



شركة مهارة  
للموارد البشرية  
Maharah Human  
Resources Company

# Resilience for Sustainable Growth

Annual Report 2020

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**“ To the businessmen in our beloved country, I say: You are partners in the development, and our government is working on supporting private-sector opportunities to contribute to the development of the national economy. You are an integral part of this country, which has granted you many facilities and privileges. In return, our country expect you to deliver initiatives in employment, social services and economic development ”**

The Custodian of the Two Holy Mosques  
**King Salman bin Abdulaziz Saud**





**“ We strive to attract the best talent to live and work in the Kingdom of Saudi Arabia. We have more than 10 million expats in Saudi Arabia, And we believe it (the number) will not decrease, it will rather increase because we believe Saudi Arabia for its ambition needs a lot of human resource and human power, so a lot of jobs will be created for Saudis and for foreign people to deliver what we are trying to build in Saudi Arabia ”**

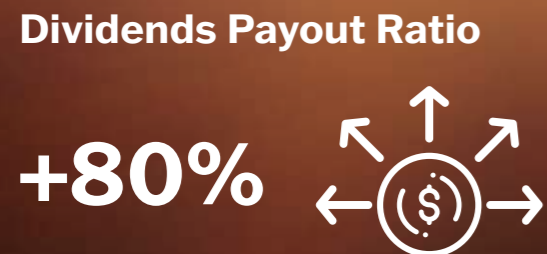
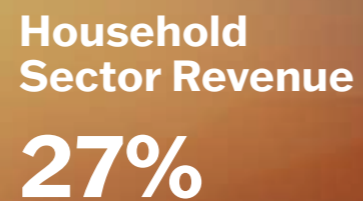
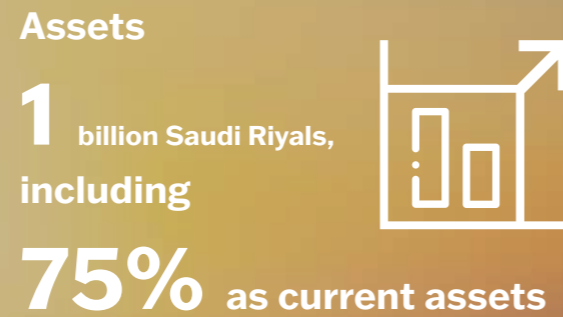
HRH

**Prince Mohammed bin Salman bin Abdulaziz Al Saud**

Crown-Prince, Deputy Prime Minister and Minister of Defense



Overview of the Year 2020  
**Financial Indicators**



Strive for  
Continuous  
**Achievement**



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Marching with determination and persistence to improve our current and future plans.



## Chairman's Letter

**Messrs./ Maharah Shareholders and Partners,**

Since its inception, Maharah Human Resources Company has continued to develop its operations methodologies in alignment of its approved strategy plans, pioneering in the field of human resources services and solutions locally in the Kingdom of Saudi Arabia and regionally. The company has continued to streamline its operations and strategies in pursuit of the Kingdom's 2030 Vision goals, despite the exceptional circumstances of 2020, as a result of the frequent lockdowns to limit the spread of Covid-19 which disrupted both work and life in Saudi Arabia and around the world.

Here, I must highlight the great professional effort of everyone at Maharah during this difficult period, from executive management to the teams across all channels of the company, through this exceptional period. The board of directors provided continuous support during this time, adopting and implementing the effective action plan developed to confront the pandemic. This has enabled the company, its clients, and its personnel to overcome the crisis successfully, and ensured business continuity, sustainability, in full efficiency and safety.

I would like also to highlight the great continuing support that the Saudi Leadership and government has given to the private sector. Their attention and care for human welfare is one of the most important factors that contributed to overcoming many challenges this crisis has presented.

As a pioneer in the industry, Maharah is one of the most important companies specializing in Saudi Arabia's labor markets, offering the best integrated and professional workforce services and solutions to meet the ever-growing needs of those markets.

We pledge to maintain our commitment toward our customers and partners, in accomplishing with confidence many achievements that lie ahead which would lead to expanding the company's business base and bolstering its sustainable growth, despite the unexpected challenges. Our successful well established business model and continuing relationships with our customers are a source of pride and honor to us.

I would like to extend sincere thanks and appreciation to all of our shareholders and employees across the company for their active role in overcoming the challenges during 2020. I also know that their hard and diligent work will achieve more success in the years to come, anchoring Maharah's premier position in the Kingdom of Saudi Arabia's human capital development sector.

In conclusion, I and my fellow members of the board are pleased to present to you the Maharah Human Resources Company annual report for the fiscal year ended 31 December 2020. The report includes the most prominent indicators of our company's financial and operational performance, as well as laying out the path of our future aspirations.

**Sulaiman bin Abdulaziz Al Majid**

Chairman of the Board



## Chief Executive Officer's Letter

### Peace and Blessings of Allah Be Upon You,

The spread of the Covid-19 pandemic had a substantial and adverse impact on work and life, both in the Kingdom and the world at large. However, the year 2020G was also a great opportunity for Maharah to enhance its position in Saudi Arabia and regional markets, by adapting an agile business model and risk-management as a critical pillars of our business. This ultimately makes the company able to adopt the frequent full and partial lockdowns which were in response to the government efforts to reduce the virus spread.

Teams across all levels of the company and its branches worked effectively to develop an array of creative solutions, enhancing the company's integrated professional practices. This ensured a level of efficiency and business continuity that won the confidence and satisfaction of our customers.

Our achievements during the pandemic had a materially positive impact on the development of Maharah's Corporate Sectors and all its human resources services and solutions. Those achievement's were realized by the significant support of the company board of directors, staff, and partners. As a result, the company's operations have risen to a higher level, achieving the highest standards of quality and efficiency and maintaining our client base by supporting them with an array of incentive programs.

Despite the pandemic, Maharah maintained healthy revenue. Cashflows from operational and collections grew more than 300% and 20%, respectively. The company was very close to its clients in which we manage to reallocate some resources of impacted clients to other demanding sectors.

I have to applaud the professionalism, knowledge, and dedication of all our staff at different levels. They were constantly present, and responsive to all management plans. I would like to thank them for the great efforts, adopting high safety standards to ensure our resources and customers safety and wellbeing.

I would like also to extend sincere thanks to all of our customers for their trust in the company and their support in sustaining our partnerships with them.

Internally, Maharah has made considerable progress in empowering Saudi women and employing them in many important roles in the company. Also, backed by a wide range of cutting-edge cyber-security measures to maintain the security of the company's partners, customers and shareholders information, Moreover, Maharah has taken significant strides toward digital transformation and developing its databases.

I would like also to take this opportunity to extend sincere thanks and appreciation to our wise leadership and government for their continuous support to the private sector during the Covid-19 pandemic. My thanks and gratitude are also extended to our government partners for their unremitting effort and support to implement policies and invest in human capital development, and for the exceptional state support programs extended to the private sector to overcome the challenges of the pandemic. I also extend my sincere thanks and appreciation to Maharah's board of directors and all of its employees across all levels of the company.

**Dr. Abdulkarim bin Hamad Al-Nujaidi**

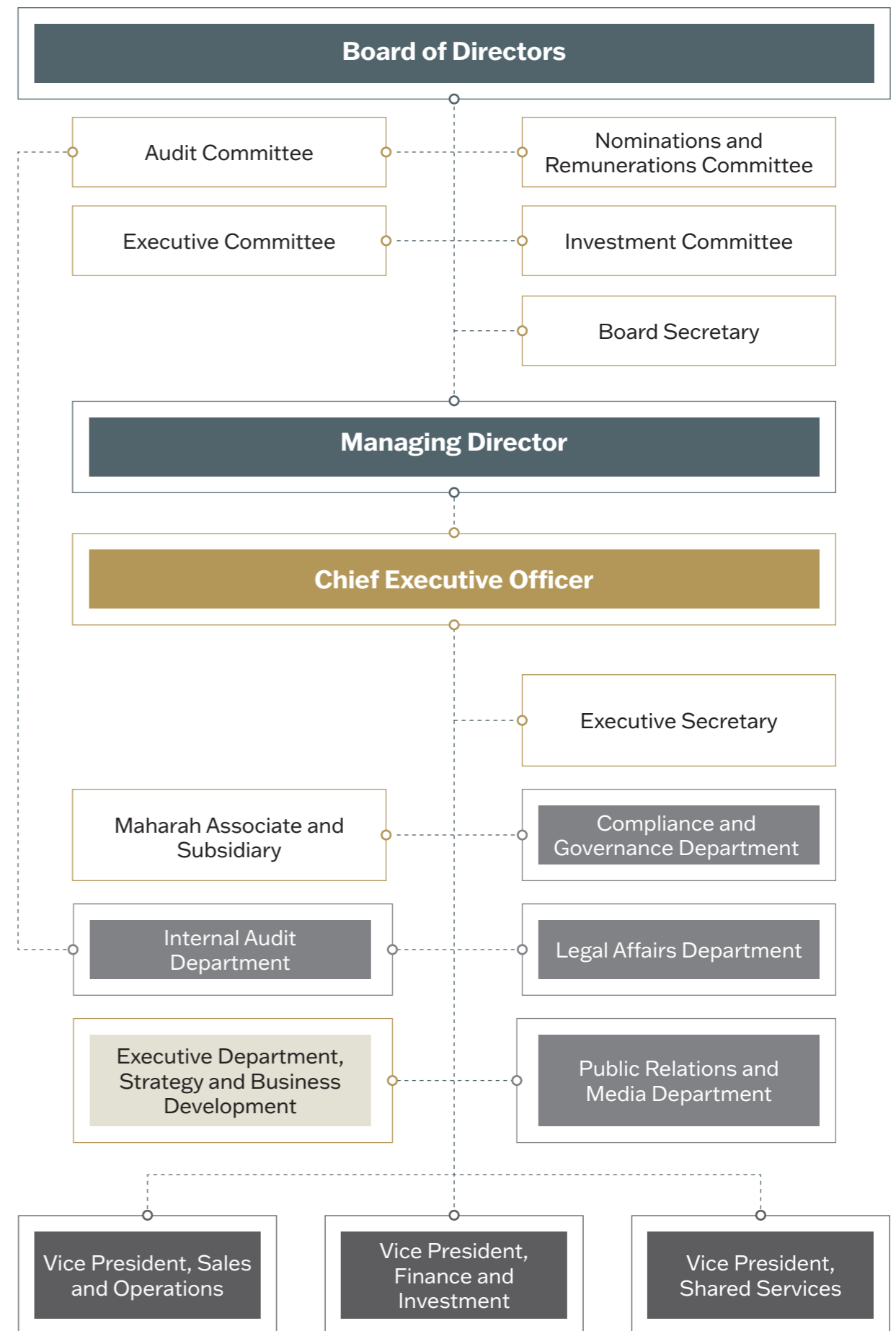
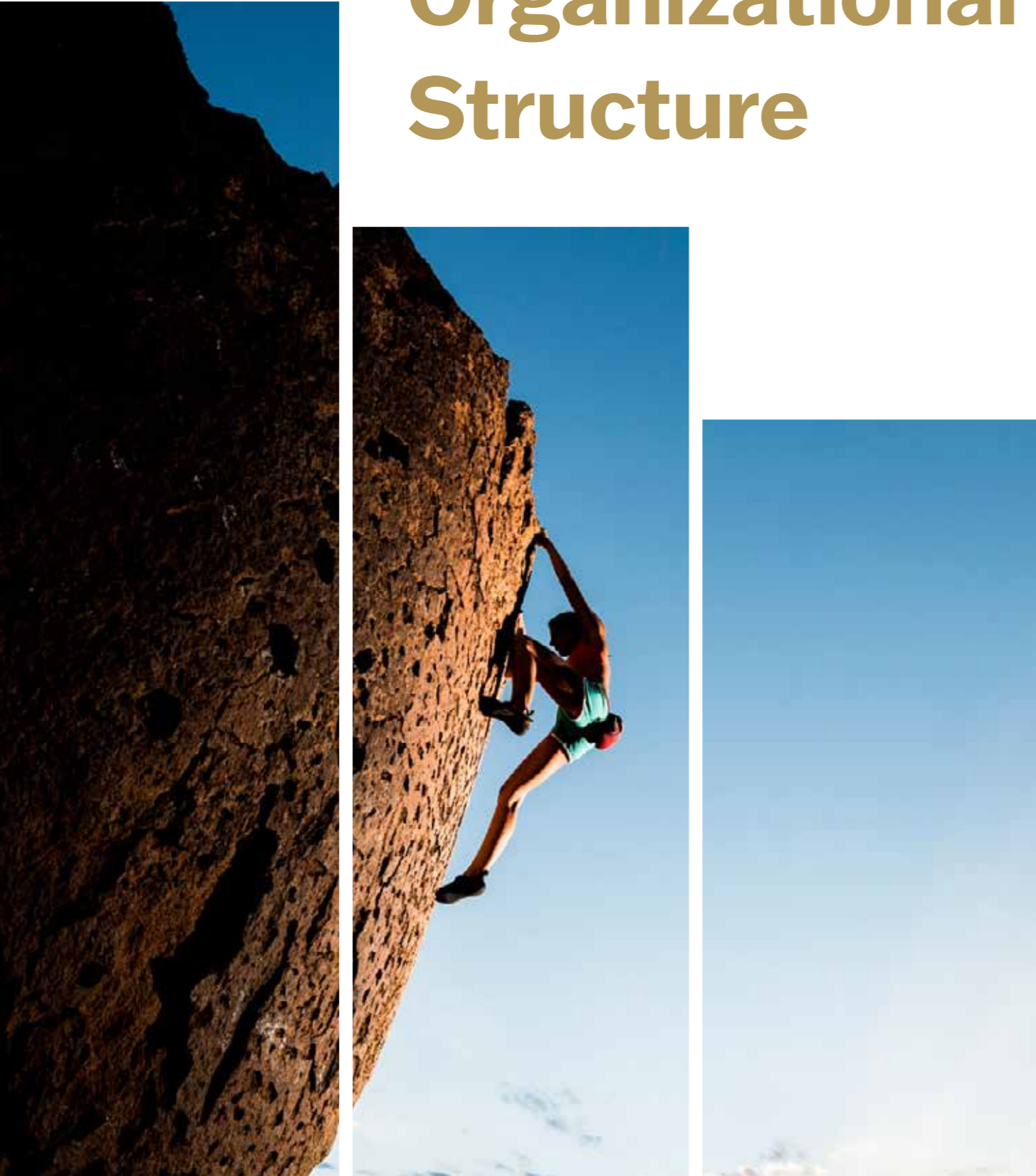
Chief Executive Officer



Developing  
innovative  
solutions to  
enhance our  
integrated  
professional  
practices



# Maharah Organizational Structure



# Executive Summary

A person is running on a sandy beach at sunset. The sun is low on the horizon, creating a bright glow and long shadows. The ocean waves are visible in the background. The sky is a mix of blue and orange.

**Resilience** and  
discipline at facing  
challenges

## 2020 Challenges

The Covid-19 pandemic presented several prominent challenges to Maharah and its business through:

- Suspension of international flights, directly impacted the company's ability to recruit more resources.
- Inability to onboard new resources from certain sourcing countries with high rates of Covid-19 cases.
- Strickt Regulations and legislation issued by the government authorities to ensure social distancing and applying precautionary measures in accommodations, transportation and company branches premises.
- Suspension of the household part-time/hourly services program (khidmah) during the second quarter of the year.
- The negative impact on business and operation of some of the corporate clients of the restriction applied on certain business sectors in line with the spread of Covid-19.

## 2021 Targets

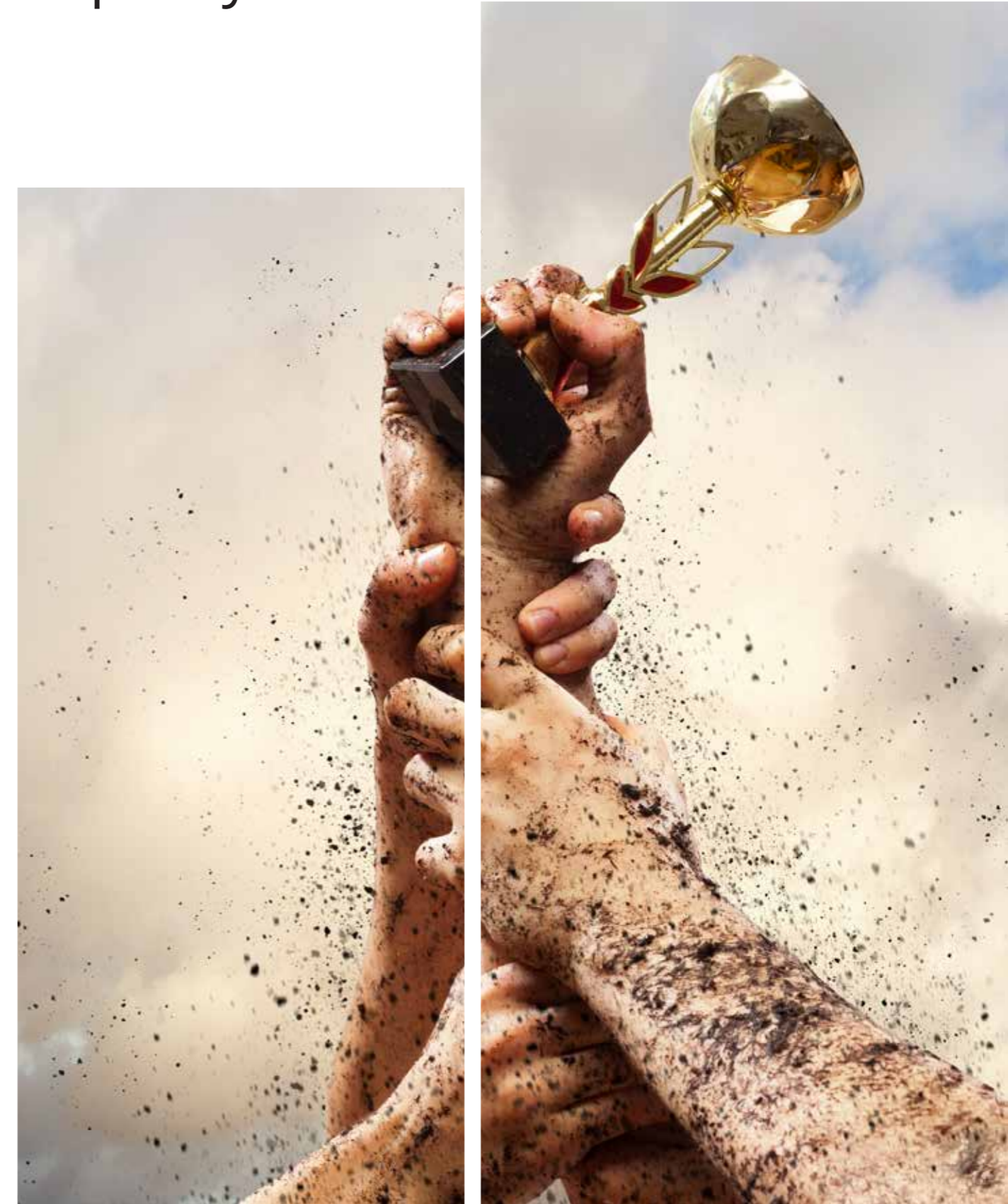
- Enhancing the presence of Maharah to become the first choice for human resources solutions and services locally and regionally.
- Expanding our customer base by targeting vital sectors of various directions.
- Developing our technology systems and implementing different digital transformation plans.
- Creating new professions to meet the evolving demands of various customers.
- Creating new services that fulfill market needs.
- Creating loyalty programs for the company's customers to ensure our strategic relationships.
- Expanding Maharah's investments in adjacencies supporting HR services that complement the company service offering and in line with the strategy plan.
- Recruit and onboard more resources to meet the growing requirements of current and future customers.
- Strategic geographical expansion in local and regional markets.

## 2020 Achievements

Despite these challenges, Maharah was able to continue its development journey and record some significant achievements, including but not limited to:

- Demonstrating resilience and agility by reallocating resources between various company clients and sectors.
- Onboarding manpower from new sourcing countries.
- Increasing manpower retention rate.
- Utilizing digital platforms to ensure business continuity during partial and full curfew periods.
- Supporting customers with different initiatives and flexible marketing solutions and promotions that are adapting to new circumstances imposed by the Covid-19 pandemic.
- Improving collection processes, reducing accounts receivable, and enforcing liquidity position as reflected on the balance sheet despite the effects of the pandemic.
- Launching different awareness programs to ensure our resources and customers safety and wellbeing confronting Covid-19 pandemic.

# Effective and Professional Capacity



# Strategic Report



**Leadership** and  
Sustainable  
Growth

# Company Overview



Marah Human Resources Company is a Saudi joint stock company established under the Ministerial Resolutions no.80/q, dated 02/04/1434H, corresponding to 12/02/2013G, and under commercial registration no.1010364538, dated 07/04/1434H.

The company capital is 375,000,000 Saudi Riyals paid in full and divided into 37,500,000 ordinary shares with a value of 10 Saudi Riyals per share.

The main activities of the company, in accordance with its articles of association and commercial registration, is to act as intermediary in recruiting manpower and providing the public and private sectors with household services and manpower that meet the needs of Saudi human resources market in the Corporate and Household sectors.



## Vision

Leading the human resources sector by providing comprehensive and integrated solutions that ensure our clients success, protect employees' rights and support the national development



## Mission

We are working on providing innovative human resources solutions and services to our customers through institutionalized system, superior IT and strategic partnerships that serve our employees, customers and community.

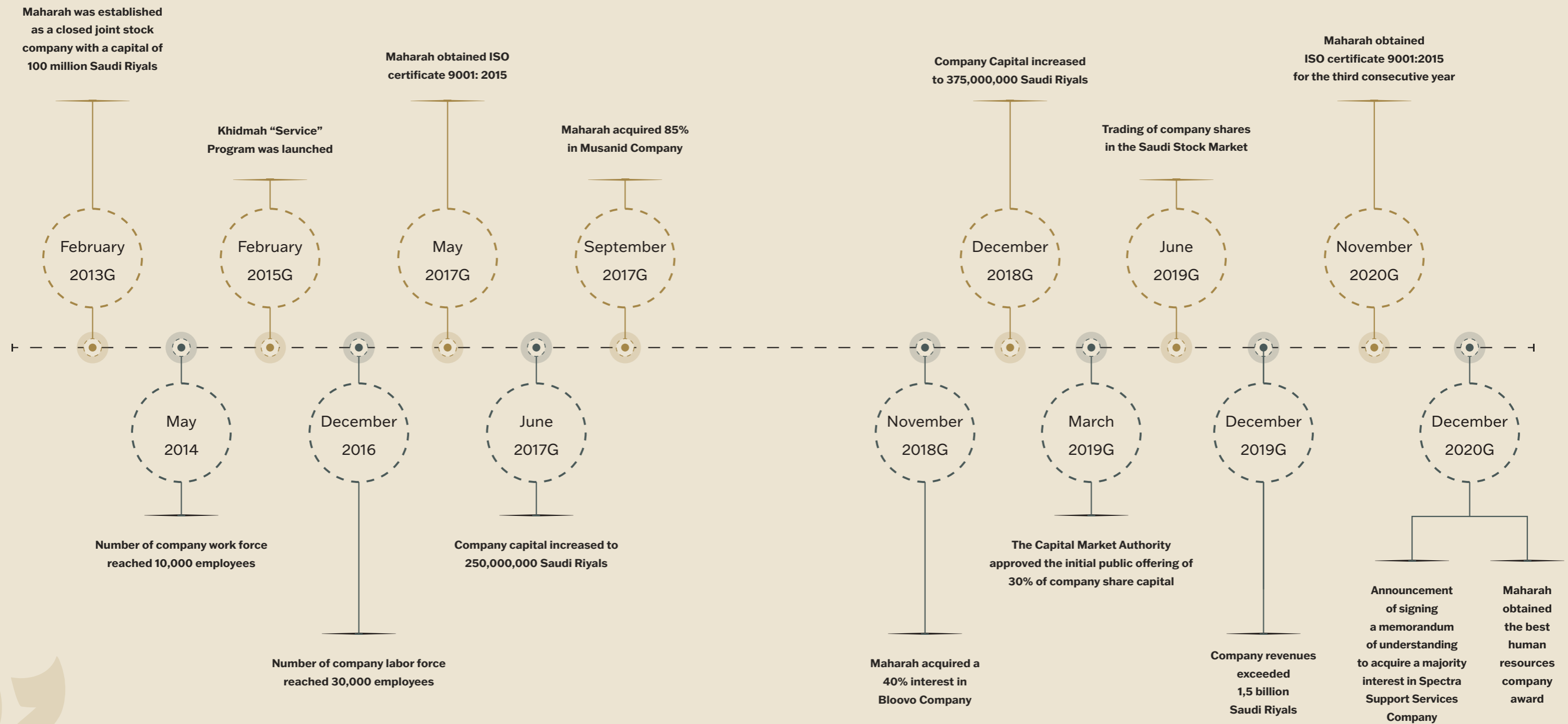


## Values

- innovation and Excellence
- Integrity and Transparency
- Quality and Perfection
- Teamwork Spirit
- Customer Centricity

## Timeline

### Sustainable Success Journey



## Company Business Strategy

### Integrated and Ambitious Strategy

Our company strategy consists of three main pillars. These cover operational and development initiatives to achieve company targets, which are set on a yearly basis.

