process, including a pre-recruitment cycle to shortlist the most appropriate candidates. SISCO's portfolio companies adopt policies and procedures that are in line with Saudi Arabia Labor laws, including the zero tolerance to the employment of children under 18 years of age and any form of forced labor.

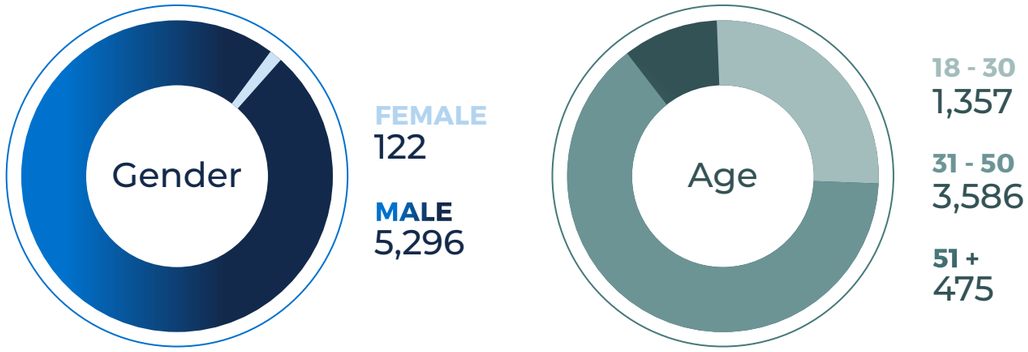
Priorities during the last year remained the same: increasing the representation of women, Saudi Arabia nationals, and younger people, in alignment with the Saudi Arabia Vision 2030. Of the 5,418-strong workforce in 2023, 122 were women (versus 91 in 2022), 1,150 were Saudi Arabia nationals (1,087 in 2022), and 1,357 were aged 18-30.

TOTAL EMPLOYEES (#)



SEE ALL DATA ON PAGE 82.

GENDER AND AGE FOR 2023



During 2023, 68 new employee hires were women.

SEE ALL DATA ON PAGE 83.

Gender Diversity

SISCO is committed to fostering a gender-inclusive culture without discrimination. We are proud to report that in 2023, the number of female new hires rose by 74% and there was a 20% increase in women in management roles. There are now six women in top leadership positions within the company.

SISCO remains committed to taking proactive steps to achieve gender balance by:

- Ensuring all workplaces are appealing for women
- Individual development plans tailored to individual female needs
- Mentoring and leadership development programs for all female employees
- Actively encouraging the nomination of women to participate in the Group's LEAD program for future leaders;
- A Female Retention Program at RSGT that includes additional monetary benefit equivalent to 15% of the basic salary and a monetary allowance for new mothers
- Celebrating events such as Women's Day and Women's Month
- Retention bonuses, parental leave, nursery support, and transportation allowances offered by some portfolio companies



EMPOWERING VOICES: WOMEN AT SISCO HOLDING



Reema Kandil

Investment Manager - SISCO

"At SISCO Holding, I have developed my skills particularly in my role within M&A department. I am more engaged in the M&A process, contributing opinions on opportunities that were actively considered."



Noura Rehbini

Corporate Communication - SISCO

"I have felt empowered to make decisions and implement strategies, with full support from management. Additionally, I am enjoying the collaborative and effective approach to driving the change."



Reman Harir

Business Development Logistics - SISCO

"My recent transition to SISCO Holding, reflects a broader strategic objective to enhance portfolio logistics and support entities like ISNAD and LogiPoint at a more strategic level. This transition represents a significant opportunity for me, allowing me to leverage my expertise and contribute to the growth and success of SISCO Holding and its affiliated entities."



Tahani Al-Jadaani

HR & Admin Manager - Kindasa

"Reporting directly to the CEO, I've implemented new policies and procedures. The company fosters a supportive and inclusive atmosphere, particularly in empowering women and valuing employee feedback."



Hanaa Alhmdan

Operations Center for Smart Gate & Remote Control - RSGT

"Working in the field of the Coastal Crane Control Center and Remote Control is a great opportunity and has enabled me to develop my skills. RSGT focuses on continuous development and progress, I believe my role will enable me to further develop my capabilities."



Madawii Abushoshah

Remote Control Quay Crane Operator - RSGT

"Being the first woman to operate a Quay Crane Remotely in Saudi Arabia reflects the spirit of innovation and advancement in the workplace. I feel proud to be working for Red Sea Gateway Terminal company, which has provided more job opportunities for women in the operations department and is a significant towards empowering women."



Nationalization

In line with the company's Saudization plan, SISCO is committed to increasing the representation of Saudi Arabia Nationals across all departments. Against its target of 50% Nationalization by 2027, in 2023 the proportion was 21.2%, with three more Nationals in senior management positions.

NATIONALS AS A PERCENTAGE



SEE ALL DATA ON PAGE 84.

These positive trends are testament to proactive recruitment in partnership with local recruitment agencies, as well as the gearing of certain company benefits to Nationals, such as travel and education allowances, internships and mentorships.

RSGT's Estedama Incentives for Nationals

The Estedama program at RSGT offers national employees additional incentives in the form of an additional basic months' salary at the end of their first and second year of employment, contingent upon achieving a satisfactory performance review. The program not only serves as a means of attracting talented national individuals, but also incentivizes their continued engagement and loyalty by rewarding their contributions and performance over time.



Emerging Talent

As a future-looking company, SISCO prioritizes recruiting and empowering emerging talent. This involves offering internships and apprenticeships to students and recent graduates, as well as a well-renowned graduate recruitment program. In 2023, SISCO provided two new internship opportunities to local graduates. These internships spanned four months each, with one intern assigned to the finance department and the other to the legal department.



Supporting our Communities



As a key player in Saudi Arabia's sustainable economic growth, SISCO is building exemplary infrastructure assets for businesses and government customers across the Gulf. It also creates livelihood opportunities through its employment and investment in local communities and supply chains.

Highlights

30
CSR points

15%
increase, SME suppliers

280%
increase, employee volunteering hours

96%
local procurement spend

Sustainability Framework Material Topics

- **Community investment and engagement**
- **Sustainable procurement**
- **Customer experience**

Wider Contribution

Saudi Arabia Vision 2030 Pillar

- A Vibrant Society
- An Ambitious Nation

UN SDGs:

COMMUNITY INVESTMENT AND ENGAGEMENT

In addition to its economic contribution and advocacy efforts, SISCO generously donates cash, time, and skills to local communities across Saudi Arabia.

Over the last three years, the Group's community investment has totaled SAR 2.11 million, creating a real and lasting difference to people nationwide. In 2023, SISCO's total value of community investments was SAR 100,000. The total number of CSR projects increased from 9 to 30.



Blind National Association

As part of LogiPoint's CSR initiatives, the company recently visited the Blind National Association in Medina, Saudi Arabia. During the visit, LogiPoint engaged with various members of the blind community who showcased their remarkable talents, such as crafting scented oud and producing the Holy Quran in Braille. The association's inclusive approach caters to individuals of all ages, including children, with a dedicated kids' room to support visually impaired children.



House of Social Care for Girls

LogiPoint visited the House of Social Care for Girls in Medina, Saudi Arabia providing an opportunity to connect with the girls, listen to their stories, and offer support and encouragement. The house provides a safe refuge and aids the girls in becoming independent and adding value to society. The House of Social Care for Girls plays a crucial role in offering a safe and nurturing environment for young girls. This visit underscores LogiPoint's ongoing commitment to supporting and uplifting the community, believing in making a positive impact through meaningful interactions and dedicated support.



Below are examples of just some of the activities and beneficiaries of SISCO's financial and in-kind giving in 2023:



Move for Movember (RSGT)



HELP Center for disabled individuals (RSGT)



Admiral Socializing Lunch (RSGT)



Smartcup 2023 cricket tournament in partnership with Smartlife Foundation (Elite)



King Abdulaziz University 11th Career Fair



Ramadan breakfasts, gifts and parcels



Blind Association and supporting elderly (LogiPoint)



Saudi Arabia National Day



Admiral Program



Complimentary water to mosques, childcare facilities, Eid breakfast and emergency fire services (Tawzea)



National Founding Day

Empowering Communities in Makkah

In Saudi Arabia, approximately 20% of residents live in unplanned areas, and over 5,000 families live in informal settlements, often lacking connection to basic services. In 2023, SISCO signed an agreement to partner with Ektefaa, a non-profit organization, to empower disadvantaged families in the Makkah region towards self-sufficiency.

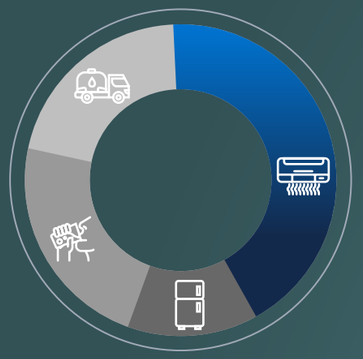
Ektefaa addresses diverse needs within these communities, providing essential services such as water, sanitation, air conditioning, furniture, electronics, and kitchen appliances. This collaboration involves gathering information and conducting research in strategic partnership with various community sectors to promote sustainable development. The signing of the agreement marks the commencement of this impactful project in 2024.

