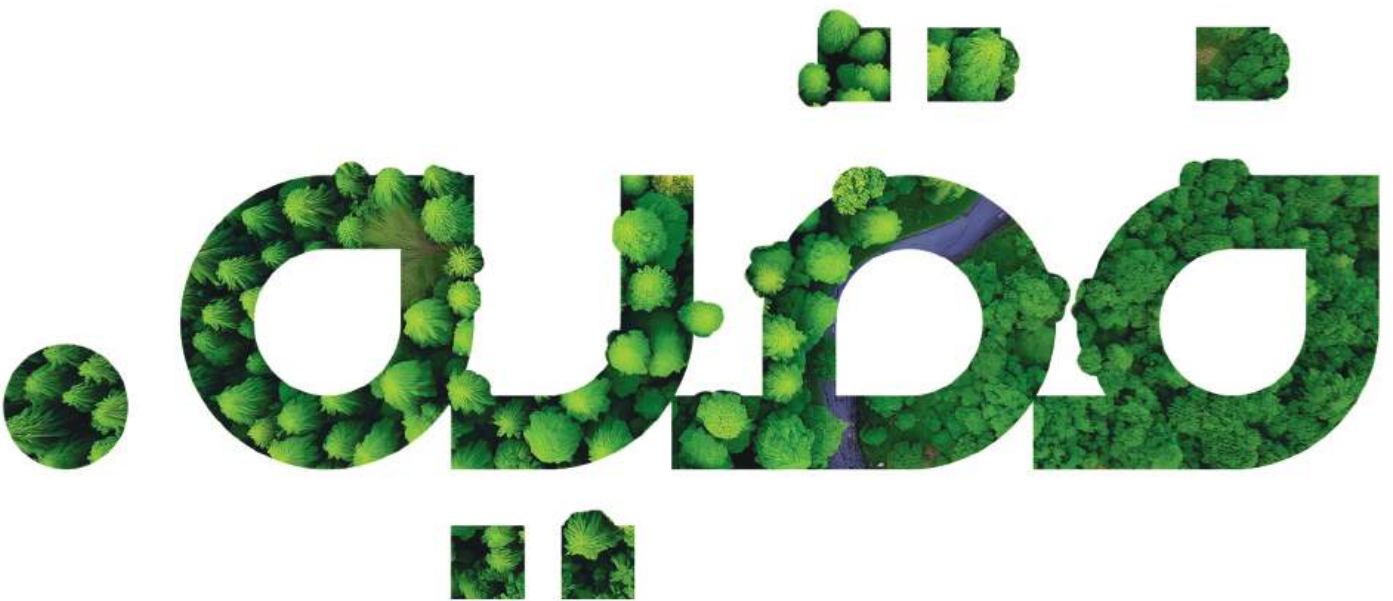


Caring for Generations

Sustainability Report 2023



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Appendix

*Caring for generations isn't just about the future;
it's about honoring the past, nurturing the present, and
creating a planet worth passing on to those who come after us.*



Abbreviation

FCG	Fakeeh Care Group
IRENA	International Renewable Energy Agency
ESG	Environmental, Social and Governance
UN SDG	United Nation Sustainable Development Goal
CSR	Corporate Social Responsibility
GRI	Global Reporting Initiative
HSE	Health, Safety and Environment
KRA	Key Result Area or Key Responsibility Area
KPI	Key Performance Indicator
SAR	Saudi Riyal
SBTi	Science Based Targets initiative
CoI	Conflict of Interest
FCHCO	Fakeeh Complementary Healthcare Company
GHG	Greenhouse Gas
JSA	Job Safety Analysis
EHS	Employee Health and Safety
ESIA	Environmental and Social Impact Assessment
SARCI	Saudi Arabian Responsible Competitiveness Index
MOH	Ministry of Health

About the Report



Scope

Our commitment to openness and responsibility is vividly showcased in this expansive sustainability report. It meticulously covers every facet of our healthcare and educational institutes' operations. Through this comprehensive lens, we aim to provide stakeholders with an unfiltered view of our dedication to sustainable and responsible practices across the board.



Reporting Structure

In our pursuit of excellence and transparency, we have anchored our reporting methodologies to the esteemed standards set forth by the Global Reporting Initiative (GRI). By aligning, in reference to these universally recognized benchmarks, we ensure that our disclosures resonate with consistency, are readily comparable, and embody the gold standard in sustainability reporting best practices.



Reporting Period

Our journey over the past fiscal year has been both transformative and enlightening. To offer a panoramic view of our endeavors, achievements, and challenges, this report meticulously curates' data and insights from the fiscal year 2023 . It stands as a testament to our relentless drive to reflect upon, learn from, and enhance our performance in the ever-evolving landscape of sustainability.



Reporting Boundary

At the heart of our ESG narrative lies inclusivity and integrity. Our reporting horizon extends to every facet of our healthcare and educational institute's operations, within Saudi Arabia. By adopting this expansive approach, we strive to present a holistic and transparent portrayal of our ESG progression, underscoring our interconnectedness and commitment to collective growth.



Responsibility Statement

The essence of our ESG journey is deeply rooted in the unwavering commitment and visionary oversight of our Board. Recognizing the profound implications of our actions, the Board fervently embraces its central role in backing ESG affairs. With steadfast resolve, they pledge to weave sustainability into the very fabric of our long-term strategic blueprint, inform our decision-making paradigms, and reinforce our governance frameworks. Together, we stand committed to sculpting a future that harmoniously melds healthcare excellence with responsible stewardship.



Get in Touch

For queries or information, reach out to us on:
esg@fakeeh.care



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Recognitions

Our Founder



Dr. Soliman Abdulqader Fakeeh, a luminary in the realm of healthcare and business, stands as the esteemed founder of the Fakeeh Care Group. His visionary leadership has been the bedrock of the group's inception and growth, creating a lasting impact in the healthcare industry. Dr. Fakeeh's commitment to excellence and innovation has propelled the Fakeeh Group to the forefront of the healthcare sector.

Under his guidance, the Fakeeh Group has become synonymous with quality healthcare, pioneering advancements and setting new standards in the field. Dr. Fakeeh's dedication to enhancing healthcare services has established the group as a beacon of excellence, while contributing significantly towards the betterment of the communities it serves.

Dr. Soliman Abdulqader Fakeeh's legacy extends beyond the boardroom, as he continues to be a source of inspiration for those within the organization and the broader industry. His profound impact on healthcare and business is a testament to his passion for creating positive change, and the Fakeeh Group remains a testament to his enduring vision and commitment to excellence.

THE BEGINNING

1932

Born in Mecca, Saudi Arabia, Dr. Soliman Abdulqader Fakeeh's roots reflect his deep connection to the region where his journey began.

EDUCATION

1960

Achieving a significant milestone, he became the first Saudi doctor to attain an Internal Medicine Diploma, showcasing his dedication to academic excellence and medical expertise.

CAREER

1970

Serving as the General Manager of Medical Affairs in the Western Region Ministry of Health (MOH), Dr. Fakeeh played a pivotal role in shaping healthcare policies and initiatives in the region.

A VISIONARY

1978

Driven by a vision for advanced and compassionate healthcare, he established Dr. Soliman Fakeeh Hospital, a landmark institution known for its commitment to excellence in medical services and patient care.

Business Landscape

Dr. Soliman Abdel Kader Fakeeh Hospital Company (referred to as Fakeeh Care Group) is a Saudi Joint Stock Company under the laws of the Kingdom of Saudi Arabia. It completed its Initial Public Offering (IPO) on June 5, 2024 and its share were listed on Tadawul Primary Market.

Fakeeh Care Group is a distinguished integrated healthcare conglomerate, providing comprehensive services in primary, secondary, tertiary, home, and virtual healthcare. It is renowned for its dedication to academic excellence, exemplified by the College for Medical Sciences, which offers undergraduate and postgraduate programs in medicine, nursing, medical laboratory sciences, and pharmacy.

At Fakeeh Care, our mission is to pioneer innovative medical services, which has led us to be at the forefront of advanced medical procedures in the Kingdom. Our accomplishments include introducing the first robotic surgery program in the private sector, advanced cardiac and neurosurgery capabilities, integrated cancer care, and a leading kidney transplant program. Such accomplishments have consistently earned Dr. Soliman Fakeeh Hospital



Jeddah the esteemed title of the best hospital in Saudi Arabia's private sector, as recognized by Newsweek in both 2022 and 2023. Our commitment to healthcare quality, safety, and patient experience is unwavering.

Fakeeh Care is deeply committed to Corporate Social Responsibility within Saudi Arabia, supporting charities, fostering growth, maintaining accreditation achievements, participating in community education and awareness platforms, and providing essential services to those in need. This commitment extends to addressing evolving healthcare needs. We are a holistic partner in the well-being and progress of the communities we serve.

As Fakeeh Care continues to expand its horizons in scope and scale, the forthcoming five years promise even greater growth. With state-of-the-art hospitals slated to open in Madinah in 2024 and numerous projects in the pipeline, including ambulatory centers in Makkah and Jeddah, a substantial seafont hospital in Obhur, and a visionary hub-and-spoke model in Riyadh, our presence in the healthcare landscape is set to soar.



Dr Mazen Soliman Fakeeh
President

Message from the Leadership

Greetings Esteemed Stakeholders,

I extend my warmest greetings to you as the President of Fakeeh Care Group. It is both an honor and a privilege to introduce our sustainability report '23, a significant milestone in our commitment to ethical business practices and sustainable growth. Our dedication to this vision is a shared responsibility to safeguard the well-being of our planet, ensuring a healthier future for generations to come.

At the heart of our healthcare journey lies a profound vision – a vision that goes beyond the conventional boundaries of medical care. We are dedicated to weaving a tapestry of health, wellness, and sustainability that transcends borders and resonates with the global community. As you explore the contents of this report, you'll witness the tangible outcomes of our commitment to sustainability and the positive transformations it brings to the communities we serve.

In the intricate interplay of healthcare and environmental consciousness, FCG envisions a world where these two essential elements harmoniously coexist. We believe in fostering a balance between humanity and nature, acknowledging that our actions have far-reaching consequences. Your engagement with this report is an acknowledgment of our collective role in creating a sustainable legacy for the global healthcare landscape.

The sustainability report is a narrative of our journey, encapsulating the notable achievements that define us, the challenges we have overcome, and the ambitious milestones we aspire to reach. As we reflect on our journey, we invite you to share in our optimism and determination to continuously evolve and set new benchmarks in healthcare sustainability.

In an era where change is the only constant, FCG stands poised at the intersection of healthcare excellence and environmental stewardship. Our commitment to innovation and excellence in healthcare goes hand in hand with our responsibility to protect and preserve the environment for future generations. Your support and collaboration are pivotal to our continued success, and we are confident that, together, we can create a lasting legacy of positive change in the landscape of global healthcare.

Thank you for being an integral part of our commitment to a healthier and more sustainable world.

Warm regards,
Dr Mazen Soliman Fakeeh
President

Vision, Mission, and Values

OUR VISION



Transforming lives through clinical excellence, compassionate care and health education



OUR VALUES



Integrity



Compassion



Positivity



Accountability



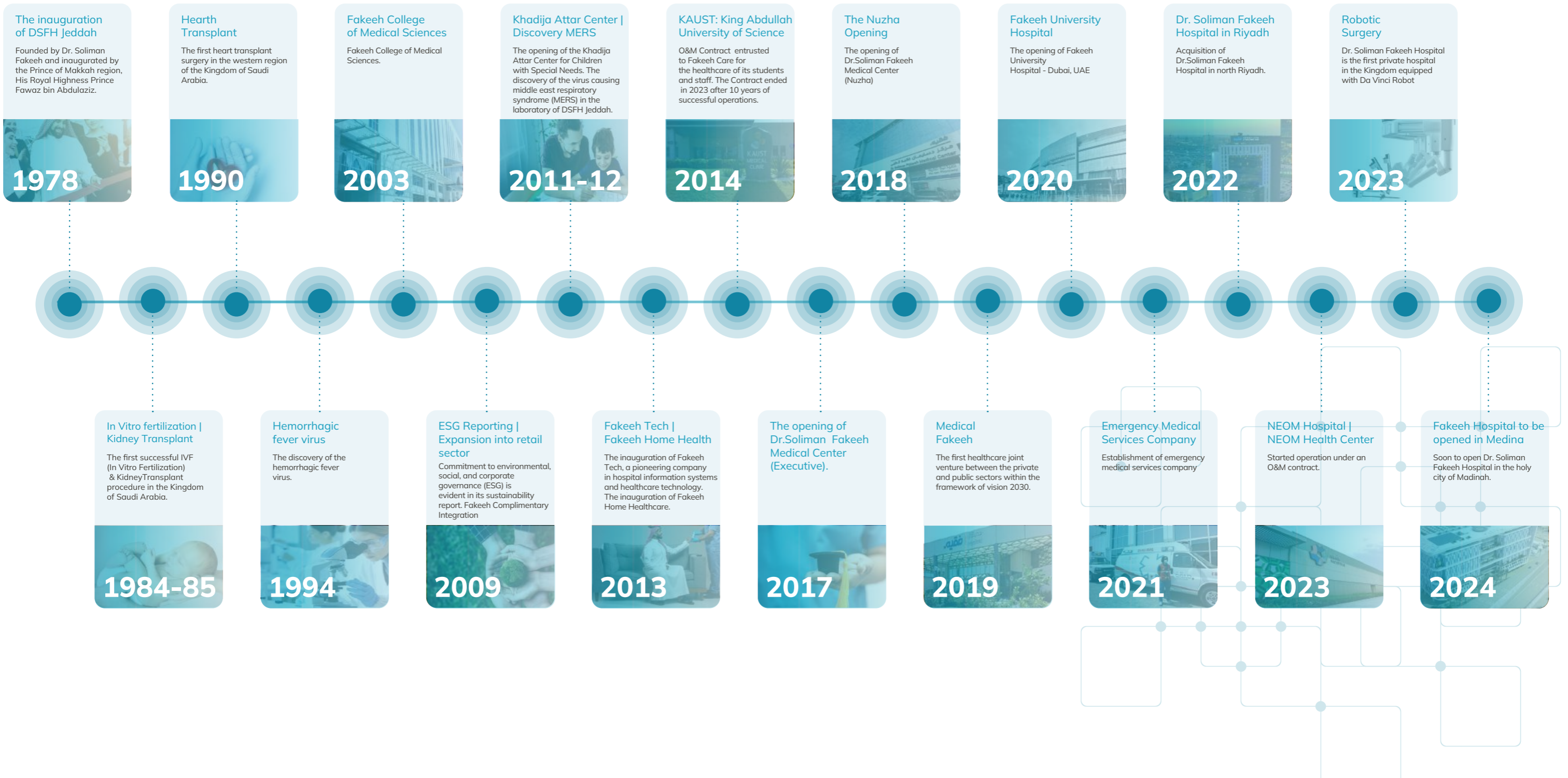
Teamwork

OUR MISSION



Fakeeh Care strives to improve wellbeing through the provision of compassionate, integrated and innovative health care

Over 4 Decades Commitment of Saving Lives



Board of Directors

Our Board of Directors is composed of seasoned professionals who bring a wealth of expertise and diverse perspectives to the table. Directors possess extensive experience in various fields such as legal affairs, accounting, capital markets, and the healthcare sector, among others, and are committed to driving the current and future growth of the company.