The first pillar is titled: "Strengthen the engine". This includes initiatives designed to sustain the company's success story, learning and development, enhance internal communication, invest in developing technology to improve internal processes, as well as develop electronic channels of communication with the company's customers and business partners.

The second pillar is to: "Grow the core". Through this pillar, Maharah works on expanding its customers base in both household and corporate sectors, in addition to providing additional services for both sectors. The company also works on developing its business in the United Arab Emirates through its affiliate, TPH, expanding the provision of housekeeping programs

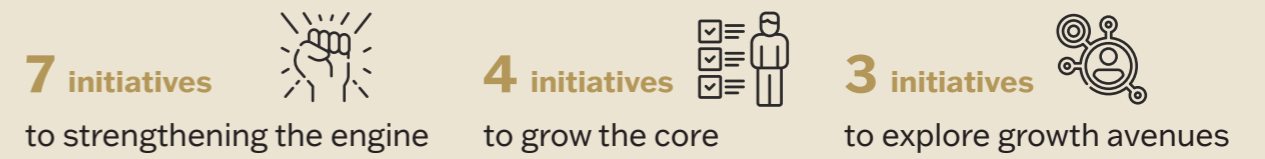
and cleaning-and-maintenance services, capitalizing on developing technical systems that will boost the strength of company infrastructure. Moreover The company aims to continuously improve internal work procedures and enhance the efficiency of its operations to ensure the provision of high-quality services and obtain the satisfaction of our customers and partners.

The third pillar is: "Explore Growth Avenues". Through this, the company works on expanding its services within the Human Resources Sector by having more services offering and move beyond the manpower supply and provide an integrated human resources solutions company. The Company will review through this strategic pillar different investment opportunities that align with the company's long-term strategy and complement existing manpower supply services. To further this goal, in December 2020G the company announced its plan to acquire a majority interest in "Spectra Support Services Company."

Through this acquisition, Maharah aims to provide other services such as maintenance, operation, home maintenance and facilities management.



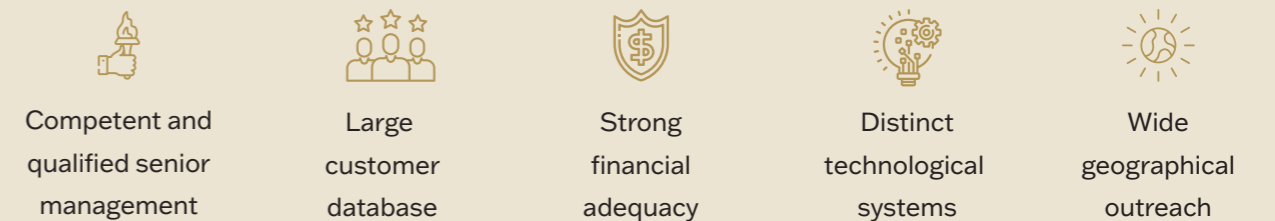
Number of initiatives under the Strategic Pillars that will continue to be implemented in 2021G.



#### Strategic Objectives



#### Strategic Enablers



## Contingency Plan in 2020

The company developed and implemented a comprehensive contingency plan in 2020G, in response to the challenges imposed by the Covid-19 pandemic faced by the company as well as the national and global economy, the company aimed at achieving the following:

- Ensuring our customers safety
- Ensuring our resources Safety and wellbeing
- Ensuring business continuity

The contingency plan also included number of initiatives and programs implemented by the company to ensure business continuity during the lockdown periods announced by the government of the Kingdom Saudi Arabia to curb the spread of Covid-19 pandemic. In addition to that, Maharah implemented internal and external awareness programs and provided instruments to ensure a safe work environment. The company also worked on launching disinfection services and re-allocated the resources in its various sectors, in addition to that the company applied the social distancing in its accommodations in response to the legislative and regulatory requirements issued by the government authorities during the Covid-19 pandemic.



## Planning for New Changes

In response to the new changes imposed by the Covid-19 pandemic, the company held many workshops during the fourth quarter of 2020G with the participation of members of the board of directors and company leaders. These workshops aimed at studying options and strategic directions, formulating some developmental initiatives that ensure continuity of company's business, in accordance with its strategic plan and leading role in the human resources sector. Throughout these workshops, Maharah undertook to reorder priorities, set plans for digital transformation, and optimize the use of its owned data in addition, the company implemented many initiatives that harmonize and aligned with the new directions of the Ministry of Human Resources and Social Development in relation to the initiative to enhance the contractual relationship including Legal, operational, and technical initiatives that are being implemented to increase the added value of the company's business as a human resources company.

Various solutions and business plans have also been developed to grow the company business in 2021G, based on possible scenarios. Recruiting workforce from sourcing countries and resuming international flights are among the most important factors affecting the company's ambition to grow its business. Maharah is also studying many investment options and opportunities, which harmonize with its strategy. It will acquire some of these opportunities in order to raise the added value of the company's business, resulting in a positive impact on its market value and achieving attractive returns to its shareholders.

On the other hand, the company held many meetings with the Ministry of Human Resources and Social Development and some major companies working in the same sector to finalize the last touches on the pertaining legislations that guide the Saudi Nationals outsourcing business model (isnad). The technical systems related to the activation of this model were also discussed. The company is expected to activate this service as a pilot project during 2021G.

As for the he business of Maharah in UAE, the revenues of its affiliate operating in UAE has grown by launching specialized sterilization services for public facilities in Dubai, through TPH subsidiary, Yalla Fix It. Based on the new directions of the government of the United Arab Emirates which targets regulating the labor market for domestic helpers, the Ministry closed many support service offices, which recruit household workforce and limit such services to be provided exclusively through Tadbeer specialized centers. The company has set many initiatives and operational plans to activate and develop the business of its Tadbeer center.

## Strategic Risks

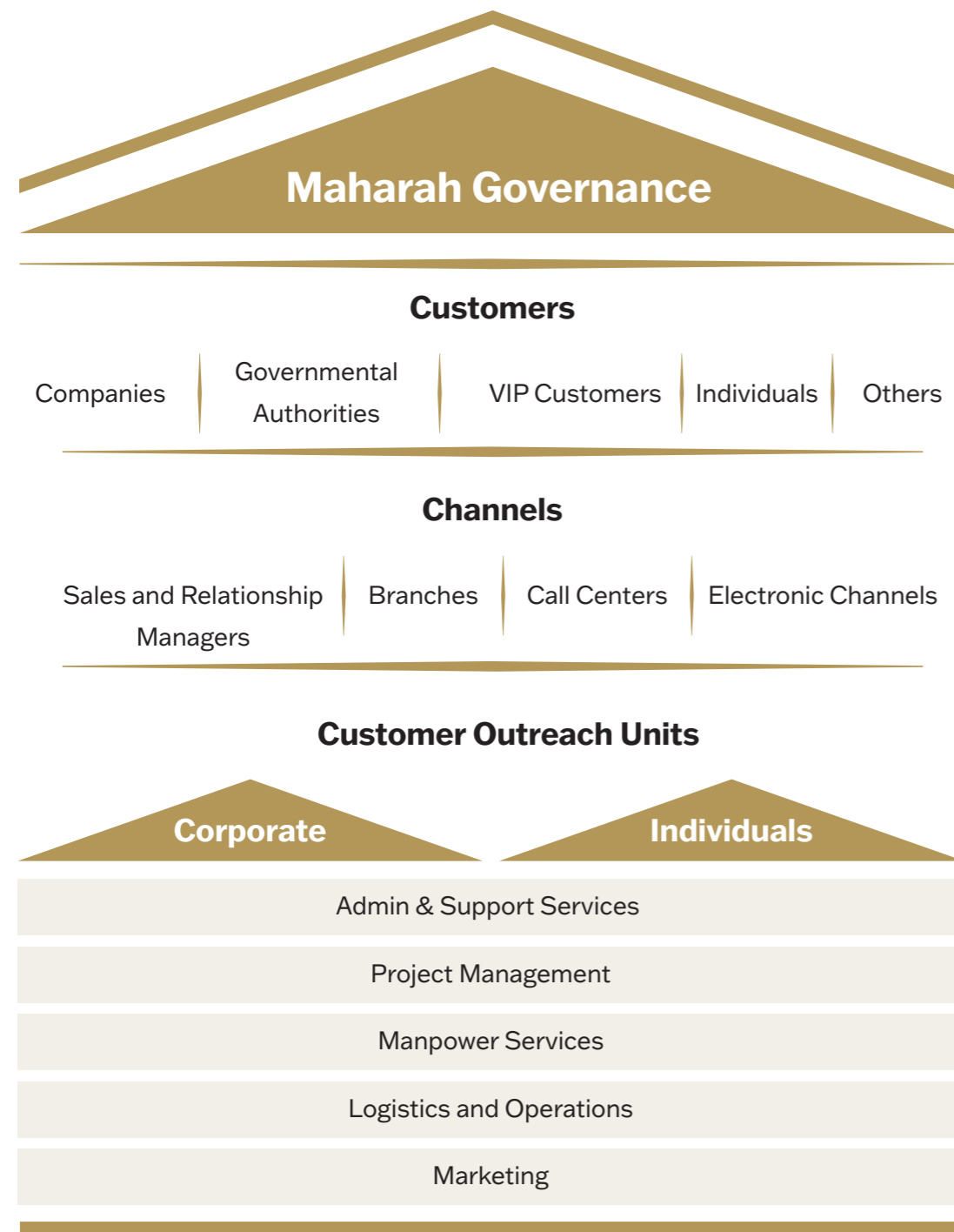
- 1- The spread of the Covid-19 pandemic in the main manpower sourcing countries such as India, the Philippines and Indonesia, on which the company mainly relies, has adversely impacted the growth of business and the company's capacity to meet labour-market demand. The company is looking for other alternatives recruit manpower from other different countries and activate local recruitment processes.
- 2- The Ministry of Municipal & Rural Affairs issued its manual of new housing requirements and precautionary procedures covering exceptional circumstances. Operational costs and capital expenditure may increase as a result of applying these requirements. Maharah has formed work teams to study available strategic options, applied the new requirements and examined all housing to ensure the requirements are met.
- 3- The effects of reorganizing the labour market business model by activating the contractual relationship initiative may be an opportunity for the company to enhance its role as a human resources company recruiting manpower locally and internationally to serve the Saudi labour market.



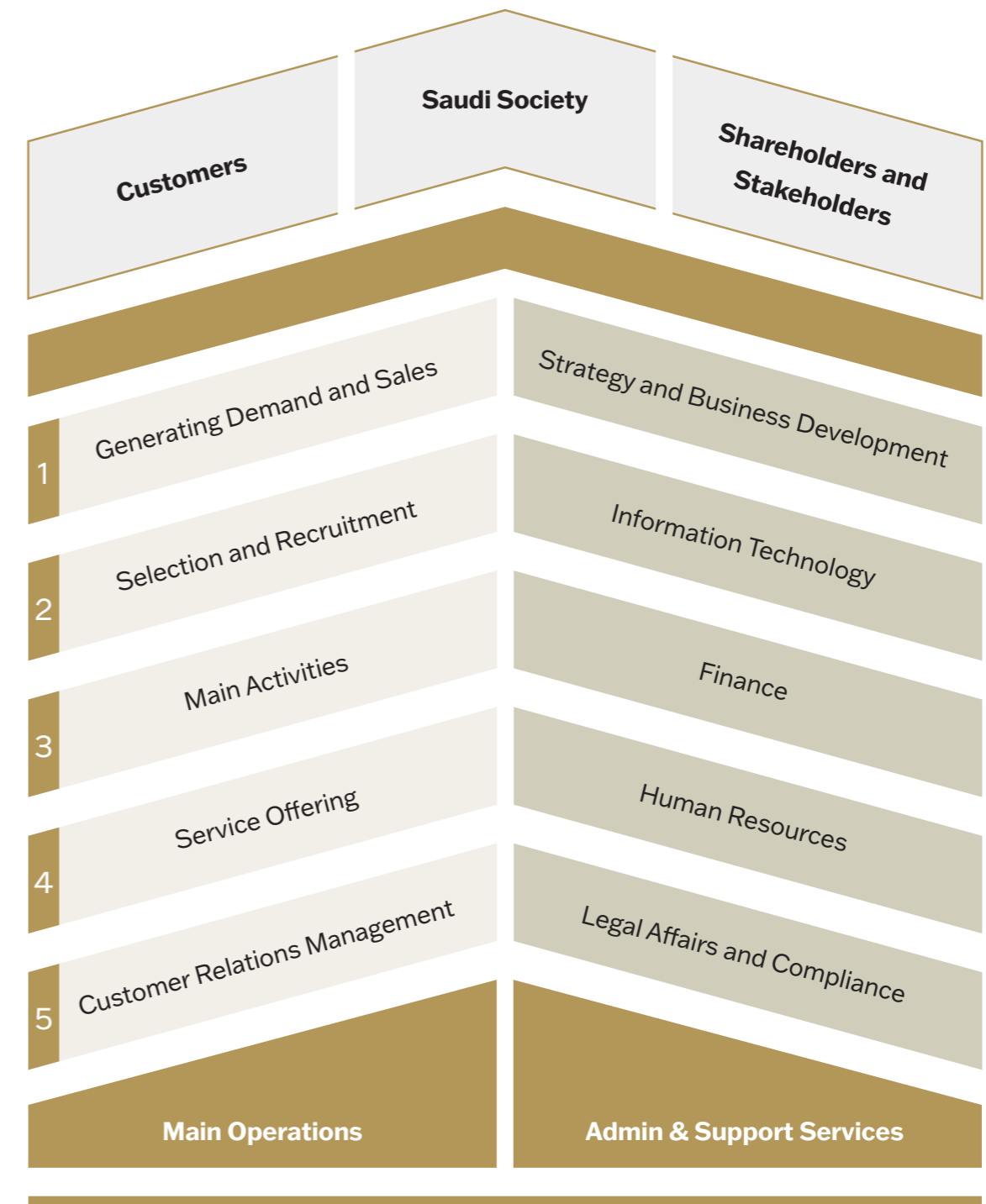


## Company Business Model

### Operating Model



### Value Chain



## Company Solutions and Services

### Corporate Sector

The company provides integrated solutions to its customers in the Corporate Sector. It provides the services of professional skilled and unskilled manpower, based on long-term contracts that extend for up to two years. Maharah services cover the following sectors:

#### Household Sector:

Maharah provides its customers with personnel professionally suited to companies in the Household Sector. The business model allows the provision of effective services for these companies to achieve their growth potential and increase operational efficiency.

#### Hospitality Sector:

Maharah provides specialized human resources services that source suitable skilled and qualified personnel that meet the needs of customers in the hotel, resort and restaurants sectors.

#### Medical Sector

Maharah offers a range of specialized medical manpower services and solutions. The company is keen to develop these services to make them unique and efficient.



## Integration with Sustainable Leadership



### Industrial and Operational Sector

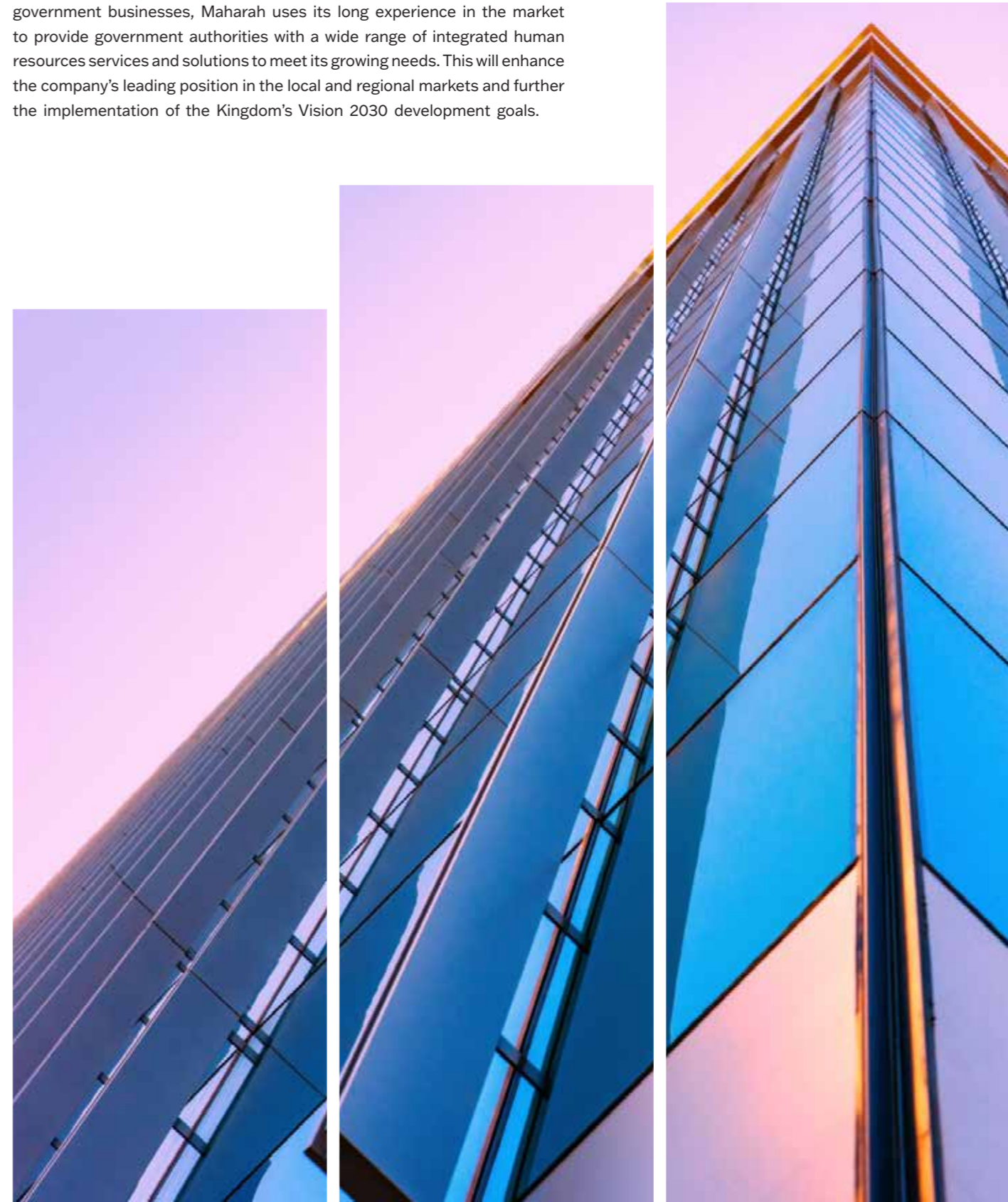
Maharah supports its customers with specialized human resources services tailored to industrial and logistical organizations. The effective service model enables industrial organizations to achieve business growth and efficiency.

### Commercial Sector

Maharah recruits specialized experienced personnel that meet the requirements of government and banking institutions, such as advisors, engineers, and systems analysts. The company strives to be highly efficient in contributing to the completion of projects and achieving the visions of its organizational partners with high efficiencies.

### Government Sector

In line with the significant development of working environments in government businesses, Maharah uses its long experience in the market to provide government authorities with a wide range of integrated human resources services and solutions to meet its growing needs. This will enhance the company's leading position in the local and regional markets and further the implementation of the Kingdom's Vision 2030 development goals.



## Household Sector

Household sector services provided by Maharah include domestic helpers, such as drivers, housemaids, cooks, and private home-care professionals. Household sector services are classified as follows:

### In the Kingdom of Saudi Arabia

Through its branches, electronic channels, and call center, Maharah provides its customers in most regions of the Kingdom of Saudi Arabia with two different types of domestic helper services:

#### Full-Time Services

Marahah provides its customers with full-time manpower services, including Housemaids, cooks, and Personal Care Assistance. Housing under these categories is provided by customers.

#### Part-Time Services

Marahah provides Housemaids and Personal Care Assistance on a part-time basis via the Khidmah Program, based on a work/hour system for customers wanting to use the services for set periods. The company provides accommodation through its housing complexes, available in most areas of the Kingdom of Saudi Arabia, as well as logistical support in the form of a transportation fleet that allows for the smooth movement of workers.



### In the United Arab Emirates

Through its affiliate, TPH in Dubai, Maharah provides its customers with supporting manpower services through its Tadbeer center, including domestic helpers, drivers, maintenance workers and pest control workers, etc. on part time and temporary basis. The company also provides trained manpower, including domestic and maintenance workers based on the work per hour system. It also provides outsource services of these workers to work on full time or part-time basis.



# **Board of Directors' Report**

**Experience and Elite  
Competencies**



# Board of Directors



**Mr. Sulaiman bin Abdul Aziz Al Majid**  
Chairman



**Dr. Abdullah bin Sulaiman Al Amro**  
Deputy Chairman



**Mr. Sulaiman bin Nasser Al Hatlan**  
Member and Managing Director



**Mr. Ibrahim bin Zayed Asiri**  
Member



**Dr. Saud bin Nasser Al Shathri**  
Member



**Mr. Sulaiman bin Ali Sultan**  
Member



**Mr. Abdullah bin Abdul Aziz Al-Majid**  
Member



**Mr. Abdul Aziz bin Ibrahim Al Nowaiser**  
Member



**Mr. Haitham bin Hamad Al Mulhem**  
Member



**Ali Feqhi Damati**  
Member



**Dr. Abdul Kareem bin Hamad Al Nujaidi**  
Member and Chief Executive Officer

## Board Composition and Committees

A shareholders' general assembly held on 11/04/2018G elected the company's Board of Directors for the Tenure starting on 12/02/2018G and ending on 30/04/2021G. Changes in Board membership in 2020G were as follows:

- Mr. Sulaiman bin Nasser Al Hatlan was appointed Managing Director with effect from 16/01/2020G.
- Mr. Haitham bin Hamad Al Mulhem was appointed member of the Board with effect from 20/02/2020G.