SISCO's support, through donations and volunteering, has enabled initial research to understand community needs through a data-driven approach, starting with identifying the target population and conducting a thorough needs survey. Verification and quantification of needs follow, allowing for the maximization of impact during implementation.

The initiative's progress is continuously measured and reported to track its sustained impact over time. This approach will be vital in the next stage of project implementation in 2024.

This initiative aligns with SDG 11 for Sustainable Cities and Communities.

FUND THE HIGHEST PRIORITY NEEDS & MOST IMPACTFUL INTERVENTIONS (1.25 MILLION SR)



76 Households
Air Conditioners (219)

108 Households
Drinking Water

108 Households
Water Trucks

55 Households
Fridges





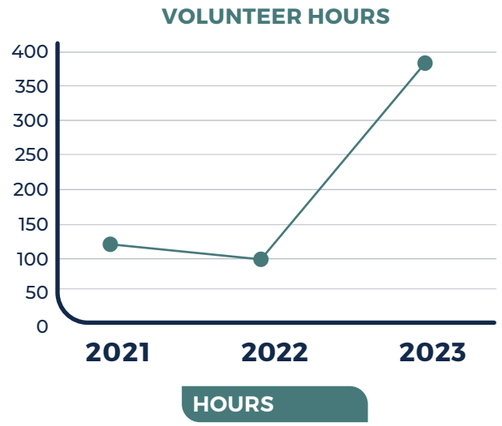
Volunteering

With a diverse portfolio of companies and locations, SISCO has the opportunity to support a range of community needs. SISCO is focused on increasing volunteering activities by partnering with regional organizations to support community initiatives.

In 2023, a total of 380 hours were volunteered by 65 employees portfolio-wide. This compares to 100 hours and 41 employees the previous year.

Activities included:

- Tree planting
- Beach clean-ups
- Dive Against Debris (RSGT) [Image with caption: 77 volunteers collected 790 kg of ocean debris including 613 items of plastic]
- Can Collection Drive in collaboration with Emirates Environmental Group (Elite)
- Recycled art projects in Bahrain and Qatar (Elite)



8 hours per year

volunteer leave offered by Elite to its employees

77 VOLUNTEERS COLLECTED 790 KG OF OCEAN DEBRIS INCLUDING 613 ITEMS OF PLASTIC



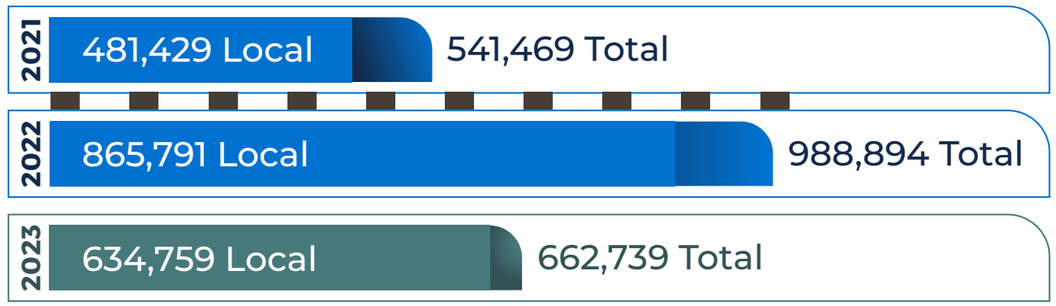
SUSTAINABLE PROCUREMENT

SISCO is dedicated to procuring products, materials, and services in a fair and transparent way. The emphasis is on local sourcing and enhancing the conditions and livelihoods of those throughout its supply chain.

In 2023, SISCO's total procurement spend was SAR 662,739, with 96% of spend on local suppliers.

96%
Local Spending

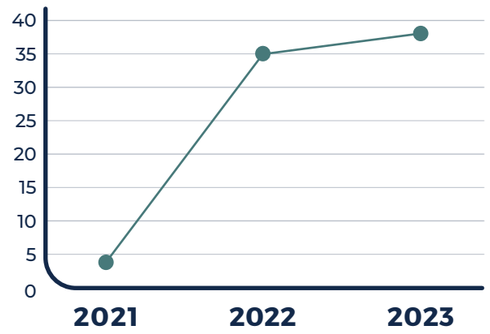
PROCUREMENT SPEND - TOTAL & LOCAL (SAR)



SEE ALL DATA ON PAGE 89.



WOMEN OWNED SUPPLIERS



Supplier Management

The high standards of ethical conduct are echoed in the Supplier Code of Conduct. Priority is given to suppliers that demonstrate adherence to SISCO policies and principles and they are offered guidance and support to help them meet SISCO's expectations. There is an increasing focus on advancing sustainability practices and ethical sourcing through due diligence, monitoring, and engagement.

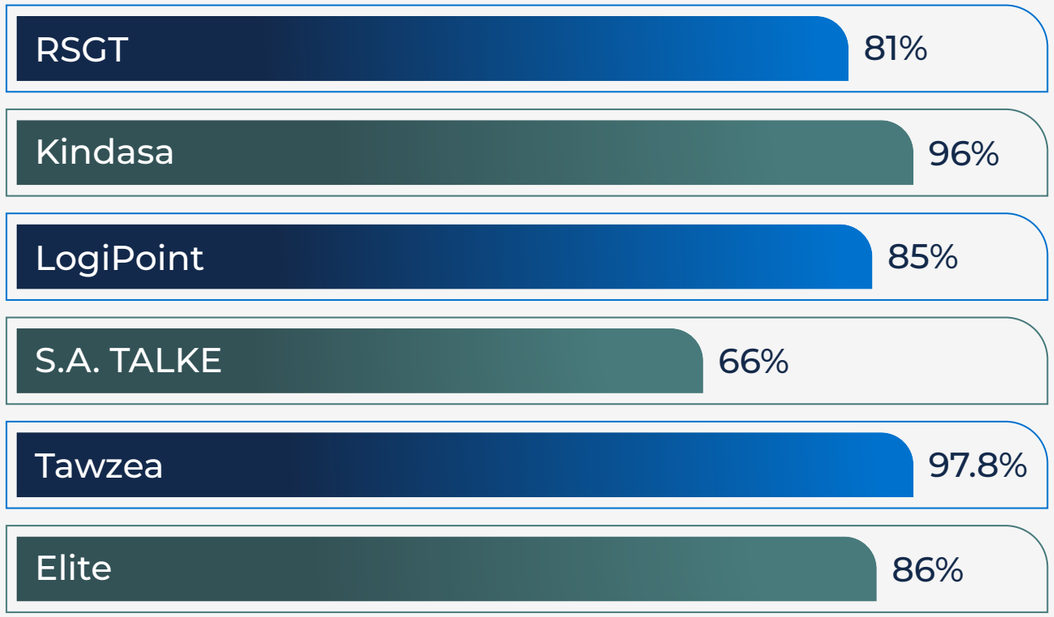
Further due diligence of prospective suppliers is carried out by portfolio companies as required. For example, S.A. TALKE carries out contractor screening through vendor registration, with annual primary contractor performance evaluations based on established criteria. Additionally, non-primary suppliers are screened based on factors such as cost and the availability of materials in the local market for procurement. LogiPoint and ISNAD audit suppliers based on HSE requirements, with results carefully screened to prioritize those with the highest scores.



CUSTOMER EXPERIENCE

The satisfaction and experience of customers is a key priority for SISCO. Delivering on this requires innovation in infrastructure projects, seamless service, and ongoing dialogue and innovation to meet customer needs.

CUSTOMER SATISFACTION



SEE ALL DATA ON PAGE 90.

ISO 10001:2018
for quality and customer satisfaction, RSGT

As shown on pages 27 and 43, the last year saw a number of developments to further improve the customer experience across the SISCO portfolio. Further examples include:

- RSGT and S.A. TALKE conducting a customer survey to get feedback and service evaluation
- Elite making significant improvements to the onboarding process for new customers by identifying bottlenecks and areas for improvement and establishing specific goals to improve customer satisfaction
- Kindasa initiating regular customer surveys and feedback forms to gather and evaluate customer insights
- Tawzea's round-the-clock hotline and going the extra mile for customers by providing support for customer consultations and various requests to ensure exceptional service delivery

Personalized Service, S.A. TALKE

S.A. TALKE's key account management program enables consistent engagement with customers, facilitating identification and swift resolution of any areas needing improvement. Daily meetings, led by site managers, assess operational performance, while performance against contractual KPIs is evaluated monthly. Quarterly meetings, involving senior management and customers, focus on exploring new business opportunities and collaborative problem-solving.

S.A. TALKE also prioritizes customer feedback through satisfaction surveys and involves customers in key recruitment processes. Events such as Ramadan Iftar gatherings and National Day celebrations are popular ways of customers networking.

Making Payments Easier, Tawzea

With Tawzea's customer payment collections rate averaging 77% in 2021, it has doubled down on making collections more efficient, with a target to increase collections by 5% each year. By utilizing the Customer Relationship Management system, the company was able to understand payment trends and challenges faced by customers. It invested in supportive outreach, with more than 13,000 telephone calls to discuss payment solutions, including fee scheduling and payment deferrals.