The Board is responsible for overseeing the management function to ensure its effectiveness and to enhance shareholder value. It provides strategic direction, reviews and approves management's business objectives and plans, and oversees risk management. Additionally, the Board reviews the company's sustainability linked KPIs, goals, disclosures, and reporting quarterly, ensuring that the company's activities align with its long-term sustainability goals.

Our commitment to robust corporate governance is exemplified through the systematic convening of Board Meetings, a bedrock of our decision-making process. These meetings, typically held at the Registered Office of the Company, adapt to the dynamic nature of our operations by occasionally taking place in locations corresponding to the Company's key functions.



Mr. Mazen Soliman Fakeeh
President



Mr. Ammar Soliman Fakeeh
Chairman



Dr. Manal Soliman Fakeeh
Vice Chairman



Prof. Ayman Abdo
Member of the Board
SVP Fakeeh Care Group



Eng. Anees Moumina
Independent member



Professor Deborah Gill
Independent member



Dr. Noor Abid
Independent member



Mr. Torben Hilbertz
Independent member



NEOM

MADINAH

RIYADH

JEDDAH

MAKKAH

Footprint

Inspiring Trust Across Geographies



Over 4 decades
of Clinical Excellence



Leader in
Academic Healthcare



835
Operational Beds



Approx. 1,000 Doctors



Approx. 1,500 Nurses



Over 1,500 Medical Students With 4 undergraduate
and 7 postgraduate medical programs

The Fakeeh Care Group

فقيه.

مجموعة فقيه للرعاية الصحية
Fakeeh Care Group

	JEDDAH جدة dsfhjeddah.fakeeh.care	RIYADH الرياض dsfhriyadh.fakeeh.care	MADINAH المدينة dsfhmadinah.fakeeh.care	NEOM نيوم hospitalhub.neom.com
HOSPITALS	<p>فقيه.</p> <p>مستشفى د. سليمان فقيه Dr. Soliman Fakeeh Hospital جدة Jeddah</p>	<p>فقيه.</p> <p>مستشفى د. سليمان فقيه Dr. Soliman Fakeeh Hospital الرياض Riyadh</p>	<p>فقيه.</p> <p>مستشفى د. سليمان فقيه Dr. Soliman Fakeeh Hospital المدينة Madinah</p>	<p>NEOM HOSPITAL</p> <p>O&M CONTRACTS</p>
AMBULATORY CARE CENTERS	<p>فقيه.</p> <p>مركز د. سليمان فقيه الطبي Dr. Soliman Fakeeh Medical Center BASATEEN NUZHA EXECUTIVE</p> <p>مديكال فقيه. Medical</p>			<p>NEOM ADVANCED HEALTH CENTER</p> <p>O&M CONTRACTS</p>
AMBULATORY CARE SERVICES	<p>فقيه.</p> <p>فقيه للرعاية الصحية المنزلية Fakeeh Home Healthcare</p> <p>طوارئ MedE EMERGENCY MEDICAL SERVICES خدمات الطوارئ الطبية</p>	<p>فقيه.</p> <p>فقيه للرعاية الصحية المنزلية Fakeeh Home Healthcare</p> <p>طوارئ MedE EMERGENCY MEDICAL SERVICES خدمات الطوارئ الطبية</p>	<p>فقيه.</p> <p>فقيه للرعاية الصحية المنزلية Fakeeh Home Healthcare</p> <p>طوارئ MedE EMERGENCY MEDICAL SERVICES خدمات الطوارئ الطبية</p>	<p>طوارئ MedE EMERGENCY MEDICAL SERVICES خدمات الطوارئ الطبية</p>

MEDICAL EDUCATION	<p>فقيه.</p> <p>كلية فقيه للعلوم الطبية Fakeeh College for Medical Sciences</p>	<p>فقيه.</p> <p>أكاديمية فقيه الطبية Fakeeh Care Academy</p>	
MEDICAL RETAIL	<p>فقيه.</p> <p>فقيه الطبية التكميلية Fakeeh Complementary</p>	<p>بصريات فقيه Fakeeh Vision</p>	<p>فقيه.</p> <p>صيدلية فقيه Fakeeh Pharmacy</p>
HEALTH TECH	<p>فقيه.</p> <p>تقنيات فقيه Fakeeh Tech</p>		
OTHERS	<p>AHC</p> <p>شركة إشباعات الأفاق المتقدمة للمقاولات Advanced Horizons Contracting Company</p>	<p>الفارابي للخدمات اللوجستية Alfarabi Logistics</p>	<p>فقيه.</p> <p>مركز خديجة عطار Khadija Attar Center</p>

JOINT COMMISSION INTERNATIONAL

Accreditation program that recognizes healthcare organizations that meet the highest standards of quality and safety in patient care. It is a global certification that is recognized in over 100 countries



AABB

Accreditation program for hospitals and blood banks that ensures they meet the highest standards of quality and safety in blood and blood product transfusion services. It is administered by the American Association of Blood Banks (AABB)



HIMSS

a framework developed by the Healthcare Information and Management Systems Society (HIMSS) to evaluate the adoption and implementation of electronic health records (EHRs) in healthcare organizations. It provides a standardized approach to measuring the progress of organizations in adopting and using EHRs effectively

PLANETREE

A recognition program that honors healthcare organizations that demonstrate a commitment to providing patient-centered care. It is based on importance of creating a healing environment that supports the physical, emotional, and spiritual needs of patients and their families.



ISO 9001

An internationally recognized standard that specifies requirements for a quality management system (QMS). It helps organizations ensure that they can consistently meet the needs of their customers and other stakeholders.



CBAHI

The Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) is the official agency authorized to grant accreditation certificates to all governmental and private healthcare facilities operating in Saudi Arabia



CAP

Certification for laboratories for highest standards of excellence by the College of American Pathologists (CAP)



Group Wide Quality & Accreditation Benchmarks



LEED GOLD

a certification level awarded by the U.S. Green Building Council (USGBC) to buildings that meet a high standard of environmental sustainability



MAGNET

A prestigious award given to hospitals that demonstrate excellence in nursing care. It is the highest honor a hospital can receive from the American Nurses Credentialing Center (ANCC)



UNICEF

The Baby Friendly Initiative: a global program aimed at promoting and protecting breastfeeding. It is a voluntary program that encourages hospitals and health care facilities to implement ten steps to create a supportive environment for breastfeeding mothers



AMERICAN HEART ASSOCIATION

a prestigious award given to organizations and individuals who have made significant contributions to the prevention, treatment, and research of heart disease and stroke

رؤية VISION 2030

المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

Alignment with Vision 2030





“My Primary Goal Is To Be An Exemplary And Leading Nation In All Aspects, And I Will Work With You In Achieving This Endeavour.

Custodian of the Two Holy Mosques King Salman Bin Abdulaziz Al-Saud

“It Is My Pleasure To Present Saudi Arabia’s Vision For The Future. It Is An Ambitious Yet Achievable Blueprint, Which Expresses Our Long-Term Goals And Expectations And Reflects Our Country’s Strengths And Capabilities. All Success Stories Start With A Vision, And Successful Visions Are Based On Strong Pillars.

His Royal Highness Prince Mohammed bin Salman bin Abdulaziz Al Saud, Crown Prince, Prime Minister, and Chairman of the Council of Economic and Development Affairs



Quality Healthcare:

FCG provides world-class healthcare services, contributing to the well-being of the community and promoting a healthy lifestyle.

Innovation and Research:

FCG invests in medical research and technological innovation, contributing to economic diversification and positioning Saudi Arabia as a leader in healthcare.

Leadership and Excellence:

FCG strives for excellence in healthcare and education, fostering a culture of continuous improvement and leadership in the healthcare sector.

Community Engagement:

FCG actively participates in community outreach programs, health awareness campaigns, and providing medical services to underserved areas.

Medical Education:

Our medical universities focus on producing highly skilled healthcare professionals, ensuring a high quality of life through education and skill development.

Job Creation:

By expanding our healthcare facilities and educational programs across borders, we create job opportunities, supporting economic growth.

Sustainable Practices:

FCG's commitment to sustainability includes energy-efficient systems and renewable energy investments, supporting the vision's goal of a diversified and sustainable economy.

Ethical Standards:

FCG maintains the highest standards of transparency and accountability in its operations, ensuring ethical practices and compliance with regulations.

Stakeholder Engagement:

We actively engage with stakeholders, including patients, staff, and the broader community, ensuring our policies and initiatives meet their needs and expectations.

Vision 2030



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ESG Spotlight



Environmental



Carbon Footprint Reduction:

Achieved a 483tCo2 emission reduction in greenhouse gas emissions through renewable energy adoption.



Sustainable Resource Management:

Developed and initiated implementation of ESG strategy plan, aimed at efficient utilization of natural resources to extent possible.



Green Building Standards:

Retrofitted facilities to meet LEED or equivalent green building certifications, improving energy efficiency and sustainability.



Social



Social Responsibility:

Supported marginal patients' treatment, with over SAR 12 million of discounts/assistance, alongside financial assistance to employees in need, totalling SAR 100k Conducted more than 40 Patient Education sessions promoting health awareness.



Employee Well-being:

Initiated wellness programs to enhance employee satisfaction and developed comprehensive, customized wellness initiatives tailored to meet the diverse needs of our workforce.



Health and Safety Priority:

Prioritized employee and patient safety with rigorous protocols and ongoing training to maintain a safe work environment.



Governance



Ethical Practices:

Strengthened corporate governance with robust policies, ethical guidelines and anti-corruption measures.



Transparency:

Enhanced transparency by regularly publishing detailed reports and performance metrics.



Stakeholder Engagement:

Developed strong stakeholder engagement practices to incorporate feedback into decision-making processes.

ESG Strategy

Foster a Healthy Ecosystem



Commit to reducing carbon emissions, optimizing resource use, and engaging with the community to promote public health and address disparities.

Reducing Carbon Emissions

As part of our commitment to environmental sustainability, we are actively working to reduce our carbon footprint. This includes implementing energy-efficient technologies within our facilities, transitioning to renewable energy sources, and promoting sustainable practices across our operations.

Optimizing Resource Use

Resource efficiency is central to our environmental strategy. We focus on reducing waste, conserving water, and minimizing the use of non-renewable resources. Our initiatives include comprehensive recycling programs, water-saving technologies, and the use of sustainable materials in our operations.

Engaging with the Community

We understand that fostering a healthy ecosystem involves more than just environmental efforts; it includes engaging with and supporting the communities we serve. Our Group actively participates in community health initiatives, providing education, preventive care, and resources to promote public health.

Prioritize Person-Centered Care



Focus on enhancing person safety, improving the person experience, and ensuring broader access to care while minimizing environmental impacts.

Enhancing Patient Safety

In our group, patient safety is paramount. We implement stringent safety protocols and regularly review our practices to ensure the highest standards of care. This includes continuous monitoring of patient outcomes, implementing advanced safety technologies, and conducting thorough audits to minimize risks. Our dedication to patient safety goes beyond compliance; it is a core value that drives us to exceed industry standards and maintain the trust of our patients and their families.

Improving People Experience

We believe that a positive patient experience is crucial to overall health outcomes. Our Group is committed to providing compassionate, person-centered care that meets the unique needs of each individual. This involves personalized treatment plans, clear communication, and a supportive environment that promotes healing. We also actively seek patient feedback to continuously improve our services and ensure that we are meeting the evolving needs of those we serve.

Expanding Access to Care

We consider access to quality healthcare as a right, and not a privilege. We are dedicated to breaking down barriers to care by expanding our services to underserved communities, offering tele-consultation options, and working with local organizations to reach those in need. Our goal is to ensure that everyone, regardless of their background or location, has access to the high-quality care they deserve.

Build a Resilient Organization



Strengthen governance, uphold ethical practices, and enhance risk management to ensure long-term sustainability and reliability.

Strengthening Governance

Strong governance is the foundation of our Group's resilience. We have established a robust governance framework that ensures transparency, accountability, and ethical conduct in all our operations. Our leadership is committed to upholding the highest standards of governance, regularly reviewing and updating policies to reflect best practices and emerging trends in healthcare.