The following table shows the classification of the Board members as Independent/ Executive/ Non-Executive:

Name	Post	Type of Membership		
		Independent	Executive	Non-Executive
Mr. Sulaiman bin Abdul Aziz Al Majid	Chairman			✓ Representative of the National Company
Dr. Abdullah bin Sulaiman Al Amro	Deputy Chairman			
Mr. Sulaiman bin Nasser Al Hatlan As of 16/01/2020G	Member and Managing Director		✓	
Mr. Ibrahim bin Zayed Asiri	Member	✓		
Dr. Saud bin Nasser Al Shathri	Member			✓ Representative of the National Company
Mr. Sulaiman bin Ali Sultan	Member	✓		
Mr. Abdullah bin Abdul Aziz Al Majid	Member			✓ Representative of the National Company
Mr. Abdul Aziz bin Ibrahim Al Nowaiser	Member	✓		
Dr. Abdul Kareem bin Hamad Al Nujaidi	Member and Chief Executive Officer		✓	
Mr. Ali Feqhi Damati	Member			✓ Representative of Dr. Sulaiman bin Abdul Aziz Al Habib Commercial Investment Company
Mr. Haitham bin Hamad Al Mulhem As of 20/02/2020G	Member	✓		

## Number of Board Meetings and Attendance Record

The Board of Directors held five meetings during the fiscal year 2020G. Their attendance record was as follows: (v) means attendance, (x) means absent, and (-) means expiry of membership or membership has not started yet:

Name	First Meeting 17/03/2020G	Second Meeting 05/05/2020G	Third Meeting 01/09/2020G	Fourth Meeting 10/11/2020G	Fifth Meeting 22/12/2020G
Mr. Sulaiman bin Abdul Aziz Al Majid	✓	✓	✓	✓	✓
Dr. Abdullah bin Sulaiman Al Amro	✓	✓	✓	✓	✓
Mr. Sulaiman bin Nasser Al Hatlan	✓	✓	✓	✓	✓
Mr. Ibrahim bin Zayed Asiri	✓	✓	✓	✓	✓
Dr. Saud bin Nasser Al Shathri	✓	✓	✓	✓	✓
Mr. Sulaiman bin Ali Sultan	✓	✓	✓	✓	✓
Mr. Abdullah bin Abdul Aziz Al-Majed	✓	✓	✓	✓	✓
Mr. Abdul Aziz bin Ibrahim Al Nowaiser	✓	✓	✓	✓	✓
Dr. Abdul Kareem bin Hamad Al Nujaidi	✓	✓	✓	✓	✓
Ali Feqhi Damati	✓	✓	✓	✓	✓
Mr. Haitham bin Hamad Al Mulhem	✓	✓	✓	✓	✓

A photograph of a dark, rocky tunnel with a road leading to a bright sunset over a beach and mountains. The tunnel's interior is dimly lit, with the light from the opening creating a strong glow on the road and the surrounding rock walls. The scene outside the tunnel shows a wide beach, a calm sea, and distant mountains under a hazy sky.

# **Resilient Performance during the Covid-19 Pandemic**

**Resilience and  
sustainability  
Development  
and Leadership**



Maharah Human Resources Company has proven once again that its success stories are based on a clear vision and excellent execution of its strategic plans since its incorporation. These aim to develop the performance of the company and be ready for further achievements under all circumstances. All of our teams demonstrated high resilience and made a significant contribution to help mitigate the repercussions of the pandemic. In addition, our teams were able to protect and manage our large pool of manpower smoothly, safely and successfully.

Not only have they been dedicated and attentive to all pandemic-related procedures, but they have also been professional when dealing with all administrative and operational contingencies. As a result, Maharah has been able to enhance its leadership position in the human resources sector. Supported by adequate infrastructure, we have continued to provide professional services and solutions to our customers.



### Facts and Figures about 2020G



Number of Branches

**22** Branche



The "My Maharah" mobile application supports all

**3** Mobiles Operating Systems

In addition to the company's website



Number of Housing Accommodations

**18**



Number of Household Sector Customers **+90,000** clients

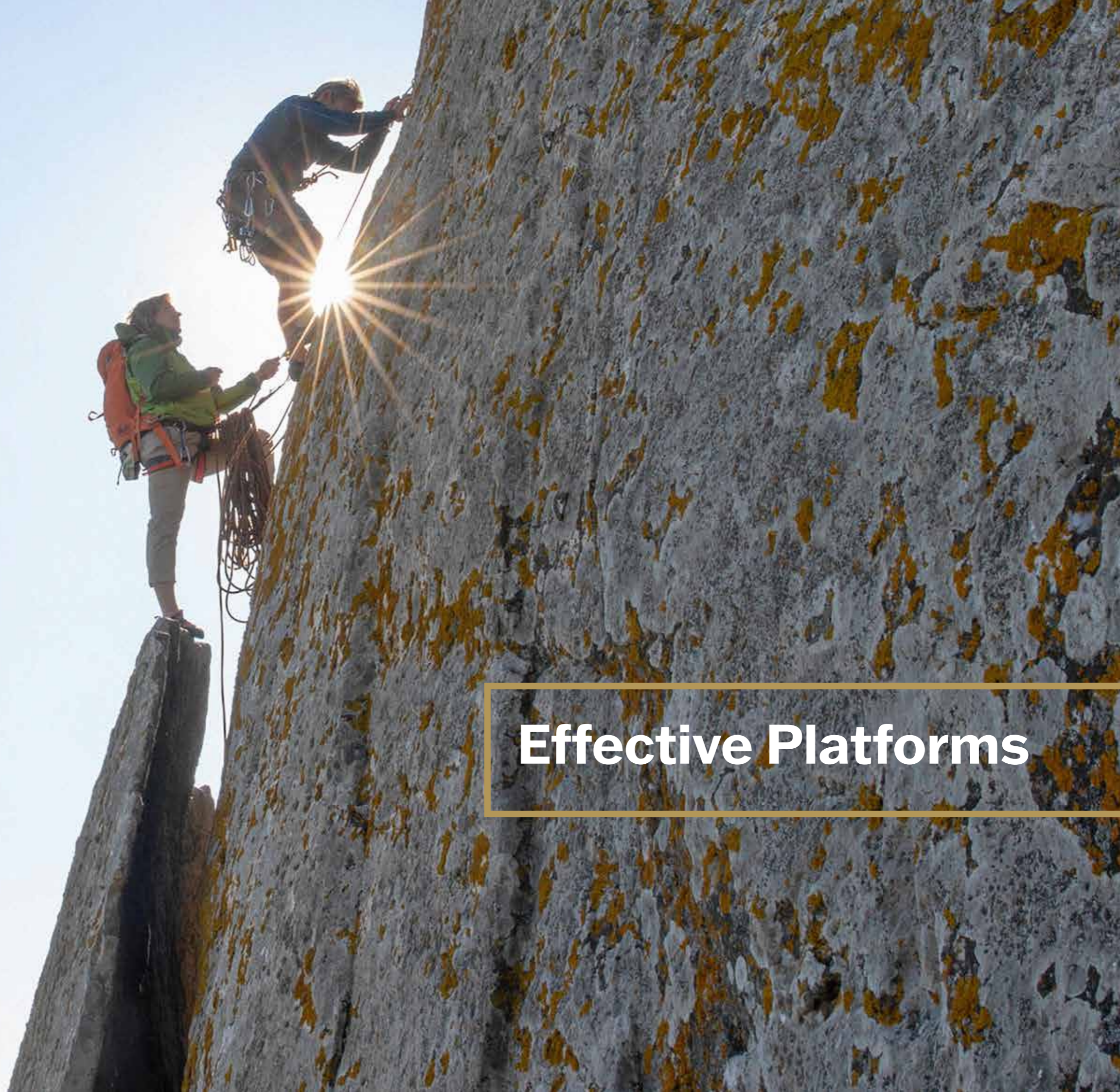


Number of Corporate Sector Customers **+450** clients



Number of Manpower sourcing countries **+33** country

# Sectors and Operational Performance



**Effective Platforms**

## Competitive Advantages and Company Value Proposition

### Qualified and Specialised Competencies

The company has specialised competencies in all service segments, including Healthcare, hospitality, banking, industrial sectors, etc. Those facilitate business relations with the clients and promote customer satisfaction. Our personnel specialise in the international recruitment of a broad range of specialities.

### Specialised & Diversified to Maintain and Grow our Customer Base

Our activities are divided into a number of segments aimed at service specialisation in provision of service. This has contributed to growing customer satisfaction. A large number of our customers has utilised our services for more than five years. Given our track record, Maharah has built a distinctive client base of leading entities, including, but not limited to, joint stock companies, as well as large, medium, and small enterprises.

### Geographical Reach and Business Coverage Across the Kingdom of Saudi Arabia

Maharah's corporate-sector services span the entire Kingdom of Saudi Arabia. We have 22 branches to serve the Household Sector and an electronic platform that provides customers access in cities where we have no presence. The Corporate Sector kingdom-wide is served via regional areas. The company has facilitated its services to the Household Sector in the cities where it has no offices, and it provides domestic helpers to its customers at no charge

### Technical Infrastructure to Support Businesses

Technical infrastructure is crucial to our business. All of our Corporate Sector customers are provided with a self-service portal via our bespoke Maher system to meet the needs of its customers. This is where our customers can access their contracts and other labour-related matters. Maharah has developed a mobile application to support our retail-sector customers. This helps to finalise agreements, renew contracts, view their workers' curriculum vitae and pay fees without the need to visit a branch. Maharah also transports domestic helpers to customers at no charge.

Furthermore, Maharah has established a customer-care call centre for all parties to provide feedback and submit requests or complaints at all times. The "My Maharah" application also allows employees to view their employment contracts, salaries, leave entitlement, performance evaluation, as well as access other services. Maharah's labour happiness centre is a multi-language facility that has been established to deal with workers' requests and inquiries. Also, our Maher system enables our employees to communicate their human resource, financial, and procurement needs. A customer operations system has also been established, which is linked to a customer availability system.

### Operational Excellence and Quality of Services

Maharah is distinguished by its internal procedures and Service Level Agreements (SLA's). We are constantly developing and enhancing our services in line with customer needs and requests. Quality is actively monitored and measured by an executive team specialising in the customer experience. Maharah also has a worker-care team to ensure their environment is safe and appropriate. Our team also monitors our workers' health and follows up on any medical cases.

### Diversified Services Portfolio

Maharah provides a range of services to its business-sector customers. These include housing and transportation along with Contract term flexibility as well as other services according to the market demand. We have also introduced new services to household sector.



## Corporate Sector Executive Department

The Corporate Sector is our largest market. We target most industries both in the public and private sectors. We endeavour to increase our market share by penetrating new industries and raising our exposure to existing industries. This is based on the quality of our services, promoting customer satisfaction and expanding geographical reach. To facilitate this aim, work is assigned to several support departments to handle the varied business needs.

Corporate Sector provides the required professions to the labour market. With our proficiency and speed in providing suitable and trained resources, we have increased our customer satisfaction rates. We have a strong representation across the main districts of the Kingdom of Saudi Arabia. Sectors include:

- Healthcare
- Retail
- Hospitality
- Industrial and Operational
- Commercial
- Governmental



## Household Sector Executive Department

Maharah currently provides services to the Household Sector in the Kingdom of Saudi Arabia. In the United Arab Emirates, we deliver household-sector services through our affiliate TPH. In Household Sector we provide household labour, such as domestic helpers, drivers, cooks, and certified personal-care professionals. The Household Sector services include:

### In the Kingdom of Saudi Arabia.

We provide two types of Manpower services in most regions, either through our branches, electronic channel or customer-service centres.

#### Full-Time Services

We provide full-time services only in the Kingdom of Saudi Arabia. Our personnel include domestic helpers, drivers, cooks, and personal-care professionals. Workers' housing is provided by our customers.

#### Part-Time Services

Maharah Provides through this service a cleaning services to its household clients on a part time basis through Khidmah Program, In this program trained domestic helpers and personal-care assistance provide thier services. We offer accommodation to our workers in the company's housing complexes located across the Kingdom of Saudi Arabia. Our workers are transported to their employers' premises by our transportation fleet.

### In United Arab Emirates

Through our affiliate TPH in Dubai, and our Tadbeer centres, we provide manpower to customers in the United Arab Emirates. These include domestic helpers, drivers, maintenance labourers, and pest- control labourers, on a part-time or temporary basis. We also provide trained domestic and maintenance workers based on the work/hour system. TPH has workers that are seconded to provide services on a full-time or part-time basis.



### Pioneering Leadership and Broad Geographical Reach

Maharah provides its diversified solutions and services through 22 branches in the Kingdom of Saudi Arabia and its head office in Riyadh, Al Yasmeen District, Olaya Street.

These branches offer:

- Sales centres for the Household Sector, including the Khidmah Programme;
- After-sales services, including contract renewal etc.;
- Moreover , our customers can order the household services through out our E-Branches (Mobile Application and Website) .

### Maharah Branches

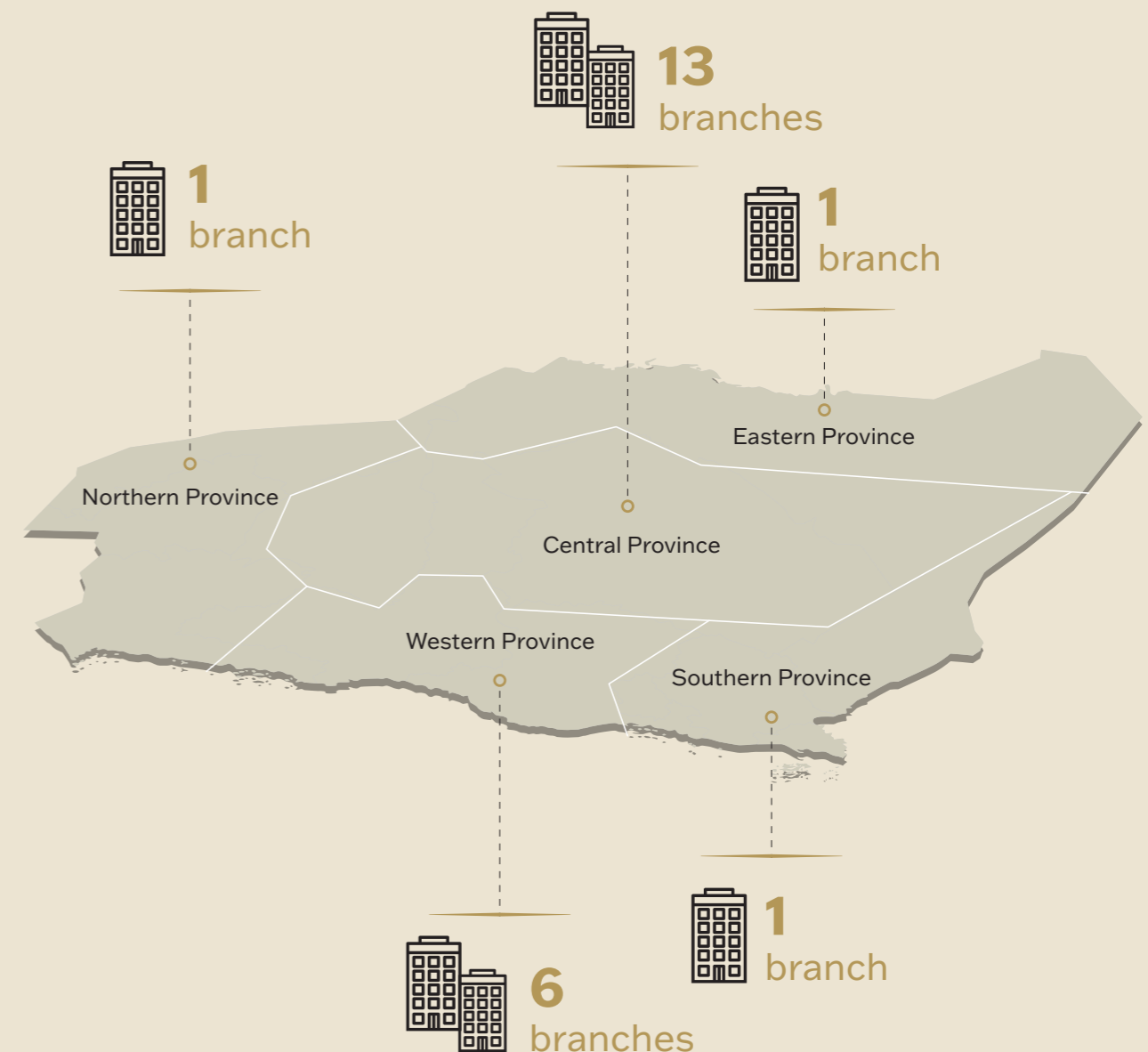
Ser	Branch	Region	City	Address
1	Al Morouj	Riyadh	Riyadh	King Abdulaziz Road - Al Morouj
2	Kurais		Riyadh	Kurais Road - Al Rayyan District
3	Al Taawon		Riyadh	North Ring Road - Al Taawon District
4	Al Sowaidi		Riyadh	South Ring Road - Shabra District
5	Al Rawda		Riyadh	East Ring Road - Al Rawdah District
6	Al Yasmeen		Riyadh	Anas bin Malek Road - Al Yasmeen District
7	University		Riyadh	King Saud University
8	Al Takhassosi		Riyadh	King Faisal Specialist Hospital
9	Al Kharj		Al Kharj	King Abdulallah Road - Al Burj District
10	AL Marwa	Makkah Al Mokarama	Jeddah	Prince Meteb Street - Al Marwa District
11	Al Naeem		Jeddah	Prince Sultan Street - Al Naeem District
12	Al Faihaa		Jeddah	Abdullah Sulaiman Street - Al Fihaa Street
13	Al Nozha	Eastern District	Jeddah	Hiraa Street - Al Nosah District
14	Al Taif		Al Taif	Al Sitteen Street - Shahar District
15	Al Dammam	Al Dammam	Al Khaleej Road - Al Shatea District	
16	Al Madina Al Monwarah	Al Madina Al Monwarah	Al Madina Al Monwarah	King Abdullah Road - Al Areed District
17	Buraidah 1	Al Qassim	Buraidah	King Abdulaziz Road - Al Rawdah District
18	Buraidah 2		Buraidah	King Khaled Road - Al Salhia Road
19	Onaizah		Onaizah	Zamel Abdullah Al seem - Al Rayan District
20	Al Rass		Al Rass	AL Jareef Road - Al Hazm District
21	Hail	Hail	Hail	King Khaled Road - Al Wasitaa District
22	Abha	Assir	Abha	King Fahad Road - Hajla District

### Maharah branches within the Kingdom of Saudi Arabia

More than **+250,000** customers



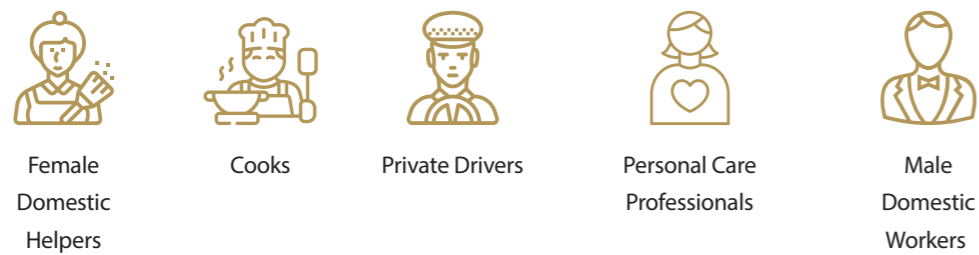
A mobile application that works on all smartphones, in addition to our website



### Nationalities Targeted by the Household Sector



### Services Provided by the Household Sector



### Bundles of Services Provided by Household Sector



## High Training Standards



## Manpower Services Executive Department

### Comprehensive and Sustainable Development

Human capital, including advanced manpower skills, competencies, and capacities, is one of society's most essential enablers, one that is capable of ensuring quality in all aspects of life in our fast-growing and diverse country. Maharah realised this very fact and has constantly worked since incorporation to apply this concept to its business activities and development strategies. It leverages a deep understanding of all Corporate Sectors' needs and requirements in the diversified human resources market in the Kingdom of Saudi Arabia.

Maharah views its workforce as a vital asset that forms the core of its business. We constantly seek to support and empower our teams with a range of services and solutions that help them perform with ease and peace of mind. Our Manpower Department scrutinises and manages our labour force's interests and requirements to the highest professional standards and attends to their various needs and requirements relating to the government and official agencies at all times through our Government Relations Department.

In addition, we continue to develop benefits and services that support our workforce, regardless of ethnicity and culture, to help them enjoy their life and work in all housing and employment facilities. We have also been highly flexible when dealing with the challenges relating to the regulation of contractual relationships associated with the Kingdom of Saudi Arabia's Mudad Platform.

Maharah added yet another remarkable story to the success of its business. With our focus on preserving all our employees' safety and health, we have enabled our workers to comply with the preventive controls designed to curb the spread of Covid-19 and observe all applicable health protocols. We have also been highly flexible with our workers who wished to return to their countries during the pandemic. For example, we leased private planes to repatriate our workers quickly, smoothly, and safely.

Maharah has anchored its position in the Kingdom of Saudi Arabia and the region as a value-added provider of human-resource services to the business and Household Sectors. We have sought to recruit the best manpower from global resources and provide solutions and services that meet the Kingdom of Saudi Arabia's needs. Maharah also supports the Ministry of Human Resources and Social Development's efforts to improve the quality of life in the Kingdom. Also, we support the government's comprehensive national transformation programme to achieve Vision 2030.

### Manpower Solutions and Services

#### International Recruitment Offices

In accordance with our stringent criteria, we recruit elite manpower from diverse cultures, backgrounds, and specialities to support the business and Household Sectors. We employ manpower through more than 60 international offices in over 45 countries, with which Maharah has distinct and strategic business relationships.

#### Recruitment and Provision of Manpower

We apply rigorous methodologies to determine the volume, nationality, profession, and gender of our workforce needs based on thoughtful criteria that include expectations of economic growth, marketing forecasts, current and expected sales volumes, historical data, Nationalization requirements and government policies. We maintain a continuous balance of visas that can be availed when needed.

#### Selection and Employment

Maharah recruits manpower to meet Corporate Sector's needs based on the recommendations of our certified international recruitment offices. We recruit based on the qualifications and competencies spelt out by our customers, who hold personal interviews with the candidates.

Maharah selects and hires manpower for the Household Sector in line with the following services required:

- Full-time services
- Part-time services

#### Arrival and Post-Arrival Procedures

Maharah's team transports our recruited manpower from the airport to our temporary housing facilities. Their arrival is communicated to customers by our Customer Relations Managers. All other official procedures, including medical check-ups, Iqama issuance, medical insurance and ATM cards, are completed at this stage. Our manpower is given specialised training, and educational courses for guidance and awareness.

#### Training and Qualifications

Maharah implements specialised and diversified training programmes for full-time and part-time female domestic helpers. These aim to equip them with cleaning, home maintenance, and general safety skills. For cooks, our training aligns and refines their experiences and capabilities with the local cuisine.

#### Manpower Care

Maharah's Manpower Care Unit handles all inquiries and feedback from workers through various communication means, including multilingual telephone lines and a smartphone application.



## Logistics and Operational Services Department

### Support, Empowerment and Care

This Department provides comprehensive advances services to support all company departments. It analyses service requests issued by each department and promptly fulfils them timely and to the highest standards. Furthermore, it aims to ensure the company's stability of services and operations, which contributes to customizing and controlling of all service and operational processes and determining its ratios at the recipients of these services

The department will continue to:

- Manage internal and external services such as maintenance, transportation, housing, catering, and logistics that are in line with best practices based on short and long-term strategic studies.
- Rapid and disciplined digital transformation of all tasks, with due consideration to the financial impact and cost centers of such transformation given the company's financial and investment system.

- compliance with the assigned tasks and develop strategies and policies to support all departments, of which the logistics division is the backbone.
- Create an integrated and regulatory environment to receive and implement service requests, in line with our control matrix depending on experienced operations team.
- Control services provided internally and externally to provide business stability.
- Build the company infrastructure for reliable service delivery of all divisions.
- Apply the highest quality standards in a sustainable manner.
- Maintain and operate buildings and equipment, follow up on operational contracts, and apply controls and requirements that help the company employees and tenants of housing units to perform under a proper environment.



## Project Management Office (PMO)



### Professional Integrated Support

The company has established a project management office to provide a systematic framework that supports strategic and developmental projects and initiatives. This office coordinates, follows up and supports all projects through each stage, from planning and implementation to handover. It helps project managers and stakeholders complete their projects and initiatives according to their timelines, scope of work and allocated budgets.