The outcomes were remarkable. Tawzea achieved a collections rate of 82%, while customer satisfaction increased from 95.2% to 97.8%.

97.8%
customer satisfaction

Good Governance

Highlights

1,603
SAR million, total revenue

100%
Board training on anti-corruption

ZERO
discrimination instances

ZERO
non-compliances

ZERO
cyber-attacks / privacy breaches

Sustainability Framework Material Topics

- Governance, ethics and compliance
- Data privacy and cyber security
- Financial performance

Wider Contribution

Saudi Arabia Vision 2030 Pillar

- An Ambitious Nation
- A Thriving Economy

UN SDGs:



SISCO is committed to ethical conduct, practicing business with transparency, responsibility, and collaboration. This approach is not only the right thing to do; it helps SISCO manage risk and compliance, and harness new opportunities that bring sustainable growth to Saudi Arabia.

GOVERNANCE, ETHICS, AND COMPLIANCE

SISCO's corporate governance practices are grounded in industry best practices and compliance with relevant regulations and standards.

Investment decisions are made after careful consideration of numerous factors including economic, tax and legal, ESG, and any other significant factors that may impact the Group's future investment decisions and strategy. Shareholders can vote online without attending the meeting thorough the Securities Depository Center Company (Edaa) system, or by proxy.

Board of Directors

The Board of Directors and executive management team are committed to lead with transparency and integrity, making disciplined and responsible decisions with regard to financial management, risk, talent, safety, quality, and innovation. Adherence to the Code of Conduct & Work Ethics and other responsible business policies is expected of all Board members.

In compliance with the Corporate Governance Regulations by the Capital Market Authority, the Board of Directors consists of seven members. All are non-executives and three are independent experts that share their unique and impartial assessments of strategy and performance.

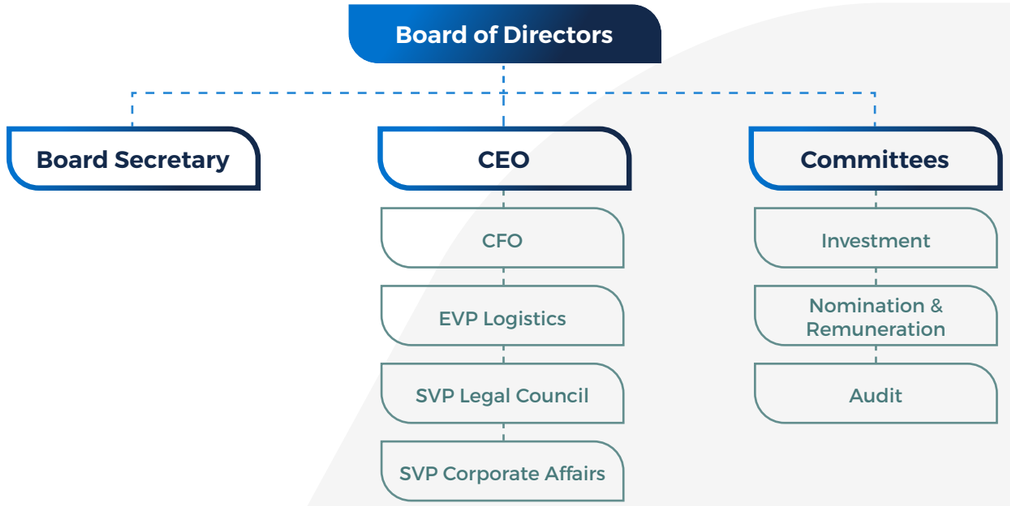
BOARD OF DIRECTORS	2021	2022	2023
Total number of the Board of Director (#)	7	7	7
Independent members of the Board of Directors (#)	4	4	4
Non-independent members of the Board of Directors (#)	3	3	3
Non-executive members of the Board of Directors (#)	7	7	7
Female members of the Board of Directors (#)	1	1	1
Male members of the Board of Directors (#)	6	6	6

You can find out more about each Board member on the corporate website and our Annual Report for 2023.

Board members are meticulously selected in accordance with a comprehensive Board Nomination Policy, ensuring thorough scrutiny of and adherence with established criteria and standards. SISCO's Board Secretary oversees the induction program for new members, which includes providing transparency on the company's policies, governance, and strategy. The company also offers external training opportunities to its Board members, including on ESG-related matters.

Each member of the Board is evaluated through a self-evaluation form and evaluated by their peers.

The Board has established three committees consisting of Board members and independent experts. These committees adhere to charters approved by the Board, outlining their specific roles and responsibilities. Annually, committee members provide reports on their activities to the Board. The three committees are as follows:



Audit Committee:
Responsibilities include reviewing quarterly and annual financial statements, assessing financial and non-financial information, evaluating internal control systems, managing risks, overseeing the audit process, and monitoring related party transactions. In 2023, the Board recommended that the Audit Committee Charter be amended to include more details on controls and procedures, committee tasks, and rules for selecting members. The amended charter has been approved by the General Assembly. The Audit Committee convenes quarterly.

Investment Committee:
Supports the Board in evaluating significant investment transactions and assessing overall performance within the Group. It also provides guidance on financial resources and advises on future financial strategies. The committee convenes on an as-needed basis.

Nomination & Remuneration Committee:
Aids the Board of Directors in reviewing and endorsing the compensation plans for SISCO Corporation, Board members, Chief Executive Officer, and employees. Moreover, it oversees the identification, screening, and nomination of qualified individuals for Board and committee memberships, ensuring a competent and diverse leadership team. The calculation of executive remuneration and incentives is based on the annual performance appraisal, which evaluates the executive member's efforts in achieving strategic targets and considers other general achievements throughout the year. It convenes at least twice a year.

LEARN MORE ABOUT THE BOARD COMMITTEES

LEARN MORE ABOUT THE ORGANIZATION STRUCTURE AND MANAGEMENT

Ethical Conduct

SISCO and its portfolio companies are committed to ensuring that all employees and business partners are treated with fairness, dignity, and respect. The company's Code of Conduct & Work Ethics is supported by a raft of policies and charters that promote integrity, transparency, and fair practices. Policies include, but are not limited to, Anti-Bribery and Corruption, Anti-Fraud, Conflict of Interest & Related Party Transaction, Gifts and Entertainment, Disclosure and Transparency, Grievance (Employee Voice), Limits of Authority, Whistleblowing, and Discrimination[4]. Portfolio companies may tailor the policy approach to their operations.

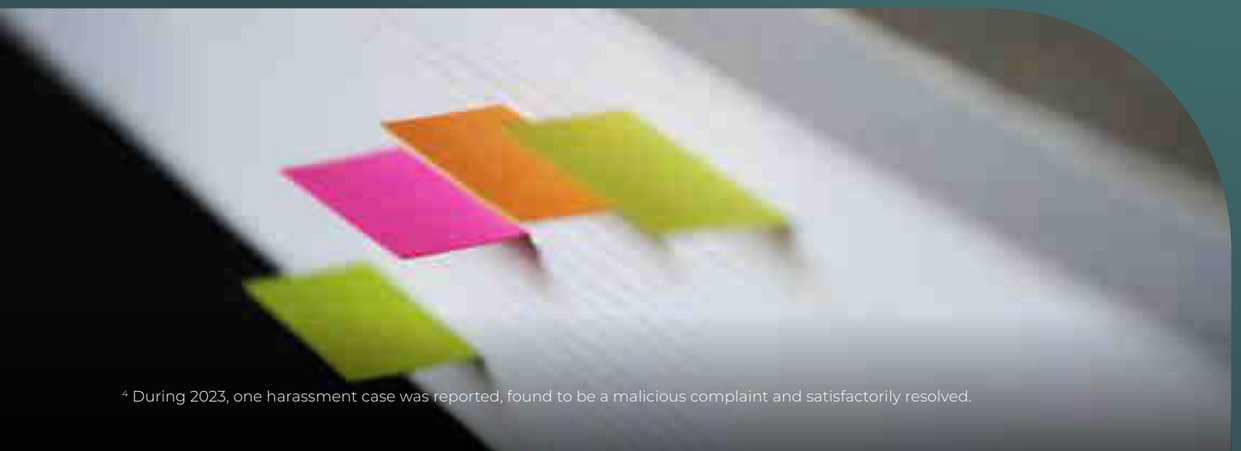
Training in these policies is delivered to Board members and employees and updates to policies are promptly disseminated and deliberated upon during company Town Hall meetings, fostering transparency and ensuring alignment with organizational values across all levels of the company. The company effectively communicates ethical concerns to the Board of Directors via the Executive Management and Audit Committee, ensuring high-level oversight and accountability. The Internal Audit Department periodically conducts fraud risk assessments, audits, and investigations.

Fostering a "Speak Up" Culture

In line with its ethos of transparency and accountability, the company promotes open and direct communication between staff and management.

