

2024 Sustainability Report

Empowered Communities, Healthier Lives





Contents

01 – Overview

About our Report	03
From Formulation to Innovation	04
Our Firsts	05
Our Vibrant Present	06
Our Achievements	07
Our Promising Future	08

02 – Leadership Messages

Chairman Message	10
CEO Message	18

03 – Our Sustainability Management Approach

Our Landscape	13
Our Materiality Statement	14
Our Stakeholders	15
Our Sustainability Framework	16
Healing Beyond Borders	17

04 – Enabling Affordable Access to Healthcare

Access to Medicines	19
Community Engagement & Wellbeing	22
Human Rights	23

05 – Thriving Workforce

Talent Attraction & Retention	26
Nationalization	28
Diversity, Equity, & Inclusion	29
Health, Safety & Wellbeing	30

06 – Sustainable Manufacturing & Operations

Product Quality, & Safety	33
GHG Emissions & Energy Management	36
Resource Use & Waste	37
Water Management	38
Supply Chain Management	38

07 – Responsible Governance

Responsible Governance & Business Ethics	40
Risk Management	43
Product Governance	44
Digitization & Technology	45

08 – Appendix

Appendix A: Material Topics Definitions	47
Appendix B: GRI Content Index	49



01 Overview

About our Report

This inaugural Sustainability Report highlights Jamjoom Pharma's ESG performance from January 1 to December 31, 2024. It focuses on our primary operations in Jeddah, excluding data from Cairo and Algiers unless stated otherwise. The report follows the Global Reporting Initiative (GRI) standards, incorporating Tadawul's ESG disclosure guidelines and key ESG rating agency expectations. It has been reviewed and approved by our senior leadership team, reinforcing our commitment to transparency and accountability.

For enquiries, feedback, or suggestions regarding this report, please contact us via [\[ir@jamjoompharma.com\]](mailto:ir@jamjoompharma.com).

Forward-Looking Statements

This report may contain forward-looking statements that go beyond historical facts and pertain to future projections, such as forecasts, predictions, objectives, events, trends, or plans. These projections are based upon current assumptions and expectations and are not audited by external auditors, and it is important to acknowledge that unexpected events and uncertainties may arise which may not be accounted for in these statements. As such, these statements should not solely be relied upon by investors. While Jamjoom has made every effort to ensure the accuracy and completeness of the information in this report, forward-looking statements are only valid as of their actual date. Actual results may differ from the expressed or implied statements, and Jamjoom does not publicly update or modify them after the publication date of this report.



From Formulation to Innovation:

The Legacy of Jamjoom Pharma

Our Rich History

Jamjoom Pharma's story begins in 1957, when our founder, Yousuf Mohammed Salah Jamjoom and his brothers took the first step towards improving access to medicine in modernized Saudi Arabia by Jamjoom Medical Store. Built on the belief that high-quality, affordable medicines should be available to all, Jamjoom Medical Store aimed to provide top-tier pharmaceutical products developed to global standards at prices that make them accessible for local communities.

Decades later, what started as a small family venture in pharmaceutical distribution has become one of Saudi Arabia's most respected business groups.

Throughout the 1960s and 1970s, we grew steadily, building strong partnerships with global pharmaceutical leaders like Pfizer and Allergan, and deepening our understanding of the industry.

When we saw an opportunity to do more than just distribute medicine in the early 1990s, Yousuf Jamjoom took the unprecedented step of building a world-class pharmaceutical manufacturing facility in Saudi Arabia. By 2000, Jamjoom Pharmaceuticals Factory Company had officially started production and commercial operations, and Jamjoom had become the first company to produce high-quality pharmaceuticals right here in Saudi Arabia.



What began as a simple belief—that healthcare can change lives—has evolved into something far greater than we ever envisioned. Our family's journey has been one of continuous learning, dedicated service, and steadfast commitment to our roots. This report is more than just a record of progress—it's a testament to a purpose-driven path, guided by compassion and the legacy we are building together.





Two years later Jamjoom Pharma expanded our reach beyond Saudi Arabia with our first international export to Bahrain, and by 2010, our products were available in over 15 countries.

As our operations grew, so did our capacity. By 2015, we had ramped up our manufacturing volume to an impressive 90 million units annually, and in 2016, we reinforced our dedication to innovation and scientific excellence by establishing the largest pharmaceutical R&D facility in Saudi Arabia.

Beyond production, Jamjoom Pharma has also been instrumental in building local expertise, transferring technology, and strengthening Saudi Arabia's pharmaceutical sector. Throughout our journey, Jamjoom Pharma's investment in building manufacturing capabilities, talent development, innovation, and national healthcare security has contributed to Saudi Arabia's economic and healthcare resilience and positioned the Kingdom as a growing hub for high-quality pharmaceutical production.

Today we continue to strengthen our regional presence, ensuring consumers have access to the best pharmaceutical solutions at an affordable price across the Middle East and beyond.

Our Firsts

In 2003 we proudly became the first factory to employ women in Saudi Arabia.

In 2008 we registered the 50th brand in KSA

By 2011 we were ranked the 7th pharmaceutical company in Saudi.

In 2014 we built the first soft gel facility in the region.

In 2022 we reached +100 million units for the first time

In 2020 Jamjoom Pharma Academy the first specialized pharmaceutical Academy in the region was established

In 2020 we became the 3rd highest ranked pharmaceutical company in Saudi Arabia

In 2016 we established the largest pharmaceutical R&D facility in Saudi Arabia

2023

IPO on the Saudi Exchange, in 2023 – A major milestone in Jamjoom Pharma's financial journey, expanding its market presence and investor base.

Ranked as the Number One Consumer Health Manufacturer in KSA in 2023* – Holding a ~20% market share in the consumer health sector.

Recognized as the fastest-growing company in the sector in 2023.

First-ever Anti-Diabetic Product Launch – Introduction of Dapazin™, marking the company's entry into the anti-diabetic segment in 2023.

Highest Annual Number of Units Produced in Company History – Record-breaking production output in 2023

First Inclusion in the MSCI Saudi Index, in 2023 – A significant achievement recognizing Jamjoom Pharma's performance and market credibility.

First Time Crossing ₪1 billion in Annual Revenue – A landmark achievement demonstrating the company's financial growth.

Learn more about our history and key milestones through this [short film](#).



Our Vibrant Present

Today, Jamjoom Pharma's leadership in the branded generics* pharmaceutical industry is shaping the healthcare landscape across the region. Driven by the belief that access to high-quality healthcare should not be a privilege but a standard, we do more than manufacture essential medicine: we create solutions that improve lives.

Access to high-quality healthcare should not be a privilege but a standard.

Through our relentless focus on affordability, quality, and innovation, every step of our value chain upholds the highest standards of responsibility, safety, and accessibility. In the process, we are enabling Saudi Arabia's Vision 2030 by championing national and regional pharmaceutical self-sufficiency.



Our Vision

To become the leading MEA organization by 2030 through consistently providing affordable, high-quality healthcare solutions.



Our Mission

To contribute to achieving national and regional pharmaceutical self-sufficiency whilst prioritizing customers and supporting the well-being of communities.



Our Values

Respect, Teamwork and Accountability



Our Achievements: From Research to Patients

4 state-of-the-art manufacturing facilities with in-house R&D

Sustained dominant market share in **ophthalmology and dermatology**



44.4%
Saudization Rate

SR 34 million allocated in 2024 to research & development

A leader in the Middle East and Africa generics market with a presence in **36** countries across the region

Scope 1 & 2 emissions baseline set at Jeddah facility with 2025-2028 reduction targets



Over 56 products in the development pipeline

Compliance with **KSA & regional FDA regulations** pharmaceutical regulations



HSE policy aligned with **ISO 45001**

175.2m unites produces in 2024 across all facilities.



26.3% female employment rate

Partner with the **King Salman Relief Center** to expand healthcare outreach



12 products approved by SFDA during 2024.

9 new brands launched in 2024 and a **total of 141** brands and expanding.



18 total production lines

9 therapeutic¹ areas including ophthalmology, dermatology, and general medicine

ISO 27001 certified and compliant with Saudi PDPL regulations

Selected as a strategic partner for the **Saudi Exports Development Authority**

+ Read more on page 33

+ Read more on page 44

+ Read more on page 30

+ Read more on page 45

+ Read more on page 29

+ Read more on page 22



Our Promising Future

Over the years, Jamjoom Pharma has remained focused on one thing: ensuring that high-quality, accessible healthcare reaches the communities that need it most across the Middle East and beyond. We carefully prioritize our growth in key markets with an emphasis on regions where we can make the greatest difference, building on our strong presence in the MEA region as we expand into new markets, optimize our production and distribution processes, and strengthen our local footprint.

We have clearly defined 5-year strategy to become a leading MEA organization by 2030 via selective expansion,

Jamjoom Pharma's 2023 IPO was a defining moment in this trajectory, solidifying our position as a key industry leader and launching a new chapter marked by greater resources and broader reach. In our amplified role as a market leader in branded generics, we now have the opportunity – and the obligation – to set new standards in sustainability.

We have the opportunity—and the obligation—to set new standards in sustainability.

With this obligation in mind, we are now taking the next step: transparently communicating our approach to sustainability through the publication of our inaugural sustainability report. Based on insights from our first Materiality Assessment, the report includes our first Sustainability Framework and shares our deep commitment to integrating sustainability across our business.

Looking ahead, Jamjoom is actively working on a comprehensive Sustainability Strategy, which will be embedded into our Corporate Strategy, ensuring that ESG principles drive our long-term decision-making, strategic direction, and growth. As part of our journey, we are also working to identify best practices for integrating ESG into our corporate governance, reinforcing our role as an industry leader in sustainable pharmaceutical practices in Saudi Arabia, and across the region.

Our corporate strategy is based on 5 key pillars, that inform our work towards the realization of our vision and mission. [Learn more about our strategy in our 2024 Annual Report](#)

With a strong presence in the MEA region, we continue to expand into new markets while strengthening our local footprint. By optimizing production and distribution processes, we ensure that high-quality, accessible healthcare reaches communities that need it most.



02

Leadership Messages





Chairman Message

2024 was a transformative year for Jamjoom Pharma as we moved even closer to our vision of becoming the leading healthcare provider in the MEA region. Driven by our unwavering dedication to building world-class capabilities and ensuring access to high-quality products, we continued to play a leading role in Saudi Arabia and the region's healthcare transformation, setting new standards for sustainability along the way.

In addition to achieving substantial growth, amplifying our strategic investments, and strengthening market presence in 2024, we also took significant steps towards formalizing our deep-rooted sustainability commitment through the development of our new sustainability management framework, and the ongoing development of a comprehensive three-year sustainability strategy designed to propel Jamjoom to the forefront of sustainable business practices within our industry and across our region.

In the midst of Saudi Arabia's healthcare transformation and a shifting pharmaceutical landscape, these steps and the initiatives we are undertaking to integrate environmental, social, and governance (ESG) performance principles, policies, and practices throughout our corporate strategy and operations are more critical than ever. Guided by our core philosophy of "Together Healthier," we recognize that strengthening our sustainability commitment is key to enabling pharmaceutical self-sufficiency in the region, and to our alignment with Saudi Vision 2030 objectives for enhancing local capabilities, diversifying the economy, and powering sustainable development.