The office's strategic tasks include:

- Managing projects priorities
- Preparing and applying the company's project management methodologies
- Overseeing the completion of projects

- Adopting Maharah matrix organisation
- Disseminating a project management culture
- Supporting and training project managers
- Preparing project status reports for senior management
- Collecting, archiving, and sharing lessons learnt from implementing projects

The company deploys an advanced technical system to manage and track the implementation of projects, including the preparation and submission of reports to senior management and other stakeholders.





## Internal Audit Department

The Internal Audit Department has policies and procedures to manage internal audits in line with international internal audit standards. The process of determining and identifying risks is reviewed constantly in the context of the company's business objectives.

The company's internal audit plan for the next three years has been prepared based on its risk assessment results. Internal audit processes have started in all departments to improve operations and add value to all its workstreams.

### Constant Development of Internal Audit Policies

In keeping with the international standards on internal audits, Maharah develops its policies and procedures continuously to identify and assess risks within the context of its strategic business plans. It constantly reviews and evaluates all its internal control systems and measures their efficacy to help improve the company's performance.

## Legal Department

The Legal Department continues to develop best practices to support all teams in the company. It handles all legal affairs of the company and resolves all legal issues. The tasks it performs include:

- Preparing and reviewing all legal documents
- Preparing and reviewing contracts, agreements, and legal memorandums
- Conducting legal research
- Providing advice to the Board of Directors, senior management, and all departments on legal issues
- Representing the company before all judicial, regulatory and governmental authorities
- Filing and following up on lawsuits at courts of all levels
- Collecting company rights with [receivables from?] other parties
- Reviewing laws, regulations and circulars related to the company.



## Public Relations Department

The company, represented by its Public Relations and Media Department, signed and implemented several business agreements and memorandums of understanding in 2020G. It participated as a sponsor and partner in the “Recruitment, Human Resources and Supporting Labor Services” Forum and Exhibition, the leading human resources event in the Kingdom of Saudi Arabia. At internal events for its employees, the department ensured that the company complied with all the government’s preventive measures, such as social distancing, to curb the spread of the Covid-19 epidemic. These events have contributed significantly to enhancing interaction and positive communication among the various departments.

### Events

#### “My Father and Mother at Work”

The company held its “My Father and Mother at Work” event for the second consecutive year in 2020G. This event gives the children of Maharah’s employees the chance to visit their parents’ workplace and gain more knowledge about Maharah. Diverse entertainment activities were held during the event, including the distribution of gifts and commemorative photos.

Maharah Human Resources Company welcomes the sons and daughters of its employees to its 2020G “My Father and Mother at Work” event



#### “The Recruitment, Human Resources and Supporting Labor Services” Forum and Exhibition

Under the patronage of HRH, The Governor of Riyadh, Maharah, participated for the third consecutive year as a sponsor and partner in the “Recruitment, Human Resources and Supporting Labor Services” Forum and Exhibition held in January 2020G. Through its participation, Maharah has underscored and cemented its leadership in the human resources sector. The event also allowed it to communicate directly with local and international customers and partners and introduce its various services. Maharah’s suite at the event was visited by representatives of the embassies of the major manpower-exporting countries.



### Going Pink for Breast Cancer Awareness

As part of employee welfare and to raise awareness, Maharah held a small exhibition on breast cancer at its General Administration Building in the city of Riyadh in October 2020G, in cooperation with the Cancer Control Society and Zahra Society. This highlighted the importance of early examination and provided advice and instructions for the prevention of breast cancer.

### Saudi's 90th National Day

Complying with the precautionary measures, Maharah celebrated Saudi Arabia's 90th National Day. It ran programmes and events for personnel in its branches and offices across the Kingdom.

### Improving Shareholder Relations

To enhance shareholder relation services, Maharah signed a business agreement with Argaam Investment Company in December 2020G, to design a shareholder relations page on Maharah's website. The company also programmed and launched a smartphone application for shareholders. This improved disclosure and transparency while complying to high governance standards.

### Memorandum of Understanding with Spectra

In line with its expansion plans, Maharah signed a non-binding agreement in December 2020G to acquire a majority stake in Spectra Support Services. It furthered its goal to become a leading integrated player in the human resources sector.

### The ISO Certificate number is ISO 9001:2015

In keeping its excellent services, the company has obtained the Quality Certificate for the third consecutive year.



### Best Human Resources Company Award

Being a pioneer in the Saudi Arabian market, the Company obtained the best human resources company award in the Kingdom of Saudi Arabia in 2020G.

### Jobs Fair

In partnership with the Human Resources Development Fund (HRDF), Maharah organised a gathering for jobseekers registered with national employment portal (TAQAT), during which the company offered an array of job opportunities.

### Covid-19 Awareness and Educational Campaigns

Working with partners from major hospitals in the Kingdom, Maharah organised periodic campaigns for its employees surrounding the Covid-19 outbreak. The company aims at preserving the safety of employees and their families.

### Honouring Employees with the Highest Number of On-Line Training Hours

The company honoured a number of its employees in appreciation of their keenness for development. They had achieved a high number of training hours while working remotely in 2020G.



## Corporate Social Responsibility

### Effective Social Responsibility

Maharah implemented a number of initiatives through its programme Maharah Societal. The programme provides financial support and services to charities and national societies that serve various communities in the Kingdom of Saudi Arabia.



#### Cooperation Agreement with the Charitable Society For Orphans Care (Insan)

Maharah signed a one-year agreement covering the period of January to December 2020G with the Charitable Society for Orphans Care (Insan) to support their needs. The Society ran high-quality programmes to help orphans live a dignified life. These covered the

principles of Islamic faith, among others. Orphans were also given the financial and moral support to deal with the problems they encountered. Maharah aims to be a pioneer at empowering beneficiaries through this professional and sustainable scheme.



#### Cooperation Agreement with the Disabled Children Association

Under this agreement, Maharah allocated part of its revenue from domestic helper services all over the year 2020G towards the Disabled Children Association. The association cares for disabled children across the Kingdom of Saudi Arabia. It provides educational and

development programmes, healthcare services, and quality medical supplies to those children and their families. Maharah hopes to integrate disabled children into society so that they can live life to the fullest.



## Customers Experience Executive Department

### Building Sustainable Loyalty and Trust

Maharah is working on intelligent and innovative offerings to improve customer experience across all segments at all times.

The Avaya system was developed to strengthen customer services through a number of new features. This includes but is not limited to: activating online reports, activating recommunication with customers and other mechanisms to enhance the quality of work. Some of the features have been linked to the company's internal system. Telephone sales services has also been activated for the Household Sector. Customer satisfaction is assessed through periodic electronic questionnaires aimed at developing and improving these services.

Maharah's social media accounts were also linked to the Avaya server in order to receive customer messages and mentions across Twitter, Instagram and Facebook on one page. The company can also respond to messages without opening individual applications. In addition, a dashboard was established for the accounts, showing the number of messages that have been received and those that have not been responded to. The dashboard is supported by a number of features including obtaining reports by the name of the employee, the name of the customer, or the number of messages.

Live Chat has also been activated on two accounts. The department is attentive to customer complaints and remarks, and works to quickly address them through identified performance measurement indicators. These complaints and remarks are followed up on a periodic basis.



## Information Technology Executive Department

### Enriching and Empowering Sustainable Growth

In line with the huge technical advances in information technology applications, Maharah's Information Technology team continues to provide solutions that harmonise with the nature of its business and strategic objectives - to enhance the vision, direction and leadership of related fields.

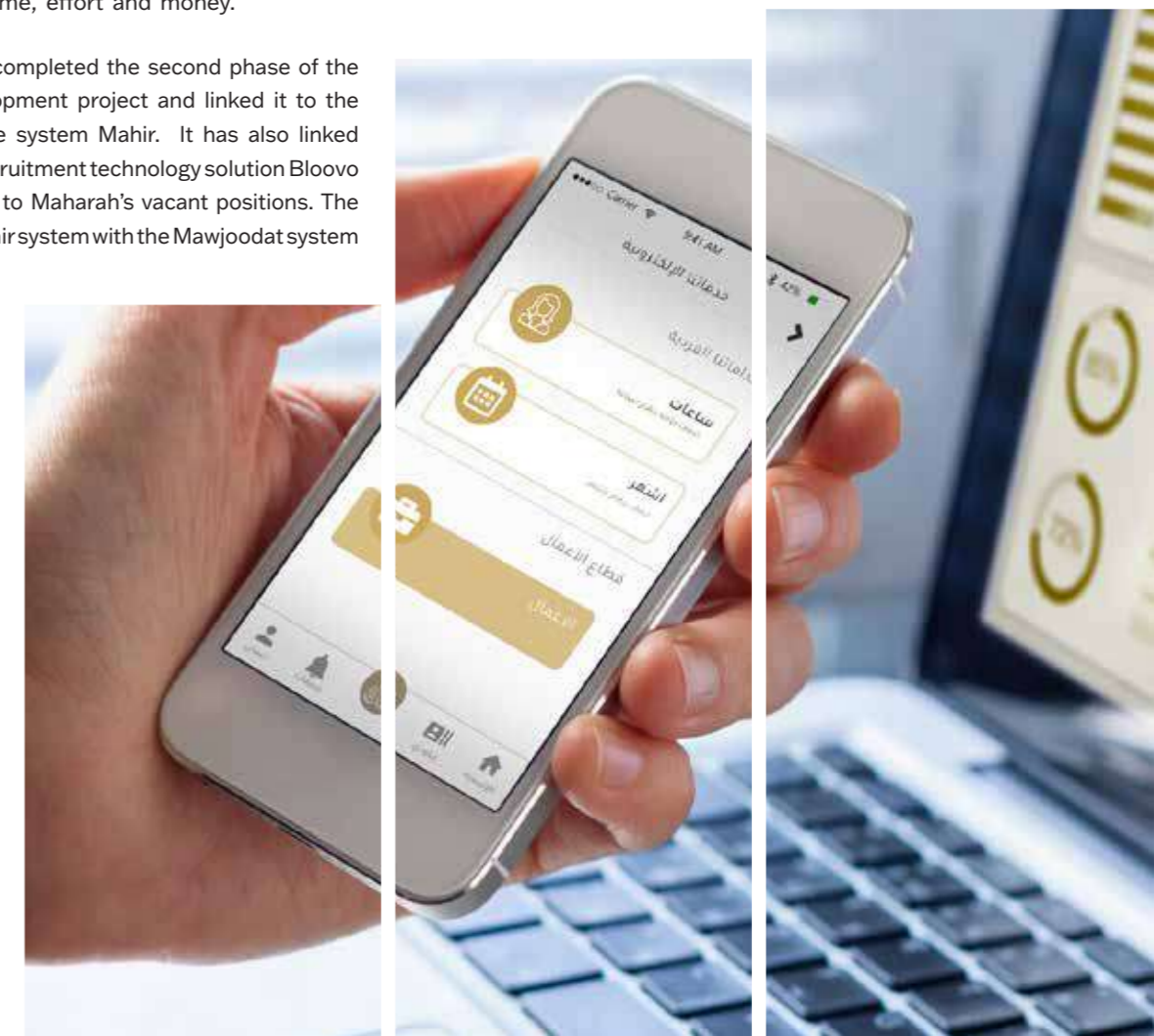
The team supports strategies and policies across company sectors and departments through digital services and a set of technical and advisory solutions. It also provides pioneer services which apply the best international practices and experiences in the field of technical solutions.

The team also assists departments in identifying and analysing the problems they encounter. It then finds the best solution that contributes to the development of services. The solution should achieve customer satisfaction in terms of increasing the quality of rendered services and save time, effort and money.

In 2020G, Maharah completed the second phase of the Avaya system development project and linked it to the customer self-service system Mahir. It has also linked Mahir system with recruitment technology solution Bloovo to match jobseekers to Maharah's vacant positions. The project for linking Mahir system with the Mawjoodat system

to manage company assets has also been completed. In addition, Maharah continued to implement information security projects and increase the protection of company communications data. It also helped employees transition to working remotely and completed the smart reports project (involving finance, human resources, business development and the executive management), as well as an electronic portal for medical sector candidates and a customer care centre for telephone sales. In addition, the second version of employees' application MYMaharah, the fourth version of a Household Sector customers' application, the second version of an electronic portal for international offices, and the third stage of a project for automating Maharah's business have been completed.

Maharah also seeks to enhance its technical structure in the year 2021G. It aims to provide more integrated and secure electronic services, and achieve the highest levels of customer satisfaction.



## Financial Affairs Executive Department

### Ensuring performance and availing resources for future growth

Maharah deals with continuous or contingent business circumstances in a professional manner that enables the company to maintain its strong and stable financial position. It manages its financial resources and distributes these to fund current and future projects and develop supporting policies. The company will be able to make prudent and sound investment decisions, in line with its strategic business plans.

Maharah's financial department continues to excel in all financial planning work, including preparing periodic reports, organising financial control tools, protecting company assets, account bookkeeping and organising payment-related procedures, in accordance with International Financial Reporting Standards adopted by the Kingdom of Saudi Arabia.

The team has also worked and coordinated with a number of parties such the General Authority of Zakat and Tax, banks, shareholders, and external auditors.

It has also provided support to other company departments, followed-up on collection activities, and managed cash effectively to achieve company objectives by creating a value-add for stakeholders, and investors in particular. The team embodies the company's mantra: "the customer satisfaction is our most important value."

In addition, the department reviews strategic and operational business plans of different company sectors, to ensure that they are aligned with actual financial performance. It identifies any deviations from allocated provisions at an early stage, suggests corrective actions suitable to address these deviations and follows up on the implementation of these suggestions.

The team has also developed and updated the policies and procedures manual, to ensure that financial and operational control tools, segregation between tasks, and decisions made were balanced and in line with official requirements.

## Administrative Services Executive Department

### Attendance to all Details and Sustainable Empowerment

In line with the company's strategy to enable, support and develop its Corporate Sectors, the Administrative Services Department provides a solutions and services to enhance and develop the company infrastructure at large. The department helps to manage and implement capital and real estate projects, as well as all support services involving procurements and contracts. The department also serves and supports company employees across seniority and functional roles. It also directly contributes to the strategic planning of future projects, in line with the requirements and objectives identified by the senior management.

During the Covid-19 pandemic, the department provided the necessary logistics support to all company sectors to ensure business continuity, and reduced leasing expenses by renegotiating contracts. It ensured that the new requirements for the company joint housing centres were met. In addition, the department obtained Balady (my homeland) licenses and documented lease contracts on the Ijar platform.

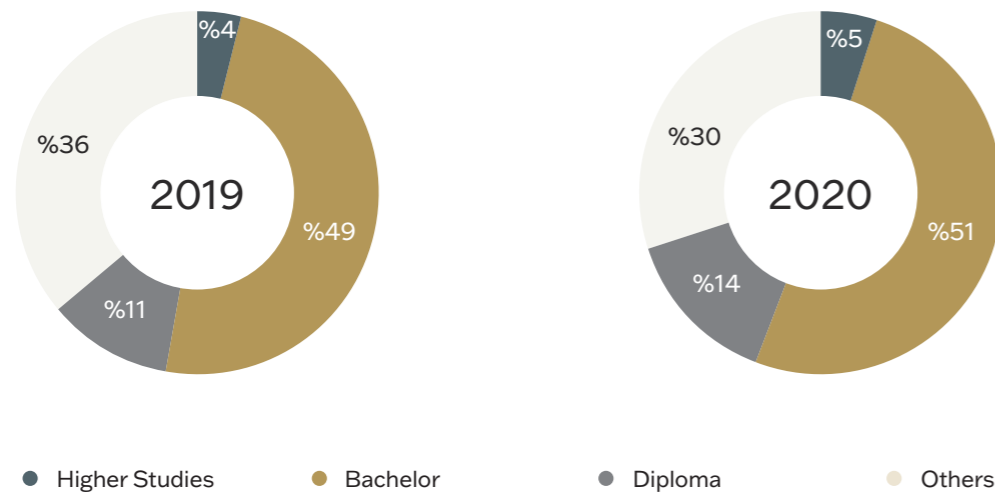


## Human Resources Executive Department

### A Pillar of Sustainable Growth

Maharah believes that human capital is a pillar of sustainable growth. Therefore, it recruits skilled, qualified and experienced candidates to add value to all its business channels. They are placed in a conducive business environment and encouraged to exchange ideas, enhance their capabilities and refine their talents in a manner that enables them to carry out their roles effectively and be more productive. The department has supported remote working and continued to operate in all its business environments, despite the precautionary measures taken by the government to curb the spread of Covid-19 in 2020G.

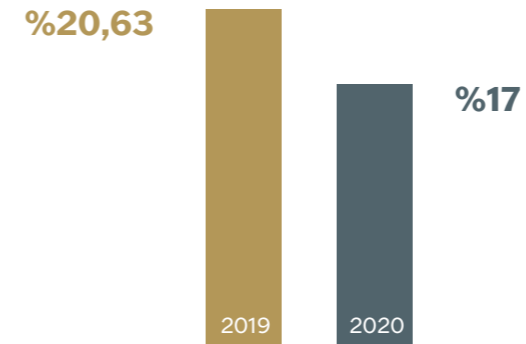
#### Academic Qualifications



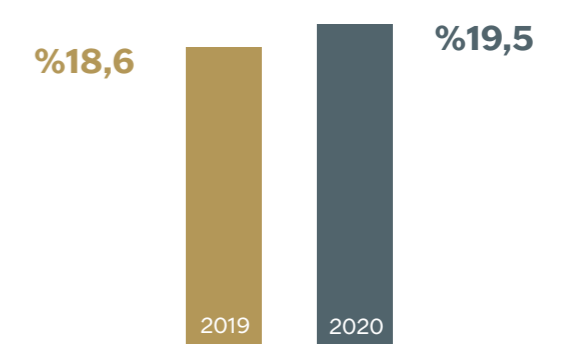
The department has also given all employees the opportunity to avail of the advanced training and qualification programmes, to satisfy the company's strategic objectives. It trained 295 employees at 268 training courses held in 2020G, while keeping their jobs secure.

Maharah also continues to empower and engage women in all sectors of the company, in line with transformation plans and achieving the Kingdom's vision 2030.

#### Average Turnover



#### Empowering Women to Work



Maharah also continued to implement its job replacement policy by hiring qualified local personnel, which resulted in achieving an 87% Saudization ratio in 2020G. It has also tasked a consultancy to work on human capital transformation, and review and develop initiatives that are aligned with the company's strategic objectives. In addition, Maharah sent a questionnaire to employees to identify their loyalty to the company. Based on their feedback, the company raised insurance coverage levels by working with an international insurance firm.

Maharah plans to start a number of initiatives in the year 2021G. Key initiatives include reviewing the company's organisational structure, developing a salary scale, competencies model and knowledge, as well creating a company and employees' performance management system. Maharah will also improve the efficiency of human resources procedures in terms of strategy, policies and procedures. In addition, it will launch a career development initiative in the year ahead.



## Maharah Affiliates (Maharah's Subsidiary)

### Regional Presence and a Sustainable Growth

Maharah aims to achieve its vision and strategic objectives, in line with plans to stay a leader in the human resources sector and expand its operations geographically. With this in mind, it has invested in the United Arab Emirates by acquiring Musanid Cleaning Services and Bloovo.

#### Musanid Cleaning Services, LLC

Musanid is a limited liability company established under the United Arab Emirates' Federal Law No. 2 of 2015 on commercial companies. It has a stake in TPH Labor Domestic Support Services, LLC.

#### TPH Group



More than **15,000** customers

benefiting from the group's services on daily basis

A total of **600** employees

Provider of **8** specialised training courses

Offers over **2,500** disinfectants

TPH Group has upheld international practices and quality, safety and security standards since its inception in 2005G. It applies these in the Emirate of Dubai at the Tadbeer Service Centre and in the Emirate of Abu Dhabi through TPH Cleaning Services across internal and external dealings. The group offers an array of professional services such as plumbing, electrical work, and air-conditioner repair, maintenance and duct cleaning. It also offers cleaning services to

government entities and private companies. As part of measures to curb the spread of Covid-19, the group provided disinfection services to its customers in public and private sectors. It also runs first-aid training and qualification courses, with certificates that are accredited by local and international governmental institutions. In addition, TPH Group provides sanitary, childcare, and domestic services through the following business channels:

#### TPH Cleaning Services

TPH Cleaning Services is the group's cleaning services wing that specialises in providing maids on an hourly basis. The company also offers cleaning, washing, laundry, babysitting and kitchen help services. It also services private parties and various commercial events.

#### Tadbeer Centre

Tadbeer Centre is a franchise of the Ministry of Human Resources and Emiratization. It aims to organise the domestic workers industry and safeguard the rights of owners and workers alike. The Centre is the sole official channel to hire domestic workers including cooks, drivers and professional babysitters. These workers come from countries such as Indonesia, the Philippines, Sri Lanka, Kenya, Ethiopia, Uganda and Ghana. The centre also provides customers with the option to sponsor workers directly or take them on a monthly basis, on a contract lasting as long as two years.

#### Yalla Fix It Company

Yalla Fix It offers an array of professional technical repair and maintenance services for properties including luxurious residences. The services are provided in accordance with international standards and include world-class electrical works, air-conditioner maintenance and ducts cleaning, and other cleaning and garbage disposal services. Yalla Fix It also provides pest control services approved by the municipality of Dubai. The company hires well-trained technical professionals and works on bolstering their talents through state-of-the-art technology and tools.

Yalla Fix It has enhanced its presence in the Middle East. It has recently signed contracts with two of the largest property developers and asset management companies in the region, namely Driven Properties and Emaar. The company has also started a specialised vertical for data centre cleaning. It is being managed by skilled engineering teams endorsed by municipality of Dubai.

#### TPH Training Company - Perfect Help Ltd

TPH Training provides world-class first aid, health and safety training services in Dubai, in line with the requirements of the municipality and the United Arab Emirates' Ministry of Social Affairs, for healthcare professionals to be aware of personal protection procedures. TPH Training is accredited by esteemed local and international bodies, such as the Dubai Corporation for Ambulance Services, Dubai Health Authority, Dubai Knowledge and Human Development Authority, the Department of Health of Abu Dhabi, American Heart Association, American Safety and Health Institute, and the Highfield Awarding Body for Compliance of Highfield International.

TPH Training provides the following specialised courses: Highfield Level 2 International Award in Basic Life Support and Safe Use of Automated Internal and External Defibrillator; HABC Level 2 International Award in Emergency First Aid at Work, Defibrillation and CPR; HABC Level 2 International Award in Pediatric First Aid and the Safe Use of an Automated External Defibrillator; American Heart Association - Heartsaver First Aid CPR and Automated External Defibrillator; American Heart Association - Basic Life Support and First Aid for medical and non-medical professionals; American Safety and Health Institute; and Child and Babysitting Safety and Pediatrics.





### Group Achievements in 2020G

TPH Group was resilient in dealing with social distancing and lockdown measures with the Covid-19 pandemic. It developed professional practices and ensured a high level of business continuity, to take part in a national disinfection programme supporting the Government of Dubai. In addition, the group has been providing disinfection services to multiple government bodies like the Dubai municipality, Dubai Health Authority, Dubai Police and the royal palaces. It also successfully delivered more than 2,500 disinfections in collaboration with the various bodies of the Government of Dubai by disinfecting hospitals, clinics, public places, isolation centres and public access buildings in the emirate. The group also provided food and basic necessities to its 600 employees, to allow them to carry out their activities and life as normal. Efforts of the group were recognised by the Philippines Overseas Labor Office and the Overseas Workers Welfare Administration, and through articles published in magazines and journals.

Meanwhile, the company opened the Tadbeer centre in November 2020G. Tadbeer centre has been graced by world-renowned chefs Manal Alalem, who is also a Goodwill Ambassador of the United Nations World Food Programme.

### Objectives for 2021G

TPH Group looks forward to expanding its customer base by utilising its experience to serve new customer segments in Dubai and Abu Dhabi and other businesses and sectors in the United Arab Emirates. The group will offer new services such as babysitting and eldercare, and train home nurses and domestic helpers through Tadbeer centre. The group also plans to provide more corporations, including real estate developers and asset management companies like Driven Properties and Emaar with advanced services through Yalla Fix It. TPH Cleaning Services is working to expand its geographical coverage by growing its headcount to 1,000 workers.