The SISCO Whistleblower Policy provides channels for individuals to report concerns internally and at a high level regarding potential improper conduct, fraud, or corruption. This policy ensures that all allegations are promptly, and thoroughly investigated by the Internal Audit department, and appropriate actions are taken when necessary. Importantly, the policy emphasizes protection against reprisals or victimization for those who raise concerns in good faith, providing reassurance to employees that they can report issues without fear of retaliation. A Whistleblowing Box and email system facilitate anonymous reporting of suspected or actual misconduct and training is provided to all employees.

During 2023, 111 employee grievances were filed (versus 277 in 2022), of which 98% were fully resolved – see detailed data on page 95.



[4] During 2023, one harassment case was reported, found to be a malicious complaint and satisfactorily resolved.

Policies in Practice at RSGT and Elite

Demonstrating the effectiveness of ethical conduct policies and protocols is important to SISCO. Across the portfolio, companies evaluated and improved certain practices during 2023. For example:

- RSGT swiftly identified an incident of corruption relating to fraudulent sale of company vehicles, thanks to its Anti-Bribery and Corruption processes. Action was immediately taken, with legal steps now being reviewed by external auditors.
- Elite had a harassment case in 2023 and it followed established procedures, including the grievance process and the Anti-Harassment and Bullying Policy, to appropriately address the situation, which may involve disciplinary actions or termination of employment.
- RSGT and Elite evidenced that their Anti-Bribery and Corruption and Anti-Harassment and Bullying policies were fit for purpose, empowering employees to be vigilant for unethical practices and speak out.



Compliance and Risk

Compliance with Saudi Arabia's laws and regulations is crucial to the performance and reputation of SISCO. SISCO's Legal Department oversees all compliance-related matters and promptly reports any concerns to the Chief Legal Officer. The Compliance Officer is responsible for reviewing business processes, documentation, and contracts to ensure that they comply with relevant laws and regulations.

Employees undergo periodic training on applicable compliance requirements and laws. Any compliance breach is thoroughly investigated and necessary actions taken to prevent further breaches.

SISCO operates a comprehensive risk management framework to address both financial and non-financial risks. It includes strong governance structures and clear accountability for monitoring and reporting.

In 2023, SISCO's Risk Committee was absorbed into the Audit Committee. Certain portfolio companies have additional risk management tools – for instance, RSGT's ISO 31000-verified Risk Management System incorporates a risk register encompassing economic, environmental, and social risks.

ESG-related risks are integrated within wider risk management processes. For example, SISCO's Legal Department evaluates environmental and social topics related to potential acquisitions of target companies as part of the legal due diligence process, which includes inquiries about the operating environment of the target companies as well as labor and employment issues. The company is committed to merging its corporate risk framework with its sustainability framework to ensure that sustainability principles are integrated into all aspects of the business.

DATA PRIVACY AND CYBERSECURITY

Protecting company data, while safeguarding the privacy of customers and employees is a business-critical risk that requires continuous vigilance and innovation.

SISCO deploys a range of procedures and technologies to prevent, detect, manage, and respond to security and privacy risks, and to comply with all relevant laws and regulations. The Information Technology (IT) infrastructure management team ensures that the company has effective crisis management systems in place to deal with any potential incidents that may arise.

There were no attempted or actual cyber-attacks in 2023, and no incidents of breach and/or loss of customer privacy measures.

Portfolio Company Approaches

As with wider governance at SISCO, portfolio companies may adapt or introduce systems appropriate to their operations and local circumstances. For example:

- At LogiPoint and ISNAD, access to critical areas (including the data center and servers) is tightly controlled through electronic door access control systems, with oversight from the IT head. Strategically placed CCTV cameras provide continuous surveillance. A comprehensive disaster recovery plan incorporates a remote disaster data center to mitigate potential disruptions. In 2023, a penetration test revealed no vulnerabilities or issues within their network infrastructure.
- Elite's Data Protection Policy safeguards the rights of employees, customers, and partners while promoting transparency in data processing and storage and mitigating the risk of data breaches. Additionally, a Clean Desk Policy outlines guidelines for maintaining a secure workspace, aligning with ISO 27001/17799 compliance standards and prioritizing sensitive information protection. To enhance data privacy and security, measures such as end-point security, USB access restriction, role-based access control, two-factor authentication for email, and cloud-based architecture for audit log monitoring have been implemented. Routine security patch updates, country-based access restrictions, and content filtering further strengthen security measures.
- Tawzea has established policies on Data Protection Policy, Cyber Security, User Acceptance Usage, IT Asset Management, Identity and Access Management, Cyber Security for Protecting Email Services, and IT Disaster Recovery and Business Continuity. Additionally, offline disaster recovery procedures are in place to minimize downtime and maintain operational continuity in case of emergencies.
- RSGT's Information Security Management System is certified to ISO 27001:2013 Information Security Management standard and extends to customers. A security dashboard consolidates various security tools and is shared with management on a monthly basis. By adhering to the International Ship and Port Facility Security Code, RSGT ensures the safety and security of both maritime activities and port facilities, contributing to the overall security of the maritime transportation system.

Phishing Email Simulation

RSGT's Information and Communication Technology Division conducts an annual phishing email simulation campaign aimed at assessing employees' ability to detect and report phishing emails.

The 2023 simulation revealed a commendable level of awareness and vigilance among employees. Of 618 employee emails targeted, approximately 3% of employees fell victim to phishing, resulting in 18 compromised accounts. To date, 16 of the compromised employees have completed security awareness training.





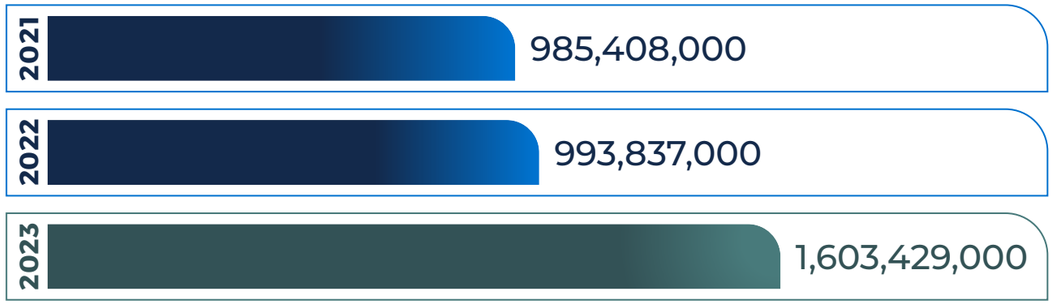
FINANCIAL PERFORMANCE

Robust and sustainable financial performance is an important aspect in how SISCO creates value for stakeholders, contributes to the Saudi Arabia Vision 2030, and supports the regional economy.

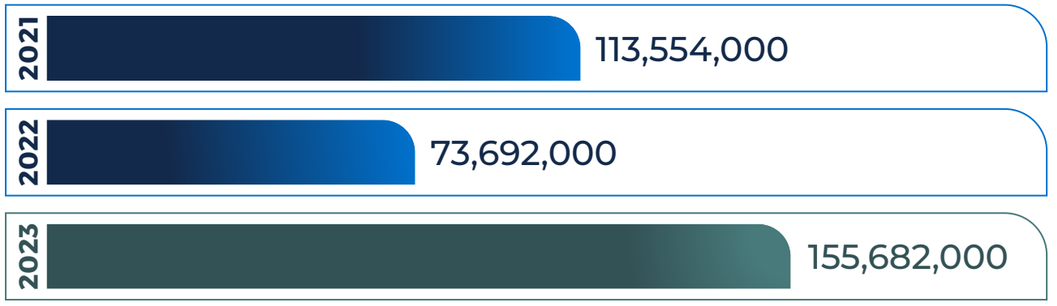
The Group has a well-balanced business strategy to deliver stable economic growth through cost minimization and operational efficiency. SISCO ensures adequate capital reserves to meet obligations in adverse operating conditions.

In 2023, revenue was SAR 1,603 million, a 61% increase on 2022. Net profits also saw increases of 94% compared to last year, while net income increased by 132% reaching SAR 129 million in 2023.