With this in mind it is my great pleasure to introduce Jamjoom Pharma's inaugural sustainability report, which provides a transparent view of these efforts and reaffirms our dedication to improving healthcare accessibility and creating lasting, positive impacts on communities throughout the region.

Looking ahead, Jamjoom Pharma will prioritize sustainability through investments in cutting edge technologies, and pursue strategic expansions that drive our vision forward while promoting and upholding the highest standards of environmental and social responsibility, and we look forward to sharing our progress on this journey with you in future reports.

In the meantime, I would like to extend my gratitude to our dedicated team, valued shareholders, partners, consumers, and the broader healthcare community for your continued trust in Jamjoom Pharma. Together, we will sustain our legacy of resilience and excellence, ensuring a healthier future.

Mahmoud Yousuf Mohammed Salah Jamjoom

Chairman of the Board of Directors



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core philosophy of
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Looking ahead, we remain committed to executing our strategic priorities to drive sustainable growth and enhance shareholder value.



CEO Message

Saudi Arabia is currently experiencing a major healthcare transformation under the Saudi Vision 2030. Driven by the Vision's Health Care Sector Transformation Program, the transformation is focused on efforts to expand healthcare accessibility, improve quality, and enhance financial sustainability – tenets that closely align with Jamjoom's mission of achieving national and regional pharmaceutical self-sufficiency while prioritizing customers and supporting community well-being.

Jamjoom is proud to play a role in this transformation, using our leadership to accelerate progress towards the Vision 2030 target of 88% healthcare coverage nationwide and to fostering efficiency and innovation through public-private partnerships—a shift that aligns with Jamjoom Pharma's position as a key local pharmaceutical manufacturer supporting national healthcare objectives.

In 2024, Jamjoom Pharma delivered another year of strong performance, achieving 19.8% revenue growth and maintaining robust margins, driven by consistent results across key markets and therapeutic areas. We also expanded our manufacturing footprint, commissioning a new sterile products facility in Jeddah and scaling up production at our Egypt site—positioning us to meet future demand with confidence.

We believe that upholding exemplary standards of environmental, social, and governance (ESG) performance is a mission-critical part of this shift, and

the key to enabling long-term resilience for the healthcare sector, Saudi Arabia, and our region.

In this, Jamjoom's first sustainability report, we proudly share our deep-rooted commitment to sustainable growth, resilience, and innovation, and our burgeoning efforts to amplify the positive impacts of our company and our operations throughout 2024.

This report offers a transparent view of Jamjoom's ongoing efforts to 'Empower Communities to Lead Healthier Lives for Longer' amidst a rapidly evolving pharmaceutical and healthcare ecosystem characterized by growing demand for affordable, high-quality products, shifting healthcare needs, economic diversification, and increasing regulatory expectations. It also highlights the ways our strategic approach to environmental, social, and governance (ESG) performance aligns with national and global sustainability strategies, frameworks, and ambitions – including the Saudi Vision 2030, Saudi Net Zero 2060, Saudi Green Initiative, ESG ratings agency standards, and the UN Sustainable Development Goals.

In 2024 we unveiled our Sustainability Framework designed to help us operationalise our contributions to these sustainability ambitions and our ESG performance objectives.

We are proud to have marked significant progress towards these objectives in 2024, including leading consumer health in the KSA with more than 20% market share, launching nine new brands, achieving ISO 27001 certification and compliance with Personal Data Protection Law (PDPL), and aligning our Health, Safety & Environment (HSE) policy with the ISO 45001 standard.

In a key step towards our Net Zero ambitions, we established Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions baselines at our Jeddah facility and set 2025–2028 reduction targets. In parallel, we continued advancing our broader sustainability goals, achieving a 44.4% Saudization rate and reaching a 26.3% female employment rate. Finally, Jamjoom was also honoured to partner with the King Salman Relief Center to expand healthcare outreach across Saudi Arabia, and to be selected as a strategic partner for the Saudi Exports Development Authority – a role that reinforces our strong focus on supporting regional resilience by reducing import reliance and strengthening Saudi Arabia's position in the Gulf Cooperation Council (GCC) pharmaceutical market.

As the healthcare and pharmaceutical landscape continues to evolve, we remain focused on building a sustainable, agile, and inclusive company. Looking ahead, we remain committed to executing our strategic priorities to drive sustainable growth and enhance shareholder value. Guided by our core principle "Together Healthier," we remain committed to improving healthcare accessibility and creating lasting, positive impacts on communities throughout our region. I extend my heartfelt gratitude to our dedicated team, valued partners, shareholders, doctors, and consumers for being part of this journey. We look forward to building on this momentum in the years ahead.

Tarek Youssef Hosni
Chief Executive Officer

Recognized among Forbes Middle East's
Top 100 Healthcare Leaders 2024



03

Our Sustainability Management Approach





Our Landscape

Jamjoom Pharma operates in a rapidly evolving pharmaceutical and healthcare ecosystem, where the demand for affordable, high-quality medicines is growing due to shifting healthcare needs, economic diversification efforts, and increasing regulatory expectations.

Branded Generics

Jamjoom Pharma operates at the forefront of the branded generics pharmaceutical sector, playing a critical role in expanding access to high-quality, affordable medicines across the region. Branded generics offer the same therapeutic benefits while ensuring cost-effectiveness and wider availability.

This affordability is crucial in enhancing patient adherence to treatment regimens, thereby improving overall health outcomes. Moreover, the availability of cost-effective generics contributes to significant savings for healthcare systems, allowing for the reallocation of resources to other critical areas of patient care.

Saudia Arabia's Healthcare Transformation

Saudi Arabia is undergoing a major healthcare transformation under Vision 2030, with the Health Sector Transformation Program (HSTP) driving efforts to expand healthcare accessibility, improve quality, and enhance financial sustainability.

With a target of achieving 88% healthcare coverage nationwide, the Kingdom is ensuring both urban centres and peripheral areas have adequate access to medical care. Additionally, there is a strong push to increase private sector participation, fostering efficiency and innovation through public-private partnerships—a shift that aligns with Jamjoom Pharma's role as a key local pharmaceutical manufacturer supporting national healthcare objectives.

To reduce import reliance and strengthen Saudi Arabia's position in the Gulf Cooperation Council (GCC) pharmaceutical market, the National Industrial Development and Logistics Program (NIDLP) is advancing local pharmaceutical production, aiming to achieve 40% local content across the pharmaceutical value chain.

At the same time, the Kingdom is embracing AI-driven healthcare and digital transformation, with NEOM investing in smart health solutions, focusing on preventive care and AI-driven diagnostics. The increasing adoption of digital healthcare solutions presents an opportunity for pharmaceutical companies like Jamjoom Pharma to innovate in areas such as e-health partnerships, digital patient access, and supply chain optimization.

Further supporting this transformation, the Health Sector Transformation Program and Quality-of-Life Program aim to enhance public health outcomes, reduce healthcare costs, and promote healthier lifestyles through education and wellness initiatives. As a company committed to improving healthcare access. Meanwhile, the National Biotechnology Strategy is positioning Saudi Arabia as a global biotech hub, fostering R&D, innovation, and high-tech pharmaceutical manufacturing to drive economic diversification.

To ensure a resilient and self-sufficient pharmaceutical ecosystem, the Saudi Food and Drug Authority (SFDA) and the Ministry of Health (MOH) continue to strengthen regulations, quality standards, and healthcare accessibility.





Our Materiality Assessment

As we advance our sustainability journey, it is essential to understand where we can create the greatest impact.

In 2024, we conducted our first materiality assessment to identify and prioritize the ESG topics most relevant to our business and stakeholders. This process ensures that our sustainability efforts are data-driven, aligned with national and global standards, and focused on areas where we can make the most meaningful difference.

For our first materiality assessment, we aimed for a comprehensive and industry-relevant approach, reflecting both our positive and negative impacts which can be potential or actual and aligning with the Global Reporting Initiative's (GRI) assessment methodology.



Looking Inward

Assessing internal policies and governance to align ESG priorities with business strategy.

Engaging internal stakeholders to evaluate corporate priorities and sustainability integration.

Reviewing investor expectations to ensure ESG priorities align with financial and market considerations.

Identifying business risks and opportunities related to sustainability.



Looking Outward

Benchmarking 15 adjacent companies to understand industry trends and best practices.

Aligning with national strategies such as Saudi Vision 2030, Saudi Net Zero 2060, the Saudi Green Initiative, and UN SDGs.

Considering ESG rating agency evaluations (ESG Invest, MSCI, Sustainalytics, S&P Global, LSEG) to meet global standards.

Incorporating SASB guidelines to align with global reporting frameworks and investor expectations.

Material Topic

Product Quality & Safety	●	↑
Health, Safety & Wellbeing	●	↑
Access to Medicines	●	↑
Responsible Governance & Business Ethics	●	↑
Talent Attraction, Retention & Development	●	↑
Resource Use & Waste	●	↑
GHG Emissions & Energy Management	●	↗
Risk Management	●	↗
Diversity, Equality & Inclusion	●	↗
Digitisation & Technology	●	↗
Community Engagement	●	↗
Product Governance	●	↗
Human Rights	●	↔
Supply Chain Management	●	↔
Water Management	●	↔



● Environmental ● Social ● Governance
Priority Level: ↑ Very High ↗ High ↔ Medium

Based on this analysis, we identified 15 material topics that require strategic oversight and proactive management within our operations. These topics were prioritized using a weighted scoring system to determine the most critical areas for Jamjoom Pharma and its stakeholders.

Learn more about our process and our material topics definition in [Appendix A](#)



Our Stakeholders

Our culture as an organization is driven by the belief that we are 'Together Healthier'. Our values act as a set of guiding principles and fundamental beliefs that help us work towards Jamjoom's wider objectives. These values also flow through our relationships with stakeholders, and we take pride in cultivating strong, lasting connections rooted in open, two-way dialogue and communication.

Our stakeholders include those who influence our value creation process and those impacted by our activities—from customers, employees, and investors to business partners, local communities, and the broader healthcare ecosystem. Given the diverse range of stakeholders, we focus our engagement on those most directly connected to or affected by our operations.



**Patients &
Communities**



Employees



**Healthcare
Professionals**



**Investors &
Shareholders**



**Government &
Regulatory Bodies**



**Suppliers &
Partners**

In 2024, our stakeholder engagement activities included regular internal communications and employee engagement events, quarterly investor calls and reports, participation in a wide range of industry and regional events for pharmaceuticals and healthcare, and an array of community-based events. Moreover, we engage with investors and analysts through global conferences, one-on-one meetings, site visits, and became the first Saudi company to present at global conferences.



Our Sustainability Framework

To fully integrate sustainability into our business operations, 2024 marked a milestone with the development of Jamjoom Pharma's first Sustainability Framework.

Rooted in our mission, vision, and values, this framework brings our “Together Healthier” philosophy to life through four strategic pillars that guide our efforts in creating a more sustainable and responsible pharmaceutical industry.