Upholding Ethical Practices

Ethical conduct is at the core of our operations. We are devoted to maintaining integrity in all our interactions, whether with patients, staff, or partners. This includes adhering to strict ethical guidelines, providing ongoing ethics training for our employees, and fostering a culture of honesty and respect. By upholding ethical practices, we build trust and ensure that our Group remains a beacon of reliability and care.

Enhancing Risk Management

Effective risk management is essential for long-term sustainability. Our Group employs a comprehensive risk management framework that allows us to identify, assess, and mitigate risks across all aspects of our operations. This includes clinical, financial, and operational risks, as well as emerging risks related to environmental and social factors. By proactively managing risks, we ensure that we can continue to provide high-quality care, even in the face of challenges.

Message from the Senior Vice President

In an era where climate change poses a critical threat to our global community, the healthcare industry must play a pivotal role in fostering sustainability. The recent pandemic served as a stark reminder of our interconnectedness with nature, urging us to take immediate action. As a responsible healthcare company, we acknowledge our duty to instigate change and recognize the imperative shift toward clean and renewable energy for a sustainable future. For us, sustainability is an ongoing journey integral to our social responsibility. We are dedicated to advancing sustainable practices, positioning ourselves to thrive in a zero-carbon future, and ensuring the safety and responsibility of our operations for current and future generations.

Integral to our business, sustainability is championed through a triple bottom line approach – focusing on people, planet, and profit. Our regular sustainability report articulates our initiatives and outlines our aspirations for significant strides in our sustainability journey. We take pride in our ability to drive positive change and contribute to society. Through the adoption of renewable energy, we annually saved ≈483.5 tonnes CO₂ eq. As environmental awareness continues to grow, we aim to extend our influence, providing accessible sustainable products and services while actively monitoring and reducing our carbon and water footprints.

Ensuring the safety of our employees, contractors, and communities is paramount. Our robust health and safety procedures align with our commitment to creating a zero-harm workplace. Our vision for sustainability emphasizes collaboration with our

workforce and proactive engagement with external stakeholders and communities. Committed to strong governance practices, our leadership team is dedicated to embedding sustainable practices throughout our organization. Upholding business ethics and integrity is non-negotiable, as reflected in our Code of Business Conduct and Ethics. Our risk management practices are designed to navigate potential challenges, ensuring the realization of our sustainability goals. While proud of our achievements, we acknowledge there is more to be done. Our ambitious roadmap is guided by a clear focus on propelling our sustainability agenda forward.

We are dedicated to reaching net zero emissions by 2060, in alignment with the Saudi Vision, reflecting our commitment to a sustainable future. While we are proud of our progress, we recognize that there is still much work ahead. Our ambitious roadmap is focused on advancing our sustainability goals and driving meaningful change. We remain steadfast in our efforts to innovate and lead in sustainability, ensuring a lasting positive impact on both our industry and the world.

We are dedicated to reaching
net zero emissions by

2060

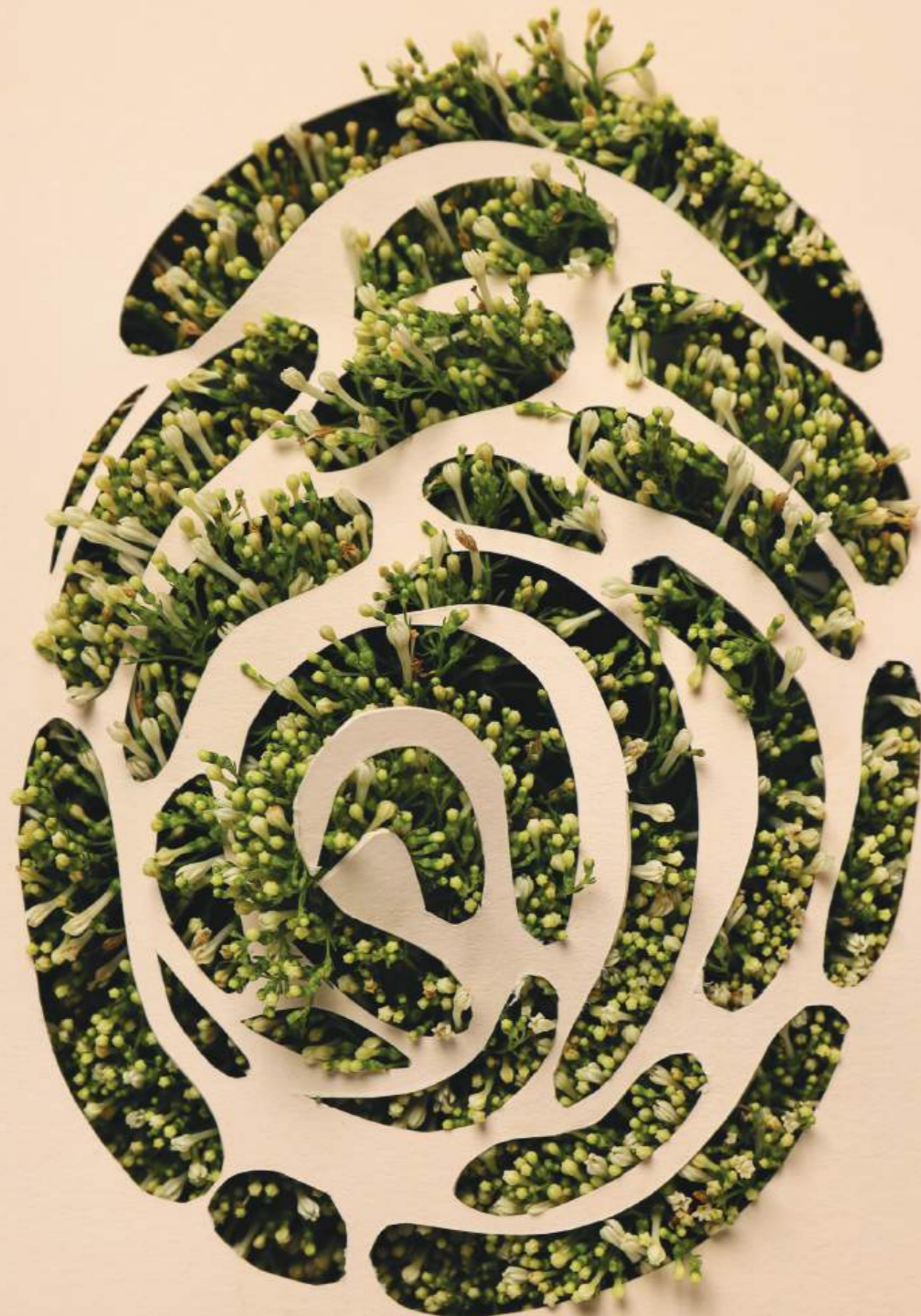


ESG Landscape



Our Approach

Our ESG approach is a strategic journey composed of six key stages: diagnostics, peer assessment, benchmarking, materiality, strategy, and reporting. Each stage is designed to ensure that our Environmental, Social, and Governance efforts are thoughtfully integrated into our business operations and aligned with our long-term objectives.



01

Diagnostics:

We began with a comprehensive diagnostic assessment to evaluate our current maturity in terms of ESG risks and impact outcomes. This initial stage helped us identify our strengths and areas that needed improvement, forming the foundation for informed and targeted action.



02

Peer Assessment:

Following the diagnostic stage, we conducted a peer assessment to compare our ESG performance with industry counterparts. This comparison provided valuable insights into where we stood relative to our peers, highlighting opportunities for growth and areas where we could lead.



03

Benchmarking:

In the benchmarking stage, we set measurable standards based on industry best practices and global ESG benchmarks. This step ensured that our goals were ambitious yet achievable, positioning us to stay competitive and at the forefront of sustainability within our sector.



04

Materiality:

Next, we performed a materiality assessment to determine which ESG issues were most significant to our business and stakeholders. By focusing on these key issues, we aligned our efforts with what mattered most, ensuring that our initiatives had the greatest possible impact.



05

Strategy:

With a clear understanding of our priorities, we moved to the strategy stage, where we developed a cohesive ESG strategy that aligned with our corporate objectives. This strategy served as a roadmap for embedding ESG principles into every facet of our operations, guiding us toward sustainable growth.



06

Reporting:

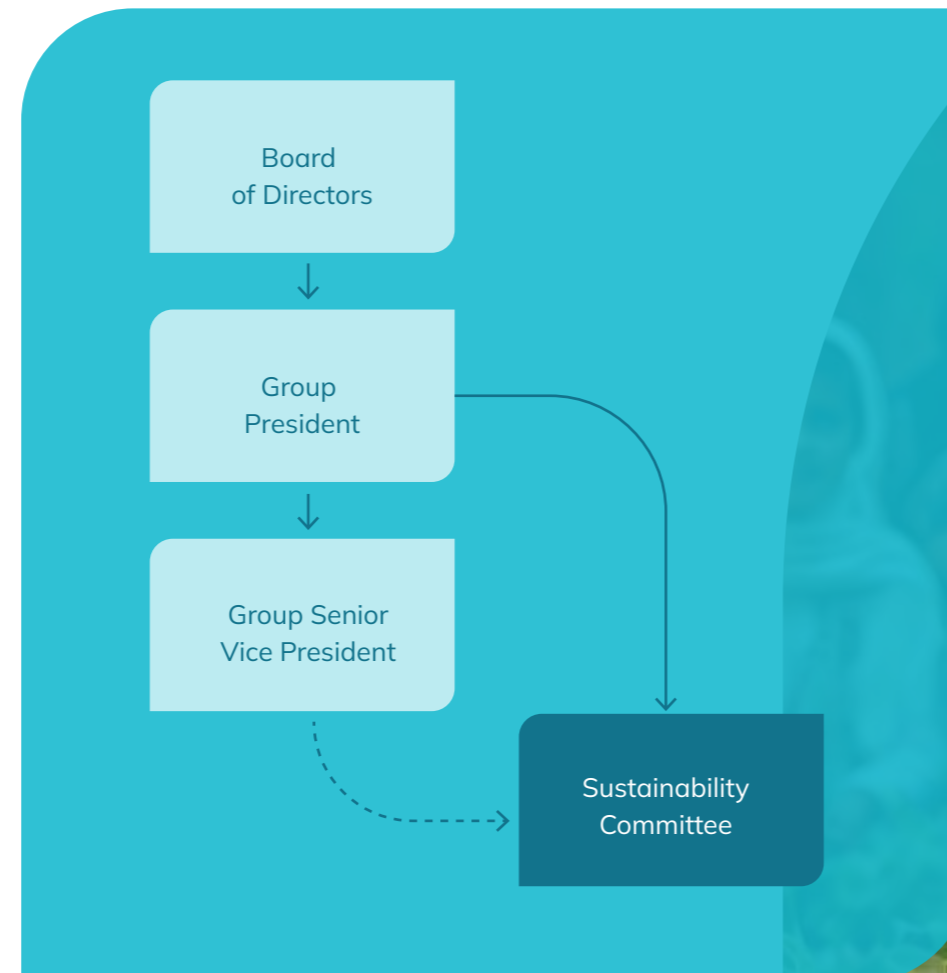
The final stage in our ESG approach was reporting. We were committed to transparency and accountability, regularly sharing our ESG performance and progress with our stakeholders. By adhering to recognized reporting standards, we built trust and demonstrated our ongoing commitment to sustainability. We are continuously enhancing our capabilities to improve ESG relevant Data recording and reporting.

Sustainable Governance

As a healthcare company, dedicated to advancing sustainability and upholding high health, safety, and environmental (HSE) standards, we've taken proactive steps to ensure robust governance in these areas. Encompassing this objective FCG has constituted the Sustainability Committee, composed of members from our Executive Committee and Senior Management. This diverse composition ensures comprehensive oversight and decision-making across various operational facets in the context of ESG, including procurement, information technology, human resources, and operation.

The primary responsibility of the committee is to review our health, safety, environment, and sustainability performance. We systematically identify risks, recommend strategies, and assess performance, aligning our operations with sustainability objectives guided by the United Nations Sustainable Development Goals (UNSDGs) and the Global Reporting Initiative (GRI) framework. Through the establishment of Sustainability Committee, we embrace a holistic approach to sustainability and HSE throughout our operations. Our unwavering commitment is to integrate sustainability and HSE practices into our decision-making processes, with the Committee playing a pivotal role in achieving this objective.