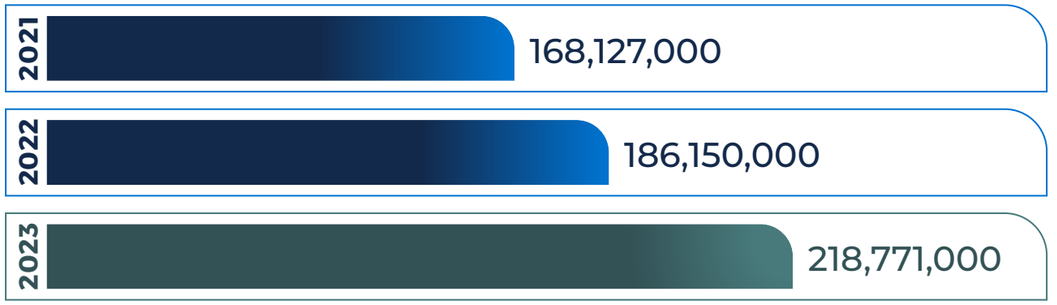
REVENUE (SAR '000)



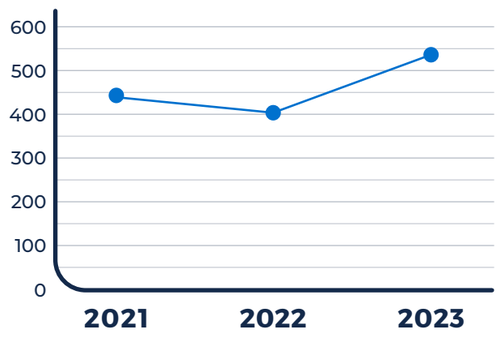
PRE-TAX PROFIT (SAR '000)



OPERATING COSTS (SAR '000)

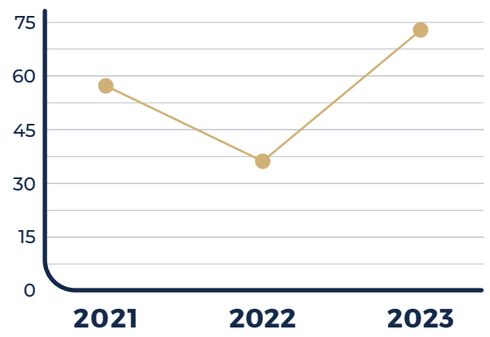


GROSS PROFIT



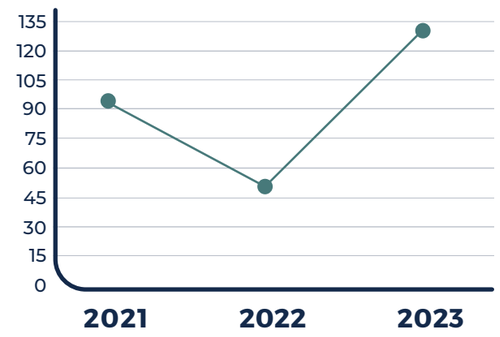
TOTAL SAR x ,000

NET PROFIT



TOTAL SAR x ,000,000

NET INCOME



TOTAL SAR x ,000,000

LEARN MORE IN THE 2023 ANNUAL REPORT

SEE ALL FINANCIAL PERFORMANCE DATA ON PAGE 96.

Data & Disclosures

In line with the commitment to transparency and accountability, the company makes detailed sustainability data available to all stakeholders. It also makes technical disclosures against GRI and IFRS, as part of its journey of continuous improvement.



GRI CONTENT INDEX

STATEMENT OF USE	SISCO has reported in accordance with the GRI Standards for the period of 1st January to 31st December 2023.
GRI 1 USED	GRI 1: Foundation 2021
APPLICABLE GRI SECTOR STANDARD(S)	None

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION AND/OR DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GENERAL DISCLOSURE					
GRI 2: GENERAL DISCLOSURES 2021	2-1 Organizational details	12-15			
	2-2 Entities included in the organization's sustainability reporting	5			
	2-3 Reporting period, frequency and contact point	4			
	2-4 Restatements of information	81, 82, 85, 86, 87, 88, 91, 95			
	2-5 External assurance	None			
	2-6 Activities, value chain and other business relationships	14-15			
	2-7 Employees	44, 45, 82-84			
	2-8 Workers who are not employees	82-84			
	2-9 Governance structure and composition	62-63			
	2-10 Nomination and selection of the highest governance body	63			
GRI 2: GENERAL DISCLOSURES 2021 (continued)	2-11 Chair of the highest governance body	6-7			
	2-12 Role of the highest governance body in overseeing the management of impacts	SISCO board committees are responsible for setting ESG objectives and KPIs for the company. The board chairman approves the ESG report.			
	2-13 Delegation of responsibility for managing impacts	62-63			
	2-14 Role of the highest governance body in sustainability reporting	SISCO board committees are responsible for setting ESG objectives and KPIs for the company. The board chairman approves the ESG report.			
	2-15 Conflicts of interest	65			
	2-16 Communication of critical concerns	63,65			
	2-17 Collective knowledge of the highest governance body	62			
	2-18 Evaluation of the performance of the highest governance body	63			
	2-19 Remuneration policies	63			
	2-20 Process to determine remuneration	63			
	2-21 Annual total compensation ratio	-		Confidentiality constraints	
	2-22 Statement on sustainable development strategy	6-7			
	2-23 Policy commitments	62-64			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION AND/OR DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 2: GENERAL DISCLOSURES 2021 (continued)	2-24 Embedding policy commitments	62-64			
	2-25 Processes to remediate negative impacts	64			
	2-26 Mechanisms for seeking advice and raising concerns	64			
	2-27 Compliance with laws and regulations	65			
	2-28 Membership associations	Not applicable		Information unavailable/ incomplete	
	2-29 Approach to stakeholder engagement	78-79			
	2-30 Collective bargaining agreements	Not applicable		Legal prohibitions	Collective bargaining is prohebited in KSA
MATERIAL TOPICS					
GRI 3: MATERIAL TOPICS 2021	3-1 Process to determine material topics	21			
	3-2 List of material topics	21			
FINANCIAL PERFORMANCE					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	68-69			
GRI 201: ECONOMIC PERFORMANCE 2016	201-1 Direct economic value generated and distributed	68-69			
SUSTAINABLE PROCUREMENT					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	56-57			
GRI 204: PROCUREMENT PRACTICES 2016	204-1 Proportion of spending on local suppliers	56			
GOVERNANCE, ETHICS AND COMPLIANCE					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	62-66			
GRI 205: ANTI-CORRUPTION 2016	205-1 Operations assessed for risks related to corruption	93			
GRI 205: ANTI-CORRUPTION 2016 (continued)	205-2 Communication and training about anti-corruption policies and procedures	92			
	205-3 Confirmed incidents of corruption and actions taken	93			
GRI 406: NON-DISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	95			
CLIMATE CHANGE AND ENERGY					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	24-25			
GRI 302: ENERGY 2016	302-1 Energy consumption within the organization	25, 80			
GRI 305: EMISSIONS 2016	305-1 Direct (Scope 1) GHG emissions	24, 80			
	305-2 Energy indirect (Scope 2) GHG emissions	24, 80			
	305-4 GHG emissions intensity	80			
WATER AND WASTE MANAGEMENT					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	32-33			
GRI 303: WATER AND EFFLUENTS 2018	303-1 Interactions with water as a shared resource	81			
	303-2 Management of water discharge-related impacts	32, 81			
	303-3 Water withdrawal	81			
	303-4 Water discharge	81			
	303-5 Water consumption	32, 81			
GRI 306: WASTE 2020	306-2 Management of significant waste-related impacts	33, 81			
	306-3 Waste generated	33, 81			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION AND/OR DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 306: WASTE 2020 (continued)	306-4 Waste diverted from disposal	81			
	306-5 Waste directed to disposal	81			
TALENT ATTRACTION, DEVELOPMENT AND RETENTION					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	36-39			
GRI 401: EMPLOYMENT 2016	401-1 New employee hires and employee turnover	83, 84			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	39, 96			
	401-3 Parental leave	39, 86			
GRI 404: TRAINING AND EDUCATION 2016	404-1 Average hours of training per year per employee	37, 85			
	404-2 Programs for upgrading employee skills and transition assistance programs	37			
	404-3 Percentage of employees receiving regular performance and career development reviews	37, 85			
HEALTH AND SAFETY					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	40-43			
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1 Occupational health and safety management system	40			
	403-2 Hazard identification, risk assessment, and incident investigation	40			
	403-3 Occupational health services	40			
	403-5 Worker training on occupational health and safety	88			
	403-6 Promotion of worker health	42			
	403-9 Work-related injuries	88			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION AND/OR DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	91			
DIVERSITY AND EQUALITY					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	44-45			
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1 Diversity of governance bodies and employees	62			
COMMUNITY INVESTMENT AND ENGAGEMENT					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	52-55			
GRI 413: LOCAL COMMUNITIES 2016	413-1 Operations with local community engagement, impact assessments, and development programs	52-55			
DATA PRIVACY AND CYBERSECURITY					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	66-67			
GRI 418: CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	95			
WE ALSO REPORT ON TOPICS THAT ARE NOT COVERED BY THE GRI STANDARDS					
TECHNOLOGY AND INNOVATION					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	26-27			
CUSTOMER EXPERIENCE					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	58-59			

STAKEHOLDER ENGAGEMENT

SISCO has developed a comprehensive stakeholder map, categorizing and integrating key internal and external stakeholders based on their influence and level of engagement with the company.

To facilitate effective communication and feedback, diverse engagement channels have been instituted, ensuring that SISCO remains attuned to the perspectives of stakeholders impacted by its business and operations.

