

2024 Sustainability Report

Unlocking a Sustainable Digital Future



Delivering technology that drives progress for people and the planet



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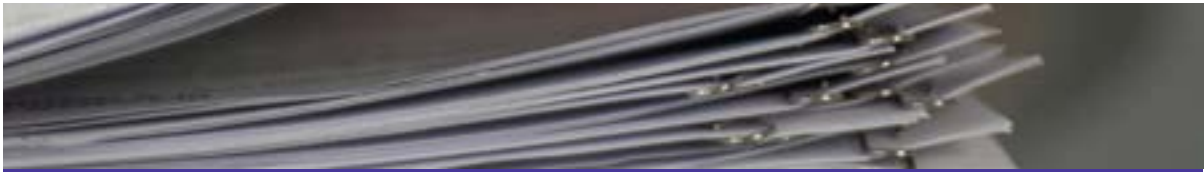
	
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Introduction



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Our sustainability reporting is a work in progress. We believe that transparent ESG disclosure is a fundamental right of our stakeholders not a checkbox, which is why we focus on reporting the ESG topics most relevant to our business and the communities we serve.

Building on five decades of transformation and impact, Giza Systems presents its second sustainability report. This report is a significant milestone in our long-standing commitment to ESG excellence. It deepens the foundation established in the first report and reflects a stronger integration of sustainability into the very fabric of our business.

Our approach is holistic and stakeholder-centric, addressing the ESG pillars most relevant to our business. We believe that by proactively addressing our most significant impacts in each of these areas, we not only mitigate risks but also unlock opportunities for growth and innovation.

In 2024, we continued to embed globally recognized ESG frameworks into our strategy, governance practices, and service delivery to ensure lasting value for stakeholders. We view sustainable growth not as a standalone initiative but as a core business principle that shapes our approach to innovation, value creation and long-term resilience.

Reporting Framework



Global Reporting Initiative (GRI)

We prepare our sustainability disclosures in accordance with the GRI Standards (2021), focusing on topics and indicators most material to our business and stakeholders. GRI enhances the transparency, comparability, and credibility of our environmental, social, and economic reporting, creating a common language to communicate our impact.



United Nations Global Compact (UNGC)

As a signatory to the UNGC, we align our business practices with its Ten Principles on human rights, labor, environment, and anti-corruption. We report annually on our progress in integrating these principles into our strategies, operations, and culture.



U.N. Sustainable Development Goals (SDGs)

We map our sustainability initiatives and outcomes to the SDGs, demonstrating how our projects and solutions contribute to global priorities such as innovation, infrastructure modernization, clean energy, responsible production & consumption, and sustainable cities.



National Development Visions

We align our projects and partnerships with Egypt Vision 2030 and Saudi Vision 2030, ensuring our work supports inclusive growth, advanced infrastructure, and digital transformation in our core markets.



GHG Protocol

We began measuring our greenhouse gas emissions in 2023, covering Scope 1, Scope 2, and selected Scope 3 categories in line with the GHG Protocol Corporate Accounting and Reporting Standard. This baseline enables us to track year-on-year changes and better understand our emissions profile. In 2024, we updated our data to assess progress and identify areas for further reduction.

Report & Scope Boundaries

This report provides comprehensive information about Giza Systems, including relevant data from its subsidiaries and legal entities where applicable. Headquartered in Egypt, Giza Systems operates in Egypt, Saudi Arabia (KSA), Kenya, Uganda, and Tanzania.

Reporting Period

The data presented here pertains to the fiscal year 2024, spanning from January 1st to December 31st, 2024, unless explicitly specified otherwise. Additionally, relevant data from previous years are included where applicable to provide further context and insights.

Top Management Oversight

The responsibility of reviewing and approving our annual sustainability reports rests with Giza Systems Group’s Chief Strategy Officer (CSO). Additionally, our Group Chief Executive Officer (CEO) is actively monitoring our sustainability progress and is regularly participating in ongoing discussions on key ESG topics.

Assurance

We are pleased to announce that IdealRatings, Inc. a US-based ESG Solutions Provider, has provided a limited assurance statement on the content of this report. Their independent assessment lends credibility to the information presented herein. For further details, we invite you to refer to the assurance statement, which provides additional information and validation of the accuracy and reliability of our sustainability reporting.