Effective governance forms the backbone of our



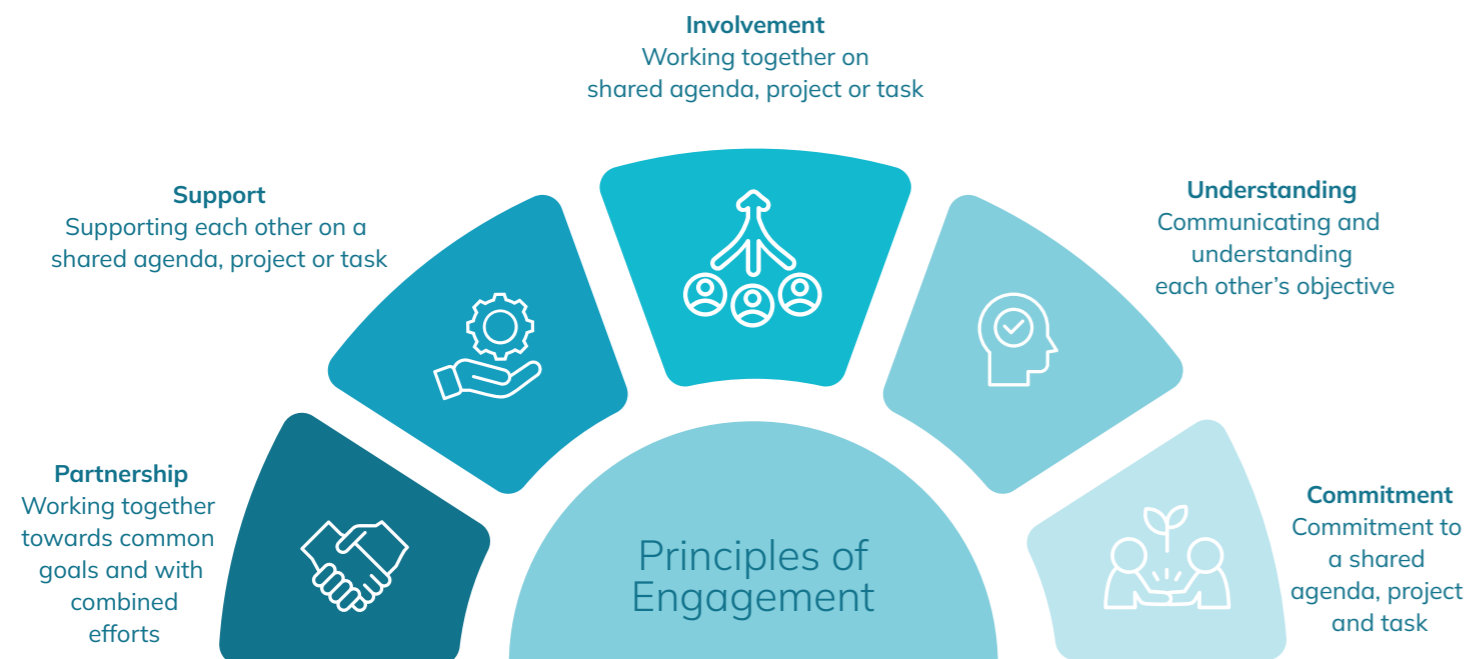
operations, starting with an independent, engaged, and committed Board of Directors. This framework equips our Board with the necessary foundations to establish, maintain, and monitor standards and policies for ethics, business practices, and compliance throughout our organization. Our Corporate Governance Framework emphasizes the cultivation of a culture of business integrity, accountability, and responsible practices. The Board of Directors provides strategic direction and oversight to our managers, who are accountable for ensuring that all subsidiaries operate autonomously to ultimately benefit our company, patients, and communities.



Stakeholder Engagement

In our commitment to fostering a sustainable and impactful business, we acknowledge the paramount importance of meaningful engagement with our diverse stakeholders. Throughout the entirety of our project lifecycle, we prioritize and implement an inclusive stakeholder engagement strategy, aiming to identify and involve groups that wield the potential to influence or be influenced by our business operations. Central to this strategy is a robust stakeholder identification process, guided by key factors such as the nature of the relationship shared with our organization, the level of dependence on these stakeholders, and







the degree of influence they exert. By placing a deliberate emphasis on engaging with our stakeholders, we actively seek to comprehend their concerns and expectations, fostering collaboration to collectively achieve our sustainability goals. Recognizing the inherent diversity among stakeholder groups, each harboring unique needs and expectations, we tailor our engagement approach accordingly. This personalized strategy ensures that our interactions are relevant and sensitive to the distinctive requirements of each stakeholder cohort.



Our stakeholder engagement practices are rooted in the principles of collaboration, responsiveness, and transparency, reflecting our commitment to sustainable business practices and the creation of lasting positive impact.

Our commitment extends beyond mere engagement; we pledge to maintain open and transparent lines of communication with our stakeholders. Regular updates on our sustainability performance serve as a testament to our dedication to transparen-

cy. We actively seek and welcome feedback from our stakeholders as an integral part of our continuous improvement ethos, aiming to enhance the value we create for them.

Stakeholder	Frequency	Objective
 Employees	Monthly	Improved job satisfaction, enhanced skills through training programs, and increased employee engagement.
 Patients	Continuous	Better access to high-quality healthcare, improved patient outcomes, and increased patient satisfaction.
 Community	Continuous	Enhanced community health through initiatives like blood donation campaigns, patient education programs, and free health screenings.
 Government	As required	Compliance with regulatory requirements, strengthened public-private partnerships, and support for national health goals.
 Investors	Quarterly	Transparent reporting on ESG initiatives, consistent financial performance, and enhanced long-term sustainability.
 Universities and Research Institutions	Annually	Collaborative research projects, advancements in medical knowledge, and recognition through awards like the Dr. Soliman Fakeeh Award for Medical Research.

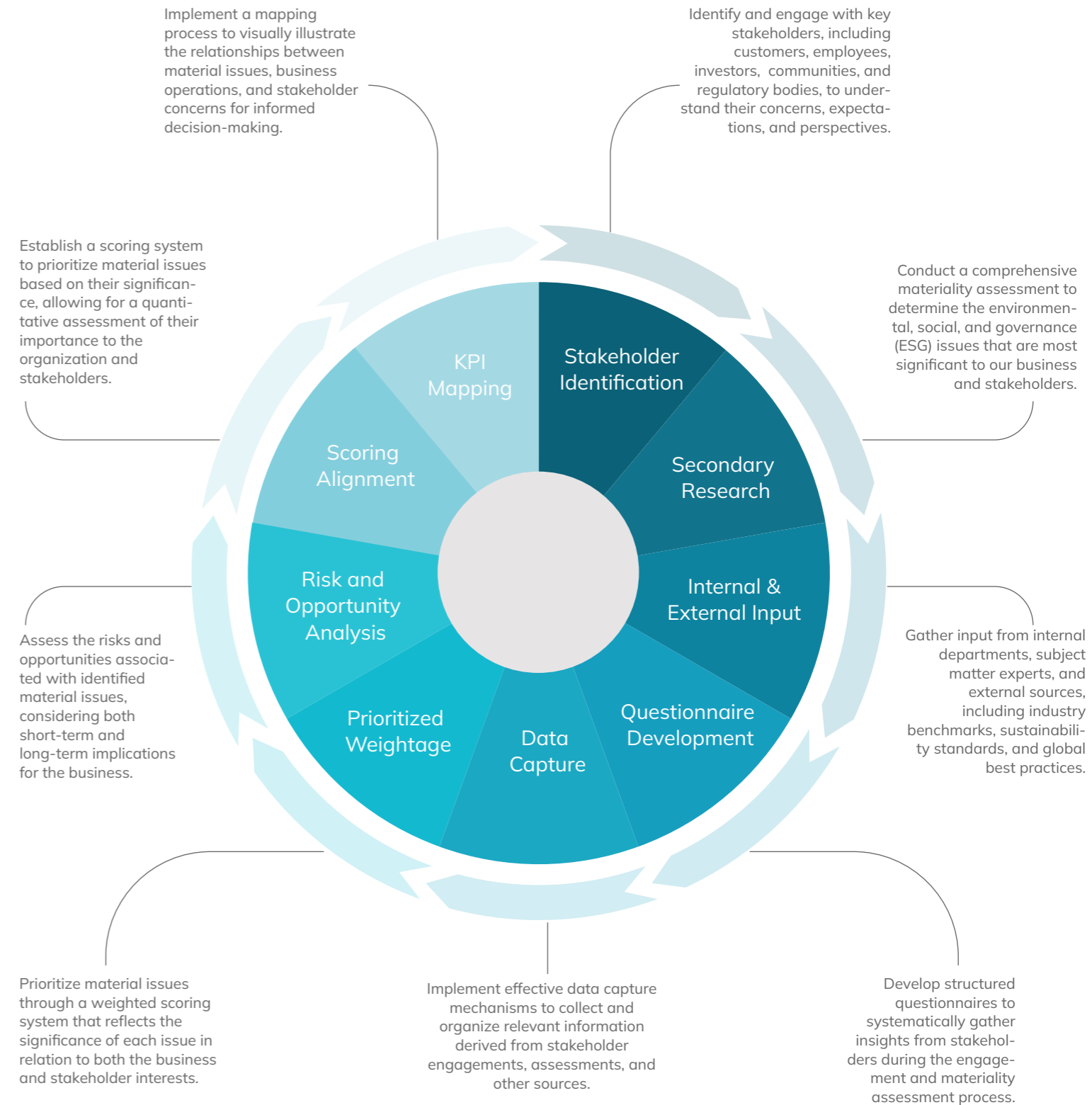
Materiality

Our materiality analysis involved a thorough examination of the environmental, social, and governance factors that could significantly impact both our business and our stakeholders. This rigorous process considered insights from a broad spectrum of stakeholders, including but not limited to, board members, employee and student.

We utilized a multifaceted approach to capture the diverse perspectives of our stakeholders, employing surveys, interviews, and collaboration sessions. This enabled us to identify the most critical and relevant issues that align with our organizational values and contribute to sustainable development. Recognizing the importance of inclusivity, our materiality assessment engaged with stakeholders at various levels of influence and interest. This inclusivity ensured that the voices of all stakeholders, regardless of their role or position, were heard and considered in shaping our sustainability agenda.

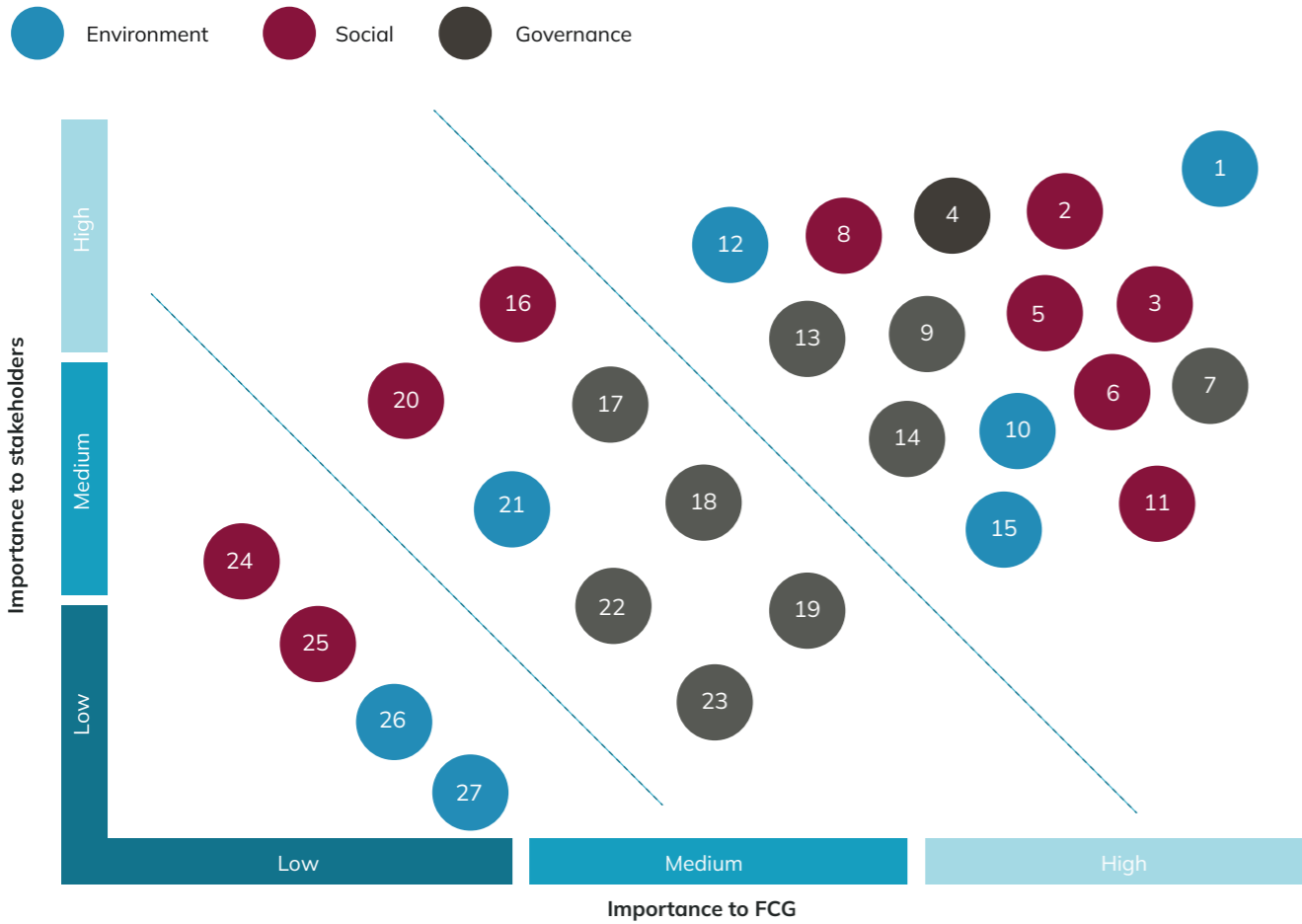
The results of our materiality assessment have been visually represented in the following map, providing a clear and concise overview of the issues identified as most material by both our organization and our stakeholders. This map serves as a guiding framework, helping us focus our efforts on the most impactful areas for sustainability and ESG management.

As we move forward, our commitment to materiality remains steadfast. We will continually revisit and refine our materiality assessment to adapt to evolving stakeholder expectations and ensure that our sustainability initiatives address the issues that matter most to our diverse range of stakeholders.



Materiality (con't)

We have initially identified 32 material ESG issues pertinent to our sector. This preliminary enumeration has been streamlined into 27 key ESG issues.



- High:**

 - 1.Waste Management and Circularity
 - 2.Health and Safety
 - 3.Health and Safety – Patient
 - 4.Service Quality
 - 5.Employee training, up-skilling, and re-skilling
 - 6.Psychological safety and well-being
 - 7.Risk Management
 - 8.Employee Well-being
 - 9.Data privacy and security
 - 10.Water Management
 - 11.Human Rights
 - 12.Energy Management
 - 13.Board Structure and Management
 - 14.Innovation and technology adoption
 - 15.Community Investment

Medium:

 - 16.Diversity and Inclusion
 - 17.Grievance Redressal Mechanism
 - 18.Access and Affordability
 - 19.Sustainable Procurement
 - 20.Stakeholder engagement
 - 21.Wastewater Management
 - 22.Sustainable operations of building and laboratories
 - 23.Selling practices

Low:

 - 24.Supplier Management
 - 25.Biodiversity
 - 26.Climate Change Strategy
 - 27.Greenhouse Gas (GHG) Emission

Leveraging the materiality matrix, we have further distilled the 27 materiality topics and also consolidated some of the material topics to pinpoint the top 10 most critical topics, which hold the greatest significance for our organization.