STAKEHOLDER GROUP	IMPORTANCE TO SISCO	NEEDS AND EXPECTATIONS	METHODS OF ENGAGEMENT
CUSTOMERS	The Group's top priority is organic growth, which entails fostering strong relationships with current customers through mutually beneficial practices. Priority is given to providing value-added solutions, top-quality products, and services to expand the company's customer base and generate additional business. By continuously identifying areas for improvement and utilizing the latest technology, SISCO strives to deliver an unparalleled experience to its valued customers.	· Innovative and sustainable products and services. · Efficient and pro-active customer channels. · Friendly and responsive customer service. · Consistent and reliable delivery of products and services. · Transparent and accessible information.	· Social media channels such as Twitter, Facebook, Instagram, and LinkedIn. · Customer service offices for SISCO entities.
OUR PEOPLE	The success of SISCO hinges on the diligent efforts, dedication, and input of every employee. To ensure that the company is effectively attracting, retaining, and developing highly talented individuals with diverse skills and abilities, it has implemented a cohesive talent management strategy. Across all SISCO entities, a steadfast commitment to upholding the highest health and safety standards at all facilities is maintained. The company is vigilant in monitoring and mitigating potential risks to both its employees and operations, providing a secure and protected work environment for its workforce.	· Employee engagement and growth, through cultivating a diverse and inclusive workforce. · Providing a safe and secure work environment. · Fair compensation. · Recognition and rewards. · Opportunities for career growth and development.	· Employee training includes orientations, professional training, and certifications. · Health and safety policies. · Social gatherings such as Annual Football tournament.
SHAREHOLDERS & INVESTORS	SISCO's steadfast commitment to maintaining a strong balance sheet, along with a proven track record of both financial and operational success, enables it to consistently generate value for its valued shareholders. With investment projects and subsidiary activities that offer substantial long-term potential, SISCO is an attractive investment opportunity for shareholders, investors, and prospective stakeholders alike. To ensure optimal outcomes and alignment with strategic objectives, the Group remains vigilant in promoting best practices and ensuring that its companies have access to the necessary academic and technical expertise. This ensures that the quality of work is consistently sufficient and aligned with the goals of the Group.	· Strong balance sheet and continuous cash flows. · Transparency and disclosure. · Incorporate ESG criteria into business operations and activities. · Dynamic risk management. · Strong market position. · Strategic vision and plan for long-term growth and success.	· Annual reports. · Corporate Governance reports. · Quarterly financial statements. · Board Meetings.
COMMUNITIES	SISCO recognizes that as a significant contributor to the economic future of our country, it has a responsibility to give back to the community. As such, corporate social responsibility has been seamlessly integrated into SISCO's business activities and a comprehensive CSR program has been developed that seeks to make a positive impact on the world.	· Social initiatives and programs to promote well-being of the community. · Partnerships with other organization to address social concerns. · Regular one-off, high participation low-cost activities. · Open and transparent communication with the community about business practices and operations.	· Donations to charitable causes. · Social welfare campaigns.
GOVERNMENT REGULATORS	SISCO places great importance on fostering a culture of compliance, as it is crucial to the Group's overall strategy. Commitment to the Group's diverse stakeholders is demonstrated by the continuous development and improvement of the company's transparency and accountability. An unwavering dedication to complying with all applicable rules and regulations enables SISCO to maintain high standards of corporate governance that align with regional and global best practices.	· Alignment to national strategies and visions (Saudi Arabia Vision 2030). · Compliance with legal and regulatory requirements. · Protecting customers and shareholders. · Transparency and disclosure. · Compliance with applicable laws, regulations, and industry standards. · A commitment to ethical and socially responsible business practices	· Internal audit. · External audit. · Internal control and risk management systems. · Compliance department. · Audit Committee. · Annual Reports.
PARTNERS	SISCO proactively forges and sustains strategic alliances and partnerships with various collaborators to facilitate continuous growth and strategic positioning. By enhancing its relationships with the most reputable suppliers, distributors, and trade partners, the company can effectively meet the ever-evolving needs of its customers.	· New opportunities for engagement and interaction · Open communication channels · Fair and respectful treatment of suppliers · Timely payments. · Ethical and responsible business practices that promote fairness and social justice.	· Supplier survey to obtain feedback from suppliers. · Supplier portal. · Procurement department.

DATA TABLES

Environment and Innovation

GHG EMISSIONS	2023
Direct GHG emissions (Scope 1) (tonnes of CO_2eq)	58,888
Indirect GHG emissions (Scope 2) (tonnes of CO_2eq)	67,802
Total GHG emissions (tonnes of CO_2eq)	126,690
GHG emission intensity (tonnes of CO_2eq/employee)	61.4

ENERGY CONSUMPTION*	2023
Direct energy consumption	
Total fuel consumption (L)	21,293,915.00
Petrol consumption from vehicles (L)	42,157.00
Diesel consumption from operations (L)	6,410,647.20
Diesel consumption from vehicles (L)	14,841,110.80
Total direct energy consumption (GJ)	1,180,897
Indirect energy consumption	
Electricity consumption (branches, offices, etc.; kWh)	101,121,907.21

* As per SISCO's 2023 updated GHG Inventory, a Financial Control approach has been adopted. Accordingly, Scope 1 and 2 GHG emissions encompass SISCO and its subsidiaries, specifically RSGT, ISNAD, LogiPoint, and Kindasa. The energy consumption data is also reported within this same boundary.

WATER CONSUMPTION	2021	2022	2023
Total water withdrawal (m^3)	29,604,089	35,126,202	39,723,999
Total water discharge (m^3)	17,352,027	20,587,531	22,320,919
Total water consumption (m^3)	12,252,062	14,538,671	17,403,080
Recycled wastewater (m^3)	24,320	37,133	38,659
Water consumption intensity (m^3/employee)	5,731	6,842	3,229

* 2022 data for water consumption excludes Elite.
* Data for water withdrawal excludes SISCO. 2021 and 2022 data exclude S.A. TALKE. 2022 data excludes Elite.
* Data for water discharge excludes SISCO. 2021 and 2022 data exclude S.A. TALKE. 2022 data excludes Elite.
* Data for recycled wastewater excludes SISCO and Elite.
* Data for water consumption intensity excludes SISCO. 2021 and 2022 data exclude S.A. TALKE. 2022 data excludes Elite.
* 2021 and 2022 figures for recycled wastewater have been restated due to changes in calculation methodology.

WASTE	2021	2022	2023
Total waste generated (kg)	**1,040,345**	**1,020,652**	**3,123,131**
Total amount of non-hazardous waste generated (kg)	940,861	887,586	3,050,003
Total amount of hazardous waste generated (kg)	99,484	133,066	73,128
Waste diverted from disposal (kg)	**311,043**	**287,148**	**2,364,156**
Non-hazardous (kg)	211,573	156,216	2,291,058
Hazardous (kg)	99,470	130,932	73,098
Waste directed to disposal (kg)	**729,302**	**733,504**	**758,975**
Non-hazardous (kg)	729,288	731,370	758,945
Hazardous (kg)	14	2,134	30

MATERIALS	2021	2022	2023
Total paper consumption (kg)	6,203	16,183	18,460
Total paper recycled (kg)	30	536	40
Total IT products recycled (kg) excluding printer cartridges, fluorescent light tubes, personal computers	0	15,291	178

* 2021 data for total paper consumption excludes S.A. TALKE. 2022 data excludes Elite.
* Data for total IT products recycled excludes Tawzea.
* 2021 and 2022 figures for total paper consumption have been restated due to changes in calculation methodology.

SPILL MANAGEMENT	2021	2022	2023
Total recorded significant spills (#)	28	107	101
Total recorded significant spills (m3)	0.9	23.5	109.6

Empowering our People

WORKFORCE	2021	2022	2023
Total number of employees (#)	4,131	4,676	5,418
Full-time employees (#)	4,131	4,676	5,418
Part-time employees (#)	0	0	0

BY EMPLOYMENT LEVEL	2021	2022	2023
Full-time employees in senior management (#)	56	81	86
Full-time employees in middle management (#)	214	342	310
Full-time staff (not senior or middle management) (#)	3,861	4,253	5,022

BY AGE	2021	2022	2023
18–30 (#)	1,021	829	1,357
31–50 (#)	2,807	2,457	3,586
51+ (#)	303	310	475

* 2022 data for workforce age profile excludes Elite.

BY GENDER	2021	2022	2023
Female full-time (#)	64	91	122
Male full-time (#)	4,067	4,585	5,296

NEW EMPLOYEE HIRES	2021	2022	2023
New employee hires in senior management (#)	6	19	24
New employee hires in middle management (#)	34	71	48
New staff hires (not senior or middle management) (#)	731	539	1,416
Female (#)	23	39	68
Male (#)	748	450	1,420
Age 18–30 (#)	298	237	560
Age 31–50 (#)	467	228	809
Age 51+ (#)	6	13	119

* 2022 data for workforce age profile excludes Elite.

GENDER DIVERSITY	2021	2022	2023
Number of female employees (#)	64	91	122
Females in senior management (#)	0	5	6
Female employment rate (%)	2	2	2

NATIONALIZATION	2021	2022	2023
Number of full-time national employees (#)	983	1,087	1,150
Female national employees (#)	61	75	103
Male national employees (#)	922	1,012	1,047
National full-time employees in senior management (#)	29	28	31
Number of employees of other nationalities (#)	3,148	3,589	4,268

TURNOVER	2021	2022	2023
Total number of employees who left the organization (#)	485	617	705
Turnover rate (%)	11.74%	13.20%	13.01
Senior management (#)	6	11	14
Middle management (#)	30	46	47
Staff (#)	449	560	644
Female (#)	8	26	36
Male (#)	477	591	669
Age 18–30 (#)	148	145	183
Age 31–50 (#)	296	306	291
Age 51+ (#)	41	44	37

* 2022 and 2023 data for turnover by age excludes Elite.