Feedback and Inquiries

For additional information or to share your feedback, please reach out to us through the following channels

- Sustainability@gizasystems.com
- GizaSystemsOfficial
- Giza-Systems
- Giza_Systems

A Message from Our Chairman

Over the past year, global challenges have reinforced a truth we have long understood: technology is not only a medium, it is about resilience, opportunity, and impact. At solutions by stc, we recognized early on that digital transformation must go hand-in-hand with sustainable innovation. That vision now finds powerful expression at Giza Systems.

In 2024, Giza Systems stood at the crossroads of ambition and action. Leveraging the deep expertise of solutions by stc in digitalization, we moved sustainability from concept to execution, embedding ESG as a true cornerstone of operations across our projects. Today, sustainability is not an add-on; it is at the heart of how we design, deliver, and evolve digital solutions. Our shared strategic direction has ensured that technology becomes a lever for societal and environmental good.

This journey has never been about ticking boxes, it is about creating relevance and impact at scale. By turning conventional projects into sustainability benchmarks, we're redefining how infrastructure drives both business performance and societal progress.

Our solutions span a wide range of vital sectors, each enabled through smart platforms, cloud-first architecture, and data-driven intelligence. By embedding ESG into its core performance indicators and key metrics, Giza Systems has translated sustainability into a measurable practice, aligning with our Group's emphasis on measurable outcomes and strategic clarity.

Digital transformation and sustainability are not separate journeys; they are one integrated strategy. A systemic approach that marries digital progress with environmental and social accountability.

Giza Systems is shaping a future where digital advancement is seamlessly integrated with sustainability, paving the way for resilient and sustainable infrastructure.

The mission ahead is clear: replicate this impactful model across cities, sectors, and regions, creating value for our clients, our partners, and our nation.

It is time to shape tomorrow's world by building it today, responsibly and with purpose.

Omer Alnomany
Chairman



A Message from Our Group CEO

Sustainability is no longer a question of “why;” it is a question of “how fast.” At GS Group, we see it as both a moral responsibility and a commercial imperative that defines our resilience, competitiveness, and relevance in a rapidly changing world.

As a leading systems integrator, our role extends beyond delivering technology. We enable clients to operate more efficiently, reduce their environmental footprint, and create equitable opportunities through the intelligent application of technology. Sustainability is woven into the fabric of the value we deliver and co-create with our clients and partners.