### Solutions and Services

Bloovo provides a range of high-end intelligent services that save time and effort and increase productivity. Its matching capabilities stem from advanced technology, artificial intelligence and machine-learning algorithms. The company also offers interactive solutions for jobseekers and companies, which have access to a pool of candidates. The key solutions and services provided by Bloovo are as follows:

- Subscription to the Bloovo electronic employment platform
- AI-powered Applicant Tracking System
- Skills assessment
- Headhunting
- Intelligent conversion consulting for employers

### Future Plans

Bloovo's business strategy involves strengthening its leadership and developing comprehensive intelligent solutions and services to serve current and future customers in the public and private sectors. Its services include intelligent job interviews and automated analysis of applicants. The company is also expanding its customer base within the Gulf and beyond.

### Bloovo Ltd



More than **3,000** companies benefit from its solutions and services



Best Emerging Company In UAE selected by Business Vision Awards

Named among the top **50** emerging companies in the Arab world in 2017G



On the Forbes list of most important emerging companies in the Middle East and North Africa in 2018G

Maharah Human Resources Company has acquired a stake in Bloovo, a leading recruitment technology solution for employers and jobseekers. It provides these services through its head office at Dubai Internet City in the United Arab Emirates and its branches in Dubai, Abu Dhabi, Riyadh, Jeddah, Dammam and Kuwait. Bloovo provides creative and interactive professional employment solutions by tapping on artificial intelligence. It uses a special algorithm to successfully match applicants to jobs. The company has a video interviewing channel so employers can conduct online interviews with applicants. Bloovo serves a growing network of companies. Many are based in countries of the Gulf Cooperative Council, while a growing number come from other parts of the world.

Bloovo aims to revolutionise the employment process through its matching algorithms, which sorts candidates and makes the employment process more efficient. More than 3,000 public and private companies in the Gulf region use Bloovo's smart solutions and services. They come from the aviation, banking, communications, insurance, industrial, energy, oil and gas, retail sales, education and health industries, as well as other emerging sectors.



A person in a blue jacket stands on the edge of a dark, rocky cliff, looking out over a vast mountain range under a sunset sky. The mountains are layered, with some peaks covered in snow. The sky is a mix of blue, orange, and white clouds.

# **Members of the Board Profiles Executive Management and Committees**

**Competencies  
and Skills**

## Biographies of Board Members

### Name of Board Member

#### Mr. Sulaiman bin Abdul Aziz Al Majid

#### Current Post

- Board Chairman, Maharah Human Resources Company

#### Qualifications

- Bachelor of Islamic Economy, Imam Mohammed Bin Saud University, Kingdom of Saudi Arabia, 1986G

#### Previous Post

- Board Chairman, Tanmiyat Real Estate Investment Company

#### Experience

- 1993G to 2004G: Manager, Tanmiyat Clothes Trading Company
- 1982G to 2004G: General Manager, Tanmiyat Real Estate Establishment

#### Names of companies inside and outside the Kingdom, in which he is/was a member of their boards

- 2015G to date: Board Chairman, Maharah Human Resources Company
- 2012G: Board Member, Mazaya Khalijiya Commercial Investment Holding Company, a Saudi limited liability company
- 2007G: Board Member, Al Ahliya International Real Estate Investment Company, a Saudi limited liability company
- 2006G to date: Board Member, Tanmiyat Real Estate Investment Company
- 2011G to date: Board Member, Tatarstan Company, a Saudi joint stock company
- 2004G to date: Board Chairman, AD Engineering Company, a Saudi professional company

### Name of Board Member

#### Dr. Abdullah bin Sulaiman Al Amro

#### Current Post

- Deputy Chairman, Maharah Human Resources Company

#### Qualifications

- Fellowship in Radiation Surgery, University of McGill, Canada, 1995G
- Fellowship of Brachytherapy, University of Ottawa, Canada, 1995G
- American Board, Radiation Oncology, United States of America, 1995G
- Canadian Fellowship, Royal College, Canada, 1995G
- Bachelor of Medical Sciences, King Faisal University, Kingdom of Saudi Arabia, 1988G

#### Previous Post

- Chief Executive Officer, King Fahad Medical City

#### Experience

- 2013G, founder, Chief Executive Officer and Managing Director, Maharah Human Resources Company
- 2005G to date: Consultant, Radiation Oncologist, King Fahad Medical City
- 2005G to date: Member of Advisory Council, King Fahad Medical City
- 2004G to 2013G: Chief Executive Officer, King Fahad Medical City

- 2004G: Head of Oncology Center, King Faisal Specialist Hospital and Research Center

- 2004G to date: Board Chairman, Saudi Cancer Society

- 1999G to 2004G: Executive Director, Joint Cooperative Affairs and Business Development, King Faisal Specialist Hospital and Research Center

- 1997G to 1999G: Head, Cooperation Program with Saudi Hospitals, King Faisal Specialist Hospital and Research Center

- 1997G to 1998G: Head, Radiation Therapy, King Faisal Specialist Hospital and Research Center

- 1996G to 2008G: Consultant, Radiation Oncologist, King Faisal Specialist Hospital and Research Center

- 1993G to 1994G Head, Saudi Students Club, Ottawa, Canada

#### Names of companies inside and outside the Kingdom, in which he is a board member

- 2018G to date: Board Member, Maharah Human Resources Company
- 2019G to date: Board Member, MEFIC Capital, a Saudi financial services company

## Name of Board Member

**Mr. Ibrahim bin Zayed Asiri**

## Current Post

- Deputy Secretary General, King Abdulaziz Center for National Dialogue

## Qualifications

- Master of Public Administration, King Saud University, Kingdom of Saudi Arabia, 1996G
- Bachelor of Business Administration, King Abdulaziz University, Kingdom of Saudi Arabia, 1986G

## Previous Post

- Assistant Secretary General, Executive Affairs, King Abdulaziz Center for National Dialogue

## Experience

- 2011G to 2018G: Assistant Secretary General, Executive Affairs, King Abdulaziz Center for National Dialogue
- Member, financial and administrative advisory team for self-operation project in Saudi Crescent in 1433H
- 1430H to 1433H: Administrative Development Advisor, Shura Council
- 1431H to 1432H: Chairman, Administrative and Financial Affairs, Prince Mohammed bin Abdulaziz Medical City
- 1406H to 1432H: Training Staff Member, Human

Resources, Coordinator of Human Resources Programs Sector and head of some departments in the Institute of Public Administration

- 1432H: Member, Organizational Structure and Guide Development Committee, Commission for the Promotion of Virtue and Prevention of Vice
- 1432H: Member, Programs Committee, Board of the National Charity Fund
- 1430H to 1431H: Acting Executive Director, Administrative and Financial Affairs, King Fahad Medical City
- 1426H to 1431H: Head, Administrative Organization Team, Ministerial Committee for Administrative Organization
- 1429H to 1430H: Administrative Organization Advisor to the Board of Grievances
- 1428H to 1429H: Member of the team entrusted to develop and prepare administrative organisation, internal regulations and teaching and admission regulations and funds in the College of Medicine, King Fahad Medical City
- 1419H to 1421H: Advisor for Development, Administrative Affairs Deputyship, General Presidency of Youth Welfare

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2018G to date: Board Member, Maharah Human Resources Company

## Name of Board Member

**Dr. Saud bin Nasser Al Shathri**

## Current Post

- Board Chairman, Tanmiyat Commercial Investment Company

## Qualifications

- Ph.D. from Systems Division, Higher Judicial Institute, Kingdom of Saudi Arabia, 1430H
- Master of Shariah Policy, Higher Judicial Institute, Kingdom of Saudi Arabia, 1421H
- Bachelor of Shariah, Imam Mohammed bin Saud University, Kingdom of Saudi Arabia, 1414H

## Previous Post

- Notary Public, Ministry of Justice

## Experience

- 1414H to 1426H: Notary Public, Ministry of Justice

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2013G to date: Board Member, Maharah Human Resources Company
- 2015G to date: Board Chairman, Tanmiyat Commercial Investment Company, a Saudi closed joint stock company
- 2007G to date: Board Member, Al-Ahliya International Real Estate Investment Company, a Saudi limited liability company
- 2012G to date: Board Member, Mazaya Al Khalijiya Commercial Investment Holding Company
- 2010G to date: Board Member, Tanmiyat Medical Company, a Saudi joint stock company



## Name of Board Member

**Mr. Sulaiman bin Ali Sultan**

## Current Post

- General Manager, Advanced Business Consulting Office

## Qualifications

- Bachelor of English Literature, King Abdulaziz University, Kingdom of Saudi Arabia, 2002G
- Diploma in Computer Data Systems, University of Greenwich, United Kingdom, 1996G
- British Fellowship of Human Resources (CIBD)
- Executive Management Program, Lancaster University

## Previous Post

- Chairman, Institutional Affairs Division, SALIC

## Experience

- 2015G to 2018G: Manager, Companies Support, Islamic Corporation for the Development of the Private Sector
- 2014G to 2015G: Chairman, Human Resources Division, Saudi Arabia Zain Mobile Telecommunications Company
- 2006G to 2014G: Human Resources Manager, Ernst and Young
- 1996G to 2016G: Human Resources Consultant, Saudi Arabia BAE Systems Company

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2018G to date: Board Member, Maharah Human Resources Company
- 2018G to 2019G: Member, Nominations and Remunerations Committee, Canada G3

## Name of Board Member

**Mr. Sulaiman bin Nasser Al Hatlan**

## Current Post

- Managing Director, Maharah Human Resources Company

## Qualifications

- Master of Professional Accounting, California State University, United States of America, 1998G
- Bachelor of Accounting, King Saud University, Kingdom of Saudi Arabia, 1994G

## Previous Post

- Chief Executive Officer, National Consulting House Company

## Experience

- 2008G to 2020G: Chief Executive Officer, House of National Consulting Company
- 2006G to 2008G: Consulting Manager, Al Hameed and Al Nimer Consulting Company
- 1998G to 2006G: Training Staff Member, Financial Programs Division, Institute of Public Administration
- 1994G to 1996G: Assistant Trainer, Institute of Public Administration

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2020G to date: Board Member, Audit Committee Member and Nomination and Remuneration Committee Member, Saudi Vitriified Clay Pipe Company, a Saudi joint stock company
- 2019G to date: Board Member, Al Hilal Club Investment Company
  - 2017G to date: Board Member, Maharah Human Resources Company

- 2018G to date: Audit Committee Member, Bupa Insurance, a Saudi joint stock company
- 2018G to date: Audit Committee Member, Saudi Entertainment Company, a Saudi closed joint stock company
- 2018G to date: Audit Committee Member, Saudi Research and Marketing Group, a Saudi joint stock company
- 2017G to date: Audit Committee Member, Mohammed Ibrahim Al Sobiea Company, a Saudi investment company
- 2016G to date: Audit Committee Member, Dr. Sulaiman Al Habib Medical Group Company, a Saudi joint stock company,
- 2010G to date: Audit Committee Member Al Marai Company, a Saudi joint stock company

## Names of companies inside and outside the Kingdom, in which he was a board member

- 2017G to 2020G: Audit Committee Member, Securities Depository Center Company, a Saudi closed joint stock company
- 2016G to 2020G: Board Member and Chairman, Audit Committee, Maalem Financing Company, a Saudi closed joint stock company
- 2014G to 2017G: Board Member, Arabian Shield Cooperative Insurance Company, a Saudi joint stock company
- 2014G to 2017G: Chairman, Audit Committee, Arabian Shield Cooperative Insurance Company, a Saudi closed joint stock company
- 2012G to 2013G: Board Member and Chairman, Audit Committee, AlJazierah Home Appliances Company, a Saudi limited liability company
- 2007G to 2020G: Board Member, House of National Consulting Company, a Saudi financial services company

## Name of Board Member

**Mr. Abdullah bin Abdul Aziz Al Majid**

## Current Post

- Chief Executive Officer, Tanmiyat Investment Company

## Qualifications

- Master of Business Administration, London School of Business, United Kingdom, 2015G
- Bachelor of Computer Science, King Saud University, Kingdom of Saudi Arabia, 1997G

## Previous Post

- Managing Director, Global Real Estate Company

## Experience

- 2016G to date: Managing Director, Delta International Company
- 2009G to date: Chief Executive Officer, Tanmiyat Investment Company
- 2007G to 2012G: Managing Director, Global Real Estate Company
- 2007G to 2009G: Deputy Chief Executive Officer, Tanmiyat Group
- 2004G to 2006G: Marketing and Sales Manager, Tanmiyat Group

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2018G to date: Board Member, Maharah Human Resources Company
- 2015G to date: Board Chairman, International Four Directions Company for Trade, a Saudi limited liability company
- 2016G to date: Board Member, Al Ahliyah International Company for Real Estate Development, a Saudi limited liability company
- 2012G to date: Board Member, Mazaya Al Khalijiya Commercial Investment Holding Company, a Saudi limited liability company
- 2016G to date: Board Member, Delta International Company, a UAE limited liability company

## Names of companies inside and outside the Kingdom, in which he was a board member

- 2004G to 2012G: Board Member, ASAS Entertainment Company, a Saudi limited liability company

## Name of Board Member

**Mr. Haitham bin Hamad Al Mulhem**

## Current Post

- Managing Partner, Haitham bin Hamad Al Mulhem and Mulhem bin Hamad Al Mulhem Law Firm

## Qualifications

- Master of International Law and Financial Markets, University of West London, 2011G
- Bachelor of Shariah, Imam Mohammed bin Saudi University, 2007G

## Previous Post

- Lawyer and Senior Legal Advisor, D L A Piper Company

## Experience

- 2013G to 2015G: Lawyer and Legal Advisor, Abdulaziz Al Assaf Law Office
- 2011G to 2013G: Trainee and then Legal Advisor, Abdullah Al Falah Law Office

## Names of companies inside and outside the Kingdom, in which he is a board member

- 2020G to date: Board Member, Maharah Human Resources Company



## Name of Board Member

### Mr. Abdul Aziz bin Ibrahim Al Nowaiser

#### Current Post

- Chief Executive Officer, Tahakkom Consulting Company
- Board Chairman, Cooperative Insurance Company

#### Qualification

- Diploma, International Financial Reporting Standards, Chartered Certified Accountants Association, United Kingdom, 2018G
- Fellowship of Certified Internal Auditors, Institute of Internal Auditors, United States of America, 2014G
- Financial Managers Fellowship, American Institute of Management Accountants, United States of America, 2007G
- Management Accountants Fellowship, American Institute of Management Accountants, United States of America, 2006G
- Master of Accounting, Case Western Reserve University, United States of America, 2002G
- Public Accountants Fellowship, American Institute of Certified Public Accountants, United States of America, 2002G
- Bachelor of Accounting, King Saud University, Kingdom of Saudi Arabia, 1995G

#### Previous Post

- Vice President, Financial Affairs, Arabian Internet and Communications Company, "Saudi Communications Solutions",

#### Experience

- 2018G to date: Chief Executive Officer, Tahakkom Consulting Company
- 2016G to 2018G: Vice President, Financial Affairs, Arabian Internet and Communications Company, "STC Solutions"
- 2014G to 2016G: Vice President, Financial Affairs, Abdullah Al Othaim Real Estate Investment and Development Company
- 2010G to 2014G: Executive Director, House of National Consulting Company
- 2007G to 2010G: Executive Partner, House of National Consulting Company

#### Names of companies inside and outside the Kingdom, in which he is a board member

- 2018G to date: Board Member and Chairman, Audit Committee, Maharah Human Resources Company
- 2020G to date: Board Chairman and Chairman, Executive Committee, Cooperative Insurance Company, a Saudi joint stock company
- 2018 to date: Board Member, Tahakkom Investment Company, a Saudi closed joint stock company
- 2018G to date: Member, Audit Committee, Flyadeal Company, a Saudi affiliate of Saudi Arabian Airlines
- 2017G to date: Board Member and Chairman, Audit Committee, Saudi Entertainment Ventures, a Saudi closed joint stock company
- 2017G to date: Member, Audit Committee, Saudi Railway Company, a Saudi company owned by the Public Investment Fund
- 2016G to date: Member, Audit Committee, National Water Company, a Saudi joint stock company
- 2014G to date: Member, Audit Committee, Um Al Qura Cement Company, a Saudi joint stock company
- 2007G to date: Board Member, House of National Consulting Company, a Saudi limited liability company

#### Names of companies inside and outside the Kingdom, in which he was a board member

- 2015H to 2020G: Board Member and Member of Audit Committee, Cooperative Insurance Company, a Saudi joint stock company

### Name of Board Member

#### Dr. Abdul Karim bin Hamad Al-Nujaidi

#### Current Post

- Chief Executive Officer, Maharah Human Resources Company

#### Qualifications

- Master of Business Administration, King Fahad University of Petroleum and Minerals Kingdom of Saudi Arabia, 2011G
- PH.D. in Linguistics, Oklahoma State University, United States of America, 2003G
- Master of English Language, Colorado State University, United States of America, 2000G
- Bachelor of English Language, Imam Mohammed bin Saud Islamic University, Kingdom of Saudi Arabia, 1997G

#### Previous Post

- Chief Executive Officer, and National Gas and Industrialization Company
- Deputy Chairman, Natural Gas Distribution Company

#### Experience

- March 2017G to December 2019G: Chief Executive Officer, Natural Gas and Industrialization Company
- 2016G to March 2017G: General Director, Human Resources Development Fund
- April 2012G to January 2016G: Executive Deputy General Director, Human Resources Development Fund
- August 2011G to March 2012G: Deputy General Director, Training and Recruitment, Human Resources Development Fund

#### Names of companies inside and outside the Kingdom, in which he is a board member

- 2019G to date: Board Member, Maharah Human Resources Company

#### Names of companies inside and outside the Kingdom, in which he was a board member

- March 2018G to December 2019G: Deputy Chairman and Chairman of Executive Management, Natural Gas Distribution Company, a closed joint stock company
- March 2017G to March 2018G: Board Member, Member, of the Executive Committee, Natural Gas Distribution Company, a closed joint stock company
- November 2016G to March 2017G: Board Chairman, National Gas and Industrialization Company, a public joint stock company
- May 2016G to October 2018G: Board Member, National Gas and Industrialization Company, a public joint stock company
- January 2016G to March 2017G: Board Member, Tamkeen Technology Company, a closed joint stock company
- June 2015G to June 2018G: Board Member and Chairman of the Nominations and Remunerations Committee, Arabian Pipes Company, a public joint stock company

### Name of Board Member

#### Mr. Ali Feqhi Damati

#### Current Post

- Managing Director, Maraya Investment Company

#### Qualifications

- Master of Electrical Engineering, King Fahad University of Petroleum and Minerals, Kingdom of Saudi Arabia, 1988G
- Bachelor of Electrical Engineering, King Fahad University of Petroleum and Minerals, Kingdom of Saudi Arabia, 1986G

#### Previous Post

- Head of Strategy and Projects, Dr. Sulaiman Al Habib Medical Group

#### Experience

- 2018G to 2020G: Managing Director, Zawaya Investment Company
- 2018G to date: Member, Executive Committee, Zawaya Capital Company
- 2018G to date: Board Member, Mayar Company
- 2015G to 2018G: Head of Strategy and Projects, Dr. Sulaiman Al Habib Medical Group
- 2005G to 2015G: Chief Executive Officer, Al Faisaliah Healthcare Systems Company
- 2001G to 2005G: Middle East and Africa Regional Manager, Phillips, Dubai and Geneva
- 1998G to 2001G: Middle East and Africa Regional Manager, HP, Geneva
- 1995G to 1997G: Southeastern Europe, Middle East and Africa Business Manager, Kodak, Dubai

#### Names of companies inside and outside the Kingdom, in which he is a member of their current boards

- 2016G to date: Board Member, Maharah Human Resources Company
- 2020G [correct this] to date: Board Chairman, Mayar Al Aseel Company, a UAE joint stock company
- 2018G to date: Board Member, Sehaty Company, a Saudi limited liability company
- 2018G to date: Board Member, Al Tazaj Company, a Saudi limited liability company
- 2017G to date: Board Member, Ideal Assistance Group, a Saudi limited liability company

#### Names of companies inside and outside the Kingdom, in which he was a board member

- 2013G to 2015G: Board Member, Philips Healthcare Saudi Arabia, a Saudi limited liability company





## Biographies of Executive Management Members

Name	Name	Name
<b>Dr. Abdul Kareem bin Hamad Al Nujaidi</b>	<b>Eng. Mussab Abdulamjid AlWohabe</b>	<b>Mr. Abdulaziz bin Aidah Al Kathiri</b>
Biography can be found on page No. (94)	<p><b>Current Post</b></p> <ul style="list-style-type: none"> <li>Vice President - Finance &amp; Investments</li> </ul> <p><b>Previous Post</b></p> <ul style="list-style-type: none"> <li>Chief Finance Officer, Arab Paper Manufacturing Company</li> <li>Board Member, East Gas Company Ltd</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Fellowship (CMA) of International Managment Accountants, United States of America, 2019G</li> <li>Bachelor of Systems Engineering (Industrial Engineering), King Fahad University of Petroleum and Minerals, Kingdom of Saudi Arabia.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>2017G to 2020G: Chief Finance Officer, Arab Paper Manufacturing Company</li> <li>2007G to 2017G: Group Treasurer, Saudi Arabian Amiantit Group</li> <li>2005G to 2007G: Credit Consultant, Saudi Industrial Development Fund</li> <li>2000G to 2005G: Credit Analyst, Saudi Industrial Development Fund</li> </ul>	<p><b>Current Post</b></p> <ul style="list-style-type: none"> <li>Vice Presidenet, Operations and Sales</li> </ul> <p><b>Previous Post</b></p> <ul style="list-style-type: none"> <li>Executive Manager, Corporate Sector, Maharah Human Resources Company</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Diploma in Hospital Management, Institute of Public Administration, Kingdom of Saudi Arabia, 2018G</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>2018G: Deputy Chief Executive Officer, Operations and Sales, Maharah Human Resources Company</li> <li>2017G to date: Board Member, TPH, an affiliated company of Maharah Human Resources Company</li> <li>2017G to date: Executive Committee Member, TPH, an affiliated company of Maharah Human Resources Company</li> </ul>
		<ul style="list-style-type: none"> <li>2016G to 2018G: Executive Manager, Corporate Sector, Maharah Human Resources Company</li> <li>2016G to date: Board Member, Al Tazaj Company, a Saudi limited liability company</li> <li>2015G: Executive Manager, Human Capital, Maharah Human Resources Company</li> <li>2013G to 2015: Head of Marketing and Development, Maharah Human Resources Company</li> <li>2012G to 2013G: Administrative Manager, Medical Affairs, King Fahad Medical City</li> <li>2011G to 2012G: Assistant Secretary General, Board of the Management of Medical Cities, Ministry of Health</li> <li>2009G to 2011G: Office Manager to Executive Director, Medical Affairs, King Fahad Medical City</li> <li>2005G to 2011G: Board Rapporteur, King Fahad Medical City</li> <li>2004G to 2008G: Executive Secretary to Chief Executive Officer, King Fahad Medical City</li> </ul>

## Committees of the Board

The Board of Directors has formed four committees to help it perform its tasks. These are: Audit Committee, Nominations and Remunerations Committee, Executive Committee, and Investment Committee.

The Board closely monitors the work of these committees to ensure they diligently and effectively implement the work assigned to them. The committees provide the Board with updates on their work, findings, and resolutions with absolute transparency. However, the Board has ultimate responsibility for the oversight of the company, notwithstanding the formation of these committees. following are brief descriptions of the committees, their Chairs and members.

### Audit Committee

#### a. Competencies and Tasks

The Audit Committee carries out its work in accordance with the laws and rules regulating its work that were approved by the Board on 16/01/1440H, corresponding to 26/09/2018G; and the second approval on 05/08/1441H, corresponding to 29/03/2020G; endorsed by a general assembly on 23/02/1440H, corresponding to 01/11/2018G; and approved on 13/09/1441H, corresponding to 06/05/2020G.