Our Sustainability Framework was developed with a deep understanding of the key factors shaping our ESG priorities. It is informed by our materiality assessment, our analysis of the regulatory landscape, evolving ESG risks, and the expectations of our stakeholders. Most importantly, it reflects our recognition of the industry's significant impact on both people and the environment—and how we can leverage our position to drive meaningful change. Through our core business, operations, and expertise, we are committed to **'Empowering Communities to Lead Healthier Lives for Longer.'**

Sustainability Framework



Moreover, we are now developing our three-year sustainability strategy and roadmap, guided by this framework to drive impactful and measurable progress. The content of this report is organized around our sustainability framework.



Healing Beyond Borders

Building on our Sustainability Framework, we are developing a three-year sustainability strategy and roadmap to ensure our efforts are structured, measurable, and impactful.

This framework will serve as the foundation for guiding our ESG initiatives, performance targets, and long-term commitments.

Furthermore, to strengthen sustainability governance, we are also establishing a Sustainability Committee. This committee will oversee our ESG initiatives, drive accountability, and integrate sustainability into corporate

decision-making. By enhancing governance structures, we ensure that sustainability remains a core pillar of our operations and long-term business strategy.

Advancing Vision 2030 & the Global Sustainability Agenda

At Jamjoom Pharma, we recognize our responsibility to support Saudi Arabia's Vision 2030 and its key health and sustainability priorities. Through our sustainability strategy and initiatives, we aim to contribute to and enable the success of national programs that are shaping the future of healthcare and industry resilience.

Jamjoom Pharma is strategically positioned to drive and support the healthcare and pharmaceutical ambitions of Vision 2030, contributing to a more accessible, innovative, and self-sufficient healthcare system in Saudi Arabia

As part of the Health Sector Transformation Program, we are committed to advancing healthcare accessibility, quality, and efficiency, ensuring that our products reach those who need them most. Our efforts also align with the National Industrial Development and Logistics Program (NIDLP) by strengthening local pharmaceutical production, reducing reliance on imports, and reinforcing Saudi Arabia's position as a leader in the regional pharmaceutical industry.

Additionally, through the Saudi Green Initiative, we are integrating sustainable production practices, responsible resource management, and energy efficiency measures to minimize our environmental footprint.

Beyond national priorities, we are also committed to the **United Nations Sustainable Development Goals (UNSDGs)**, particularly in areas where we can create the most significant positive impact.

UNSDG








04

Enabling Affordable Access to Healthcare

Empowering healthier lives by improving access to medicines, fostering well-being, and strengthening community health systems.

Material Topics

-  Access to Medicines
-  Community Engagement & Wellbeing
-  Human Rights

UNSDG





Access to Medicines

Jamjoom was established to provide medicine, empower doctors, and improve the quality of life for millions of people across Saudi Arabia and the MEA region. To accomplish this, we manufacture high-quality products to global standards, making them available at an affordable price. By leveraging the global growth in generics to increase choice and expand access to life-improving healthcare solutions, we have set a new precedent for Saudi Arabia's pharmaceuticals industry, while also supporting Saudi Vision 2030 ambitions, including economic diversification and growth, and pharmaceutical independence – a key element of national security.

Jamjoom's localized production model means we are deeply connected to the communities we serve. Locating our manufacturing facilities within key market areas enables us to generate valuable social impact, including job creation and local economic contribution. This approach also helps us stay closely attuned to the evolving needs of customers and communities throughout the MEA region. Each year, we introduce new pharmaceutical products and deliver healthcare solutions specifically aligned to community needs – all manufactured entirely locally with a strong focus on quality and safety.

Expanding Access to Essentials

Jamjoom Pharma is actively working to expand access to essential medicines through a robust pipeline of 56 products currently at various stages of development—either under review, ready for SFDA submission, or in the development phase. Our pipeline selection process is driven by local healthcare needs, disease prevalence, and regulatory priorities, ensuring that the medicines we develop and bring to market address the most pressing healthcare challenges in the Kingdom and across our international markets.

As part of this commitment, we have recently expanded our therapeutic portfolio from 8 to 9 areas, now including Anti-diabetic treatments to address the rising prevalence of diabetes in the region. This reflects our data-driven approach to product selection, ensuring that we are not only expanding our offerings but also meeting critical local healthcare demands.

Our Mission in Action

Getting Medicine to Those Who Need It Most

The size and geography of the MEA region have historically posed challenges in ensuring broad access to pharmaceutical products and healthcare, particularly in remote and underserved areas. To bridge this gap, Jamjoom Pharma has built strong relationships with distributors across key markets, ensuring its products are widely accessible. Within Saudi Arabia, Jamjoom has positioned itself to effectively supply rural and standalone pharmacies, clinics, and hospitals, reinforcing its commitment to delivering high-quality medicines wherever they are needed.

As part of our commitment to expanding access to healthcare, Jamjoom Pharma has actively supported public glaucoma testing campaigns, ensuring early detection and improved eye health outcomes. Through these initiatives, we have sponsored and subsidized free eye exams for over 2,000 visitors at Al-Kharj Hospital and King Saud Medical Hospital, while also raising awareness among over 1,000 at-risk individuals at Hayat Mall in Riyadh. By increasing access to critical vision screenings, we aim to enhance early diagnosis, prevent vision loss, and support community well-being.





Awareness & Education

Our Mission in Action

Advancing Cardiometabolic Care Through Leading Healthcare Forums

Jamjoom Pharma recently organized the Cardiometabolic Forum in Jeddah, bringing together 100 leading experts and practitioners to mark a significant milestone in launching this vital product line in Iraq. The forum featured insights from top regional and international specialists, fostering discussions on the latest advancements in cardiometabolic treatments.

Some of the key takeaways included the importance of knowledge sharing, strengthening industry collaborations, and enhancing disease management approaches.

In November 2024, Jamjoom Pharma hosted the Cardiometabolic Forum in Sharm El Sheikh, Egypt, reinforcing its commitment to advancing medical science in the cardiometabolic segment.

The forum brought together 70 esteemed healthcare professionals and experts from Saudi Arabia and the Gulf, providing a platform for insightful discussions on innovative strategies for managing cardiometabolic diseases. Featuring renowned speakers, the event explored cutting-edge approaches tailored to the region's healthcare landscape, including the latest preventive strategies for diabetes, hypertension, and venous thromboembolism.

This high impact gathering further strengthened Jamjoom Pharma's role in fostering medical education and advancing patient care solutions





Our Mission in Action

Advancing Empowering Confidence: Jamjoom Pharma's Commitment to Acne Awareness & Education

Addressing a Widespread Challenge

Acne is more than just a skin condition—it affects millions of people worldwide, particularly teenagers and young adults. Studies show that nearly 85% of individuals between the ages of 12 and 24 experience some form of acne, making it one of the most prevalent dermatological concerns. However, beyond the physical symptoms, acne can take a severe toll on mental health. Research indicates that those suffering from acne are more likely to experience body image issues, low self-esteem, anxiety, and even depression. Conditions such as body dysmorphia—a disorder where individuals obsess over perceived flaws in their appearance—are also commonly linked to severe or persistent acne.

Jamjoom Pharma's Dermatology Leadership

As a leader in dermatological treatments, Jamjoom Pharma has long been committed to advancing skincare solutions. With a deep expertise in dermatology, the company recognizes that education and awareness are just as crucial as medical treatments. Understanding the emotional and psychological weight that acne carries, Jamjoom Pharma has taken it upon itself to educate, support, and empower those struggling with acne through a nationwide campaign focused on awareness, accessibility, and engagement.

A Digital-First Approach to Awareness

Recognizing the power of digital engagement, Jamjoom Pharma launched the My Skin, My Story campaign, a 360-degree strategy designed to reach every key player in the acne journey—including teenagers, parents, dermatologists, and pharmacists. The campaign utilized a dynamic mix of social media, influencer partnerships, website resources, and direct healthcare professional engagement to ensure widespread impact.

Moreover, we have partnered with Al-Dawaa to expand the reach of its campaign, amplifying its impact and engaging a wider audience at no additional cost.

For Jamjoom Pharma, this campaign was not just a marketing initiative—it was a movement to reduce stigma, encourage early treatment, and promote holistic skincare practices. By equipping consumers with scientifically backed knowledge and engaging them through modern digital platforms, the company has positioned itself as a trusted partner in skincare and wellness.



Strategic Partnerships

To further strengthen our ability to deliver innovative and high-quality medicines, we are actively engaged in discussions with six international partners across the EU and UAE to license and supply products with potential localization in Saudi Arabia. These collaborations are designed to accelerate access to advanced treatments, support local manufacturing goals, and enhance Saudi Arabia's pharmaceutical self-sufficiency.

Additionally, Jamjoom Pharma continues to invest in expanding and enhancing manufacturing capabilities, ensuring that we can meet growing demand, scale production efficiently, and maintain the highest quality standards. This proactive approach positions us to deliver impact at scale, reinforcing our commitment to advancing healthcare access across the region.

Community Engagement & Wellbeing

Our community engagement and well-being efforts are deeply rooted in our values as a family-founded business, reflecting our sense of responsibility to the people and communities that shaped us. Guided by our Islamic and Arabic heritage, we believe in giving back, fostering well-being, and empowering those around us.

Our initiatives focus on meaningful partnerships and outreach programs that prioritize community empowerment, personal health, and holistic well-being, ensuring that our impact extends beyond medicine—into the heart of the communities we serve.

In 2024, these programs included:



Jamjoom Pharma Scholarship (JPS):

This program supports medical professionals by providing scholarships, reflecting the company's dedication to giving back to the medical community.

Learn more [here](#).

Jamjoom Pharma's Consumer Healthcare Division launched

an innovative wellness campaign offering instant vitamin and nutrient assessments. By measuring 30 essential vitamins and minerals, including Omega-3, Glucosamine, and CoQ10, the initiative helps consumers quickly identify deficiencies and access tailored health solutions, reinforcing Jamjoom Pharma's commitment to proactive healthcare.

Sponsorship of Al-Ittihad Saudi Club Football Team.



Tamheer Program:

post training opportunities for a 6-month duration with an opportunity to get hired if they perform well, all under HRDF.

Supporting education and awareness programs with partners in the healthcare community.

Diabetes screenings in malls and community centres.



Work with the King Salman Humanitarian Aid and Relief Center

Incentivizing Jamjoom's employees to take part in sports activities within their communities.



Human Rights

At Jamjoom Pharma, we are committed to upholding and protecting human rights across our operations, supply chain, and the communities we serve. Guided by international best practices and ethical business principles, we ensure fair labour practices, equal opportunities, and a safe and inclusive work environment for all employees. We adhere to strict compliance with labour laws and human rights standards, promoting dignity, respect, and non-discrimination in every aspect of our business. Through responsible sourcing and ethical partnerships, we strive to positively impact society while maintaining the highest standards of integrity and accountability.

Speak Up

Jamjoom Pharma has established a Whistleblowing Policy that empowers individuals to confidentially and securely report any actual or potential breaches of our Code of Conduct, unethical behaviour, or misconduct—without fear of retaliation. This policy applies to all employees, board members, contractors, suppliers, and any individuals associated with the company, ensuring a culture of accountability and transparency across all levels.