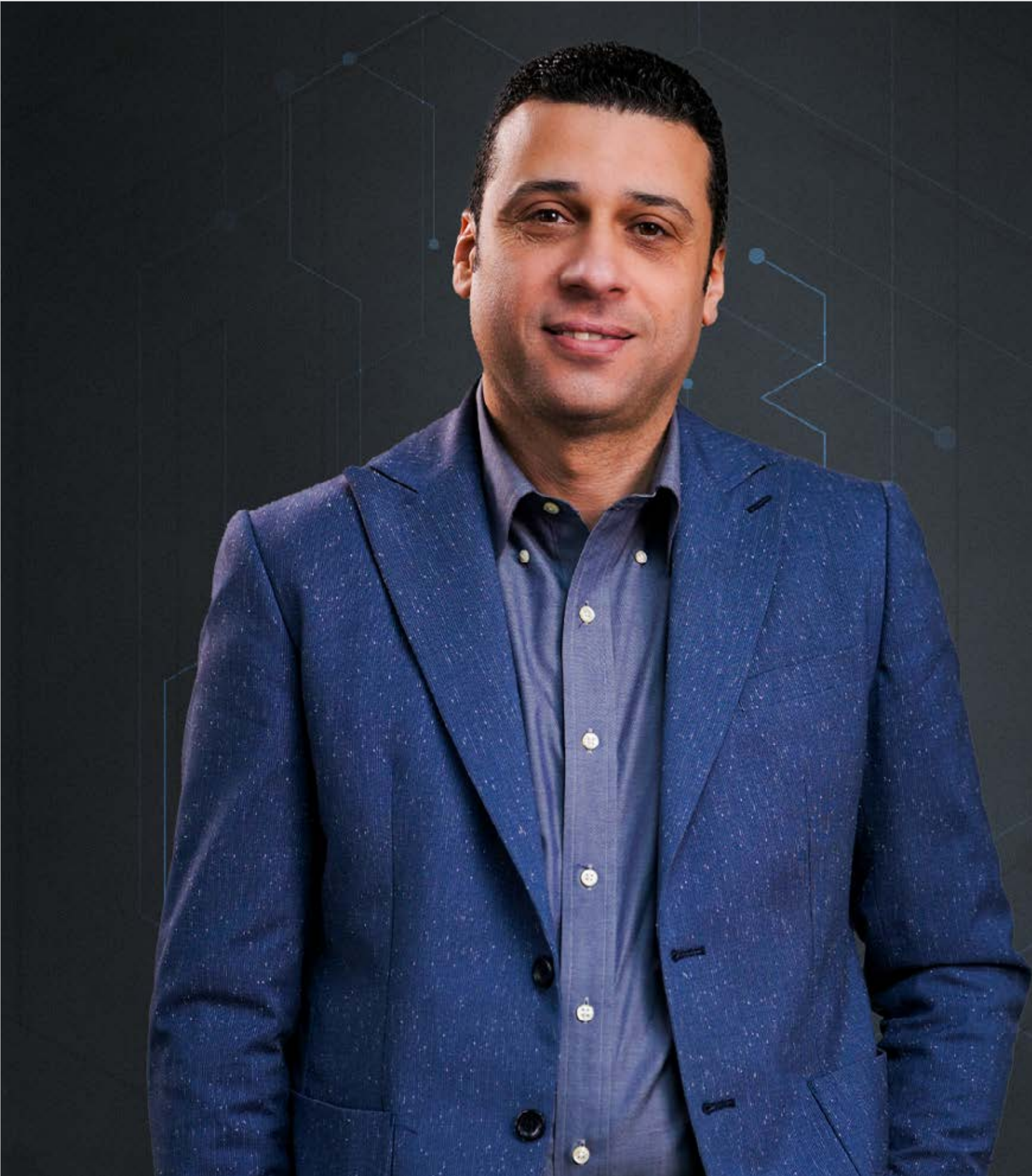
In 2024, we moved beyond isolated initiatives to embed sustainability at the core of how we think, lead, and deliver. Through our ECO FEOR strategy, we have anchored ESG into our business logic - from the solutions we design and the way we manage resources, to the opportunities we create for our people and communities.

This alignment between purpose and performance is more than a vision; it is the foundation of our 2025 “Go Forward” strategy. By linking ESG with innovation, digital transformation, and scalable delivery, we are enabling our clients to achieve their own sustainability goals whether by optimizing energy use, enhancing supply chain transparency, or protecting vital resources.

We report not to signal intent, but to demonstrate readiness - readiness for a future shaped by climate pressures, social expectations, investor scrutiny, and technological transformation.

The path ahead demands urgency and commitment. It also offers unprecedented opportunity. Together with our stakeholders, we will continue to innovate, shape solutions that drive resilience, and create lasting value for business and society. We are not merely responding to change; we are helping to shape the future.

Ahmad Elharany
Group Chief Executive Officer



A Message from Our Group Chief Strategy Officer and Chief of Staff

In 2024, Giza Systems advanced its strategic transformation by formally integrating sustainability into its corporate structure, moving from fragmented initiatives to a disciplined, enterprise-wide sustainability framework.

We translated intent into internal infrastructure; designing a sustainability strategy (ECO FEOR) that aligns with both our corporate direction and the global sustainability agenda. We launched our first corporate carbon footprint report to establish our environmental baseline and began aligning disclosures with the GRI 2021 Standards through the creation of our first sustainability report, raising the bar on transparency and accountability.

Sustainability is now deeply embedded into our governance. We established a formal policy, mapping ESG responsibilities across departments, and began integrating environmental and social dimensions into our Enterprise Risk Management system, guided by the COSO framework.

For the first time, ESG indicators have been included in our corporate balanced scorecard, ensuring sustainability is measured and prioritized alongside financial and operational performance.

Beyond systems and structures, the real transformation has been cultural. We activated a network of Sustainability Champions to decentralize ownership and integrate ESG into daily operations.

We also formalized our commitment to international principles by joining the UN Global Compact and began building robust ESG data systems, recognizing that credible reporting starts with reliable data.