#### The Audit Committee shall:

- Ensure the efficacy and adequacy of the internal financial control systems and risk management of the company, with the help of periodic reports from the Internal Audit Department and other functions.
- Examine and review the company's financial statements and announcements related to its financial performance before presenting these to the Board. The Committee will ensure their integrity, transparency and fairness and express opinions where applicable.
- Make recommendations to the Board on the nomination and termination of auditors; their fees; performance appraisal, including an assessment of their independence and the scope of work plus conditions of employment.
- Appoint the internal auditor and oversee the company's Internal Audit Department.
- Ensure that the internal auditor maintains independence.
- Ensure that the company follows the relevant procedures in reporting to the official authorities.
- Review proposed contracts and transactions and make recommendations to the Board.

#### b. Audit Committee Members

##### Formation of Audit Committee and Classification of Its Members

The shareholders' general assembly, held on 23/02/1440H, corresponding to 01/11/2018G, approved the formation of the Audit Committee until the end of the current terms of the Board on 30/04/2021G. The Audit Committee Members are as follows:

Name of Committee Member	Post	Membership Classification		
		Independent	Executive	Non-Executive
Mr. Abdul Aziz bin Ibrahim Al Nowaiser	Chairman and Board Member	✓		
Mr. Osamah Sulaiman Gazal	Non-Board Member			✓ Representative of Dr. Sulaiman Al Habib Commercial Investment Company
Mr. Jassir bin Abdul Kareem Al Jassir	Non-Board Member	✓		
Mr. Abdul Aziz bin Abdullah Al Haidary	Non-Board Member	✓		



## Biographies of Audit Committee Members

### Name of Committee Member

**Mr. Osamah Sulaiman Gazal**

### Current Post

- Chief Finance Officer, Dr. Sulaiman bin Abdulaziz Al Habib Commercial Investment Company

### Previous Post

- Group Manager, Risks and Control, Al Faisaliah Group

### Qualifications

- CME certificate from the Capital Market Authority, Kingdom of Saudi Arabia.
- Bachelor of Accounting and Finance, King Abdulaziz University, Kingdom of Saudi Arabia, 1992G

### Experience

- 2015G to date: Chief Finance Officer, Dr. Sulaiman Al Habib Commercial Investment Company
- 2014G to 2015G: Group Manager, Risks and Control, Al Faisaliah Group
- 2012G to 2014G: Chief Finance Officer, Livenet Medical Company in the Gulf
- 2009G to 2012G: Head of Finance, Al Khair Bank
- 2004G to 2009G: Chief Finance Officer, Al Olayan Group
- 1999G to 2004G: Audit Manager, Arthur Anderson

### Name of Committee Member

**Mr. Jassir bin Abdul Kareem Al Jassir**

### Current Post

- General Director, Governance, Risks and Compliance, Ministry of Finance

### Previous Post

- Chief of Internal Audit, Saudi Stock Exchange Company (Tadawul)
- Chief of Internal Audit, National Commercial Bank

### Qualifications

- CIA certificate, Institute of Internal Auditors, United States of America, 2006G
- CRA certificate, American Academy of Financial Management, United States of America, 2005G
- Master of Business Administration, University of Colorado, United States of America, 2001G
- Bachelor of Business Administration, King Saud University, Kingdom of Saudi Arabia.

### Experience

- 2015G to date: Chief of Internal Audit, National Commercial Bank
- 2010G to 2015G: Chief of Internal Audit, Saudi Stock Exchange Company (Tadawul)
- 2002G to 2010G: Assistant Deputy Chief Executive Officer, Riyadh Bank

### Name of Committee Member

**Mr. Abdul Aziz bin Ibrahim Al Nowaiser**

The biography of Mr. Al Nowaiser can be found on pages (92-93)

### Name of Committee Member

**Mr. Abdul Aziz bin Abdullah Al Haidary**

### Current Post

- Chief of Audit, Elm Company

### Previous Post

- Head of Internal Audit, Elm Company

### Qualifications

- Master of Information Technology Management, California State University, United States of America, 2016G
- Master of Professional Accounting, King Saud University, Kingdom of Saudi Arabia, 2012G
- CRMA certificate, 2012G

- CIA certificate, Institute of Internal Auditors, United States of America, 2001G

- Certificate of the Saudi Organization for Certified Public Accountants (SOCPA), 2006G

- Bachelor of Accounting, King Saud University, Kingdom of Saudi Arabia, 2001G

### Experience

- 2017G to date: Chief of Audit, Elm Company
- 2012G to 2016G: Head of Internal Audit, Elm Company
- 2008G to 2011G: Internal Auditor, Elm Company
- 2005 to 2008G: Accountant, Ministry of Interior
- 2002G to 2005G: Assistant Accountant, Ministry of Interior



### c. Audit Committee Meetings and Attendance Record

The Audit Committee continued to communicate directly with the relevant departments of the company, such as Finance. The committee held six meetings during the fiscal year 2020G. Its attendance record is as follows:

(√) means attendance and (x) means absent while (-) means expiry of membership or membership had not started

Name of Committee Member	First Meeting 11/02/2020G	Second Meeting 15/03/2020G	Third Meeting 03/05/2020G	Fourth Meeting 11/08/2020G	Fifth Meeting 02/11/2020G	Sixth Meeting 06/12/2020G
Mr. Osamah Sulaiman Gazal	√	√	√	√	√	√
Mr. Jassir bin Abdul Kareem Al Jassir	√	√	√	√	√	√
Mr. Abdul Aziz bin Ibrahim Al Nowaiser	√	√	√	√	√	√
Mr. Abdul Aziz bin Abdullah Al Haidary	√	√	√	√	√	√

### Recommendation of the Audit Committee on the appointment of an internal auditor for the company

The Audit Committee recommended on 11/08/2020G that the duties and responsibilities of the Head of Internal Audit be assigned to Mr. Fahad Al-Mutlaq as of 09/08/2020G. The recommendation was approved by the Board of Directors on 01/09/2020G.

## Nominations and Remunerations Committee

### a. Competencies and Tasks

The Nominations and Remunerations Committee carries out its work in accordance with the laws and regulations as well as the rules regulating its work, which were approved by the Board on 16/01/1440H, corresponding to 26/09/2018G; and the second approval on 05/07/1440H, corresponding to 12/03/2019G; and approved by a general assembly on 23/02/1440H, corresponding to 01/11/2018G; and second approval on 06/07/1440H, corresponding to 13/03/2019G.

### The Nominations and Remunerations Committee is tasked to:

- Determine the time that members should dedicate to the work of the Board
- Conduct annual reviews of the appropriate skills and experiences required for Board membership, and Executive Management positions.
- Review the structure of the Board and Executive Management and recommend any changes.
- Ensure annually that Board members are independent, and that there is no conflict of interest if members sit on the boards of other companies
- Develop job descriptions for executive, non-executive and independent members as well as senior executives
- Develop procedures in case a Board member or senior executive position becomes vacant.
- Identify the strengths and weaknesses of the Board and propose solutions that are aligned with the company's interests.
- Develop a clear policy for the remuneration of members of the Board, its committees and the Executive Management and present it to the Board for review in preparation for approval by the general assembly. The policy shall include performance-related criteria and implementation of these criteria should be verified.
- Clarify the relationship between the remunerations granted and the applicable remuneration policy as well as any material deviation from this policy.
- Review the remuneration policy periodically and assess its efficacy in achieving its objectives.
- Make recommendations to the Board on remuneration for members of the Board, its committees, and the Executive Management, in line with the adopted policy.
- Propose clear policies and criteria for the membership of the Board and Executive Management.
- Make recommendations to the Board on the nomination and re-nomination of its members, in line with the approved policies and criteria. Any individual previously convicted of a crime shall not be nominated.
- Prepare descriptions of the competences and qualifications required for Board membership and senior management positions.

## b. Nominations and Remunerations Committee Members

### Formation of Remunerations and Nominations Committee and Classification of Its Members

The Board of Directors formed the Nominations and Remunerations Committee on 22/08/2018H, corresponding to 08/05/2018G for the session starting 12/02/2018G and ending on 30/04/2021G.

The Board decided on 21/05/1441H, corresponding to 16/01/2020G, to re-form the Nominations and Remunerations Committee with Board member, Mr. Sulaiman bin Ali Sultan as Committee Chairman and Board member, Mr. Ali bin Feqhi Damati and Board member, Mr. Ibrahim bin Zayed Asiri as members.

Name of Committee Member	Post	Membership Classification		
		Independent	Executive	Non-Executive
Mr. Sulaiman bin Ali Sultan	Chairman and Board Member	✓		
Mr. Ibrahim bin Zayed Asiri	Board Member	✓		
Mr. Ali Feqhi Damati	Board Member			✓ Representative of Dr. Sulaiman Al Habib Commercial Investment Company



## Biographies of the Nominations and Remunerations Committee Members

- Mr Ibrahim bin Zayed Asiri – Page No. (86)
- Mr. Sulaiman bin Ali Sultan – Page No. (88)
- Mr. Ali bin Feqhi Damati – Page No. (95)

### Meetings of the Nominations and Remunerations Committee and Attendance Record

The Nominations and Remunerations Committee held 14 meetings during the fiscal year 2020G. Its attendance record is as follows:

(v) means attendance and (x) means absent while (-) means expiry of membership or membership had not started

	Name of Committee Member		
	Mr. Sulaiman Ali Sultan	Mr. Ibrahim bin Zayed Asiri	Mr. Ali Feqhi Damati
First Meeting 16/01/2020G	✓	✓	✓
Second Meeting 29/01/2020G	✓	✓	✓
Third Meeting 09/02/2020G	✓	✓	x
Fourth Meeting 27/02/2020G	✓	✓	✓
Fifth Meeting 19/03/2020G	✓	✓	✓
Sixth Meeting 01/04/2020G	✓	✓	✓
Seventh Meeting 19/04/2020G	✓	✓	x
Eighth Meeting 28/04/2020G	✓	✓	x
Ninth Meeting 19/08/2020G	✓	✓	x
Tenth Meeting 15/10/2020G	✓	✓	✓
Eleventh Meeting 28/10/2020G	✓	✓	✓
Twelfth Meeting 01/11/2020G	✓	✓	✓
Thirteenth Meeting 25/11/2020G	✓	✓	✓
Fourteenth Meeting 09/12/2020G	✓	✓	x

## Investment Committee

### a. Competencies and Tasks

The Investment Committee performs in accordance with the legal provisions, regulations and rules governing its work, which were approved by the Board on 16/01/1440H, corresponding to 26/09/2018G and then approved on 21/04/1441H, corresponding to 18/12/2019G.

#### The tasks of the Investment Committee are as follows:

- Oversee investment activities
- Draft and develop investment policy and strategy, review performance, and implement this annually
- Examine proposed new investments and recommend these to the Board
- Follow up on the general risks of the investment policy
- Present the investment portfolio report to the Board.

### b. Investment Committee Members

#### The Formation of the Investment Committee and Classification of Its Members

The Board of Directors formed the Investment Committee on 22/08/1439H, corresponding to 08/05/2018G for the session that started on 12/02/2018G and will expire on 30/04/2021H.

It has been decided by the Board on 21/05/1441H, corresponding to 16/01/2020, to reform the committee: Managing Director, Mr. Sulaiman bin Nasser Al Hatlan as Chairman, Mr. Ali bin Feqhi Damati as a board member, Mr. Abdulrahman bin Ibrahim Aba Al Khail and Mr. Bassam bin Abdulaziz Nour as non-board members

Name of Committee Member	Post	Membership Classification		
		Independent	Executive	Non-Executive
Mr. Sulaiman bin Nasser Al Hatlan	Chairman and Managing Director		✓	
Mr. Bassam bin Abdulaziz Nour as of 20/02/2020G	Non-Board Member	✓		
Mr. Abdulrahman bin Ibrahim Aba Al Khail as of 20/02/2020G	Non-Board Member	✓		
Mr. Ali bin Feqhi Damati	Board Member			✓ Representative of Dr. Sulaiman Al Habib Commercial Investment Company

## Biographies of Investment Committee Members

### Name of Committee Member

**Mr. Bassam bin Abdulaziz Nour**

### Current Post

- Executive President, Alternative Investments, Derayah Capital

### Previous Post

- International Real Estate Investment Manager, Al Rajhi United, Dubai

### Qualifications

- CME1 certificate from the Capital Market Authority, Kingdom of Saudi Arabia
- CFA certificate from the United States of America
- Bachelor of Finance, University of South Florida, United States of America, 2002G
- Bachelor of Administrative Information Systems, University of South Florida, United States of America, 2001G

### Experiences

- From 2003G to date: Experience in the banking and investment sectors

### Name of Committee Member

**Mr. Sulaiman bin Nasser Al Hatlan**

The biography of Mr. Al Hatlan can be found on page (89)



Name of Committee Member

**Mr. Ali Feqhi Damati**

The biography of Mr. Al Hatlan can be found on page (95)

Name of Committee Member

**Mr. Abdulrahman bin Ibrahim Aba Al Khail**

Current Post

- Chief Executive Officer, Board Member and Chairman of the Investment Committee, Al Mutalq Real Estate Investment Company

Previous Post

- Group Manager for Business Development, Al Faisaliah Holding Group

Qualifications

- Master of Finance, University of Wales, UK, 2010G
- Bachelor of Finance, King Fahad University of Petroleum and Minerals, Kingdom of Saudi Arabia, 2001G

Experience

- From 2000G to date: Experience in business development and investments

c. Investment Committee Meetings and Attendance Record

The Investment Committee held five meetings during the fiscal year 2020G to follow-up and carry out its tasks. The attendance record of these meetings is as follows:

(√) means attendance, and (x) means absent, while (-) indicates the expiry of membership or membership has not started.

Name of Committee Member	First Meeting 16/02/2020G	Second Meeting 20/04/2020G	Third Meeting 27/07/2020G	Fourth Meeting 19/10/2020G	Fifth Meeting 03/12/2020G
Mr. Sulaiman bin Nassir Al Hatlan	√	√	√	√	√
Mr. Bassam bin Abdulaziz Nour	-	√	√	√	√
Mr. Abdulrahman bin Ibrahim Aba Al Khail	-	√	√	√	√
Mr. Ali bin Feqhi Damati	√	√	√	x	√



## Executive Committee

### a. Competencies and Tasks

The Executive Committee carries out its work according to the provisions of the laws and regulations and the rules regulating the committee works, which were approved by the Board on 22/07/1441H, corresponding to 17/03/2020G.

#### The tasks of the Executive Committee are as follows:

- Exercising all powers assigned to it in the authorisation and responsibilities matrix of the company
- Review the Executive Committee work system, assess its adequacy, and make amendment recommendations to the Board
- Review and recommend the company's comprehensive strategy, its key objectives and mission, and vision to the Board. Oversee their implementation and proposing amendments to the Board.
- Review and recommend the annual business plans to the Board.
- Examine and review the board report, form (8) and recommend approval to the Board.
- Review the company authorisations matrix and recommend approval to the Board
- Review the estimated annual budgets of the company and amendments and make recommendations to the Board.
- Review the internal policies and regulatory provisions prepared by the Executive Management before presenting these to the Board. Make recommendations to the Board for approval.
- Examine and review performance-measurement indicators and make recommendations to the Board for approval.
- Recommend the distribution of profits.
- Examine all issues referred to it and make proper recommendations.
- Communicate and meet with the Executive Management periodically to follow-up on its works

### b. Executive Committee Members

#### Formation of the Executive Committee

The Board of Directors formed the Executive Committee on 22/08/1439H, corresponding to 08/05/2018G for the session that started from 12/02/2018G and will expire on 30/04/2021G. Changes made to the committee membership during this period were as follows:

The Board of Directors decided on 01/05/1441H, corresponding to 16/01/2020, to re-form the committee to be composed of the Managing Director, Mr. Sulaiman bin Nasser Al Hatlan as Committee Chairman and Board Member, Mr. Ali bin Feqhi Damati and Chief Executive Officer/Board Member, Dr. Abdul Kareem bin Hamad Al Nujaidi as members.

Name of Committee Member	Post	Membership Classification		
		Independent	Executive	Non-Executive
Mr. Sulaiman bin Nasser Al Hatlan	Chairman and Managing Director		✓	
Mr. Ali bin Feqhi Damati	Board Member			✓ Representative of Dr. Sulaiman Al Habib Commercial Investment Company
Mr. Dr. Abdul Kareem bin Hamad Al Nujaidi	Board Member		✓	





## Biographies of Executive Committee Members

The biographies of the Executive Management members can be found as follows:

- Mr. Sulaiman bin Nasser Al Hatlan - Page No. (89)
- Mr. Ali bin Feqhi Damati - Page No. (95)
- Dr. Abdul Kareem bin Hamad Abdul Kareem Al Nujaidi - Page No. (94)

### c. Executive Committee Meetings and Attendance Record

The Executive Committee held nine meetings during the fiscal year 2020G to follow up and carry out assigned tasks. The attendance record of these meetings is as follows:

(√) means attendance, and (x) means absent, while (-) indicates the expiry of membership or membership has not started.

	Name		
	Mr. Sulaiman bin Nassir Al Hatlan	Dr. Abdul Kareem bin Hamad Al Nujaidi	Mr. Ali bin Feqhi Damati
First Meeting 27/01/2020G	√	√	√
Second Meeting 10/03/2020G	√	√	√
Third Meeting 22/04/2020G	√	√	√
Fourth Meeting 21/05/2020G	√	√	√
Fifth Meeting 18/06/2020G	√	√	√
Sixth Meeting 25/08/2020G	√	√	√
Seventh Meeting 02/11/2020G	√	√	√
Eighth Meeting 15/12/2020G	√	√	√
Ninth Meeting 17/12/2020G	√	√	√



# Governance and Compliance



**Professional  
Astounding Practices**  
...through a sustainable  
march of giving

## Governance and Compliance

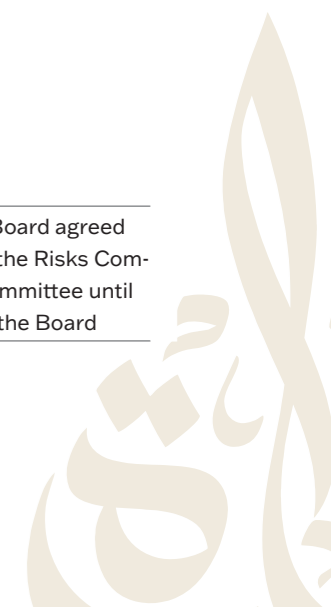
We work tirelessly to gain the confidence of our shareholders and investors. This is achieved by applying the highest standards of disclosure and transparency with our governance and compliance. Also, we cultivate an awareness culture with the highest levels of honesty and integrity. We ensure that the company complies with all relevant laws, regulations, and instructions issued by the authorities. This represents one of the most important factors underpinning the company's success, as it maintains our reputation and enhances the confidence of our shareholders.

### Applied Provisions of the Corporate Governance Regulations

In the line with provisions of the Corporate Governance Regulations issued by the Capital Market Authority, the company is required to highlight the applied and non-applied provisions of the Corporate Governance Regulations and reasons for non-applications in the Board report. The Board of Directors is pleased to state that the company has developed its governance regulations in line with all the requirements set out in the Governance Regulations. The Board approved the regulations on 16/01/1440H, corresponding to 26/09/2018G, and were adopted by the company shareholders' general assembly on 23/02/1440H, corresponding to 01/11/2018G. The company worked on complying with and applying all the provisions of the Corporate Regulations issued by the Capital Market Authority except the following articles:

Article/ Paragraph No.	Article/ Paragraph Text	Extent of Application	Reasons of Non-Application
25/ 7.8.9	The board shall form the Executive Management of the company, regulate its operating procedures, monitor, and oversee it and ensure that it performs the duties assigned to it, and to achieve this, the board shall: 1. Develop standards for the performance of the Executive Management that should be consistent with the objectives and strategy of the company. 2. Review and evaluate the performance of the Executive Management 3. Develop succession plans for the management of the company.	Not applied	On 05/05/2020G, the Board approved the appointment of AON Consulting Firm to work on the human capital transformation project. The outputs of the projects include criteria for the assessment of the functional performance and succession plans. Project outputs will be presented to the Board for final approval, and application shall start before the end of the second quarter of 2021G
70	By a resolution of the board, a committee shall be formed and named "the Risk Management Committee." The chairman and majority of its members shall be non-executive directors. The members of the committee shall possess an adequate level of knowledge in risk management and financial affairs.	Applied considerably	On 10/11/2020G, the Board approved to assign the tasks of the Risks Committee to the Audit Committee at present until otherwise decided by the Board

Article/ Paragraph No.	Article/ Paragraph Text	Extent of Application	Reasons of Non-Application
71	The competencies of the risk management committee shall include the following: 1. Developing a strategy and comprehensive policies for risk management that are consistent with the nature and volume of the company's activities, monitoring their implementation, and reviewing and updating them based on the company's internal and external changing factors 2. Determining and maintaining an acceptable level of risk that may be faced by the company and ensuring that the company does not go beyond such level 3. Ensuring the feasibility of the company continuity, the successful continuity of its activities and determining the risks that threaten its existence during the following twelve months 4. Overseeing the company's risk management system and assessing the effectiveness of the systems and mechanisms for determining and monitoring the risks that the company may be exposed to in order to determine areas of inadequacy therein 5. Regularly reassessing the company's ability to take risks and exposure to such risks through stress tests as an example. 6. Preparing detailed reports on the exposure to risks and the recommended measures to manage such risks and presenting them to the board. 7. Providing recommendations to the board on matters related to risk management. 8. Ensuring the availability of adequate resources and systems for risk management. 9. Reviewing the organizational structure for risk management and providing recommendations regarding the same before approval by the board. 10. Verifying the independence of the risk management employees from activities that may expose the company to risk. 11. Ensuring that the risk management employees understand the risks that threaten the company and seeking to raise awareness of the culture of risk. 12. Reviewing any issues raised by the Audit Committee that may affect the company's risk management	applied considerably	-
72	The Risk Management Committee shall convene periodically (once every six months) at least and as may be necessary	Not applied	On 10/11/2020G, the Board agreed to assign the tasks of the Risks Committee to the Audit Committee until otherwise decided by the Board



Article/ Paragraph No.	Article/ Paragraph Text	Extent of Application	Reasons of Non-Application
85	<p>The company shall establish programs for developing and encouraging the participation and performance of the company's employees. The programs shall particularly include the following:</p> <ol style="list-style-type: none"> <li>Forming committees or holding specialized workshops to hear the opinion of the company's employees and discuss the issues and topics that are subject to important decisions</li> <li>Establishing schemes for granting company shares or a percentage of the company profits and pension programs for employees, and setting up an independent fund for such programs</li> <li>Establishing social organizations for the benefit of the company employees</li> </ol>	Applied partially	<p>The company has annual incentives programmes based on performance efficiency</p> <p>The company has a social solidarity policy for its employees that the Board adopted on 23/10/018G</p>
87	<p>The ordinary general assembly, based on the board recommendation, shall establish a policy that guarantees a balance between its objectives and those of the community for the purposes of developing the social and economic conditions of the community.</p> <p>The board shall establish programs and determine the necessary methods for proposing social initiatives by the company, which include the following:</p> <ol style="list-style-type: none"> <li>Establishing indicators that link the company's performance with its social initiatives and comparing it with other companies that engage in similar activities.</li> <li>Disclosing the objectives of the company's social responsibility towards its employees and raising their awareness and knowledge of social responsibility.</li> <li>Disclosing plans for achieving social responsibility in the periodical reports on the activities of the company.</li> <li>Establishing awareness programs to the community to familiarize them with the company's social responsibility.</li> </ol>	Not applied	The social responsibility policy is part of the outputs of the human capital transformation project
88	<ol style="list-style-type: none"> <li>Establishing indicators that link the company's performance with its social initiatives and comparing it with other companies that engage in similar activities.</li> <li>Disclosing the objectives of the company's social responsibility towards its employees and raising their awareness and knowledge of social responsibility.</li> <li>Disclosing plans for achieving social responsibility in the periodical reports on the activities of the company.</li> <li>Establishing awareness programs to the community to familiarize them with the company's social responsibility.</li> </ol>	Applied considerably	The company makes social contribution annually and discloses the contribution in social media platforms and in its annual report
95	If the board forms a corporate governance committee, it shall assign to it the competencies stipulated in article ninety-four of these Regulations. The committee shall oversee any matters relating to the implementation of governance, and shall provide the board with its reports and recommendations at least annually	Applied considerably	On 10/11/2020G, the Board approved to assign the competencies of the Governance Committee to the Audit Committee at present until otherwise decided by the Board



## Assessment of Board Performance

The policy for the assessment of Maharah Human Resources Company's board and committee members was adopted by the board on 20/11/2019G. The purpose of the policy is to ensure that the board and committee members are continuously fulfilling criteria and terms set forth in the procedures for membership of the board, as well as fulfilling the requirements of all laws, regulations and instructions issued by the Ministry of

Commerce and the Capital Market Authority. In its meeting held on 09/12/2020G, the Nominations and Remunerations Committee assessed all board and committee members and the performance of the board as a whole for the fiscal year 2020G. The performance forms adopted under this policy were used as a means of assessment by the committee.