1	Social	Caring for staff	Health and safety
			Psychological safety and well-being
			Employee Well-being and Safety
			Employee training, up-skilling, and re-skilling
2	Social	Quality & Patient Safety	Service Quality
			Health & Safety – Patient
3	Social	Community Investment	
4	Governance	Data privacy, and security	
5	Governance	Access and Affordability	
6	Environment	Waste Management and Circularity	
7	Environment	Affordable and Clean Energy	Energy Management
			Greenhouse Gas (GHG) Emission
8	Governance	Stakeholder Engagement	Stakeholder Engagement
			Grievance Redressal Mechanism
9	Environment	Sustainable Procurement	Sustainable Procurement;
			Sustainable operations of building and laboratories
			Supplier Management
10	Governance	Business Management and Board Structure	Board Structure and Management;
			Risk Management

UNSDG Objectives Alignment

Our commitment to the United Nations Sustainable Development Goals (UN SDGs) is deeply embedded in our vision. We employ a transparent process to establish, prioritize, and align our success with the SDGs that hold relevance to our business, as well as those that allow us to make a positive impact on society.

In our pursuit of aligning with global sustainability standards, we are actively working towards developing implementation framework towards SDG initiative to further strengthen our commitment .

Our Primary Goals involve activities integral to our core value chain, directly contributing to the identification, development, and distribution of life-saving medicines to our patients. On the other hand, our Secondary Goals are focused on programs dedicated to Diversity and Inclusion, as well as Environmental Responsibility within our sites and the communities we

To ensure a comprehensive understanding of our sustainability efforts, we utilized the SDG Compass, strategically mapping our initiatives across the organization. This mapping exercise led us to identify 9 SDG s, illustrating our contributions to both our business and the community from corporate purview.

operate in. We wish to expand our alignment with secondary goals, emphasizing our commitment to fostering inclusivity and environmental stewardship. We actively monitor and track our progress in these areas as part of our ongoing dedication to achieving meaningful and sustainable outcomes.

SDG 1

No Poverty

Maintaining a Patient Fund to support and sponsor the treatment of needy patients, with over SAR 12 Million as discounts and over SAR 5 Million spent for community engagement activities .



SDG 3

Good Health & Well-being

Launching high-quality healthcare initiatives for pilgrims; providing comprehensive medical services at Dr. Soliman Fakeeh Hospital; arranging blood donation campaigns and complimentary



SDG 4

Quality Education

Offering scholarships to deserving students (55 scholarships in 2023); providing extensive employee training programs through Fakeeh Care Academy (3,500 employees trained in 2023).



SDG 5

Gender Equality

Ensuring gender equality by employing females in 60% of available job posts; promoting equal opportunities for people of determination with special allowances and support.



SDG 8

Decent Work and Economic Growth

Providing financial assistance to employees in need (SAR 100k in 2023); implementing comprehensive employee development programs through Fakeeh Care Academy.



SDG 10

Reduced Inequalities

Enforcing anti-discrimination policies; offering support and special allowances to people of determination to promote workplace inclusion.



SDG 11

Sustainable Cities and Communities

Conducting community health initiatives, such as blood donation campaigns, patient education programs on topics like mental health, obesity, diabetes, and cancer, and health screenings.



SDG 12

Responsible Consumption and Production

Neutralizing lab waste before discharge to ensure compliance with environmental standards and minimize environmental impact.



Way Ahead Our Commitment

Moving forward, our commitment to Environmental, Social, and Governance (ESG) principles remains unwavering. We recognize that sustainability is an ongoing journey. In our pursuit of sustainability, we are dedicated to enhancing our environmental stewardship by reducing our carbon footprint, investing in energy efficiency, and minimizing waste generation. Socially, we prioritize the well-being of our employees, engage with local communities, and foster a diverse and inclusive workplace. Ethical practices, transparent governance, and stakeholder engagement are at the core of our governance commitment. As we embark on this journey, we are mindful of the challenges ahead. We are confident in our ability to navigate them with resilience and determination. By staying true to our commitments and embracing innovation and collaboration, we are confident that we can create long-term value for our stakeholders while making a positive impact on the planet and society.

In the future, FCG is positioned to achieve numerous ESG targets and commitments, potentially surpassing its peers while remaining aligned with the National Vision and agenda, underscoring its commitment to sustainability and societal well-being.

Environment

- Reduce carbon footprint
Net Zero by 2060
- Transition to renewable
energy sources
- Implement energy-efficient
technologies
- Optimize waste
management
- Optimize resource
consumption
- Ensure sustainable &
ethical procurement
- Reduce the use of harmful
chemicals and materials
- Incorporate Green
building design

Social

- Improve access
to healthcare services
- Provide excellent
people experience
- Caring
for Staff
- Enhance community
engagement through
health education & awareness
- Diversity and inclusion

Governance

- Continuously improve
Care quality
- Robust Risk
management
- Ethical
Practices
- Stakeholder
engagement
- Data protection
& privacy

High Quality Healthcare for All

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Message from the
Chief Financial Officer

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Delivering High
Quality Healthcare

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Improving access
to Quality Healthcare



Message from the Group Chief Financial Officer

Our commitment to ESG principles is integral to our vision for sustainability in the healthcare sector. Recognizing the profound interconnection between economic growth, environmental protection, and social well-being, we prioritize community engagement. Actively fostering partnerships with local communities and supporting local economies, we aim to contribute to sustainable development in the regions where we operate.

ESG is woven into our decision-making fabric at every stage. This commitment is aligned with our vision for sustainability and serves to create enduring value for our shareholders. By incorporating ESG considerations into our daily operations, we believe we can drive innovation, mitigate risks, and contribute positively to the communities we serve. Our focus extends beyond profit, emphasizing a responsible business approach. As we move forward, we will remain steadfast in our commitment to making a meaningful difference, fostering a healthier, more equitable, and sustainable world for future generations.

Delivering High Quality Healthcare

Fakeeh Care is dedicated to creating positive change in the lives of individuals and communities through a focused and impactful approach. The range of clinical and non-clinical offerings, including medical devices, implants, and emergency treatments, caters to a diverse array of healthcare needs. The Fakeeh Emergency Medical services deliver efficient emergency transfer solutions utilizing state-of-the-art technology.

The group is committed to enhancing access to healthcare through primary, secondary, tertiary medical services and specialized support systems. Initiatives like the Khadija Attar Center for children with special needs and Fakeeh Home Healthcare ensure continuity of care beyond hospital confines.

Recognizing financial barriers to healthcare, Fakeeh Care has implemented various measures, including financial assistance programs and sliding-scale fee structures, to make quality healthcare accessible to all, exemplifying dedication to social responsibility. Fakeeh Home Healthcare provides healthcare to patients beyond a hospital or a clinic building, ensuring the continuum of care, even after the patients leave the hospital.

The dedication to social responsibility is further exemplified through community health programs, impacting over 50,000 individuals in underserved communities.

+50,000

Individuals impacted

The dedication to social responsibility is further exemplified through community health programs, impacting over 50,000 individuals in underserved communities.

From enhancing the quality of medical education to advancing access to essential healthcare services and treatments, Fakeeh Care as an institution is positioned to create a meaningful and long-lasting impact on the lives of diverse communities and individuals.

Improving access to Quality Healthcare

The impact of Fakeeh Care revolves
around three central themes:



Improving access to Quality Healthcare

Access to essential products and services: Fakeeh Care Group ensures a steady supply of healthcare products and services, with over 835 operational beds, 1000 doctors, and 1500 nurses. Its Emergency Medical Services provide modern emergency transfers, and the group offers daily and specialized caregiver services. With a wide range of consultants in fields like cardiology, neurology, and oncology, patients receive high-quality home care. The organization partners with local non-profits and engages in community health initiatives, including education, health screenings, and wellness programs.

Access to medical diagnostics and devices: Fakeeh Care Group enhances access to medical diagnostics and devices through its extensive healthcare services. Fakeeh Complementary Healthcare Company (FCHCO) distributes medical equipment, supplies, and pharmaceuticals.

Reducing financial barriers to health services

The Group is committed to bridging the financial barriers to healthcare access through various initiatives. One such effort includes the launch and expansion of a community health program, which has positively impacted over 50,000 individuals in underserved communities by providing essential healthcare services, health education, and support.

Additionally, the group offers financial assistance programs for low-income patients and implements sliding-scale fee structures for medical care to ensure affordability. Fakeeh Care community investment can be summarized as giving and providing access to specialized healthcare, and basic healthcare to those normally not able to either afford or located in areas in which this is not available.

The Group has established a dedicated fund focusing on philanthropy, volunteerism, and sustainable business practices, aiming to make a meaningful impact on society. As part of its commitment, the Khadija Attar Center for children with special needs has been established to ease the burden on struggling families.

Improving equitable access to Medical education

Fakeeh Care is transforming the medical education landscape, fostering the growth of future healthcare professionals. With residencies and fellowships currently training 150 doctors at Dr. Soliman Fakeeh Hospital, Jeddah, Fakeeh Care is shaping the next generation of medical practitioners. The institution has also taken significant strides by admitting the first batch of Medical Students for the Bachelor of Medicine and Bachelor of Surgery (MBBS), followed by the establishment of the Bachelor of Pharm-D program.

With a student body of 1500 across 4 undergraduate and 7 postgraduate medical programs, Group's commitment to medical education is evident. International partnerships with prestigious institutions like the Royal College of Surgeons (Ireland) and Dundee University (Medical School) further enhance the quality and scope of its educational offerings, ensuring that students receive a world-class medical education.



Environment

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Energy

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Waste Management

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Water Management

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Sustainable Supply Chain

Energy

In the landscape of hospitals, where the seamless and uninterrupted power supply is a lifeline for operating cutting-edge medical equipment and life-saving treatments, our commitment to energy efficiency stands as a critical component of our operational philosophy. Recognizing the imperative of a constant power supply for the accessibility of critical patient data and the functionality of sophisticated engineering systems, we position ourselves at the forefront of the healthcare industry's efforts towards sustainable development and mitigating climate change.

In response to the growing global awareness of the environmental impact of energy consumption, we actively pioneer initiatives in energy efficiency and conservation. This involves more than just a commitment – it's a proactive and dynamic engagement in implementing state-of-the-art, energy-efficient technologies and equipment across our facilities. By staying abreast of the latest advancements in energy efficiency, we enhance the resilience and sustainability of our operations; also set new benchmarks for excellence in the healthcare sector.

Beyond embracing traditional energy-efficient technologies, we are charting a course towards a greener future by actively incorporating alternative renewable power sources into our energy portfolio. Solar plants are part of our energy strategy; they are emblematic of our dedication to reducing our carbon footprint and fostering a more environmentally conscious healthcare sector. Also, we embrace usage of sustainable construction material for our facilities.

We also have Leadership in Energy and Environmental Design-LEED certification for our infrastructure, further boosting our effort towards sustainability. Through these initiatives, we are meeting our energy needs; while actively shaping a future where the healthcare sector plays a leading role in environmental stewardship. Our commitment to energy efficiency is about operational optimization; it's a strategic choice to contribute positively to the well-being of our planet and the communities we serve.

Moving forward, we are enhancing our capabilities to measure Scope 1, 2, 3 Emissions and implement carbon offsetting measures.

“

Efficient and sustainable operational practices are essential for minimizing our environmental footprint and ensuring the long-term viability of our institutions. Through continuous improvement initiatives, we strive to optimize resource utilization, reduce energy consumption, and minimize waste generation. By planning implementation of environmentally friendly technologies and adopting best practices in supply chain management, we plan to mitigate environmental risks and drive cost savings and operational efficiency.

”

Operation Department

Energy Statistics

~500 KW

Renewable Energy Sources

54K MWH

Electricity form Grid

2417.8 GJ

Heating consumption (Electrical Water Calorifier)

150K GJ

Cooling consumption (Chiller Plant)

60

Caring for Generations \ Sustainability Report 2023

www.Fakeeh.care

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Waste Management



Circularity

Our commitment transcends traditional waste management practices; we are staunch advocates for the implementation of circular economy principles via our waste management plan, containing targets for consumption and waste reduction. Through the introduction of efficient practices and robust recycling initiatives, we actively work towards reducing waste generation and fundamentally transforming the way we approach waste within our facilities. By promoting a culture of responsible waste management, we seek to create a ripple effect that contributes to a healthier environment and aligns seamlessly with the ethical considerations inherent in our broader mission.



Active engagement

The dedication to sustainable waste management is a strategic initiative and a fundamental aspect of our mission to create a healthcare system that heals and nurtures the well-being of our planet. Through our active engagement in responsible waste management practices, we exemplify our commitment to environmental stewardship. Our vision extends beyond a reduction in waste; it embodies a transformative journey towards a healthcare sector that actively contributes to the regeneration and preservation of our planet's natural resources. In these initiatives, we are healing patients while also healing the environment, embodying a commitment to a holistic and sustainable future that transcends the boundaries of traditional healthcare practices.



Comprehensive Strategy

At the heart of our sustainable healthcare model lies a comprehensive waste management strategy, deeply acknowledging the significant role the healthcare sector plays in waste generation. Recognizing this challenge as pivotal to our environmental commitment, our waste management initiatives embrace a holistic approach, commencing with source reduction and extending through responsible disposal and recycling.