The Audit Committee oversees this policy and assigns the internal audit department the responsibility of receiving, processing, and investigating reported concerns.

The policy provides multiple secure reporting channels, including:

- online reporting [<https://t.ly/p9MLu>],
- email [speakup@jamjoompharma.com],
- and reporting hotline phone number [+966 12 614009 Ext. 3313 or 3371]

To protect whistleblowers, we have established clear procedures for handling and monitoring reports, ensuring swift action while maintaining strict confidentiality. We are fully committed to taking all necessary measures to protect whistleblowers from retaliation by colleagues, managers, or any other parties.

The full whistleblowing policy is accessible to all employees and suppliers, reinforcing our dedication to corporate integrity, ethical governance, and human rights protection.





05 Thriving Workforce

Cultivating an
inclusive, engaged,
and future-ready
team.

Material Topics

- 🔍 Talent attraction, retention & development
- 👥 Diversity, equity & inclusion
- ⊕ Health, safety & wellbeing

UNSDGs





Our Workforce

As a family-owned business, we take pride in fostering a culture of trust, inclusivity, engagement and shared success, ensuring that every team member feels valued and empowered. Our people are the driving force behind our innovation and growth, and we are committed to investing in their development, well-being, and long-term success.

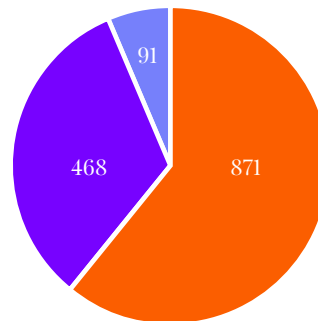
From our state-of-the-art manufacturing facilities to our research labs and corporate offices, we cultivate an environment where talent thrives, careers grow, and our collective impact on healthcare continues to expand.



Jamjoom's workforce has steadily increased by 6% over the past 5 years.

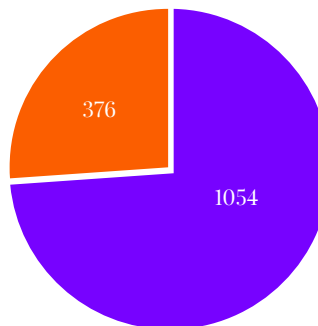
More than 26% of our full-time employees are women, and our largest employee age bracket is 31 to 50 years of age.

Total Number of Employees by Age



- Employees aged 18 - 30
- Employees aged 31 - 50
- Employees aged 51+

Total Number of Employees (1430)



- Male Employees
- Female Employees



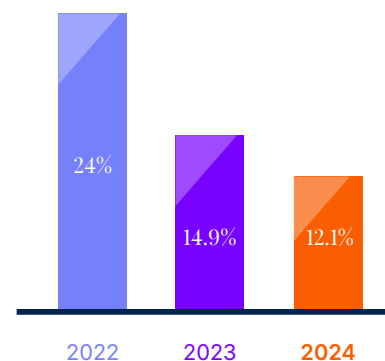


Talent Attraction & Retention

At Jamjoom Pharma, we are committed to attracting, retaining, and developing the brightest talent in Saudi Arabia and in the markets in which we operate. Each year, our Human Resources

team actively seeks new ways to enrich the employee experience, enhance work-life balance, and provide meaningful benefits and career opportunities.

Total Employees Turnover Rate (%)



Our ongoing efforts to improve the employee experience have contributed to a 50% reduction in turnover rates between 2022 and 2024—reflecting stronger retention and a more engaged workforce.

Parental Leave	Unit	2024
Total number of employees that took parental leave	Number	45
Total number of female employees that took maternal leave (KSA)	Number	15
Total number of male employees that took paternal leave (KSA)	Number	30

To foster career growth and long-term success, all full-time employees receive annual performance reviews, including career planning, skills-based training, and leadership development opportunities. Through succession planning and structured development programs, we ensure that our employees are equipped with the skills and knowledge to advance their careers, while also securing a strong pipeline of future leaders for the company.

Beyond competitive industry salaries, we offer a range of benefits and incentives designed to reward performance, encourage continuous learning, and enhance well-being.

Our commitment to talent development goes beyond our own workforce—it extends to the entire pharmaceutical industry, which is why we launched Jamjoom Pharma Academy.



Training & Development

One critical challenge faced by the pharmaceutical industry in the MEA region is a lack of trained, available talent. In 2024 we responded to this need by launching the first specialized academy of its kind in the region, Jamjoom Pharma Academy.

In alignment with our commitment to empowering communities and contributing to the economic development ambitions of the Saudi Vision 2030, the Academy will support our localized manufacturing initiative by cultivating and enabling local talent, providing new graduates with continuous learning and development opportunities and pathways for building successful careers within the pharmaceuticals industry at Jamjoom and beyond.

Furthermore, our Human Resources department leads training and development activities for our

company. The department works closely with our management teams to conduct role- and division-based training needs assessments and ensure all Jamjoom employees have access to the education, training, and professional development opportunities they need to fulfil their responsibilities and grow their careers. We conduct regular learning needs assessments to identify skills and knowledge gaps and ensure our training opportunities fully support employee development plans and organizational needs.

In 2024, we trained and developed more than 300 Saudi pharmacists to work as medical reps in the industry.

Our Mission in Action

Jamjoom Pharma Academy: Shaping the Future of the Industry

Recognizing a critical gap in the market for trained pharmaceutical professionals, we established Jamjoom Pharma Academy—a first-of-its-kind initiative in KSA designed to develop the next generation of industry talent.

Our vision for the Academy goes beyond Jamjoom Pharma; we aim to serve the entire pharmaceutical sector, providing specialized training from manufacturing to sales. As the industry moves toward localized manufacturing and self-sufficiency, investing in homegrown talent is the next essential step.

By equipping young professionals with the right skills, knowledge, and experience, we are actively supporting Saudi Arabia's localization mandate and building a more sustainable pharmaceutical ecosystem.

We believe continuous learning and professional development are key to driving industry excellence. The Academy plays a pivotal role in ensuring new graduates receive structured training, bridging the gap between education and real-world experience.

Looking ahead, we are scaling our leadership fast-track program, creating a pipeline of high-potential professionals ready to take on key roles in the industry.

At Jamjoom Pharma, we see the Academy as a catalyst for the future, not just for our company but for the entire pharmaceutical sector—directly contributing to the growth of the community, the economy, and the future of healthcare in Saudi Arabia.



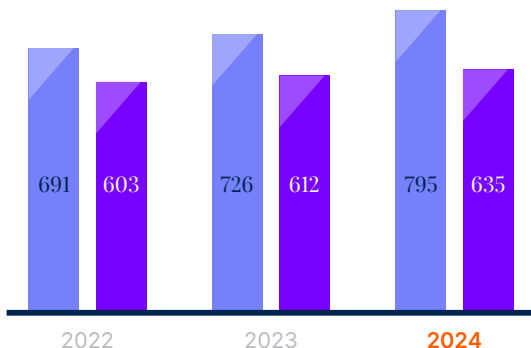


Empowering Local Talent Through Nationalization

Jamjoom Pharma is committed to developing and empowering Saudi talent, aligning with Vision 2030 and the Nitaqat Saudization Program. As a pioneer in the Saudi pharmaceutical sector, we have consistently exceeded Saudization requirements across all departments, achieving Platinum Nitaqat classification. Our strategy focuses on attracting, training, and retaining local talent, particularly in key fields such as pharmacy, accounting, and engineering.

With 44.4% of our workforce comprising Saudi nationals, we are proudly driving local talent development and advancing Saudization in the pharmaceutical sector.

Nationalization



A key initiative in this effort is the Jamjoom Pharma Academy, the first dedicated pharmaceutical training academy in the region. Equipped with advanced classrooms and laboratories, it provides specialized programs, including Medical Representation, Good Manufacturing Practices (GMP), and Regulatory Affairs Training. Over the past year, the academy has trained more than 100 pharmacists, many of whom have since joined the Kingdom's growing pharmaceutical workforce. Moreover, in 2024, we delivered 210 hours of chemical safety training to both employees and contractors, reinforcing our commitment to health and safety.

Each year, we set ambitious Saudization targets, ensuring that our hiring, training, and talent development strategies align with the Ministry of Human Resources and Social Development's directives. By proactively investing in local talent development, we not only contribute to Saudi Arabia's self-sufficiency in pharmaceuticals but also support the next generation of Saudi professionals in building long-term, impactful careers.

Employee Satisfaction & Engagement

To ensure Jamjoom becomes and remains a preferred place to work, we are committed to continuously improving the employee experience. In 2025, we plan to evaluate our employee and workplace experience through surveys and interviews that will assess employees' level of

satisfaction and the degree to which they feel fulfilled in their roles. This will help us better understand employee needs, identify areas for improvement, and shape targeted initiatives that foster a more supportive, engaging, and rewarding work environment.