### Remunerations and compensations paid to board members and senior executives of the company (including the Chief Executive Officer and Chief Finance Officer).

The remunerations and allowances policy for board and committee members was approved by the company Board of Directors on 26/09/2018G and was adopted by the shareholders' general assembly on 01/11/2018G. This policy aims to:

- Align with the company's strategy and objectives.
- Design remunerations to motivate board and committee members to achieve long-term success and growth of the company, such as connecting the variable part of remunerations with long-term performance.
- Align with the volume, nature, and degree of risk in the company.
- Take into account the practices of other companies in determining remunerations and avoiding any unjustified raise in remunerations and compensations that may arise therefrom.
- Discontinue or redeem remuneration if it has been shown that such remuneration has been decided based on inaccurate information presented by the board member for the purposes of acquiring undue benefit.

The policy has identified a maximum and a minimum remuneration for the board and committee chairman and members. A maximum and minimum allowance in lieu of attending board and committee sessions has also been identified in the policy. The Nominations and Remunerations Committee recommends the amounts of remunerations to the board on an annual basis, within the framework of said policy, and without any material deviation therefrom.

The total financial remunerations or privileges-in kind received by each board and committee chairman or member shall not at all times exceed (500,000) Saudi Riyals annually.

The company Board of Directors approved the employees' annual remuneration disbursement policy on 15/09/2017G, which applies to all company personnel including senior executives, except the Chief Executive Officer. The company Executive Management recommends the amounts of remunerations to the board, in coordination with the Nominations and Remunerations Committee, in line with the said policy and without any material deviation therefrom.

The following table shows the remunerations and compensations paid to board members and senior executives:

Name	1st: Independent Members	Mr. Ibrahim bin Zayed Asiri	Mr. Haitham bin Hamad Al Mulhem	Mr. Sulaiman bin Ali Sultan	Mr. Abdul Aziz Ibrahim Al Nowaiser	Total
Specific amount		250,000	-	250,000	250,000	<b>750,000</b>
Board meetings attendance allowance		8,000	-	6,000	8,000	<b>22,000</b>
Total committees' sessions attendance allowance		8,000	-	-	18,000	<b>26,000</b>
Privileges in-kind		-	-	-	-	-
Fixed Remunerations	Description of the amounts received by board members in their capacity as employees, administrators or against administrative or technical advisory activities	-	-	-	-	-
	Remuneration of board chairman or managing director being the board secretary or a member	-	-	-	-	-
	Total	<b>266,000</b>	-	<b>256,000</b>	<b>276,000</b>	<b>798,000</b>
Variable Remunerations	Profit share	-	-	-	-	-
	Periodic Remunerations	-	-	-	-	-
	Short-term incentive plans	-	-	-	-	-
	Long-term incentive plans	-	-	-	-	-
	Granted shares (insert value)	-	-	-	-	-
Total	<b>266,000</b>	-	<b>256,000</b>	<b>276,000</b>	<b>798,000</b>	
End of Service Award		-	-	-	-	-
<b>Grand Total</b>		<b>266,000</b>	-	<b>256,000</b>	<b>276,000</b>	<b>798,000</b>
Expenditures Allowance		-	-	-	-	-

Name	2nd: Non-Executive Members	Mr. Sulaiman bin Abdul Aziz Al Majid	Mr. Saud bin Nassir Al Shathri	Mr. Abdullah bin Abdul Aziz Al Majid	Mr. Ali Feqhi Damati	Dr. Abdullah bin Sulaiman Al Amro	Total
Fixed Remunerations	Specific amount	250,000	250,000	250,000	250,000	250,000	<b>1,250,000</b>
	Board meetings attendance allowance	8,000	8,000	8,000	8,000	8,000	<b>40,000</b>
	Total committees' sessions attendance allowance	8,000	-	-	14,000	-	<b>14,000</b>
	Privileges in-kind	-	-	-	-	-	-
	Description of the amounts received by board members in their capacity as employees, administrators or against administrative or technical advisory activities	-	-	-	-	-	-
	Remuneration of board chairman or managing director being the board secretary or a member	-	-	-	-	-	-
	<b>Total</b>	<b>258,000</b>	<b>258,000</b>	<b>258,000</b>	<b>272,000</b>	<b>258,000</b>	<b>1,304,000</b>
Variable Remunerations	Profit share	-	-	-	-	-	-
	Periodic Remunerations	-	-	-	-	-	-
	Short-term incentive plans	-	-	-	-	-	-
	Long-term incentive plans	-	-	-	-	-	-
	Granted shares (insert value)	-	-	-	-	-	-
	<b>Total</b>	-	-	-	-	-	<b>1,304,000</b>
<b>End of Service Award</b>	-	-	-	-	-	-	
<b>Grand Total</b>	-	-	-	-	-	<b>1,304,000</b>	
<b>Expenditures Allowance</b>	-	-	-	-	-	-	

Name	3rd: Executive Members	Mr. Sulaiman bin Nassir Al Hatlan	Dr. Abdul Kareem bin Hamad bin Abdul Kareem Al Nujaidi	Total
Fixed Remunerations	Specific amount	250,000	62,000	<b>312,000</b>
	Board meetings attendance allowance	8,000	4,000	<b>10,000</b>
	Total committees' sessions attendance allowance	-	-	<b>322,000</b>
	Privileges in-kind	-	-	-
	Description of the amounts received by board members in their capacity as employees, administrators or against administrative or technical advisory activities	-	-	-
	Remuneration of board chairman or managing director being the board secretary or a member	-	-	-
	<b>Total</b>	-	-	<b>322,000</b>
Variable Remunerations	Profit share	-	-	-
	Periodic Remunerations	-	-	-
	Short-term incentive plans	-	-	-
	Long-term incentive plans	-	-	-
	Granted shares (insert value)	-	-	<b>322,000</b>
	<b>Total</b>	-	-	<b>322,000</b>
<b>End of Service Award</b>	-	-	-	
<b>Grand Total</b>	-	-	<b>322,000</b>	
<b>Expenditures Allowance</b>	-	-	-	

**Remunerations of Senior Executives**

	Fixed Remunerations			Variable Remunerations			End of Service award	Total remunerations for board executives, if any	Grand Total
	Salaries	Allowances	Privileges in-kind	Periodic remunerations	profits	Grant-ed shares			
five senior executives who received the highest remunerations including the Chief Executive Officer and the Chief Finance Officer	5,874,573	1,980,533	-	7,855,106			483,330	95,500	8,433,936

**The measures that were taken by the board to inform its members of shareholders’ suggestions and observations regarding the company and its performance:**

- Board and committee members shall attend general assembly meetings to review shareholders’ suggestions and observations directly.
- The Investor Relations Unit has been established as part of the Department of Finance to inform board members of shareholders’ suggestions and observations.
- Quarterly and annual meetings were held with investors and financial analysts to discuss the financial results of the company.



### Results of the annual review of the efficacy of the company's internal control procedures during 2020G and the opinion of the committee on the adequacy of the company's internal control system.

The scope of the Internal Audit Department includes examining and assessing the adequacy and efficacy of the company's internal control system, and ensuring compliance of the company and its employees with the laws and regulations issued by the relevant authorities and internal policies of the company.

The Audit Committee assists the board in fulfilling the responsibilities assigned to it, in terms of verifying the availability of efficient control systems in the company. Therefore, the Audit Committee provides assistance to verify the efficacy of the internal control system and implementing it efficiently. The committee presents recommendations to the board to activate and develop the system, achieve company objectives, and protect the interests of shareholders and investors.

The company's Internal Control Department was activated during the year 2020G. A head of department was designated to oversee the internal audit in the group, and an internal audit was assigned to one of the four external consulting companies specialized in this field. The consultant was requested to assess risks, update the risk register in the group and, based on the updates, develop an internal audit plan for the next three years and provide a special budget for that objective, subject to the board's approval.

The key risk report was submitted to the Audit Committee by the consultant, and the report was discussed with the Executive Management of the company. A corrective action plan was developed based on all the observations in the report. In addition, the consultant submitted the annual internal control action plan, based on the updated risk register, and it was authorized to audit the following departments during the year:

- 1- Finance, Treasury, Investment, Acquisition and Merger.
- 2- Claims and Payables Audit
- 3- Government Relations and Labour Affairs
- 4- Administrative Affairs and Capital Projects Management
- 5- Marketing, Public Relations and Media
- 6- Strategy and Business Development
- 7- Legal Affairs

The action plans for all audited departments are followed in detail by the consultant. Final reports will then be submitted to the committee for discussion and approval, along with recommendations on the proper procedures to address the observations in these reports.

In addition, the Audit Committee reviewed the reports submitted by the external auditor. These included, but were not limited to, the management report containing observations on the internal control system, the preparation of financial statements and the corrective plan developed by the department to address these observations.

A Violations Notification Policy was activated during the year 2020G, which aims to enhance the ethical values and encourage a culture of integrity and accountability within the company. The policy ensures that all notifications are treated with absolute confidentiality. The Internal Audit Department was tasked to oversee the policy, and provides relevant confidential reports to the Audit Committee on a quarterly basis. The Audit Committee submits an annual report to the board, detailing the notifications made and corrective actions taken during the period.

During board meetings, the Chairman of the Audit Committee provides board members with the required reports on the committee's work and results, including the results of the Internal Audit and its recommendations.

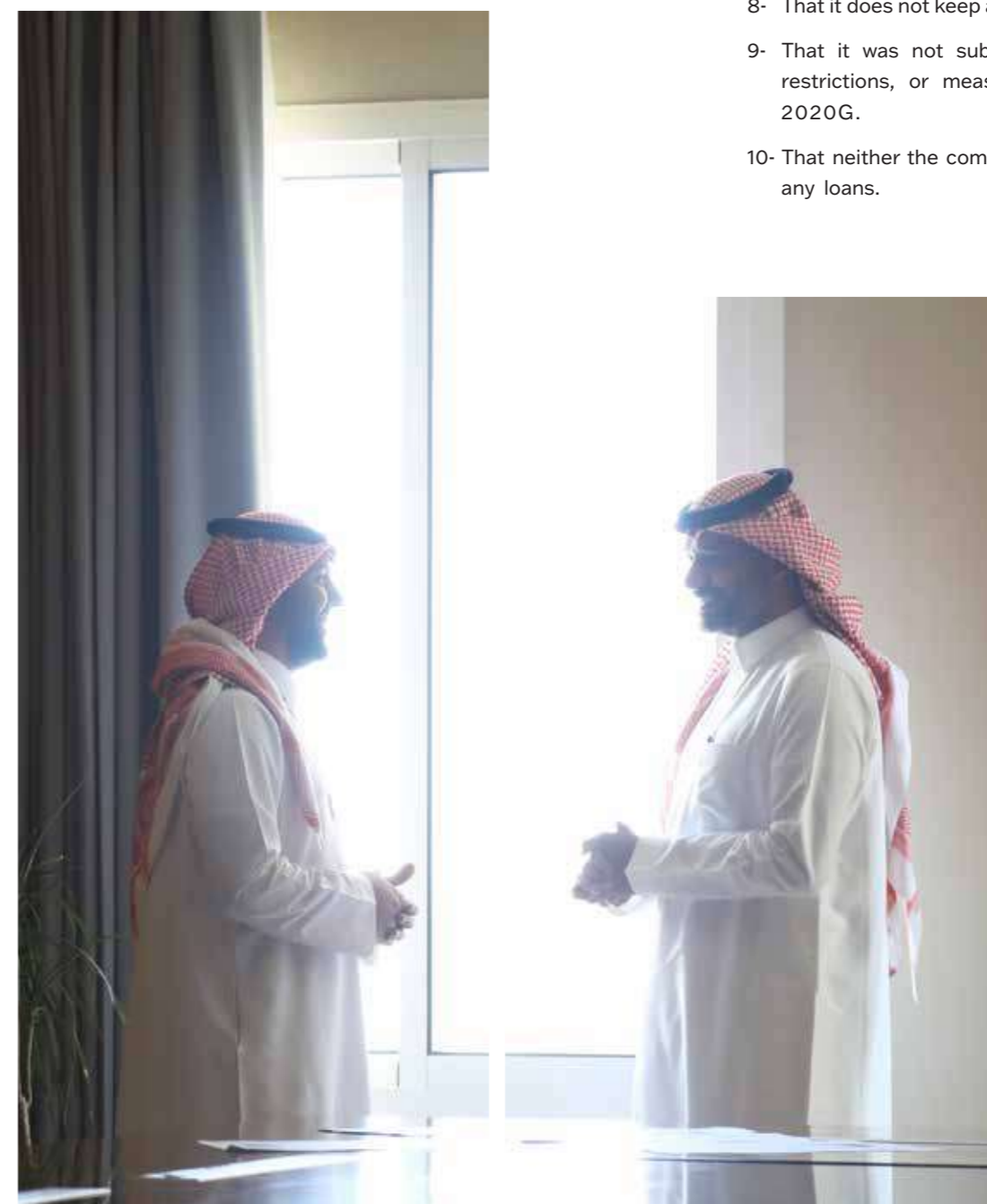
The Audit Committee is of the opinion that the internal control system of the company is effective and efficient in many areas, but needs to be developed and improved in other areas to align with the volume and nature of the company's business. The observations arising from the internal audit process were discussed with the Executive Management, which submitted a corrective plan based on these observations to the Audit Committee. The Audit Committee will follow up on the implementation of the corrective plan during the year 2021G.

#### The company declares as follows:

- 1- That the accounting records have been prepared properly.
- 2- That the internal control system has been prepared properly and was implemented effectively.
- 3- That there is no doubt about the company's ability to continue its activity.

#### The company further declares:

- 4- There was no conflict between the recommendations of the Audit Committee and the board resolutions.
- 5- That the external auditor report did not cite any reservations about the annual financial statement.
- 6- That the board did not issue any resolution during the fiscal year 2020G regarding the replacement of the auditor.
- 7- That the company did not establish any investments or reserves for the interest of its employees.
- 8- That it does not keep any treasury shares.
- 9- That it was not subject to any penalties, fines, restrictions, or measures during the fiscal year 2020G.
- 10- That neither the company nor its affiliates took on any loans.





## Major Shareholders

Name	Percentage
Al Ahliya International Real Estate Investment Company	19,43%
Abdullah bin Sulaiman Al Amro	12,20%
Architectural Experience Company	11,14%

## Shareholders' General Assemblies

The company held one general assembly during the fiscal year 2020G, as follows:

Meeting	Date	Type of Assembly	Names of attending board members
First Meeting	06/05/2020G	Ordinary	1. Mr. Sulaiman bin Abdul Aziz Al Majid
			2. Mr. Sulaiman bin Nassir Al Hatlan
			3. Mr. Ibrahim bin Zayed Asiri
			4. Mr. Sulaiman bin Ali Sultan
			5. Mr. Abdullah bin Abdul Aziz Al Majid
			6. Mr. Abdul Aziz bin Ibrahim Al Nowaiser
			7. Mr. Ali Feqhi Mohammed Damati
			8. Dr Abdul Kareem bin Hamad Al Nujaidi
			9. Mr. Haitham bin Hamad Al Mulhem

## Company Requests for Shareholders Register

Request Date	Reasons of Request
06/01/2020G	Analyzing shareholders
07/01/2020G	Analyzing shareholders
08/01/2020G	Analyzing shareholders
09/01/2020G	Analyzing shareholders
03/02/2020G	Analyzing shareholders
16/02/2020G	Analyzing shareholders
01/03/2020G	Analyzing shareholders
22/03/2020G	Profits
06/04/2020G	General Assembly
04/06/2020G	Analyzing shareholders
01/07/2020G	Analyzing shareholders
05/08/2020G	Analyzing shareholders
31/08/2020G	Analyzing shareholders
02/09/2020G	Profits
04/10/2020G	Analyzing shareholders
11/10/2020G	Analyzing shareholders
03/11/2020G	Analyzing shareholders
03/12/2020G	Analyzing shareholders
Total	18



**Financial  
Performance**

**Sustainable  
Dynamic  
Strategic  
Planning**



## Financial Performance

Maharah Human Resources Company's financial performance has remained strong despite the ongoing challenges resulting from the precautionary lockdowns imposed by our wise government, and from the significantly growing volume of competition in Kingdom of Saudi Arabia and Gulf regional markets.

Maharah succeeded in maintaining strong financial and operational results because of the company's pre-emptive long-term strategic planning and affective risk management. The company displayed considerable flexibility in addressing the challenges faced by the human resources markets in particular during the pandemic. Maharah developed a variety of creative initiatives that ensured the company was able to sustain its highly professional standards across all business channels, both locally and regionally. By maintaining business continuity and development, Maharah demonstrated that it has the material capabilities to sustain its financial performance, and enhanced its position as one of the leading companies in the Kingdom of Saudi Arabia and the region. The company is confident that it will continue to move forward to a prosperous future despite the challenges that lie ahead.



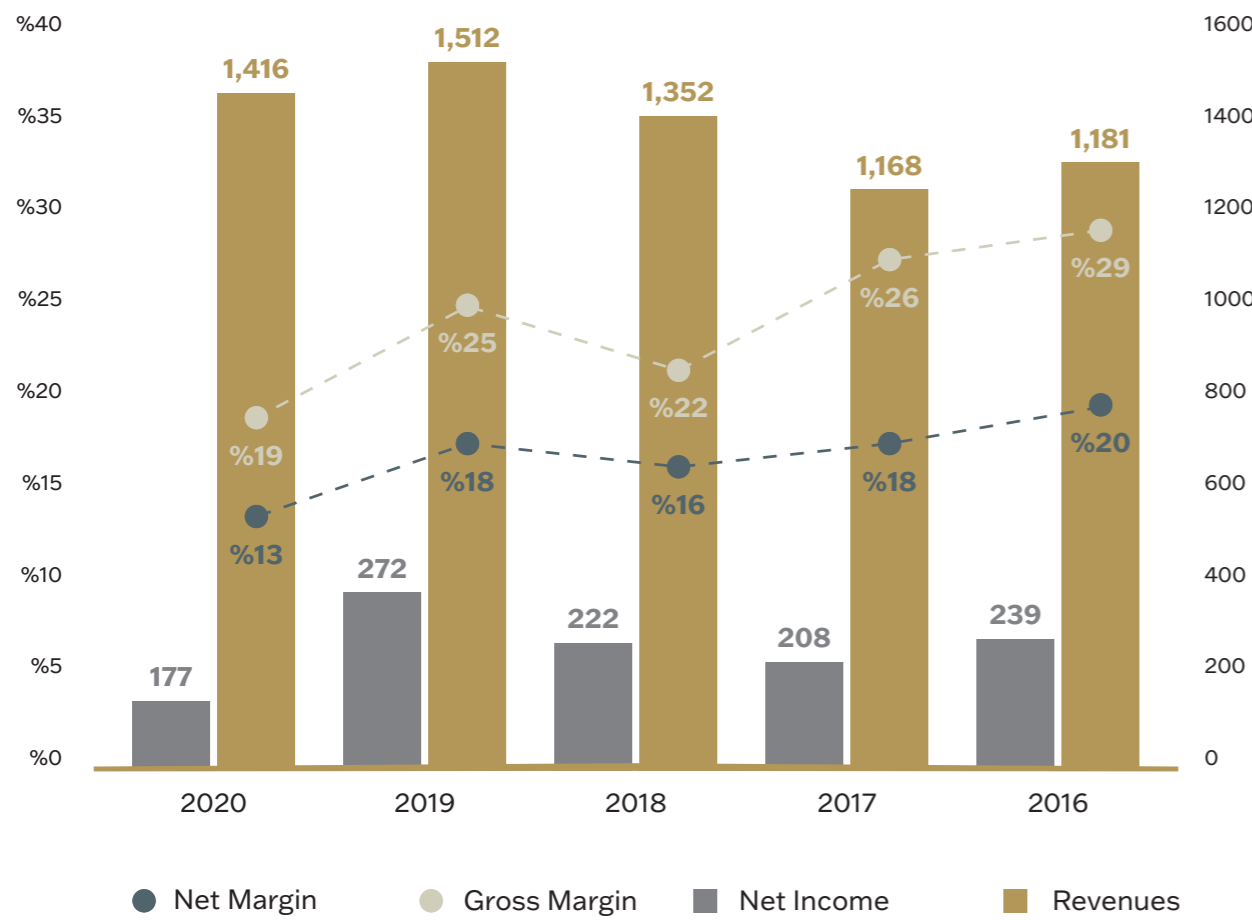
## Key Financial Indicator

(SAR Million)	2020G	2019G	2018G	2017G	2016G
<b>Operational Results</b>					
Revenue	1,416	1,512	1,352	1,168	1,181
Costs of Revenue	(1,151)	(1,132)	(1,054)	(865)	(845)
Gross profit	266	380	298	303	337
Net income attributable to shareholders in the parent company	177	272	222	208	239
<b>Financial Position</b>					
Current assets	769	810	716	557	400
Current liabilities	389	439	476	392	353
Net working capital	380	371	239	164	48
Non-current assets	257	293	225	136	133
Non-current liabilities	81	79	35	36	30
Equity	556	585	429	264	151
<b>Cash Flow</b>					
Cash flow from operating activities	247	74	162	249	261
Cash flow from (used in) investing activities	(163)	142	(364)	(2)	10
Cash flow from (used in) financing activities	(214)	(109)	(59)	(96)	(266)
Cash balances and morabaha time deposits	318	299	356	346	207
<b>Key Indicators</b>					
Income before Zakat to Revenue	13%	19%	17%	19%	21%
Operating Income to Revenue	13%	19%	16%	17%	21%
Return on assets	17%	25%	24%	30%	45%
Return on equity	32%	46%	52%	79%	158%
Debt to equity ratio	85%	88%	119%	162%	253%
Earnings per share	4.73	7.26	5.93	5.55	6.36

**Sustainability in revenue and profitability growth rates**

	2020G	2019G	2018G	2017G	2016G
Revenues	1,416	1,512	1,352	1,168	1,181
Net income	177	272	222	208	239
Gross Margin %	19%	25%	22%	26%	29%
Net Margin %	13%	18%	16%	18%	20%