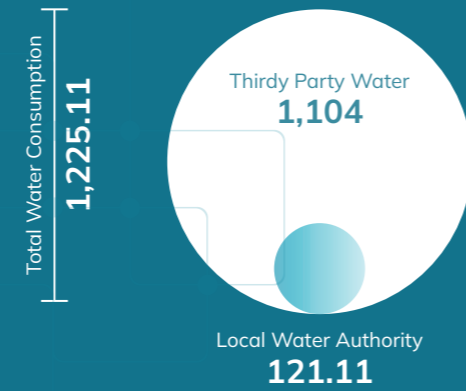
Water Management

Water, as a finite and precious resource, occupies a central and revered position in our commitment to sustainability. We deeply understand the critical role water plays, in healthcare delivery and in maintaining ecological balance. In response to this understanding, we have implemented robust water management strategies that encompass the adoption of cutting-edge water-efficient technologies, responsible consumption practices, and the development of innovative water reuse systems.

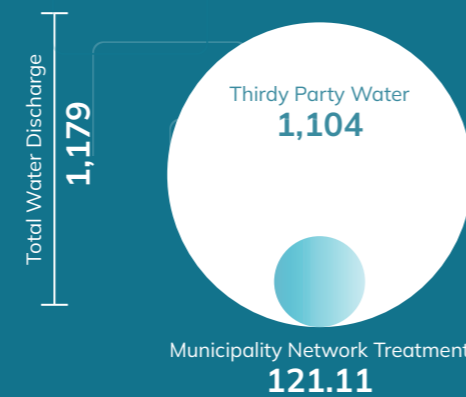
Water at each of our facilities is supplied by the municipal system, filtered, and softened as necessary. The discharge is treated by our grey water treatment plant in compliance with local regulations and subsequently used for irrigation. We monitor water storage availability and consumption daily using automatic CAFM software to verify water levels and mitigate water impact. Additionally, we ensure that an alternate water supply is always ready. In CY 2021, the installation of water aerators for all the faucets throughout the facility led to a remarkable 28% decrease in water consumption.

Our dedication to sustainable water management goes beyond mere internal initiatives; we actively collaborate with local communities and authorities to address water scarcity challenges. By prioritizing responsible water consumption and investing in technologies that optimize water use, we strive to minimize our immediate water footprint and to contribute to the broader vision of sustainable water practices. This approach reflects our organizational ethos of environmental stewardship and responsible resource utilization, echoing our commitment to safeguarding the planet's most vital resource.

Water Withdrawal from all areas (in Megaliters)



Water Discharge from all areas



Substances of concern which discharges are treated

How Priority Substances Of Concern Were Defined, And Any International Standard, Authoritative List, Or Criteria Used.

Wastewater from the lab undergoes pH adjustment before being discharged into the regular waste stream. As per the MOH requirement, the lab waste needs to be neutralized.

The Approach For Setting Discharge Limits For Priority Substances Of Concern

All lab waste is neutralized before discharge.

Number Of Incidents Of Non-Compliance With Discharge Limits.

Nil



Social

70

Workforce

72

Employee Well-being
and Development

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Employee
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Diversity, Equity, Equality
& Inclusion and Saudization

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Community engagement
and outreach

Workforce

Cultivating a responsible and ethical workforce serves as the cornerstone of our organizational values. Striving to go beyond mere compliance, we steadfastly adhere to all labor laws and regulations mandated by the Ministry of Labor and Social Development. This commitment ensures that our employees enjoy a workplace that meets legal standards and champions their well-being, rights, and a culture of fairness. We believe in fostering an atmosphere that thrives on diversity and inclusion, recognizing these as integral components that contribute to our collective success. It is pertinent to highlight that all our business entities meet Saudization requirements.

Through ongoing training programs, mentorship opportunities, and wellness initiatives, we invest in the holistic development of our workforce. This contributes to the professional growth of our employees and strengthens the resilience and cohesion of our teams. In 2023, about 55% of our staff in all tiers benefited from such development programs which are run through Fakeeh Care Academy.

Our recruitment strategy serves as the linchpin of our commitment to assembling the finest talents across diverse fields. Employing innovative methods, we ensure a fair and transparent hiring process that champions equal opportunities for all candidates. Beyond mere skills and qualifications, we prioritize candidates who resonate with our core values, contributing significantly to the creation of a cohesive and collaborative team.



4.06

Employee Engagement Score
Press Ganey Survey



In Y 2023,

58%

of hired employees
were females



<17%

Voluntary turnover rate

Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation.



Life insurance

We provide life insurance for all full timer



Health care

We provide insurance for all full timer and their dependent



Disability and invalidity coverage

Provided as per labor law and life insurance policy



Parental leave

Provided as per labor law



Retirement provision

Providing benefits for all Saudi employees

University Staff and Students

Man Woman

Fulltime Staff (Professors, Associate Professor, Assistant Professor, Lecturers, English Teachers)

30

65

Students (Saudi)

270

1132

Students (Non-Saudi)

58

195

Departments

Accredited by National Accreditation Agency NCAAA
(National Center fo Academic Accreditation and Assesment)

- Basic Sciences and General Requirement Department
- Physiological Sciences Department
- Pathological Sciences Department
- Clinical Sciences Department
- Nursing Department
- Medical Laboratory Sciences Department
- Pharmaceutical Sciences Department
- Ethica Education Department

As the department responsible for managing the Group's most valuable asset—its people—we understand the significance of social responsibility and employee well-being. Our initiatives focus on fostering a diverse, inclusive, and equitable workplace where all employees feel valued and respected. By prioritizing employee health and safety, promoting work-life balance, and offering opportunities for professional development, we contribute to a positive organizational culture that drives employee engagement and retention. We are committed to extending our employees' engagement in charitable work through our social responsibility programs, further enriching our impact on the community we serve.

Human Resource Department

Moreover, our active participation in community engagement initiatives underscores our commitment to tapping into local talent pools, enriching the regions we serve through meaningful contributions to talent development.

The scope of our employee benefits program transcends industry standards, aiming to meet and exceed the overall well-being expectations of our workforce. From comprehensive healthcare plans and robust retirement benefits to opportunities for continuous professional development, we

strive to provide a benefits package that addresses the diverse needs of our employees.

To position ourselves as an undisputed employer of choice, we deploy talent attraction strategies that showcase our dedication to professional growth and a positive work environment. By spotlighting our inclusive workplace culture, unwavering commitment to sustainability, and avenues for career advancement, we aim to attract individuals who are highly skilled but also share our values.



In the realm of employee well-being, our comprehensive wellness programs are tailored to address the diverse needs of our workforce. From promoting physical health to fostering mental and emotional resilience, we are committed to providing a holistic support system. Our mental health support initiatives, in particular, reflect our understanding of the importance of mental well-being in the overall health of our employees. Additionally, we champion the creation of a positive work environment, where mutual respect, collaboration, and a sense of belonging thrive.

Employee Well-being and Development

At the core of our dedication to social responsibility lies a profound commitment to the well-being and development of our most valuable asset – our employees. Recognizing the pivotal role, they play in steering our organizational success, we transcend conventional practices to prioritize their holistic well-being. Our commitment to employee welfare goes far beyond offering standard benefits; it extends to comprehensive wellness programs, robust mental health support, and the creation of a positive work environment, all of which underscore our dedication to establishing a workplace where employees work and thrive.

Our pledge to employee development reaches beyond the boundaries of their immediate roles. We believe in fostering an environment where continuous learning is encouraged and embedded in our organizational DNA. Through an array of initiatives including continuous training, educational opportunities, and mentorship programs, we weave a tapestry that supports the ongoing growth and development of our staff. This commitment goes beyond a mere professional obligation; it is a strategic investment in cultivating a workforce that is adept at meeting the



current challenges of the healthcare industry and is also well-equipped to navigate its ever-evolving landscape.

Our commitment to employee development is about acquiring new skills and about nurturing the whole individual. Educational opportunities are not confined to formal training but extend to creating a culture of curiosity and personal growth. Mentorship programs are designed to guide professional trajectories and to foster a sense of community within our organization.

Employee Health and Safety

In our organizational ethos, the well-being of our workforce stands as a paramount commitment, seamlessly aligning with our overarching goal of providing unparalleled healthcare services. Our approach to employee health and safety is a set of initiatives; a comprehensive strategy that weaves together robust staff health plans, proactive immunization initiatives, and meticulous infection screening protocols.

Central to our commitment is a comprehensive staff health plan that transcends conventional benefits. This carefully crafted plan is designed to prioritize the health and wellness of our employees by offering access to preventive care, wellness programs, and a spectrum of medical services that comprehensively support their overall well-being. By investing in the health of our employees, we enhance their quality of life and cultivate a workforce that is productive, resilient and motivated.

Recognizing the pivotal role of preventive measures in maintaining a healthy workplace, we implement rigorous staff immunization programs. These initiatives are about safeguarding the health of our employees and about creating a protective shield for those we serve from preventable illnesses. Additionally, our infection screening protocols are meticulously designed to identify potential health risks

We extend life and disability insurance coverage to our workforce. This safeguarding initiative ensures that our employees and their families are shielded in the face of unforeseen circumstances. Our aim is to alleviate potential stressors, allowing our employees to focus on their roles with confidence, knowing that they have the necessary support in challenging times.

promptly, ensuring that we proactively address concerns and contribute to a safer and more secure environment for our employees and the broader community. The Fire Safety Management Plan and the Traffic and Logistics Management further ensures strong commitment towards safety.

Our dedication to employee health and safety goes beyond mere compliance with regulations; it reflects our broader commitment to fostering a workplace culture that places the well-being of our most valuable asset – our people – at its core. Through these initiatives, we aspire to create an environment where our employees thrive professionally and experience a profound sense of security and care in every aspect of their lives.

We invest significantly in advanced medical technologies, ensuring our healthcare professionals have access to the latest tools for optimal care and to stay at the forefront of medical advancements. Recognizing the ever-evolving healthcare landscape, we prioritize rigorous training programs and continuous professional development initiatives, empowering our staff with the necessary knowledge and skills to navigate the complexities of healthcare delivery effectively. We also emphasize on food quality and safety and are certified under ISO 22000- 2018.

Health and Safety Department





Corporate Social Responsibility

At our company, we firmly believe that our success is intricately linked with our responsibility towards society and the environment. It's about financial gains; it's about making a meaningful impact beyond profits. This commitment is deeply ingrained in our corporate DNA, guiding every decision we make and action we take. We recognize that as a corporate entity, we have a moral obligation to contribute positively to the communities where we operate and to safeguard the planet for future generations. Our approach to Corporate Social Responsibility (CSR) encompasses a holistic view that integrates social, environmental, and ethical considerations into our business strategy. We understand that sustainable business practices benefit society and the environment and foster long-term business resilience and profitability. Therefore, we are dedicated to leveraging our resources, expertise, and influence to drive positive change and create shared value for all stakeholders.

Continuing our commitment to Corporate Social Responsibility (CSR) and sustainability, Fakeeh Care Group proudly highlights its social initiatives pursued during the calendar year 2023. The Dr. Soliman Fakeeh Award for Medical Research celebrated exceptional contributions in the field, with outstanding individuals receiving a combined 1 Million SAR in recognition of their groundbreaking work. Our Patient Fund supported needy patients' treatment, with over SAR 1 million disbursed (in addition to other discounts given on case to case basis), alongside financial assistance to employees in need, totaling SAR 100k. Scholarships were also granted to 55 deserving students. Upholding anti-discrimination policies, we provided equal opportunities, employing females in around 60% of available job posts, and extending support to people of determination, with SAR ~100k allocated in 2023. Employee development remained paramount, with over 3,500 employees trained through the Fakeeh Care Academy. Our blood donation campaigns and patient education initiatives, various health topics, exemplify our dedication to community welfare and giving back.

Community Engagement and Environmental Stewardship:

We engage actively with the communities where we operate, striving to understand their needs and aspirations. Through initiatives such as volunteering programs, community grants, and partnerships with local organizations, we aim to contribute positively to community well-being and development. Simultaneously,

we are dedicated to minimizing our ecological footprint and fostering sustainability across our operations. This includes investing in renewable energy, adopting energy-efficient practices, reducing waste generation, and responsibly managing natural resources.

Employee Well-being

Employee Well-being: Integrity, transparency, and employee well-being are integral to our corporate culture. We uphold the highest standards of ethical conduct in all our business dealings, ensuring compliance with laws and regulations. Our commitment to ethical business practices extends throughout our supply chain, where we collaborate closely

with partners to uphold fair labor practices and environmental responsibility. We prioritize creating a safe, inclusive, and supportive work environment where diversity is celebrated, and everyone has equal opportunities for growth and development. Our initiatives encompass employee engagement programs, health and wellness initiatives, and flexible work arrangements.

Stakeholder Engagement and Continuous Improvement:

We value the perspectives and contributions of all stakeholders, including customers, investors, employees, and communities. Through ongoing dialogue and engagement, we seek to understand their expectations and concerns, integrating their feedback into our decision-making processes. Additionally, we recognize that our sustainability

journey is ongoing. Thus, we are committed to continuous improvement, setting ambitious goals and regularly monitoring our progress. Through innovation and collaboration, we strive to achieve greater sustainability and make a positive difference in the world.

Investment in Community



Fakeeh Care
Clinic for Pilgrims



The Fakeeh-Daman
Initiative



Dr. Mazen Fakeeh
Chair of Diabetes
Mellitus



Blood donation
drives



Dr. Manal Fakeeh
Scientific Chair for
studies in substance
use, addiction
management,
and rehabilitation



Dr. Soliman
Fakeeh Awards



Financial assistance
for patients



Scholarships
for students



Employee
Development



Employee
Fund



Allowance for
employees of
determination



Complimentary
health screenings



Health awareness
workshops and
podcasts for
communities



Education material
on disease
prevention and
healthy living

Celebrating Healthcare Excellence Through Dr. Soliman Fakeeh Awards

The highlight of the event was the prestigious Dr. Soliman Fakeeh Medical Research, Innovation, Health Education Awards. This commendation was bestowed upon outstanding researchers and innovators from across the Kingdom, acknowledging their remarkable contributions to the advancement of medical sciences and healthcare with total prizes of 1,000,000 Saudi riyals.