Diversity, Equity & Inclusion

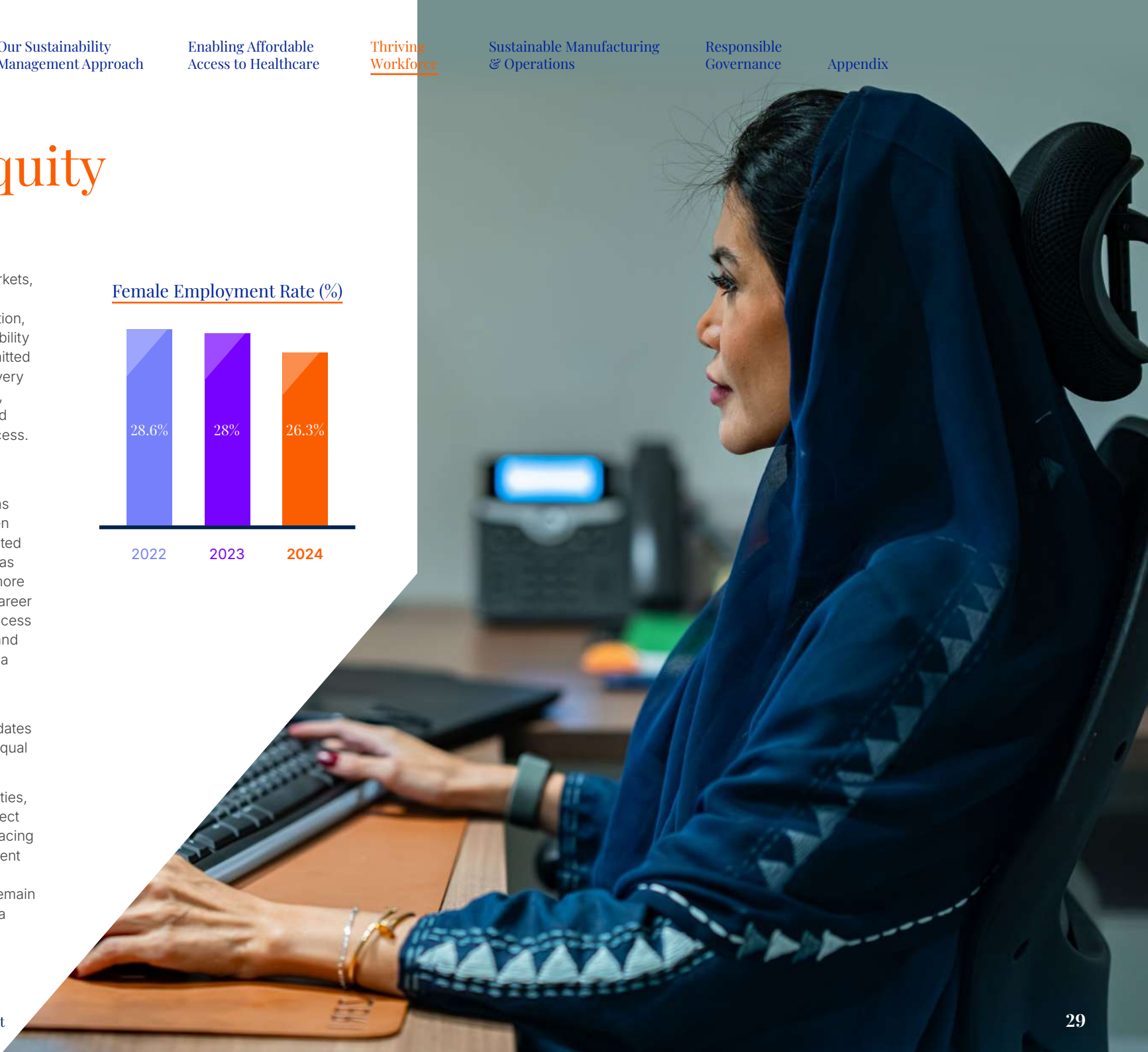
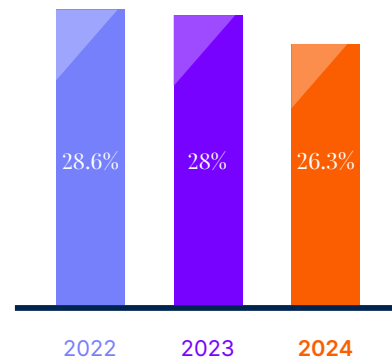
As a company operating across multiple markets, we recognize that different perspectives, experiences, and backgrounds drive innovation, strengthen relationships, and enhance our ability to serve diverse communities. We are committed to fostering an inclusive workplace where every employee—regardless of gender, nationality, or background—feels valued, supported, and empowered to contribute to our shared success.

Since becoming the first company in Saudi Arabia to employ women in pharmaceutical manufacturing in 2003, Jamjoom Pharma has continued to expand opportunities for women in the workplace. By 2024, women represented 26% of our workforce, and while progress has been made, we recognize that there is still more to do. We remain committed to supporting career pathways for women, ensuring they have access to professional growth, skills development, and leadership opportunities as we work toward a more inclusive and diverse workforce.

As part of this commitment, we aim for a balanced shortlist of male and female candidates during the recruitment process to promote equal opportunities from the outset.

With a workforce spanning multiple nationalities, we take pride in ensuring that our teams reflect the diverse communities we serve. By embracing equity and inclusion, we create an environment where talent thrives, new ideas emerge, and collaboration flourishes—ensuring that we remain a leader in the pharmaceutical industry and a trusted partner in global healthcare.

Female Employment Rate (%)





Health, Safety & Wellbeing

In 2024, we launched a four-year Health, Safety, and Environment (HSE) Strategy to advance our commitment to providing safe, healthy, and inclusive workplaces for all employees and contractors. The strategy builds on our existing efforts and introduces a clear structure to drive continuous improvement across three key areas: health and well-being, occupational safety, and environmental sustainability. With defined annual targets, it positions us to elevate HSE performance and support the broader ambitions of Saudi Vision 2030.

Aligned with the ISO 45001 Occupational health and safety (OH&S) management system standard, our health and safety management system provide an operating structure for ensuring our full compliance with all MODON legal requirements and global safety standards, including civil defines, Saudi Standards Metrology and Quality Organization (SASO), Ministry of Labor, and OSHA requirements.

All employees, contractors, and visitors are covered by the health and safety management system, and all routine and non-routine activities

are covered via our Standards of Operations (SOPs), Permit to Work, and Emergency Response Plan.

To help us continuously improve our safety culture and embed the right HSE behaviors, we promote open dialogue through Safety Toolbox Talks and Stop for Safety initiatives. These provide opportunities for employees to speak up, share suggestions on health and safety issues, and resolve them proactively. In addition, HSE employee representatives participate in formal forums on health and safety topics.

0 fatalities because of work-related injuries in 2024

Managing Safety Risks

All Jamjoom employees are trained on risk assessment methodology and safety risk assessments are carried out for all routine and non-routine activities using a hierarchy of controls to prioritize the elimination of risks. All risks must be documented on the risk register and subsequently reviewed to monitor action plans and progress. Employees are directly engaged in risk assessment and accident investigation processes to ensure full consideration of their perspectives.

Jamjoom Pharmaceuticals upholds the highest standards of Health, Safety, and Environment (HSE) across its operations, ensuring a safe and responsible workplace while minimizing environmental impact. The company's HSE Policy is designed to comply with all legal and regulatory requirements while integrating HSE considerations into business processes and decision-making. The policy takes a risk-based approach, prioritizing injury prevention, employee

well-being, and environmental protection. It fosters a proactive safety culture by engaging employees in risk identification and mitigation, promoting safe behaviours, and providing ongoing training and guidance. Jamjoom Pharma's HSE Policy is implemented through a comprehensive HSE Management System, which undergoes continuous review to ensure its effectiveness in maintaining a safe, compliant, and sustainable working environment.

We promote a speak-up culture by enabling all employees have access to report workplace hazards independently and without approval by using a QR code on their computers and mobile phones. An HSE incident reporting system is also available to communicate hazards and rectifications. All recordable incidents are investigated using the 5-Whys and a fishbone diagram analysis to determine the root cause and identify actions to avoid a recurrence.

Health & Safety	Unit	2024
Percentage of employees covered by an occupational health and safety management system	Percentage	100
Rate of high-consequence work-related injuries for employees (excluding fatalities)	Percentage	0.29
Rate of recordable work-related injuries for employees	Percentage	3.2
Number of hours worked, for all employees	Number	1,356,842
Rate of high-consequence work-related injuries for contractors (excluding fatalities)	Number	1.42
Rate of recordable work-related injuries for contractors	Number	5.69
Number of hours worked, by all workers who are not employees but whose work and/or workplace is controlled by the organization	Number	140,649



Safety Training

Jamjoom Pharma actively seeks to cultivate a safety-first culture in which safety behaviours and best practices are embedded in everything we do.

To support this, we provide regular health and safety training aligned with employees' roles and responsibilities. Required trainings are provided 'on the job,' in classroom settings, or through in-person practical sessions. We deliver specialist training such as forklift operations or first aid through external experts. In 2024, we provided 210 hours of chemical safety-related training to employees and contractors, enhancing workplace safety and awareness.

Employee Wellbeing

All Jamjoom employees and contractors have access to free medical care through our onsite medical clinic. In addition, we promote health and wellbeing through a variety of year-round programs and events, including general health check-ups, breast cancer screenings, voluntary seasonal vaccinations for flu and other viruses, and physical fitness opportunities.



100%
of employees
covered by an
occupational
health and safety
management system



06

Sustainable Manufacturing & Operations

Minimizing environmental
impact through responsible
resource management and
advanced manufacturing
practices



Material Topics

-  Product quality & safety
-  GHG emissions & energy management
-  Resource use & waste
-  Water management
-  Supply chain management

UNSDGs





Product Quality & Safety

At Jamjoom Pharma, ensuring the safety, efficacy, and quality of our products is at the core of our mission. Our ability to improve lives depends on maintaining the highest pharmaceutical standards, and we remain vigilant in upholding rigorous quality control measures across every stage of the product lifecycle.

Our pharmacovigilance department plays a critical role in overseeing the safety and effectiveness of all our products, ensuring they adhere to stringent international regulatory specifications. This includes compliance with the Saudi Food and Drug Authority (SFDA), widely recognized as having one of the region's most rigorous pharmaceutical safety and quality standards.

Research & Development

Research and development (R&D) is a critical driver of Jamjoom Pharma's future growth, allowing us to expand our portfolio and continuously introduce high-quality, innovative treatments. Our R&D function is focused on increasing regulatory approvals, ensuring a stable supply of new pharmaceutical products that address the evolving healthcare needs of our markets.

Our R&D department employs over 57 people and has the capacity to develop 12 to 15 products per year.

Our R&D strategy is aimed at developing differentiated products, expanding into new therapeutic areas, and leveraging novel drug delivery systems and innovative technologies. This includes the addition of anti-diabetic products—a key therapeutic area given the high prevalence of diabetes in the markets we serve.

R&D Process Overview

Our structured approach ensures that every product developed by Jamjoom Pharma meets the highest international pharmaceutical standards for safety, efficacy, and quality.

Research & Literature Review

Screening reference products through books, journals, and online databases to ensure alignment with safety, efficacy, and quality requirements.

Prototype Development & Scale-Up

Manufacturing three scaled-up batches following SFDA, ICH, and US FDA guidelines, conducting stability testing under various conditions.

Clinical & Bioequivalence Studies

Conducting bioequivalence studies in GCC & SFDA-approved centres to ensure the product's similarity to the reference drug in safety and efficacy.

Experimental Design & Testing

Applying stability testing, statistical analysis, and in-vitro dissolution studies to predict in vivo (inside the body) drug behaviour.

Technical Documentation

Compiling data into Common Technical Document (CTD) format for regulatory submission, covering pharmaceutical, pre-clinical, and clinical aspects.

Process Validation & Manufacturing

Validating manufacturing processes through three commercial-scale batches, subjecting them to stability studies, and submitting data for regulatory verification and approval.

Regulatory Submission & Approval

Submitting products meeting safety, efficacy, and quality standards to regulatory agencies for marketing authorization.



● Stage

● Key Process



Quality Control & Assurance

At Jamjoom Pharma, quality is the foundation of everything we do. Our commitment to producing safe, effective, and high-quality products extends beyond compliance with regulatory requirements—it is an ethical responsibility that drives our entire manufacturing process.

We adhere to stringent international quality standards, including US FDA, EU, ISO, AUPAM, and current Good Manufacturing Practices (cGMP). Our integrated Quality Management System (QMS) ensures that every stage of production—from raw material selection to final packaging—meets the highest global standards. To further reinforce our commitment, we have obtained ISO 9001 Quality Management System,

ISO 13485 Medical devices - Quality management systems, ISO 14001 Environmental Management System, and ISO 45001 Occupational Health and Safety (OH&S) Management System certifications for our Jeddah main manufacturing facility, demonstrating our alignment with international best practices in quality, environmental, and occupational health & safety management.

Ensuring Quality Excellence Across the Supply Chain

Sourcing from approved vendors with DMF (Drug Master Files) or CEP (Certificates of Suitability) from SFDA, US FDA, and EU authorities.