TRAINING	2021	2022	2023
Total hours (#)	34,748	79,274	83,373
Total hours for female employees (#)	240	15,018	18,365
Total hours for male employees (#)	7,356	58,830	61,391
Average hours per employee (#)	8	17	15
Average hours per female employee (#)	13	206	180
Average hours per male employee (#)	3	17	15
Total hours of training on sustainability aspects (hours)	275	339	470
Hours per employee on sustainability (#)	0.11	0.11	0.13
Female employees participating in sustainability training (#)	49	100	68
Male employees participating in sustainability training (#)	2,550	2,554	2,152

* 2021 data for total hours of training for female employees excludes RSGT and S.A. TALKE.
* 2021 data for total hours of training for male employees excludes RSGT.
* 2022 and 2023 data for total hours of training for male and female employees excludes Elite.
* 2022 and 2023 data for average hours of training per male and female employee excludes Elite.
* Data for total hours of training on sustainability aspects and training hours per employee on sustainability aspects excludes RSGT and Kindasa.
* 2021 figures for total hours of training for male and female employees, average hours per female employee, and male employees participating in sustainability training have been restated due to changes in calculation methodology.

PERFORMANCE AND CAREER DEVELOPMENT	2021	2022	2023
Senior management employees that received performance and career development review (#)	54	70	66
Middle management employees that received performance and career development review (#)	169	204	189
Non-management employees that received performance and career development review (#)	2,513	2,281	2,764
Male employees that received performance and career development review (#)	2,687	2,382	2,712
Female employees that received performance and career development review (#)	49	54	72

* Data for performance and career development (by gender) excludes Elite

ENGAGEMENT AND SATISFACTION	2021	2022	2023
Full time employees who were engaged/filled out a survey	3,428	103	4,111
Employee engagement (%) – SISCO	100	95	100
Employee engagement (%) – RSGT	91	0	88
Employee engagement (%) – Kindasa	83	0	86
Employee engagement (%) – LogiPoint (Including Isnad)	87	0	100
Employee engagement (%) – S.A. TALKE	83	0	84
Employee engagement (%) – Tawzea	43	0	22
Employee engagement (%) – Elite	N/A	10	21
Full-time employees who received a performance and career development review (#)	2,736	2,555	3,019
Percentage of employees with received a performance and career development review (%)	66	55	56

PARENTAL LEAVE	2021	2022	2023
Number of employees that took parental leave (#)	77	58	83
Number of employees who returned to work after parental leave ended (return to work) (#)	77	58	82
Number of employees returned from parental leave who were still employed twelve months after return to work (retention) (#)	53	72	54
Return to work rate (%)	100	72	99
Retention rate (%)	NA	94	93

* 2021 and 2022 data for parental leave excludes ISNAD.
* 2021 and 2022 figures have been restated due to changes in calculation methodology.

ABSENTEE RATE	2021	2022	2023
Total number of missed workdays (#)	16,942	28,666	19,143
Total workdays (full time employees) (#)	1,037,895	1,003,624	998,099
Employee absentee rate (%)	1.6	2.9	1.9

* Data for absentee rate excludes Elite.
* 2021 and 2022 figures have been restated due to changes in calculation methodology.

HEALTH AND SAFETY MANAGEMENT	2021	2022	2023
Workers covered by the health and safety management system (#)	4,029	5,130	5,991
Total workers covered by the health and safety management system (%)	100	100	100
Workers covered by the health and safety management system that has been internally audited (#)	2,304	3,135	3,260
Total workers covered by the health and safety management system that has been internally audited (%)	91	85	75
Workers covered by the health and safety management system that has been audited or certified by an external party (#)	2,304	2,325	2,339
Total workers covered by the health and safety management system that has been audited or certified by an external party (%)	91	63	72

* 2021 and 2022 data for workers covered by the health and safety management system excludes Kindasa.
* 2021 and 2022 data for workers covered by the health and safety management system that has been internally audited excludes RSGT and Kindasa. 2023 data excludes RSGT.
* 2021 and 2022 data for workers covered by the health and safety management system that has been audited or certified by an external party excludes RSGT and Kindasa. 2023 data excludes RSGT.
* 2021 and 2022 figures for workers covered by the health and safety management system, total workers covered by the health and safety management system that has been internally audited, and that has been audited or certified by an external party have been restated due to changes in calculation methodology.

HEALTH AND SAFETY - EMPLOYEES	2021	2022	2023
Work hours (employees)	10,572,006	11,016,676	11,142,887
Employee fatalities (#)	0	0	0
Employee lost-time injuries (#)	4	2	26
Employee total recordable injuries (#)	25	39	43
Employee occupational illnesses (#)	6	0	3
Total number of emergency response drills conducted (#)	142	99	105
Safety incident investigations initiated (#)	344	413	740
Safety incident investigations completed (#)	343	406	615
Total hours of HSE training provided to employees (hours)	15,512	6,720	16,372
Average hours of HSE training per employee (hours)	3.76	1.44	3.02
Total cost of training (SAR)	128,303	110,278	37,563

* 2022 and 2023 data for work hours (employees) exclude Elite.
* 2022 data for employee lost-time injuries, employee occupational illnesses, total number of emergency response drills conducted, safety incident investigations initiated, and safety incident investigations completed excludes Elite.
* Data for total cost of training was restated due to changes in calculation methodology.
* 2021 and 2022 figures for total hours of HSE training provided to employees and average hours of HSE training per employee have been restated due to changes in calculation methodology.
* 2021 and 2022 figures for safety incident investigations initiated and completed have been restated due to changes in calculation methodology.

HEALTH AND SAFETY - CONTRACTORS	2021	2022	2023
Work hours (contractors)	2,064,433	2,374,626	4,679,737
Contractor fatalities (#)	0	1	0
Contractor lost-time injuries (#)	2	2	1
Contractor total recordable injuries (#)	7	2	8

* 2022 and 2023 figures for contractor lost-time injuries and total recordable injuries excludes Elite.

Supporting our Communities

COMMUNITY INVESTMENT	2021	2022	2023
Total value of community investments (SAR)	1,008,000	1,000,000	100,000
Total number of local community development programs based on local community needs (#)	1	67	66
Operations with significant actual or potential negative impacts on local communities (#)	0	1	0
Donations and sponsorships (SAR '000)	645	224	275
Number of CSR projects (#)	4	9	30
Total number of volunteers (employees)	40	41	65
Total number of employee volunteering hours (#)	120	100	380

* Data for total number of local community development programs based on local community needs excludes LogiPoint.
* Data for operations with significant actual or potential negative impacts on local communities excludes LogiPoint.
* Data for donations and sponsorships exclude LogiPoint.
* 2021 and 2022 for number of CSR projects excludes RSGT, LogiPoint, and Tawzea. 2023 data excludes LogiPoint and Tawzea.
* 2021 data for number of volunteers and employee volunteer hours excludes LogiPoint. 2022 and 2023 data excludes LogiPoint and Tawzea.

PROCUREMENT	2021	2022	2023
Total number of suppliers (#)	2,484	2,873	2,410
Total number of local suppliers (#)	2,172	2,376	2,108
Percentage of local suppliers (%)	87	83	87
Total number of SME suppliers engaged (#)	531	885	990
Total number of women-owned suppliers engaged (#)	4	35	37
Total spending on suppliers and contractors (SAR '000)	541,469	988,894	662,739
Spending on locally-based suppliers and contractors (SAR)	481,429	865,791	634,759
Percentage of spending on local suppliers (%)	89	88	96

* 2023 data for total number of women-owned suppliers engaged excludes Tawzea.

SUPPLY CHAIN AUDITS	2021	2022	2023
Number of suppliers that are subject to environmental audits (#)	0	0	0
Percentage of new suppliers that were screened using environmental criteria (%)	0	0	0
Number of suppliers identified as having significant actual and potential negative environmental impacts (#)	0	0	0
Suppliers with which relationships were terminated as a result of audit (#)	0	0	0
Number of suppliers that are subject to social audits (#)	0	0	0
Percentage of new suppliers that were screened using social criteria (%)	0	0	0
Number of suppliers identified as having significant actual and potential negative social impacts (#)	0	0	0
Suppliers with which relationships were terminated as a result of audit (#)	0	0	0

CUSTOMER SATISFACTION	2021	2022	2023
Customer satisfaction score (%) - RSGT	91	89	81
Customer satisfaction score (%) - Kindasa	88	90	96
Customer satisfaction score (%) - LogiPoint	N/A	N/A	85
Customer satisfaction score (%) - S.A. TALKE	54	56	66
Customer satisfaction score (%) - Tawzea	96.8	95.2	97.8
Customer satisfaction score (%) - Elite	N/A	70	86

CUSTOMER SURVEY RESPONSE	2021	2022	2023
Percentage of customers actively responding to the survey (%) - RSGT	N/A	N/A	23
Percentage of customers actively responding to the survey (%) - Kindasa	50	60	25
Percentage of customers actively responding to the survey (%) - LogiPoint	N/A	N/A	90
Percentage of customers actively responding to the survey (%) - S.A. TALKE	N/A	55	50
Percentage of customers actively responding to the survey (%) - Tawzea	4	4	8
Percentage of customers actively responding to the survey (%) - Elite	N/A	25	50

CUSTOMER COMPLAINTS	2021	2022	2023
Percentage of customer complaints resolved (%) - RSGT	43	71	100
Percentage of customer complaints resolved (%) - Kindasa	100	100	90
Percentage of customer complaints resolved (%) - LogiPoint	N/A	N/A	100
Percentage of customer complaints resolved (%) - S.A. TALKE	100	100	100
Percentage of customer complaints resolved (%) - Tawzea	100	100	99
Percentage of customer complaints resolved (%) - Elite	N/A	80	100

* 2022 data for Tawzea is restated.