This noteworthy occasion reflects the pivotal role of Fakeeh Care Group in the medical field and its effective contribution to the development of medical sciences and healthcare in the Kingdom of Saudi Arabia. As one of the largest medical groups in the country, Fakeeh Care Group boasts an extensive network of medical and healthcare facilities, including hospitals, specialized clinics, and integrated medical centers."



The Initiative To Provide Health Care To Pilgrims In Cooperation With The Private Sector

The initiative was launched by the Ministry of Health in cooperation with the Royal Commission For Makkah and the Holy Sites and Kadana company to participate in the private sector for the first time in providing health care services with the highest quality standards for pilgrims in the holy sites.

The initiative was one of the initiatives that contributed to achieving one of the elements of the kingdom's Vision 2030 in cooperation and strengthening partnership between the public and private sectors in the provision of healthcare

Fakeeh Care Group was honored to fulfill the kind invitation, believing in the importance of this initiative and based on the group's constant keenness to provide the highest standards of health services and its long experience in this field over 45 years and to provide similar services in partnership with the Ministry of Health

Fakeeh Care Group immediately equipped an integrated site in Mina, which included two clinics equipped with the latest medical devices and an integrated medical team of Emergency Specialists, Intensive Care, Family Medicine, Nursing, and Pharmacists who had the necessary expertise and competence to receive emergency cases and provide primary health assistance and cardiopulmonary resuscitation in case of need, God forbid



Diversity, Equity, Equality & Inclusion and Saudization

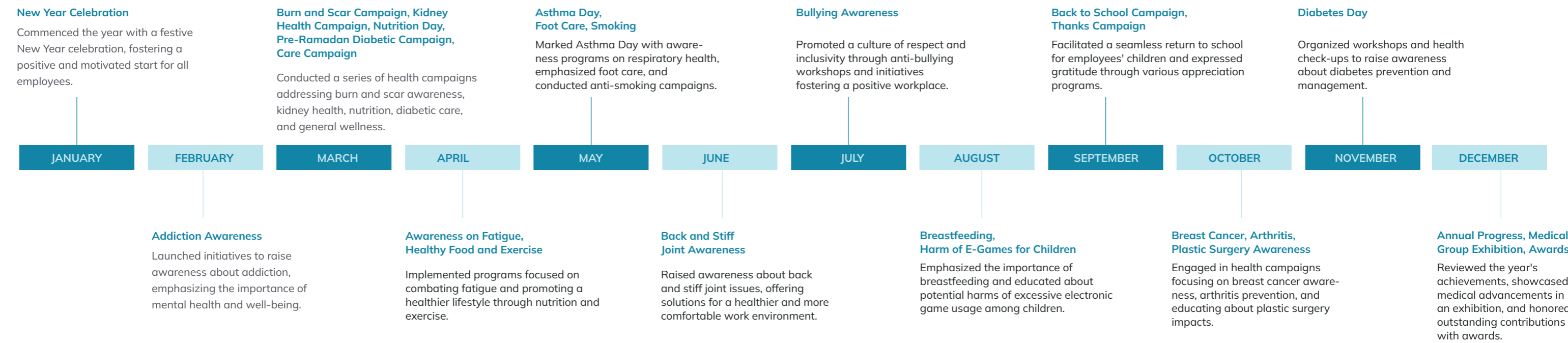
Embedded in the heart of our organizational ethos is an unwavering commitment to Diversity, Equity, Equality, and Inclusion (DEI), guided by the belief that every voice deserves respect, and diverse perspectives are the catalysts for our collective success. We champion the transformative potential of diversity, understanding that unity across varied backgrounds is a positive force for humanity. Our commitment extends beyond mere words, shaping an inclusive organization and society where equality is an aspiration and a lived reality, equity is systematically achieved, and inclusion becomes a universal norm.

Our comprehensive strategy to advance and enrich DEI is structured around three pivotal pillars: Workforce, Workplace, and Marketplace. These pillars serve as the bedrock of our commitment, influencing our internal dynamics and resonating across our industry and the communities we serve. By actively cultivating a diverse team, we recognize that we hold the power to shape our organization and to contribute significantly to the broader narrative of equality and inclusion.

In alignment with our dedication to diversity

and inclusion, we enthusiastically embrace Saudization—the intentional inclusion of Saudi nationals in our workforce, in accordance with governmental mandates. This strategic initiative aligns with our DEI principles and reflects our commitment to supporting and empowering local talent. By providing opportunities for Saudi individuals to play integral roles in our organization, we enhance our workforce and strengthen our ties to the communities we serve, fostering a more inclusive and representative workforce.

Our dedication to Diversity, Equity, Equality, Inclusion, and Saudization is a commitment; it is woven into the very fabric of our identity as a responsible and inclusive healthcare organization. Through our resolute embrace of diversity in all its forms, we endeavor to create an environment where every individual feels valued, respected, and empowered to contribute meaningfully to our collective mission. Through these intentional efforts, we are not merely shaping a more inclusive workplace but also making a profound and positive impact on the broader societal landscape we operate within.



Community engagement and outreach

At the nucleus of our deeply ingrained corporate social responsibility philosophy lies an unyielding commitment to community engagement and outreach. We firmly recognize that our organization isn't an isolated entity, but an integral thread woven into the intricate fabric of the diverse communities we serve. Our proactive approach involves forging strategic alliances with local non-profits, immersing ourselves in the vibrant tapestry of community events, and generously sponsoring a myriad of health and wellness initiatives. These initiatives, crafted with precision, cater to the distinctive needs of diverse populations and extend beyond conventional healthcare services to encompass comprehensive educational programs, health screenings, and holistic well-being initiatives.

Our commitment to community engagement transcends the conventional boundaries of a transactional relationship. It represents a profound dedication to becoming an inseparable part of the intricate social tapestry. By actively participating in the day-to-day lives of local communities, we earnestly strive to comprehend their unique challenges and collaboratively develop sustainable solutions. Through enduring partnerships with local non-profits, we synergize resources and expertise to make a palpable impact on issues that hold paramount significance to the communities we proudly serve.

Our collaborative efforts extend far beyond the provision of healthcare services; they are a dynamic process of

community empowerment. We ardently endeavor to instill a sense of shared responsibility for both health and social welfare, forging symbiotic relationships with local residents to co-create initiatives that precisely address their specific needs. By ingraining ourselves in the very core of local societies, we enhance the accessibility of healthcare services and contribute substantially to the development of resilient, thriving, and healthier communities.

As we immerse ourselves in the rich tapestry of community life, we recognize that true societal well-being extends beyond the confines of a

hospital or university. It encapsulates the holistic development of individuals and communities alike. Through our multifaceted community engagement and outreach initiatives, we are not merely fulfilling a responsibility; we are actively and purposefully shaping a future where the health and vitality of our communities stand as a shared triumph, reflecting the enduring impact of our commitment to social welfare.



Governance

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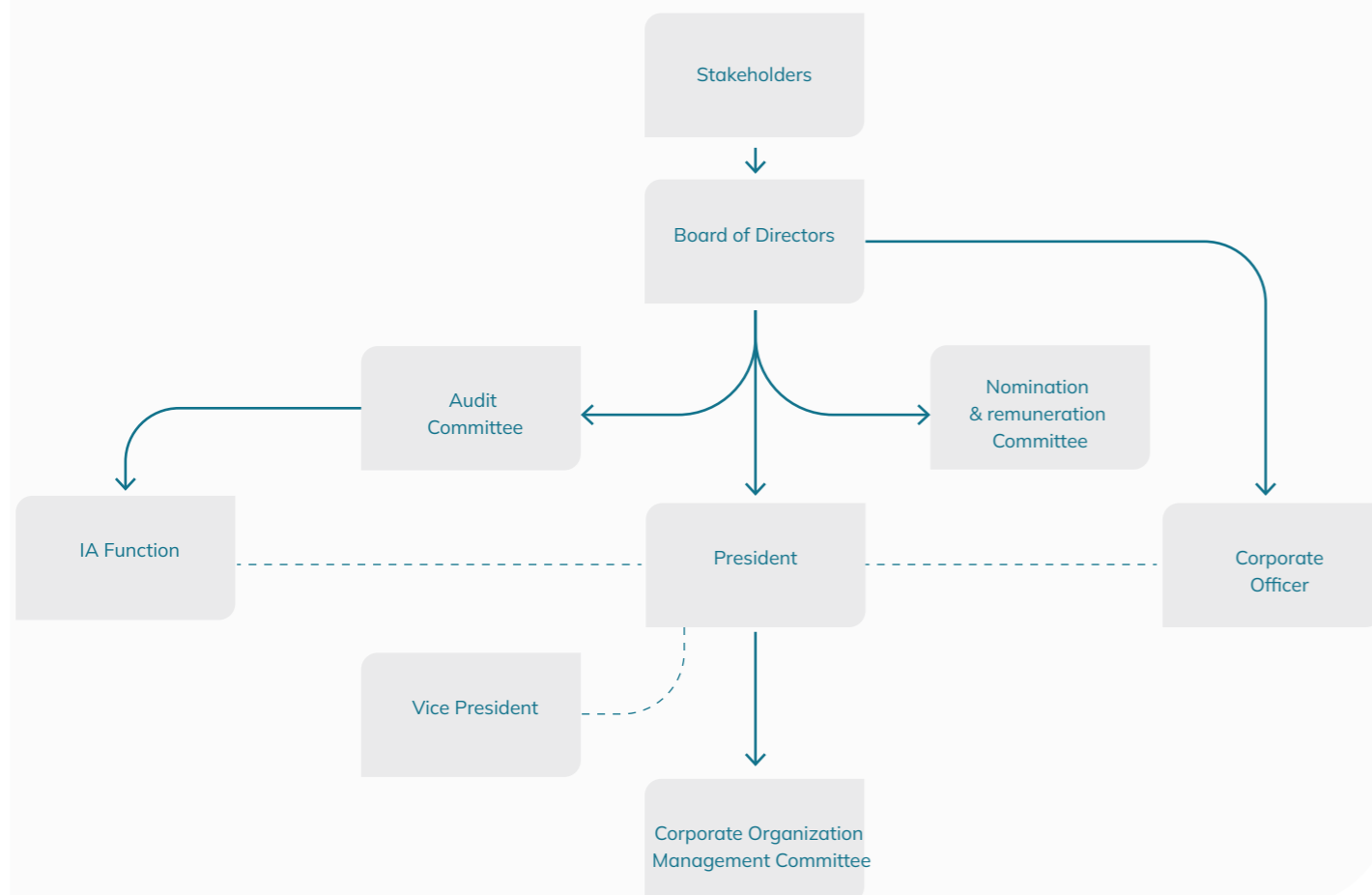
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Risk Management

Our Committees

The Board of Directors has established a constellation of committees, each meticulously designed to fulfill specific and well-defined duties, typically attributed to members of the Board. These committees operate as vital pillars, actively contributing to the organization's governance, oversight, and strategic direction. The Board supervises and upholds accountability for the performance of these committees in the execution of their respective obligations.

The proceedings of these committees are subjected to comprehensive minutes, which are subsequently presented to the Board for approval, ensuring transparency and clarity in decision-making processes. These records capture deliberations and resolutions and also serve as a historical archive of the Board's activities. Such documentation is essential for maintaining institutional memory and providing a reference for future governance.

Governance Structure



Committees



Nomination & Remuneration Committee

The Nomination & Remuneration Committee is responsible for identifying and recommending candidates for the board and senior management positions. This committee ensures that the leadership team is diverse, highly qualified, and aligned with the organization's strategic vision and values. By carefully selecting individuals who bring a wealth of experience and expertise, the committee plays a crucial role in shaping the organization's future and driving its success.

Audit Committee

The Audit Committee plays a crucial role in overseeing financial reporting and disclosure, internal controls, and risk management practices. This committee ensures compliance with regulations and safeguards the organization's integrity by maintaining rigorous standards for financial accuracy and transparency. By identifying and mitigating potential risks, the committee helps protect the organization's assets and maintains stakeholder confidence.



Corporate Organization Management Committee

The Executive & Oversight Committee provides strategic direction and oversight for executive decisions, ensuring alignment with the organization's long-term goals. This committee is vital for maintaining accountability and fostering a culture of ethical business practices at the highest levels. The committee ensures that decisions are made in the best interests of the organization and its stakeholders, promoting sustainable growth and ethical governance.



Our Policies

Our board has implemented a comprehensive set of corporate governance policies designed to guide our management team in adopting effective governance practices with a strong emphasis on sustainability. These policies cover various critical areas, including Grievance Redressal, Anti-bribery and Corruption, Health, Safety & Environment, Social, information technology Whistleblowing, and Quality. Regular reviews of these policies are conducted to ensure their ongoing relevance and alignment with the evolving needs of the organization from a long-term perspective.

To facilitate effective communication and compliance with these policies, we have established various communication channels. These channels provide stakeholders with accessible and comprehensible means to understand and adhere to the regulations, fostering a robust governance mechanism with a commitment to sustainability. This approach promotes accountability and responsible behavior across our organization, ensuring that our policies encompass all aspects of sustainability.