Strict quality checks ensure that only materials meeting predefined standards are accepted, while non-compliant ones are rejected.

Packaging materials, primarily sourced from Europe, undergo rigorous testing and storage controls to maintain integrity and safety.

Validated quality processes ensure reproducible product quality in every batch.

Each batch is analysed against approved quality specifications before final packaging.

Storage in controlled environments ensures product stability before distribution.

Finished products undergo final quality verification before leaving the facility.

Temperature-controlled warehouses and transport systems maintain product integrity.

Continuous stability testing and regulatory compliance checks ensure ongoing product safety and efficacy in the market.





Environmental Management

Jamjoom Pharma's Health, Safety and Security (HSE) department oversees multiple policies designed to help the company responsibly manage resource consumption at our facilities, including energy, water, and waste. The department also ensures compliance with all relevant environmental standards for Saudi Arabia and the other regions in which we operate.

The company has also established a comprehensive Corporate HSE Policy to ensure compliance with all applicable regulations, integrate HSE considerations into business decision-making, and proactively manage risks to enhance performance. This policy emphasizes sustainability, operational efficiency, and minimizing environmental impact while fostering a culture of transparency and accountability.

To uphold these standards, Jamjoom Pharma continuously trains and motivates its employees, conducts regular internal and external audits, and implements best practices to drive continuous improvement in HSE performance.

Jamjoom Pharma has achieved ISO 14001:2015 – Environmental Management System Certification, demonstrating alignment with global best practices in environmental management, across its Jeddah main factory and Cairo sites.

In 2024 under the umbrella of our newly developed ESG framework, we made strides towards formalizing our environmental responsibility activities into a strategic set of initiatives and targets. Establishing performance baselines for key environmental performance indicators such as GHG emissions, energy, water, and waste was an important first step. These baselines set the foundation for setting future performance goals, creating pathways for operational initiatives and setting the stage for innovation in product development and production practices aimed at enabling a circular, low-carbon economy.

Our Mission in Action

Supporting the Saudi Green Initiative

Jamjoom's philosophy that we are 'Together Healthier' is echoed in the vision of the Saudi Green Initiative, which brings together the nation's work to combat climate change under one umbrella with clearly defined goals. The Initiative aims to accelerate the global leadership in the circular carbon economy while improving quality of life and protecting the environment for the benefit of future generations in Saudi Arabia.

Knowing our Together Healthier commitment extends to the health of our planet as well as people, in 2024 we began to identify opportunities for Jamjoom to use our capabilities and contributions to support the initiative's goals and ambitions.



GHG Emissions & Energy Management

Optimizing our operational efficiency to reduce energy consumption and drive down GHG emissions is one of the most powerful opportunities we must contribute to Saudi Vision 2030 and Net Zero 2060 targets. Understanding our current performance and defining a baseline from which to measure our progress is a critical step in this process.

In 2024, we established a (Scope 1 and 2 GHG emissions baseline for our primary facility in Jeddah and put mechanisms in place to track and review our GHG emissions every month.

Goals for reducing our emissions are embedded in Jamjoom's Health, Safety and Environment (HSE) strategy, with annual performance targets now in place from 2025 to 2028. Looking ahead, we will expand our baseline and targets to include our facilities in Cairo and Algeria.

Knowing Scope 3 emissions also present a significant opportunity for change, in 2024 we began reaching out to key suppliers as part of a longer-term initiative to collaborate on achieving Jamjoom's – and Saudi Arabia's – low-carbon objectives.

GHG Emissions	Unit	2024
Scope 1 greenhouse gas emissions	Tonnes CO ₂ e	7,248
Scope 2 greenhouse gas emissions	Tonnes CO ₂ e	19,983
Total energy consumed within the organization	Joules	62,306
GHG emissions intensity for the organization	Tonnes CO ₂ e/ unit of production	0.00018

Energy Consumption	Unit	2024
Total fuel consumption within the organization from non-renewable sources - Oil	Joules	2,427,360
The total electricity consumption	Megawatt Hour	36,333

All Jamjoom's environmental data, including consumption of energy and emissions, is independently monitored by a third party and submitted directly to the National Centre for Environmental Compliance (NCEC), the government regulatory authority.



Our Mission in Action

Tree Plantation
around the factory

As part of our step-change improvements to support a low-carbon future and improve our energy efficiency, we have initiated a tree plantation project around our factory in Jeddah, aligning with Saudi Arabia's broader environmental goals. Looking ahead, Jamjoom plans to strengthen its impact by partnering with the Saudi Green Initiative (SGI) in 2025 to further contribute to KSA's afforestation and climate action goals.

Resource Use & Waste

In 2024 we launched a company-wide transition to a paperless environment by accelerating the automation of administrative processes and shifting from paper-based to digital documentation.

As part of our paperless transition, we also took bolder steps towards a circular business model by launching significant updates to most of our resource and waste management policies and procedures. As part of the update process, we are conducting a deep analysis of our existing waste sources and an assessment of our current waste management mechanisms. Insights from this analysis will inform a new implementation plan designed to optimize our resource and waste management processes.

In 2024, we actively sought to reduce packaging material waste through better storage, and to reduce process waste through preventive maintenance of our filling machines.

Looking further ahead, Jamjoom aims to lead the pharmaceutical industry's transition to a circular economy and to support Saudi Vision 2030 circular economy objectives by adopting circular product development and manufacturing processes aimed at creating full-circle pathways for our products.

Our generated waste is predominantly comprised of rejected or expired raw materials, process rejects and expired or rejected finished goods. Our hazardous waste is comprised of chemical contaminated waste and is based upon direct measurement. While our non-hazardous recyclable waste consists of non-contaminated packaging waste and is based upon direct measurement.

Landfilled non-hazardous waste is comprised of non-recyclable items and is based on estimation. Jamjoom works with a certified solid waste disposal partner to recycle non-hazardous waste, supporting its reuse in downstream industries and ensuring compliance with local environmental and Saudi FDA regulations.

100% of our operations are covered
under ISO 14001 certification

Waste Consumption	Unit	2024
Total weight of hazardous waste generated	Tonnes	106.67
Total weight of non-hazardous waste generated	Tonnes	997.23
Total weight of waste generated	Tonnes	1103.90
Total weight of waste directed to disposal	Tonnes	406.67
Total weight of non-hazardous waste diverted from disposable, by recycling	Tonnes	697.23



Water Management

Water scarcity is a critical concern in Saudi Arabia and across the areas in which we operate, making water-conscious operations one of our most materially significant environmental priorities. Because water is a necessary resource for pharmaceuticals manufacturing, we have an obligation to maximize the water efficiency of our production processes and ensure the water leaving our facilities is as clean (or cleaner) than the water going in.

We monitor water consumption levels and water discharge quality are regularly to assess and manage impact, helping us identify and proactively address potential concerns. Any effluent generated during our manufacturing processes is discharged to a treatment and recycling company in accordance with applicable environmental regulations.

Water Consumption	Unit	2024
Total water withdrawal	Megalitres	81.83
Total water discharge	Megalitres	62.43
Total water consumption	Megalitres	144.26
Water consumption intensity	Cubic Meter/Employee	139.84

Supply Chain Management

Our suppliers are some of our most valued partners on our mission to empower communities and create healthier lives. In collaboration with our supply partners, we are working to identify opportunities to drive even greater environmental performance gains across our entire value chain with the aim of reducing emissions, maximizing resource efficiency, and fuelling innovation.

Recognizing that product packaging is the source of some of our biggest impact, we began working with key suppliers in 2024 to explore more sustainable solutions. Our R&D team is actively identifying opportunities to develop environmental friendly packaging while ensuring

product safety and compliance with regulatory requirements. Together, we aim to streamline materials, enhance circularity, and drive innovation in packaging design and use.

Supplier Code of Conduct

Jamjoom expects all our suppliers to uphold and promote the values at the heart of our company. We ask all suppliers to adhere to our Supplier Agreement. The Agreement sets forth our standards and expectations for conflict of interest; diversity, equity, and inclusion; confidentiality, data protection, and sustainability.

Our Mission in Action

Prioritizing Local Procurement

Jamjoom's localized production model is evidence of the importance we place on supporting our local economies. To amplify this commitment to sustainable economic development, we also prioritize working with local suppliers to meet our manufacturing needs.

As part of our effort to strengthen and grow our local supply chain, we work closely with new and existing suppliers to help them develop and achieve the best-in-class standards we require, empowering them with the skills, knowledge and education necessary for growing their own businesses while enabling ours.





07

Responsible Governance

Maintaining the highest ethical standards, data security, and risk management for long-term business success

Material Topics

- 🏛️ Responsible Governance & Business Ethics
- ⚠️ Risk Management
- 🏢 Product Governance
- 🔧 Digitalization & Technology

UNSDGs





Responsible Governance & Business Ethics

Guided by our corporate values and strong ethical foundations, we work to protect the rights and interests of our stakeholders and investors, ensuring responsible business practices with zero tolerance for misconduct and an unwavering commitment to integrity.

As a leading pharmaceutical company, we are committed to upholding the highest standards of transparency and accountability in everything we do.

Becoming a publicly listed company marked a significant milestone in Jamjoom Pharma's corporate journey and served as a catalyst for strengthening our governance framework. This transition enabled us to enhance disclosures, improve financial transparency, and reinforce accountability to investors and regulatory bodies. In alignment with Saudi Arabia's Capital Market Authority (CMA) regulations, we further strengthened our compliance structures and adopted governance best practices to maintain investor confidence and support long-term value creation.

In 2024, Jamjoom Pharma strengthened its corporate governance by implementing a revised Authority Matrix, approved by the Board of Directors.

Our Corporate Governance Manual

The Jamjoom Pharma Corporate Governance Manual ('Manual') serves as a comprehensive guide to the principles, policies, and procedures that govern our company's operations. It outlines the roles and responsibilities of the Board of Directors, executive leadership, and key committees, ensuring transparency, accountability, and ethical decision-making. The manual also defines our compliance framework, risk management approach, and stakeholder engagement mechanisms, aligning with Saudi Arabia's regulatory requirements and international best practices.

The Manual encompasses a comprehensive set of policies designed to uphold ethical business practices, regulatory compliance, and corporate transparency. These policies cover key governance areas, including Nomination & Remuneration Policy, Whistleblowing Policy, Dividend Distribution Policy, the Code of

Conduct, Conflict of Interest Policy, Disclosure & Transparency Policy, Reporting & Non-Retaliation Policy, Risk Management Policy, Related Party Transaction Policy, and Board & Committee Charters.

Each policy provides clear guidelines to ensure responsible decision-making, accountability, and stakeholder protection across all employees, operations, and third-party contractors where applicable, reinforcing Jamjoom Pharma's commitment to integrity, compliance, and sustainable corporate governance.





Our Mission in Action

Our Code of Business Conduct

At Jamjoom Pharma, integrity, transparency, and ethical business practices form the foundation of our operations. Our Code of Business Conduct sets clear expectations for all employees, board members, contractors, consultants, interns, and other affiliates, ensuring that our business activities are conducted with the highest ethical and professional standards.