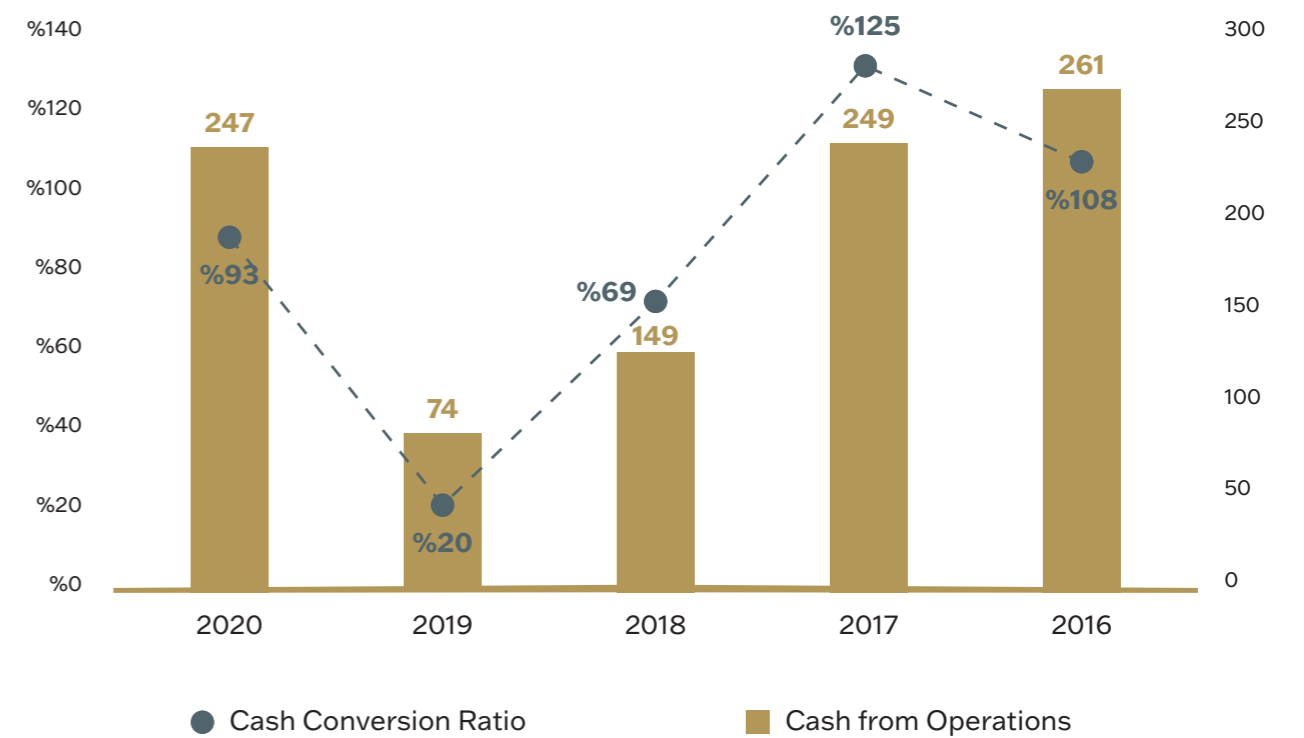
**Figures (SAR Million)**



**Good cash conversion rates from operations**

	2020G	2019G	2018G	2017G	2016G
Cash from operations	247	74	149	249	261
Cash conversion ratio %	93%	20%	69%	125%	108%

**Figures (SAR Million)**



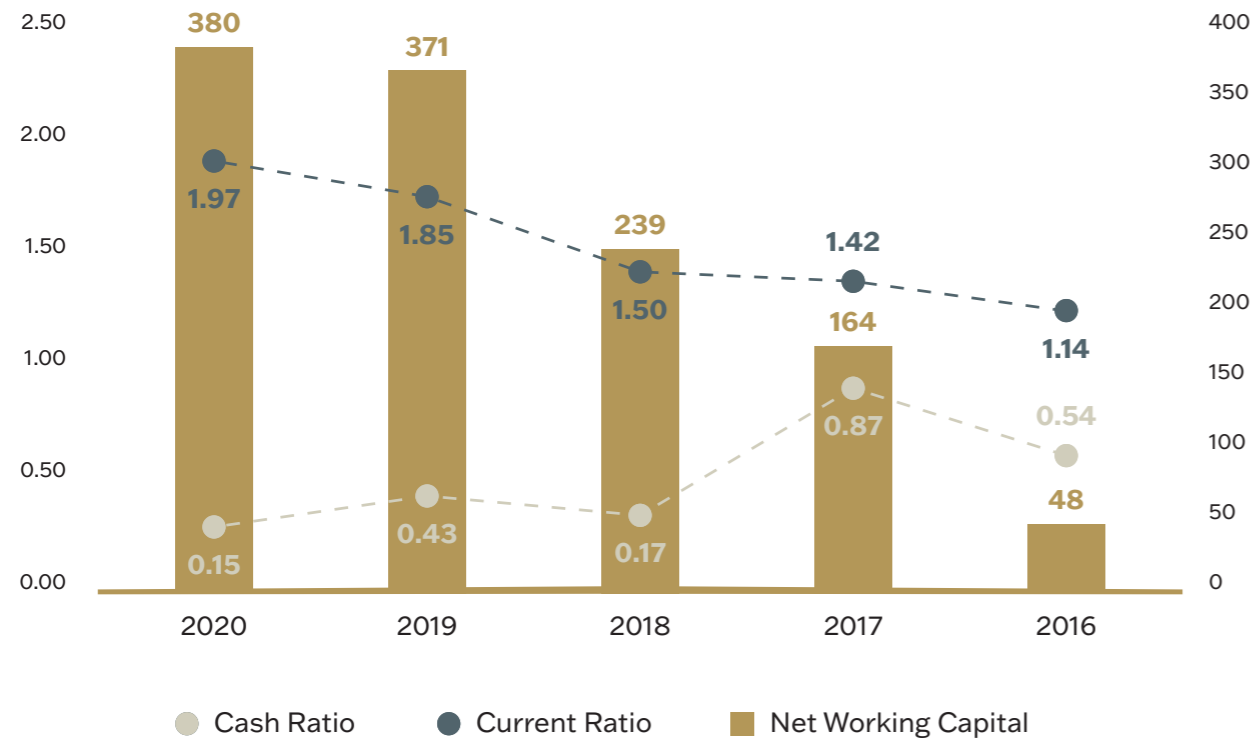
**Liquidity level warrants the fulfillment of the company operational obligations:**

	2020G	2019G	2018G	2017G	2016G
Net working capital	380	371	239	164	48
Current ratio	1.97	1.85	1.50	1.42	1.14
Cash ratio	0.15	0.43	0.17	0.87	0.54

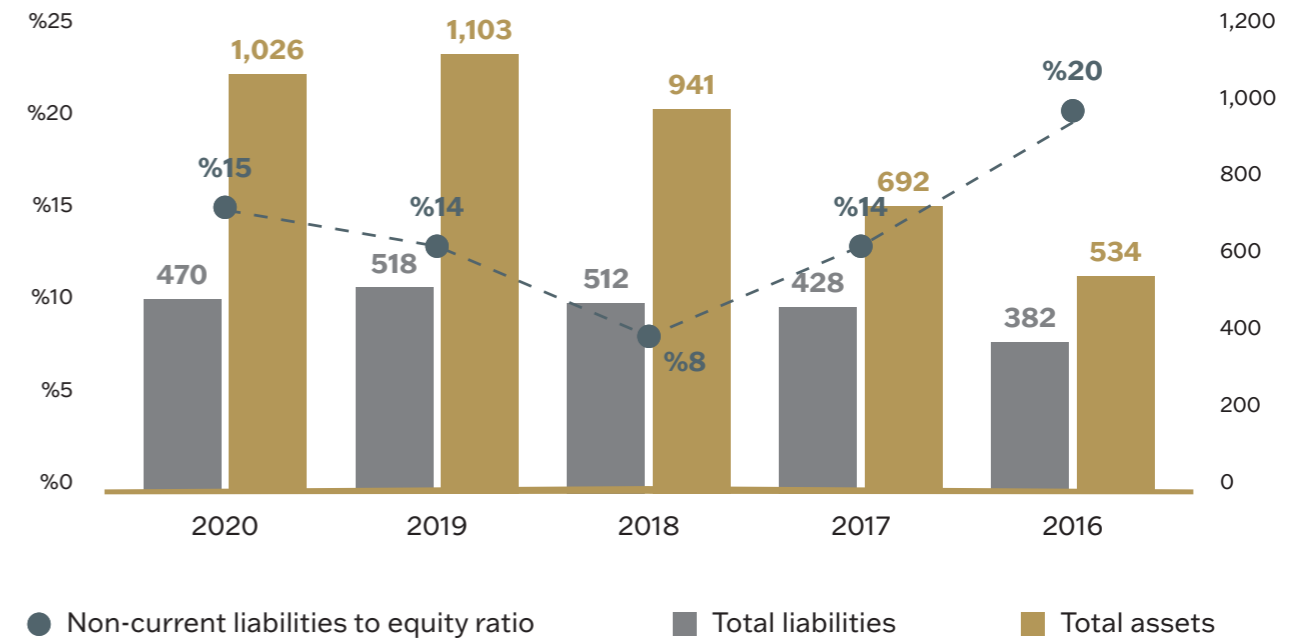
**Light asset model with a low leverage rates**

	2020G	2019G	2018G	2017G	2016G
Total assets	1,026	1,103	941	692	534
Total liabilities	470	518	512	428	382
Non-current liabilities to equity ratio	15%	14%	8%	14%	20%

**Figures (SAR Million)**



**Figures (SAR Million)**



**Geographical analysis of total revenues of the company and its affiliates (SAR Million)**

Year	Total Revenues	Kingdom of Saudi Arabia	United Arab Emirates	Total
2020G	1,416	1,386	31	1,416
2019G	1,512	1,478	34	1,512

**Clarification of any material variances in operational results compared to the previous year**

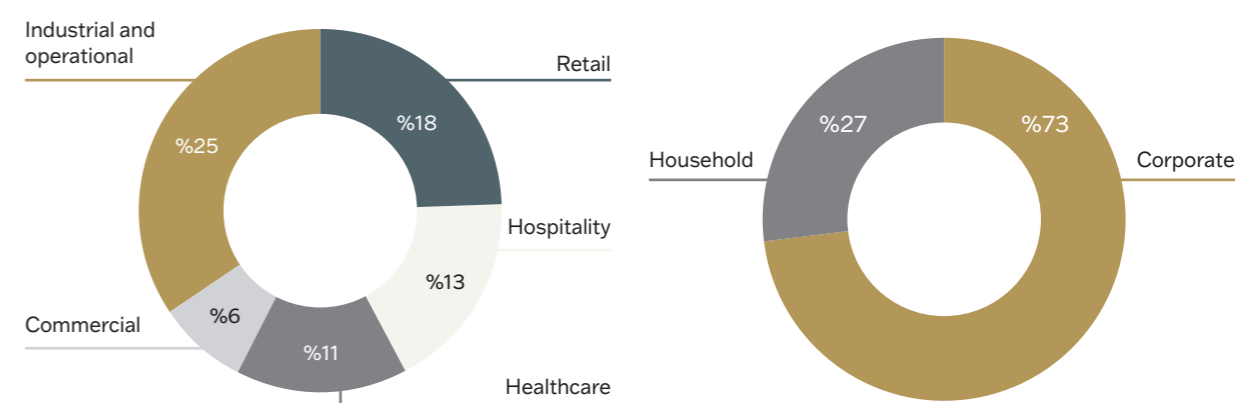
Description	2020G	2019G	Variances (+) or (-)	Variance ratio
Revenues	1,416,355	1,512,299	(95,943)	(6%)
Cost of revenues	(1,150,527)	(1,132,492)	(18,036)	2%
<b>Gross Profit</b>	<b>265,828</b>	<b>379,807</b>	<b>(113,979)</b>	<b>(30%)</b>
Operational Expenditures - Others	(82,799)	(97,267)	14,468	(15%)
<b>Operational Profit (Loss)</b>	<b>183,028</b>	<b>282,539</b>	<b>(99,511)</b>	<b>(35%)</b>

**Revenues of the main activities of the company**

## Description of main activities of the company

	Activity revenue (SAR million)	%
Manpower services for the Corporate Sector	1,035	73%
Domestic manpower services for the Household sector	382	27%
<b>Total</b>	<b>1,416</b>	<b>100%</b>

Sector Type	SAR (Million)	%
Household	382	27%
Industrial and operational	356	25%
Retail	249	18%
Hospitality	181	13%
Healthcare	163	11%
Commercial	86	6%
	<b>1,416</b>	



## Description of main activities of the affiliate

	Activity revenue (SAR million)	%
Domestic manpower services for the Household sector	31	100%
<b>Total</b>	<b>31</b>	<b>100%</b>

**Musanid Cleaning Services Company Ltd.**

Musanid Cleaning Services Company is a limited liability company established under the United Arab Emirates Commercial Companies Law, no. 2 for the year 2015G.

Capital	Maharah ownership percentage in the company	Main Activity	County of Establishment
AED 300,000	85%	Cleaning services	United Arab Emirates
The company has not issued any shares or debt instruments for its affiliates			
The affiliate has not issued any shares or debt instruments			

Musanid Cleaning Services has interest share in TPH Center for Domestic Workers Services Ltd.

Capital	Maharah ownership percentage in the company	Main Activity	County of Establishment
AED 300,000	70%	cleaning services	United Arab Emirates

### Bloovo Company Ltd

Bloovo specializes in applying artificial intelligence in the various recruitment solutions it provides to its customers. It uses proprietary and automated algorithms that match the right candidates to the right jobs, providing for a more efficient recruitment process. At present, Bloovo provides its innovative solutions to a number of government entities in the Gulf Region in the areas of telecommunications, banks, insurance, aviation, industrialization, oil, gas, retail sales, energy, education and health, as well as other emerging sectors.

Capital	Maharah ownership percentage in the company	Main Activity	County of Establishment
U\$D 1,000,000	40%	Human Resources	Cayman Islands

### Company Profit Distribution Policy

Article forty-seven (47) of the company articles of association set forth distribution of profits to shareholders as follows:

- (10%) of the net profits shall be set aside to form a statutory reserve of the company. The ordinary general assembly may decide to discontinue this when the reserve has reached (30%) of paid-up capital.
- The ordinary general assembly, based on the suggestion of the board, may set aside (10%) of net profits to form a consensus reserve, and allocate it for (a) specific purpose(s).
- The ordinary general assembly may create other reserves that it deems to achieve the company's interests or guarantee distribution of fixed assets to shareholders. The assembly may also deduct amounts from the net profits to establish social organizations for company employees or to assist such existing organizations.
- From the remainder, a downpayment of no less than (5%) of paid-up capital shall then be distributed to shareholders.
- Without prejudice to the provisions set forth in article twenty (20) of the company articles of association and article seventy-six (76) of the Companies' Law, the ordinary general assembly, notwithstanding the foregoing, may allocate a specific percentage from the remainder as a remuneration for the board. This remuneration shall be paid in proportion to the number of sessions attended by the member.
- After allocating the remuneration of the board and following approvals of the general assembly and the resolutions issued by the competent authorities, the remaining profit shall then be distributed to shareholders as an additional share of profits or carried over to the following years in the manner approved by the general assembly. The company may also distribute interim profits on a quarterly or semi-annual basis.

The Board of Directors adopted the dividends distribution policy on 16/01/1441H, corresponding to 26/09/2018G, and then adopted on 07/07/1440H, corresponding to 14/03/2019G. The said policy was prepared in accordance with the laws and regulations issued by the regulatory authorities.

The following table shows profits distributed to shareholders during the fiscal year 2020G:

	Profits distributed during the fiscal year 2020G	
	Third and fourth quarters of the fiscal year 2019G	First half of the fiscal year 2020G
Date of Distribution	06-04- 2020G	22-09-2020G
Percentage	32%	22.5%
Total	120,000,000	84,375,000
Grand Total	<b>204,375,000 SAR</b>	

### Profits that will be distributed for the second half of the fiscal year 2020G

It is worth mentioning that the company Board of Directors, in its meeting held on 17-3-2021G, approved the distribution of profits in the amount of SAR 75,000,000 on the basis of two (2) Saudi Riyals per share.

### Waiver of any rights or profits by a shareholder

There are no agreements under which a company shareholder has waived any rights or profits.

### Description of any interest in the class of shares eligible to vote, and held (except members of the board, senior executives, their spouses or minor children) by persons who informed the company of such rights

The company was not informed of any interest in the class of shares eligible to vote and held by any person.

### Description of any interest, contractual securities and subscription rights which members of the board, senior executives and their relatives have in the shares, debt instruments of the company or any of its affiliates, and any change in such interest or rights during the last fiscal year

The following table shows the interest of members of the board, senior executives, and their relatives in the company shares. Neither members of the company board nor senior executives or their relatives have a direct interest in the shares of a company affiliate. The company has not also issued or granted any debt instruments.

	Name of Interest Holder	Name of Member	No. of shares beginning of the year	No. of shares at the end of the year	Net Change	Change Ratio
1	National Real Estate Investment Company	Sulaiman bin Abdulaziz Al Majid Abdullah bin Abdulaziz Al Majid Saud bin Nassir Al Shathri	7,287,000	7,287,000	0	0%
2	Abdullah bin Sulaiman Al Amro	Abdullah bin Sulaiman Al Amro	4,575,375	4,575,375	0	0%
3	Dr Sulaiman bin Abdulaziz Commercial Investment Company	Ali bin Feqhi Damati	2,625,000	0	(2,625,000)	100%
4	Mona Hamad Al Hammad	Sulaiman bin Abdulaziz Al Majid	0	400	400	100%
5	Fatmeh bint Abdulaziz Al Majid	Sulaiman bin Abdulaziz Al Majid Abdullah bin Abdulaziz Al Majid	47,313	47,313	0	0%
6	Hind Abdulaziz Al Majid	Sulaiman bin Abdulaziz Al Majid Abdullah bin Abdulaziz Al Majid	4,013	4,013	0	0%
7	Al Jowharah Abdulaziz Al Majid	Sulaiman bin Abdulaziz Al Majid Abdullah bin Abdulaziz Al Majid	3,000	3,000	0	0%
8	Hamad Sulaiman Al Majid	Sulaiman bin Abdulaziz Al Majid	4	2,258	2,254	56,350%
9	Bader Sulaiman Al Majid	Sulaiman bin Abdulaziz Al Majid	0	48	48	100%
10	Nawwaf Abdullah Al Majid	Abdullah bin Abdulaziz Al Majid	575	575	0	0%
11	Reem Fahad Al Obaikan	Saud bin Nasser Al Shathri	0	2,000	2,000	100%
12	Salman Abdullah Al Amro	Abdullah bin Sulaiman Al Amro	0	172	172	100%
13	Afnan bint Abdullah Al Amro	Abdullah bin Sulaiman Al Amro	0	56	56	100%
14	Fawziya bint Sulaiman Al Amro	Abdullah bin Sulaiman Al Amro	950	0	(950)	100%
15	Abdul Kareem bin Hamad Al Nujaidi	Abdullah bin Sulaiman Al Amro	0	1	1	100%

## Affiliates

Name of affiliate	Capital	Marah Ownership Percentage	Main Activity	Main Country of Operations	Country of Establishment
Musanid Cleaning Services	300,000	85%	cleaning services	United Arab Emirates	United Arab Emirates

## Description of classes and numbers of convertible debt instruments, contractual securities, subscription right warrants or similar rights issued by the company

The company did not issue or grant any convertible debt instruments, other securities, subscription rights warrants or similar rights during the fiscal year 2020G.

## Description of any conversion or subscription rights under convertible debt instruments, contractual securities, subscription right warrant or similar rights issued by the company

The company did not issue or grant any conversion or subscription rights under convertible debt instruments, other securities, subscription rights warrants or similar rights during the fiscal year 2020G.

## Description of any redemption, purchase, or cancellation by the company of any redeemable debt instruments

Neither the company nor its affiliates redeemed, purchased, or cancelled any redeemable debt instruments during the fiscal year 2020G.





## Description of any deal or transactions between the issuer and a related party

### Amounts due from related parties

Related Party	Type of Relationship	Type of Deal	Term	Transaction Value
Spectra Company for Support Services	First: A company owned by major shareholders Second: A company in which the following board members have indirect interest: ✓ Mr. Sulaiman bin Abdulaziz Al Majid ✓ Mr. Abdullah bin Abdulaziz Al VMajid ✓ Dr. Saud bin Nasser al Shathri ✓ Mr. Ali Damati	Manpower Services	One Year	94,108,065
Maharah for Travel and Tourism	First: A company owned by major shareholders. Second: A company in which the following board members have indirect interest: ✓ Mr. Sulaiman bin Abdulaziz Al Majid ✓ Mr. Abdullah bin Abdulaziz Al VMajid ✓ Dr. Saud bin Nasser al Shathri ✓ Mr. Ali Damati	Manpower Services	One Year	47,362
Kafaat Business Solutions	A company in which board member Mr. Abdul Aziz bin Ibrahim Al Nowaiser is working	Manpower Services	One Year	0
Arab Medical Holding Company	A company in which the company major shareholder and board member, Dr. Abdullah bin Sulaiman Al Amro has a share	Manpower Services	One Year	376,482
Bloovo	Investee Company	Manpower Services	One Year	87,467
Mozon Technologies	A company in which the company major shareholder and board member, Dr. Abdullah bin Sulaiman Al Amro has a share	Manpower Services	One Year	241,866
Zawaya Investment Company	A company in which the company major shareholder and board member, Dr. Abdullah bin Sulaiman Al Amro has a share	Manpower Services	One Year	141,044
Sareb Arabian Investment Holding Company	A company in which the company major shareholder and board member, Dr. Abdullah bin Sulaiman Al Amro has a share	Manpower Services	One Year	15,295
Insurance World for Information Technology	A company in which the company major shareholder and board member, Dr. Abdullah bin Sulaiman Al Amro has a share	Manpower Services	One Year	29,913
Four Twins Café	A company in which the major shareholder, Mr. Abdulah Al Naqeer, an owner of the Architectural Experience Company, has a share	Manpower Services	One Year	0

### Amounts due to related parties

Related Party	Type of Relationship	Type of Deal	Term	Transaction Value
Maharah for Travel and Tourism	First: A company owned by major shareholders Second: A company in which the following board members have indirect interest: ✓ Mr. Sulaiman bin Abdulaziz Al Majid ✓ Mr. Abdullah bin Abdulaziz Al VMajid ✓ Dr. Saud bin Nasser al Shathri ✓ Dr. Abdullah bin Sulaiman Al Amro ✓ Mr. Abdulaziz Al Kathiri (senior executive)	Buying air tickets	-	5,870,275
Bloovo	Investee Company	Against investment	-	7,501,097



**Information related to any businesses or contracts in which the company is a party and in which a member of the board, Chief Executive Officer, the Finance Manager, senior executives or any party related to them, has or had an interest**

Name of Member	Nature of business or contract	Term	Amount	Conditions
Mr. Abdulah bin Abdulaziz Al Majid	Domestic helper contract	Monthly rental	A flat amount for all company customers	There are no preferential conditions
Dr. Saud bin Nasser Al Shathri	Domestic helper contract	Monthly rental	A flat amount for all company customers	There are no preferential conditions
Dr. Abdullah bin Sulaiman Al Amro	Transfer of sponsorship of a domestic helper	Monthly rental	A flat amount for all company customers	There are no preferential conditions
Mr. Abdul Aziz bin Ibrahim Al Nowaiser	Private driver contract	Monthly rental	A flat amount for all company customers	There are no preferential conditions
Dr. Abdul Kareem bin Hamad Al Nujaidi	Domestic helper contract	Hourly rental	A flat amount for all company customers	There are no preferential conditions
Mr. Ibrahim bin Zayed Asiri	Domestic helper contract	Hourly rental Monthly rental	A flat amount for all company customers	There are no preferential conditions

**Waiver by a member of the board or senior executives of any remunerations**

There are no agreements under which a company member or senior executive has waived any remunerations.

**A statement of regulatory payments made and due until the end of the annual financial period**

Statement	2020G		Brief Description	Reasons
	Paid	Due until the end of the annual fiscal period and not yet paid		
Zakat	21,103,988	16,476,723	Zakat due for the year 2020 in addition to zakat assessments for the years 2014:2017	Zakat dues
Tax	95,387,944	11,654,368	Valued added tax due for the year 2020G	Value added tax
General Organization for Social Insurance	17,366,837	1,107,296	Due for the social insurance for the year 2020G	Social insurance contributions
Visas Costs	4,178,000	-	Visas issued for the year 2020G	Operational fees
Labor Office Fees	194,036,991	-	Labor Office fees paid for the year 2020G	Operational fees



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