Policy	Description	Purpose
Code of Conduct and Ethical Practices	Establish guidelines for ethical behavior within Fakeeh Care.	Regulate ethical practices and ensure transparent disclosure.
Confidentiality, Security, and Integrity of Information Policy	Outline guidelines for reliable, secure information handling.	Ensure patient data confidentiality and comply with data standards.
Corporate Giving CSR Policy	Enhance community well-being through strategic charity activities.	Invest in healthcare, raise awareness, and manage CSR effectively.
Purchasing from suppliers, vendors, and/or contractors – Non-Medical Stock Items	Obtain products ethically, transparently, and at the right cost.	Ensure ethical supply chain practices and CSR compliance.
Whistleblower Process Policy	Encourage reporting of concerns to foster transparency and ethics.	Establish a confidential mechanism for reporting malpractice.
ESG Strategic Plan	Embrace ESG practices for positive impact and value generation.	Drive socially responsible practices and identify aligned investments.
Manual Handling Policy (Safe Handling)	Ensure safe workplace by minimizing risks in manual tasks.	Provide resources, equipment, and training for employee safety.
Physicians RCPA Process	Define steps for physician recruitment, credentialing, and privileging.	Establish uniform criteria for credential review and clinical privileges.
Employee Medical Financial Assistance Program	Provide financial support for medical treatment.	Safeguard employee health and ensure fair access to care.
Cyber Security Training Awareness Policy	Guide on safeguarding organization systems.	Educate staff to protect organizational data assets.
Employee Rights and Protection	Define prohibited behaviors and protection policies.	Safeguard employee rights and establish acceptable behavior standards.
Environmental Policy	Comply with regulations and reduce environmental impacts.	Operate in an environmentally responsible manner.
Environmental Rounds Policy	Implement standardized rounds for hazard identification.	Ensure effective Environment of Care management.
Fraud Control Policy	Outline fraud prevention, detection, and response guidelines.	Promote consistent organizational behavior and conduct fraud investigations.
Grievance System	Describe grievance processes for fair resolution.	Provide open channels for employees to express and resolve grievances.
Staff Health Plan	Outline screening and support for staff well-being.	Maintain staff health, satisfaction, and safe working conditions.
Fakeeh Care Risk Management Program	Ensure quality of care, prevent risks, and empower staff.	Minimize patient injury risks, empower personnel, and manage incidents.
Managing, Accumulating, and Disposing of Pharmaceutical Waste	Provide guidelines for pharmaceutical waste disposal.	Minimize inappropriate use and environmental risks.
Healthcare Waste Management Program	Outline processes for healthcare waste management.	Ensure safe handling and disposal, protecting workers and the environment.
Employment Bylaws	Standardize employment requirements in all Fakeeh entities.	Ensure consistent employment practices
Employee Relation and Work Rules	Standardize employee relation requirements.	Ensure consistent employee relations.
Compensation and Benefit Structure	Design and implement fair and compliant pay structure.	Ensure fair pay, compliance, and competitiveness.
Strategic Sustainability Integration and Performance Measurement Policy	Align organization's sustainability efforts with strategic vision, establish clear metrics, address risks, others.	Ensure a cohesive approach supporting long-term vision, enhancing efficiency, facilitating accountability, contributing to resilience, others

Our Policies (cont'd)

In our enduring dedication to champion the utmost standards of corporate responsibility, this section provides a thorough examination of our policies and procedures, focusing on three core pillars that define our commitment: Anti-Corruption Practices, Ethics and Commitments, and Reporting Incidents and Concerns. These foundational areas encapsulate the essence of our

corporate governance framework, reflecting our unwavering commitment to transparency, integrity, and responsible business conduct. Through an in-depth exploration of these key facets, we aim to illustrate the robust mechanisms in place to ensure compliance, foster ethical decision-making, and maintain a culture of accountability across our organization.

one tonne of CO₂

Anti-Corruption Practices

This program encompasses robust practices in fraud control, ensuring the identification and prevention of any fraudulent activities. Additionally, our policies address conflicts of interest, requiring transparent disclosure to promote ethical decision-making. A fundamental of our approach is a whistleblower protection mechanism, empowering individuals to report unethical conduct without fear of reprisal.

one tonne of CO₂

Ethics and Commitments

Guided by a set of foundational ethical principles, we instill a culture of integrity throughout our organization. Ongoing employee training programs ensure that our workforce is well-versed in these ethical standards, fostering a strong ethical compass across all levels. This commitment extends beyond our internal operations to our relationships with suppliers and partners, reinforcing responsible business practices throughout the entire value chain.

one tonne of CO₂

Reporting Incidents and Concerns

Transparent communication is integral to our governance framework. To this end, we have established a structured grievance mechanism, providing a formal channel for employees and stakeholders to express concerns and seek resolution. We also prioritize the reporting of occurrence variances, ensuring deviations from established norms are promptly identified and addressed. Our employees have access to a designated mechanism for seeking advice on ethical matters, underscoring our dedication to maintaining an open and supportive environment for addressing concerns.

Recognitions	
Certification\Accreditation\Recognition	Authorizing Body
Transfusion Activities	Association for the Advancement of Blood & Biotherapies
Donor Center Activities	Association for the Advancement of Blood & Biotherapies
ISO/IEC 27001:2022	ICTS France
HIMMS Analytics Stage 7	EMRAM
Excellence in Person-centered Care	Plantree International
Age Friendly Facilities Standards	Ministry of Health
Dr. Soliman Fakeeh Hospital Pathology and Laboratory Medicine Jeddah	College of American Pathologists
Baby Friendly Health Initiative	Ministry of Health
Dr. Soliman Fakeeh Hospital- Jeddah	Saudi Central Board For Accreditation Of Healthcare Institutions
Academic Medical Center	Joint Commission International
Fakeeh Care Ambulatory Medical Services Dr. Soliman Fakeeh Medical Center (DSFMC) - Multiple	Joint Commission International
Nursing Continuing Professional Development	American Nurses Credentialing Center's Commission
Empower Nurser and other Healthcare Professionals	Forum for Shared Governance

Cyber Security

In the healthcare sector, safeguarding patient data and ensuring the integrity of medical systems is paramount.

At our Group, we are committed to implementing robust cybersecurity measures to protect against cyber threats and safeguard patient confidentiality. This includes regular assessments of our electronic health record systems, implementing industry best practices for data encryption and access controls, and providing ongoing cybersecurity training for our staff to mitigate the risks of cyberattacks.

Additionally, we prioritize collaboration with cybersecurity experts, healthcare peers, and regulatory agencies to stay ahead of emerging threats and ensure compliance with healthcare data protection regulations such as HIPAA. By investing in cybersecurity infrastructure and fostering a culture of vigilance among our staff, we are dedicated to maintaining the trust and confidence of our patients and stakeholders in an increasingly digitized healthcare environment.

By investing in cybersecurity infrastructure and fostering a culture of vigilance among our staff, we are dedicated to maintaining the trust and confidence of our patients and stakeholders in an increasingly digitized healthcare environment.

As someone deeply involved in Information Technology system, I can't stress enough how vital cybersecurity is within ESG strategies, forming the backbone of the "G" in ESG. We have a well-defined security policy | framework that strengthens our defenses against cyber threats and safeguards our operations. It's crucial to consistently review and manage our security systems to keep potential attacks at bay. We ensure adequate training and awareness among the stakeholders to maximize reach and minimize the risks.

Chief Information Officer

Code of Ethics and Business Conduct

Highest Standards of Professionalism

At the core of our organizational ethos lies an unwavering dedication to upholding the highest standards of professionalism, integrity, and ethical behavior in all facets of our business dealings. Our comprehensive Code of Conduct policies stand not merely as a set of guidelines but as the foundational principles that foster a culture deeply rooted in honesty, respect, and responsibility throughout our organization.

Our Guiding Principles

These guiding principles extend beyond mere compliance with legal and regulatory requirements. They underscore our commitment to ethical business practices, emphasizing transparency, fairness, and integrity in all our interactions. Our Code of Ethics and Business Conduct serves as a compass, steering our actions in alignment with the highest ethical standards.

Responsible Supply Chain

Within this ethical framework, the Principles on Responsible Supply Chain further emphasize our commitment to building trust and personal responsibility in our business relationships with customers and suppliers. This commitment is about adhering to rules; it's about creating a collaborative ecosystem where fairness, transparency, and responsible business conduct are the cornerstones of every interaction.

Environment & Stakeholders Centric

As a responsible corporate entity, we recognize our duty to our stakeholders and to the environment. Our commitment to minimizing our environmental impact is an integral aspect of our ethical responsibilities. We understand that ethical conduct extends beyond the confines of our offices and operations; it involves actively contributing to the well-being of the broader community and the planet.

Dynamism

Our Code of Ethics and Business Conduct is a living commitment that evolves with the dynamic landscape of business and society. By adhering to these principles, we foster a positive and ethical organizational culture and actively contribute to the creation of a business environment where trust, integrity, and responsible practices are valued and celebrated.

Risk Management

Within the fabric of our organizational philosophy, risk management is an integral and fundamental part of our operations. This approach is marked by a profound commitment to the utmost seriousness in recognizing, assessing, and mitigating potential risks that could pose threats to our business and impede its long-term success.

Our strategies for risk management are not arbitrary; they are meticulously crafted to identify, assess, and address potential risks systematically. This involves a continuous process of risk evaluation and the implementation of measures that ensure the resilience and sustainability of our operations in the face of uncertainties.

In recognizing that our employees are our first line of defense against potential risks, we actively encourage them to report any concerns, supported by regular training sessions that equip them with the necessary tools to identify and manage risks effectively. This commitment to fostering a culture of risk awareness is further exemplified by our establishment of Safety, HSE, and Sustainability committees that work in tandem with management to uphold effective governance and ensure continuous improvement in our risk management strategies.

Regular risk assessments are conducted to identify new or emerging risks, and existing risks are vigilantly monitored to ensure the ongoing effectiveness of our mitigation efforts. Our risk management policies and procedures go beyond mere compliance; they are designed to instill a proactive culture of risk awareness and responsibility throughout the organization.



GRI Standard	Disclosure	Page # or Response	GRI Standard	Disclosure	Page # or Response
GRI 2: General Disclosures 2021	2-1 Organizational details	6	GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	50%
GRI 2: General Disclosures 2021 (cont'd)	2-2 Entities included in the organization's sustainability reporting	20	GRI 401: Employment 2016	401-1 New employee hires and employee turnover	70
	2-3 Reporting period, frequency and contact point	5		401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	70
	2-5 External assurance	NA		401-3 Parental leave	131 employees
	2-7 Employees	70	GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	74
	2-9 Governance structure and composition	16, 40, 86		403-2 Hazard identification, risk assessment, and incident investigation	Part of risk management system
	2-10 Nomination and selection of the highest governance body	86		403-3 Occupational health services	74
	2-11 Chair of the highest governance body	16		403-5 Worker training on occupational health and safety	100%
	2-12 Role of the highest governance body in overseeing the management of impacts	16, 40, 86		403-8 Workers covered by an occupational health and safety management system	100%
	2-14 Role of the highest governance body in sustainability reporting	40	GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	48 hours
	2-15 Conflicts of interest	88		404-2 Programs for upgrading employee skills and transition assistance programs	72
	2-19 Remuneration policies	88		404-3 Percentage of employees receiving regular performance and career development reviews	100%
	2-20 Process to determine remuneration	88	GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	18, 70
	2-22 Statement on sustainable development strategy	34		405-2 Ratio of basic salary and remuneration of women to men	1:1
	2-23 Policy commitments	50	GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Nil
	2-24 Embedding policy commitments	50		408-1 Operations and suppliers at significant risk for incidents of child labor	Nil
	2-28 Membership associations	20 & 91	GRI 408: Child Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Nil
	2-29 Approach to stakeholder engagement	42		410-1 Security personnel trained in human rights policies or procedures	100%
GRI 3: Material Topics 2021	3-1 Process to determine material topics	44	GRI 409: Forced or Compulsory Labor 2016	411-1 Incidents of violations involving rights of indigenous peoples	Nil
	3-2 List of material topics	44	GRI 410: Security Practices 2016	413-1 Operations with local community engagement, impact assessments, and development programs	76, 80
	3-3 Management of material topics	44	GRI 411: Rights of Indigenous Peoples 2016	414-1 New suppliers that were screened using social criteria	100%
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	100% compliance with regulatory requirements	GRI 413: Local Communities 2016	414-2 Negative social impacts in the supply chain and actions taken	NA
	202-2 Proportion of senior management hired from the local community	70%	GRI 414: Supplier Social Assessment 2016	415-1 Political contributions	Nil
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	100%	GRI 415: Public Policy 2016	416-1 Assessment of the health and safety impacts of product and service categories	As per regulations
	205-2 Communication and training about anti-corruption policies and procedures	100% of employees	GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Nil
	205-3 Confirmed incidents of corruption and actions taken	Nil	GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	As per regulations
GRI 302: Energy 2016	302-1 Energy consumption within the organization	61		417-2 Incidents of non-compliance concerning product and service information and labelling	Nil
	302-2 Energy consumption outside of the organization	61		417-3 Incidents of non-compliance concerning marketing communications	Nil
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	64-65	GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Nil
	303-2 Management of water discharge-related impacts	64-65			
	303-3 Water withdrawal	64-65			
	303-4 Water discharge	64-65			
	303-5 Water consumption	64-65			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	NA			
	304-2 Significant impacts of activities, products and services on biodiversity	NA			
	304-3 Habitats protected or restored	NA			
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	NA			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	61			
	305-2 Energy indirect (Scope 2) GHG emissions	61			
	305-3 Other indirect (Scope 3) GHG emissions	61			
	305-4 GHG emissions intensity	61			
	305-5 Reduction of GHG emissions	33			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	62			
	306-2 Management of significant waste-related impacts	62			
	306-4 Waste diverted from disposal	2%			



Thank you for believing in and trusting us
for over 4 decades in taking care
of you and your family's healthcare needs.

We have completed 47 glorious years of academic, medical, and operational excellence, Fakeeh Care Group continues the promise of Fakeeh Commitment to “Caring for Generations”.

 www.Fakeeh.care

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