This Code provides guidance on recognizing and addressing ethical risks, promotes accountability, and establishes mechanisms for reporting misconduct.

The Code of Business Conduct is built on five fundamental values that guide our daily actions and interactions:



Integrity



Teamwork



Respect



Accountability



Results

All employees and stakeholders associated with Jamjoom Pharma are expected to uphold the highest standards of conduct in their professional roles. This commitment extends across key areas, including:

- **Anti-fraud** – Preventing deception, financial misconduct, and dishonest practices.
- **Anti-bribery** – Prohibiting bribery and unethical incentives in business dealings.
- **Anti-money laundering** – Ensuring financial transactions comply with legal and regulatory requirements.
- **Compliance** – Adhering to all applicable laws, policies, and industry regulations.
- **Fair Compensation** – Maintaining equitable and competitive remuneration practices.
- **Discrimination and Harassment** – Creating an inclusive, respectful, and safe work environment.
- **Employee Rights, Responsibilities, and Accountability** – Upholding ethical behaviour, fair treatment, and professional integrity.
- **Business Partners and Supplier Relations** – Ensuring ethical sourcing and fair dealings with third parties.
- **Product Quality** – Committing to excellence in manufacturing, safety, and regulatory compliance.
- **Drug Safety Reporting** – Establishing strict pharmacovigilance protocols to safeguard patient health.

By adhering to these standards, Jamjoom Pharma reinforces its dedication to corporate integrity, responsible governance, and long-term business sustainability.

Jamjoom has a
zero-tolerance policy for
corruption, fraud,
anti-competitive practices
and conflict of interest.



Our Leadership

Jamjoom is governed by a nine-member Board of Directors, one of whom serves as an Executive Director, and three of whom are independent directors, with one woman sitting on the Board. With guidance from the Board of Directors, our Chief Executive Officer drives the strategic direction of Jamjoom with support from a team

of highly experienced executives, many of whom have been handpicked from large pharmaceutical companies.

[More information on our Board structure and governance is available in the Jamjoom 2024 Annual Report.](#)

Board of Directors Composition	Unit	2023	2024
Total number of the Board of Directors	Number	9	9
Independent members of the Board of Directors	Number	3	3
Non-independent members of the Board of Directors	Number	6	6
Executive members of the Board of Directors	Number	1	1
Non-executive members of the Board of Directors	Number	8	8
Female members of the Board of Directors	Number	1	1
Male members of the Board of Directors	Number	8	8

Training & Performance review

Jamjoom Pharma is committed to continuous development and strong governance, ensuring that our Board of Directors remains well-equipped to oversee the company's strategic direction. In 2024, board members participated in specialized training programs covering key governance, risk management, and industry-specific topics, moreover we are planning to deliver an ESG related training to our Board in 2025. Looking ahead, we plan to conduct an ESG training session in 2025, reinforcing our commitment to sustainability and responsible business practices.

Additionally, the Board undergoes regular performance evaluations to assess effectiveness, enhance decision-making, and drive continuous improvement.

Board Committees

To ensure effective governance and oversight, Jamjoom Pharma has established three Board committees, each with a distinct mandate to support the Board in fulfilling its responsibilities:

- **Audit Committee** – Oversees financial reporting, risk management, internal controls, and compliance with regulatory requirements, ensuring transparency and accountability.
- **Nomination and Remuneration Committee** – Focuses on Board composition, executive appointments, leadership succession, and competitive remuneration policies to attract and retain top talent.
- **Executive Committee** – Supports strategic decision-making, providing oversight on key business initiatives, operational efficiency, and long-term growth strategies.

Each committee operates under a clearly defined charter and meets regularly to review performance, provide strategic guidance, and address critical governance matters.

Jamjoom Pharma also conducts regular evaluations of Board and committee effectiveness, ensuring continuous improvement in corporate governance practices and alignment with evolving business and regulatory expectations.

Remuneration

Jamjoom Pharma's remuneration policy is designed to attract, retain, and motivate leadership and Board members while ensuring fairness, transparency, and alignment with company performance and shareholder interests. The policy is governed by the Nomination and Remuneration Committee (NRC), which makes recommendations to the Board, ensuring that all compensation structures adhere to regulatory requirements and corporate governance best practices.

All payments are reviewed annually and approved by the Board, ensuring competitiveness and alignment with industry standards while upholding financial prudence.





Risk Management

At Jamjoom Pharma, risk management is an integral part of our corporate governance framework, ensuring that potential risks are proactively identified, assessed, and managed to safeguard business continuity and stakeholder confidence. Our Risk Management Policy fosters a risk-aware culture across all levels of the company, guiding employees in mitigating risks that could impact our strategic objectives.

The Board of Directors holds ultimate oversight responsibility for risk management, ensuring that risk controls align with our corporate strategy. The CEO and management teams are accountable for embedding risk management into daily operations, while the Internal Audit function provides independent assurance on the effectiveness of risk management processes.

Jamjoom Pharma employs a structured risk management framework based on key principles, including integration into decision-making, continuous monitoring, adaptability to market changes, and alignment with regulatory requirements. This framework covers all risk categories, including operational, strategic, financial, compliance, and reputational risks.

More information is available in the Jamjoom [2024 Annual Report](#).

Risk assessments are conducted quarterly, using standardized risk heat maps and key risk indicators (KRIs) to monitor and evaluate risk exposure. Our risk appetite and tolerance levels are determined by the Board, ensuring informed decision-making in line with our business objectives.

To enhance resilience, we maintain a consolidated risk register for continuous monitoring and have implemented robust risk mitigation strategies, including risk acceptance, transfer, treatment, or elimination. The framework undergoes annual reviews to remain aligned with evolving business and regulatory landscapes.

We are committed to enhancing our risk management approach by integrating ESG-related risks into our assessment framework and are planning to establish a dedicated Risk Management Committee in the coming year.

At Jamjoom Pharma, we are committed to upholding the highest standards of product quality, safety, and regulatory compliance throughout the entire product lifecycle—from development to distribution. Our Product Governance Framework ensures that every product is developed, evaluated, and delivered under a robust system of ethical oversight, scientific rigor, and regulatory compliance—reinforcing our commitment to safety, quality, and transparency. Jamjoom Pharma is committed to transparent and ethical marketing, ensuring that all product information is accurate, clear, and compliant with regulatory standards, empowering healthcare professionals and patients to make informed decisions.



Product Governance

Product Compliance

We prioritize quality at every stage, integrating robust quality management systems to ensure that all products are manufactured and supplied to the highest standards of safety, efficacy, and reliability. Our commitment to exceeding customer expectations is driven by continuous innovation, excellence in product design, and proactive process improvements.

Moreover, compliance with health authority regulations is embedded in our operations through:

- Rigorous quality control and scientific excellence
- Strategic alignment of quality and business plans
- Continuous training programs to foster a strong quality culture

Drug Safety & Pharmacovigilance

Jamjoom Pharma is dedicated to ensuring consumer safety through strict pharmacovigilance measures, actively monitoring and reporting any product-related safety, quality, or performance issues.

By maintaining stringent product governance standards, we continue to deliver high-quality, safe, and effective products that enhance the well-being of our consumers while ensuring full compliance with Saudi and international regulatory frameworks.

- All adverse events, product effectiveness concerns, or safety-related issues must be reported within 24 working hours of becoming aware of the incident.
- Our pharmacovigilance team screens and evaluates safety data for all marketed medicinal products, ensuring compliance with health authority requirements.
- Adverse events can be reported via email or phone, reinforcing our commitment to transparency, accountability, and continuous improvement in drug safety.



Digitalization & Technology

Jamjoom Pharma is committed to leveraging digital transformation and advanced technology to drive operational efficiency, cost reduction, and enhanced governance across its business. By integrating state-of-the-art manufacturing equipment, best-in-class software, and digital systems, we are modernizing our facilities, processes, and reporting mechanisms to support our growth strategy and improve productivity.

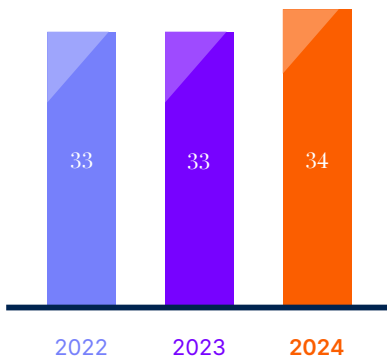
Our ongoing digital transformation initiatives focus on:

- Optimizing manufacturing operations to minimize waste, improve inventory management, and enhance cost efficiency.
- Strengthening supply chain resilience through the registration of alternate suppliers and improvements in local content scores.
- Enhancing governance and compliance with digital tools that improve monitoring, reporting, and control mechanisms.
- Driving economies of scale by increasing production efficiency, allowing us to improve margins and market competitiveness.

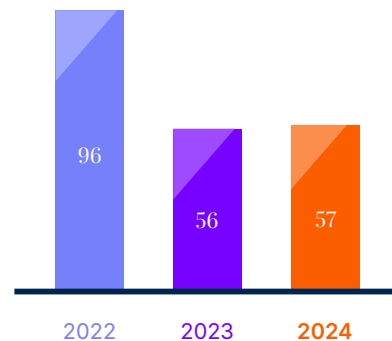
Investment in research and development (R&D) remains a priority, with ~~33~~34 million allocated in 2024 to support innovation and technological advancements. Additionally, 57 R&D employees in Saudi Arabia are driving efforts to enhance product development and strengthen our competitive position in the pharmaceutical sector.

Additionally, Jamjoom Pharma is expanding its manufacturing footprint with the commissioning of the Egypt facility to serve North African markets, reinforcing our regional growth strategy. As we continue to integrate digital solutions across our business, we remain focused on scaling our operations, strengthening collaboration between teams, and ensuring seamless communication and compliance across all functions.

R&D Expenditure (₹ million)



R&D Number of Employees (KSA)



Our Mission in Action

Advancing Digital Transformation and IT Governance

In 2024, Jamjoom Pharma undertook multiple digital transformation and IT governance initiatives to enhance cybersecurity, streamline operations, and improve regulatory compliance. These efforts focused on strengthening data security, automation, and operational efficiency across key business functions.

Cybersecurity and Compliance:

- Successfully implemented ISO 27001, an internationally recognized cybersecurity framework, with certification valid for three years starting in 2024.
- Achieved compliance with Saudi Arabia's Personal Data Protection Law (PDPL) in alignment with SDAIA regulatory requirements.