HEALTH AND SAFETY - CUSTOMERS	2021	2022	2023
Number of incidents of non-compliance with regulations, voluntary codes, or supplier standards, concerning health and safety of products, services, or handling/transport/ storage of product	5	5	1

* 2022 data for health and safety – customers excludes Tawzea.

Good Governance

BOARD COMPOSITION AND DIVERSITY	2021	2022	2023
Total number of board members (#)	7	7	7
Total number of independent members (#)	4	4	4
Total number of non-independent members (#)	3	3	3
Total number of executive members (#)	0	0	0
Total number of non-executive members (#)	7	7	7
Total board seats occupied by women (#)	1	1	1
Total board seats occupied by men (#)	6	6	6

* Data covers SISCO only.

BOARD TRAINING AND EVALUATION	2021	2022	2023
Total number for training hours delivered to board members (Hours)	0	0	6
Total number of governance body members that received training on anti-corruption (#)	0	0	7

* Data covers SISCO only.

BOARD COMPENSATION AND PERFORMANCE	2021	2022	2023
The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual) (%)	24	20	21

* Data covers SISCO only.

ANTI-CORRUPTION	2021	2022	2023
Total number of confirmed incidents of corruption (#)	0	0	1
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption (#)	0	0	1
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption (#)	0	0	1
Total number of highest governance body members that the organization's anti-corruption policies and procedures have been communicated to (#)	7	7	7
Percentage of highest governance body members that the organization's anti-corruption policies and procedures have been communicated to (%)	100	100	100

* 2021 and 2022 data for total number of confirmed incidents of corruption, total number of confirmed incidents in which employees were dismissed or disciplined for corruption, and total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption excludes RSGT and LogiPoint. 2023 data excludes LogiPoint.
* Data for total number and percentage of highest governance body members that the organization's anti-corruption policies and procedures have been communicated to covers SISCO only.

COMPLIANCE	2021	2022	2023
Total incidents of non-compliance with laws and regulations (#)	8	3	0
Total number of non-monetary sanctions (#)	2	1	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – SISCO	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – RSGT	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – Kindasa	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – LogiPoint	1	0	N/A
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – S. A. TALKE	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – Tawzea	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions (%) – Elite	N/A	0	0
Number of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system (#)	0	0	0
Percentage of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system that were substantiated (%)	0	0	0

* 2023 data for total incidents of non-compliance with laws and regulations excludes LogiPoint.
* 2023 data for non-monetary sanctions excludes LogiPoint.
* 2021 and 2022 data for number of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system and the percentage of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system that were substantiated excludes RSGT, LogiPoint and S.A. TALKE. 2023 data excludes LogiPoint.

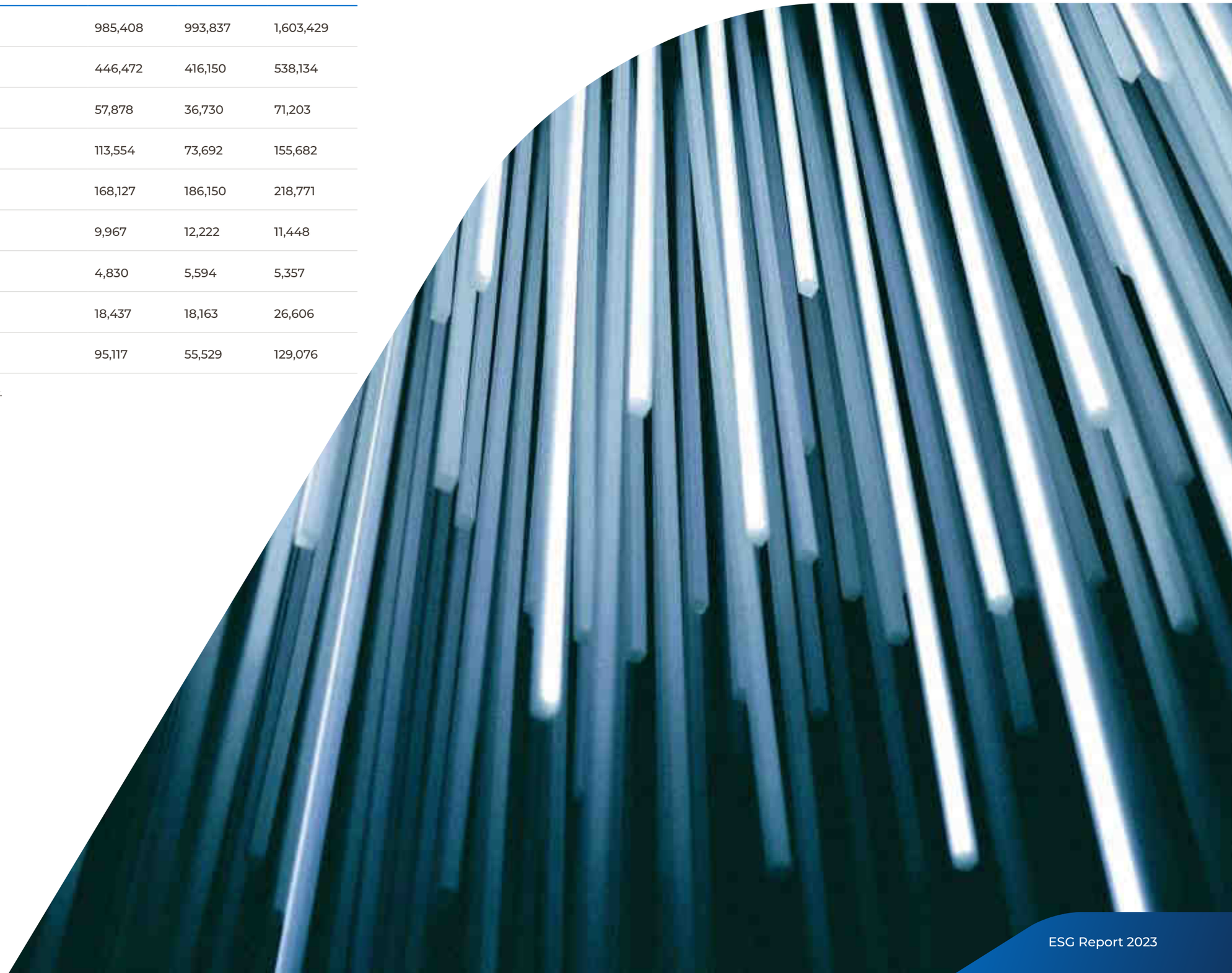
GRIEVANCES	2021	2022	2023
Number of performance grievances filed in the reporting period (#)	13	29	45
Number of these performance grievance addressed or resolved (#)	13	29	45
Number of employee grievances filed in the reporting period (#)	37	277	111
Number of these employee grievance addressed or resolved (#)	36	274	109
Harassment cases (#)	0	0	2
Non-discrimination			
Incidents of discrimination (#)	0	0	0

PRIVACY	2021	2022	2023
Cyberattacks			
Attempted cyberattacks (#)	0	1	0
Actual cyberattacks (#)	0	1	0
Customer Privacy			
Identified incidents of breach and/or loss of customer privacy (#)	0	0	0

* 2021 and 2022 for attempted cyberattacks and actual cyberattacks excludes LogiPoint and S. A. TALKE. 2023 data excludes LogiPoint.
* 2021 figures were restated due to changes in calculation methodologies.

FINANCIALS	2021	2022	2023
Revenues (SAR ’000)	985,408	993,837	1,603,429
Gross Profit (SAR ‘000)	446,472	416,150	538,134
Net Profit (SAR ‘000)	57,878	36,730	71,203
Pre-tax Profit (SAR ‘000)	113,554	73,692	155,682
Operating Costs (SAR ‘000)	168,127	186,150	218,771
Employee salaries (SAR ‘000)	9,967	12,222	11,448
Employee benefits (SAR ‘000)	4,830	5,594	5,357
Total tax paid (SAR ‘000)	18,437	18,163	26,606
Net Income (SAR ‘000)	95,117	55,529	129,076

* Data for employee salaries and benefits covers SISCO only.



سيسكو القابضة
SISCO HOLDING

Hira Street, King Abdulaziz Road,
Az Zahra District,
P.O. Box 14221, Jeddah 23522
Kingdom of Saudi Arabia