Digital Transformation and Operational Efficiency:

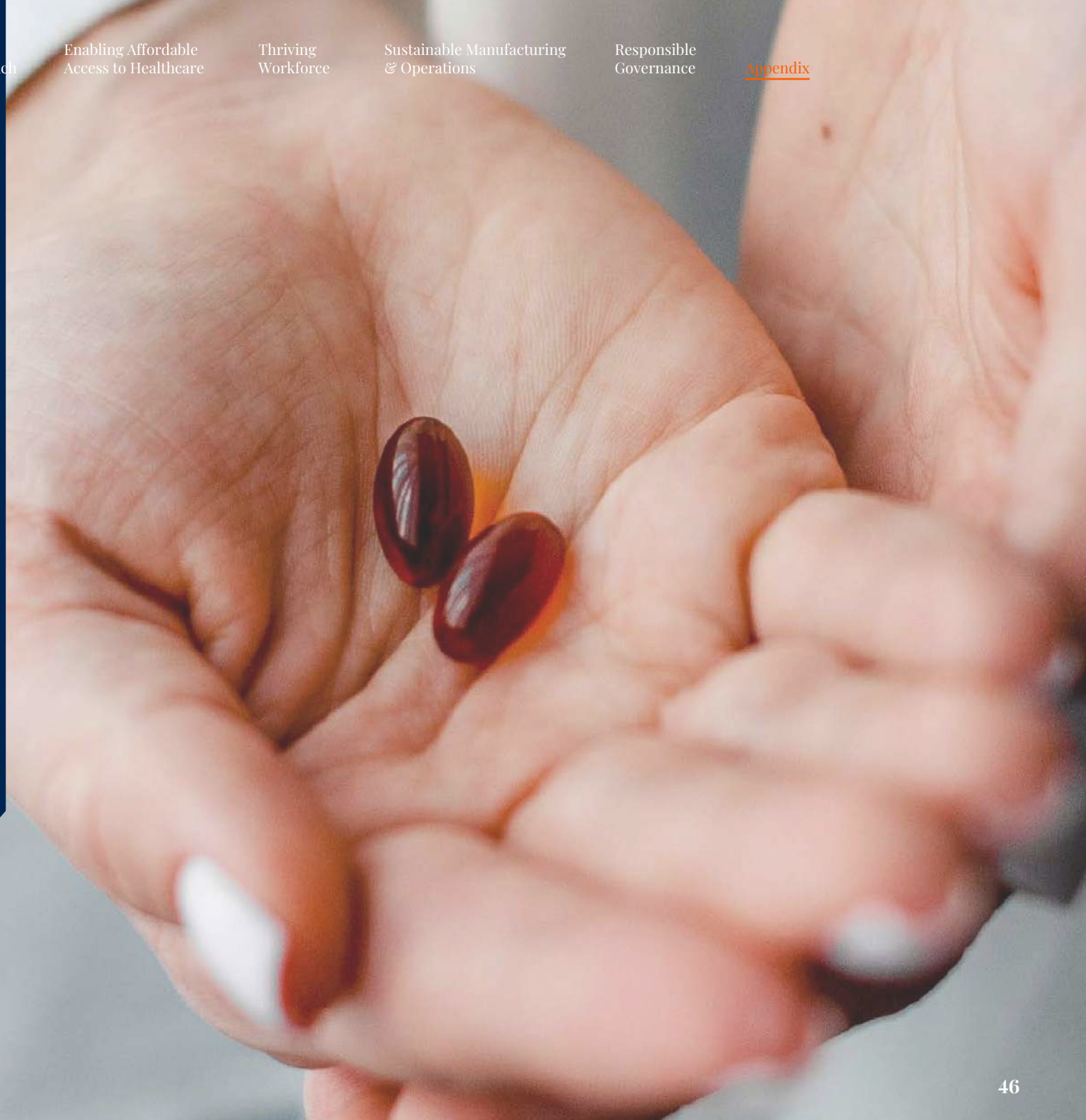
- Launched SAP Extended Warehouse Management (EWM) to enhance supply chain efficiency, with a go-live date set for March 2025.
- Initiated SAP Integrated Business Planning (IBP) to automate demand and supply planning, ensuring greater accuracy and operational excellence.
- Digital transformation initiatives empowered the workforce by integrating data analytics, reducing manual intervention, minimizing errors, and optimizing workflows.





08

Appendix





Appendix A: Material Topics Definitions

Sustainability Pillar	Material Topic	Definition
Sustainable Manufacturing & Operations	GHG Emissions & Energy Management	Reducing greenhouse gas emissions and improving energy efficiency across operations. This includes adopting renewable energy sources, optimizing energy use, and implementing measures to lower carbon footprints, all while setting targets and monitoring progress to align with sustainability goals.
	Water Management	Efficiently managing water resources to reduce consumption, promote conservation, and ensure sustainable use. This includes implementing water-saving practices, recycling, and improving water efficiency in operations, while minimizing environmental impact and supporting regional water sustainability goals.
	Resource Use & Waste Management	Minimizing resource use and waste generation, promoting circular economy principles. This includes adopting practices to reduce, reuse, manage, and safely dispose of material, while implementing a circular economy approach to minimize environmental impact and maximize resource efficiency.
	Supply Chain Management	Ensuring a resilient, ethical, and sustainable supply chain by fostering transparency, minimizing risks, and maintaining high-quality standards. This includes responsible sourcing, compliance with regulations, promoting supplier diversity, and reducing environmental impacts throughout the supply chain.
	Product Quality and Safety	Ensuring the highest standards of quality and safety across all products through rigorous testing, compliance with industry regulations, and continuous improvement. This includes implementing robust quality control measures and fostering a culture of accountability to protect patient health and maintain trust.

Sustainability Pillar	Material Topic	Definition
Thriving Workforce	Diversity, Equity & Inclusion	Fostering a diverse and inclusive workplace by promoting equal opportunities for all individuals, regardless of background, gender, ethnicity, or ability. This includes creating a culture that values difference, supports representation, and ensures a fair and respectful environment for all employees.
	Health, Safety & Wellbeing	Fostering a safe workplace and prioritizing the physical, social, emotional, financial, and mental well-being of employees and the community through health and safety measures and wellness programs. This includes implementing health and safety protocols, offering wellness initiatives, and cultivating a culture that prioritizes the overall health and safety of all stakeholders.
	Talent Attraction, Retention & Development	Attracting, developing, and retaining top talent through effective recruitment strategies, career advancement opportunities, and skill development programs. This includes fostering a positive work culture, ensuring employee satisfaction, and providing ongoing learning and growth opportunities to support long-term success.
Enabling Affordable Access to Healthcare	Human Rights	Upholding and respecting human rights across operations and supply chains, including ensuring fair treatment, non-discrimination, and the protection of fundamental freedoms for all stakeholders.
	Community Engagement	Contributing to social value and economic growth by continuing to provide and operate facilities that provide decent economic opportunities, particularly for local people and local businesses, as well as enriching the local communities by facilitating improved health & wellbeing outcomes through, increased physical activity, increased social inclusion and connectivity (women, youth, seniors and people of determination), increased awareness and education of health & wellbeing, and ultimately reduced economic costs of non-communicable diseases.
	Access to Medicines	Ensuring the availability and affordability of essential medicines to patients by overcoming barriers to access. This includes fostering partnerships, improving distribution networks, and prioritizing innovation to meet unmet medical needs and enhance health equity.



Appendix A: Material Topics Definitions (cont)

Sustainability Pillar	Material Topic	Definition
Responsible Governance	Responsible Governance & Business Ethics	Ensuring transparent, accountable leadership while upholding ethical standards. This includes adhering to legal requirements, fostering a culture of integrity, and making fair, responsible decisions that align with ethical principles.
	Risk Management	Identifying, assessing, and mitigating potential risks to the business, including operational, financial, and reputational risks, through proactive strategies and contingency planning.
	Product Governance	Establishing robust policies and processes to oversee the lifecycle of products, ensuring compliance with regulations, ethical practices, and industry standards. This includes quality assurance, safety monitoring, risk management, and continuous improvement to uphold trust and accountability.
	Digitalisation & Technology	Leveraging advanced digital technologies to enhance operational efficiency, improve customer experience, and drive innovation in pharmaceutical operations. This includes utilizing technologies like AI, automation, and IoT to streamline processes, improve stakeholder engagement, and remain at the forefront of industry advancements, ensuring leadership in the pharmaceutical sector.



Appendix B: GRI Content Index

Statement of use

Jamjoom Pharma has reported the information cited in this GRI content index for the period from 1st of January to the 31st of December 2024 with reference to the GRI Standards.

GRI 1 used

GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	3-6
	2-2 Entities included in the organization's sustainability reporting	3
	2-3 Reporting period, frequency and contact point	3
	2-4 Restatements of information	No restatements were made in 2024, as this is the inaugural Sustainability Report.
	2-5 External assurance	This report has not been subject to external assurance.
	2-6 Activities, value chain and other business relationships	13
	2-7 Employees	25-26
	2-9 Governance structure and composition	42
	2-10 Nomination and selection of the highest governance body	42
	2-11 Chair of the highest governance body	10, 42
	2-12 Role of the highest governance body in overseeing the management of impacts	42
	2-13 Delegation of responsibility for managing impacts	42
	2-14 Role of the highest governance body in sustainability reporting	42
	2-15 Conflicts of interest	40
	2-16 Communication of critical concerns	23
	2-18 Evaluation of the performance of the highest governance body	42

GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021 (cont)	2-19 Remuneration policies	40, 42
	2-20 Process to determine remuneration	42
	2-22 Statement on sustainable development strategy	8, 17
	2-23 Policy commitments	23, 30, 35, 40, 42, 43
	2-24 Embedding policy commitments	23, 30, 35, 40, 42, 43
	2-25 Processes to remediate negative impacts	28
	2-26 Mechanisms for seeking advice and raising concerns	23, 28, 30
	2-27 Compliance with laws and regulations	41, 42, 44,
	2-29 Approach to stakeholder engagement	15
	2-30 Collective bargaining agreements	Collective bargaining agreements are illegal in KSA.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	14
	3-2 List of material topics	14
	3-3 Management of material topics	14, 19, 23, 26-28, 29, 30, 33, 36, 38, 40, 43-45
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	26
GRI 301: Materials 2016	301-2 Recycled input materials used	37
GRI 302: Energy 2016	302-1 Energy consumption within the organization	36
	302-2 Energy consumption outside of the organization	36
	302-4 Reduction of energy consumption	36
	302-5 Reductions in energy requirements of products and services	36



Appendix B: GRI Content Index (cont)

GRI Standard	Disclosure	Location
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	38
	303-2 Management of water discharge-related impacts	38
	303-3 Water withdrawal	38
	303-4 Water discharge	38
	303-5 Water consumption	38
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	36
	305-2 Energy indirect (Scope 2) GHG emissions	36
	305-4 GHG emissions intensity	36
	305-5 Reduction of GHG emissions	36
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	37
	306-2 Management of significant waste-related impacts	37
	306-3 Waste generated	37
	306-4 Waste diverted from disposal	37
	306-5 Waste directed to disposal	37
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	38
	308-2 Negative environmental impacts in the supply chain and actions taken	38
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	25
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	26
	401-3 Parental leave	26

GRI Standard	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	30
	403-2 Hazard identification, risk assessment, and incident investigation	30
	403-3 Occupational health services	30-31
	403-4 Worker participation, consultation, and communication on occupational health and safety	31
	403-5 Worker training on occupational health and safety	31
	403-6 Promotion of worker health	31
	403-8 Workers covered by an occupational health and safety management system	30
	403-9 Work-related injuries	30
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	27
	404-3 Percentage of employees receiving regular performance and career development reviews	26
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	29
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination during the reporting period
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	23
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	23
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	33
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	34