This year marks a beginning: one that aligns strategy with impact, risk with resilience, and delivery with purpose. As we look toward 2025, our mandate remains clear: to make sustainability not a side objective, but a core lever in delivering value, managing risk and driving impact across the business.

Sarah Eltawansy
Group Chief Strategy Officer and Chief of Staff



50 Years of Technology Leadership

Founded in 1974 as Egypt’s first national IT company, Giza Systems has evolved from a local pioneer into a leading digital transformation enabler and systems integrator across the Middle East and Africa. For over five decades we have built a reputation as a trusted partner to enterprises, governments, and communities by delivering integrated technology solutions that enable clients to modernize their operations, unlock the potential of digital transformation, and meet their industries’ evolving demands.

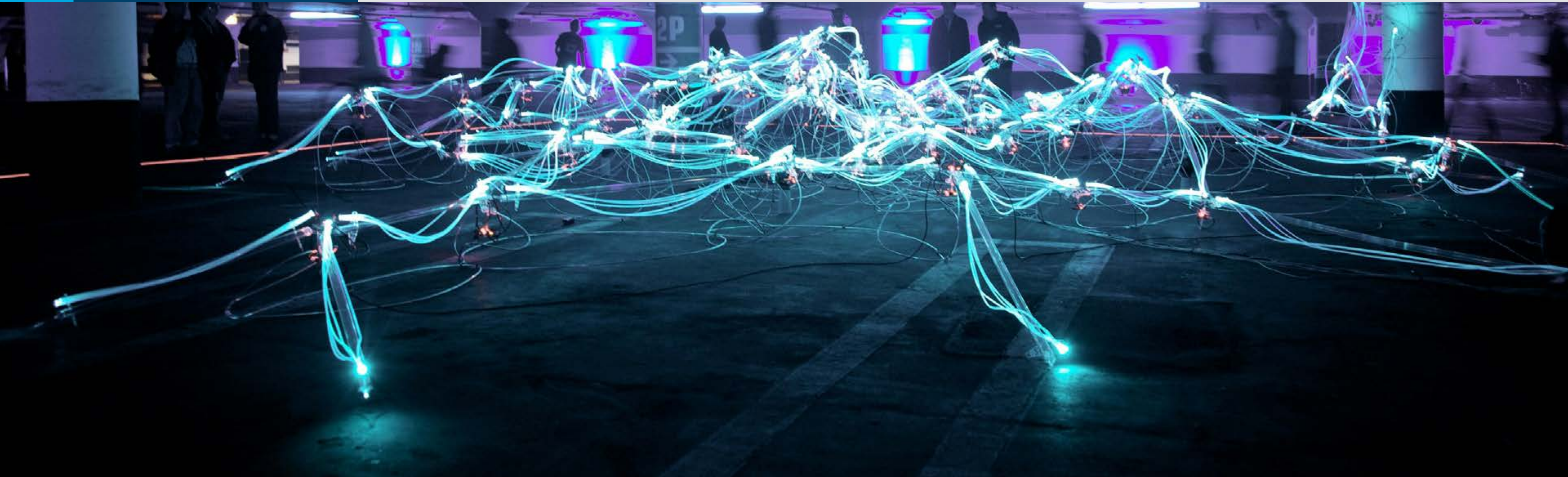
Our expertise covers the design, integration, and management of complex systems for asset-intensive sectors like telecommunications, utilities, oil and gas, smart cities and government services. Our work enables organizations to operate more efficiently, deliver better services, and maintain seamless connectivity. With a team of over 2,500 professionals, we operate from anchor offices in Cairo, Riyadh, Dubai, Doha, Nairobi, Dar es Salaam, Kampala, and New Jersey serving an expanding client base in more than 25 countries.

Our growth has been driven by our core purpose: to empower our teams, partners, customers, and communities to achieve their full potential. Since joining solutions by stc in 2022, we have leveraged greater resources, advanced infrastructure, and an extended regional network. This has allowed us to deliver innovation at scale, expand into new markets, and create a deeper impact for our stakeholders.

Celebrating 50 Years of Impact

As we celebrate our 50th anniversary, we remain committed to leveraging technology where it makes the greatest difference. Our strength and continued success are a direct result of the dedication of our people, the vision of our leaders, the trust of our partners and the enduring relationships we have built with our customers. Together, these foundations inspire us to innovate and create meaningful impact for the next fifty years and beyond.

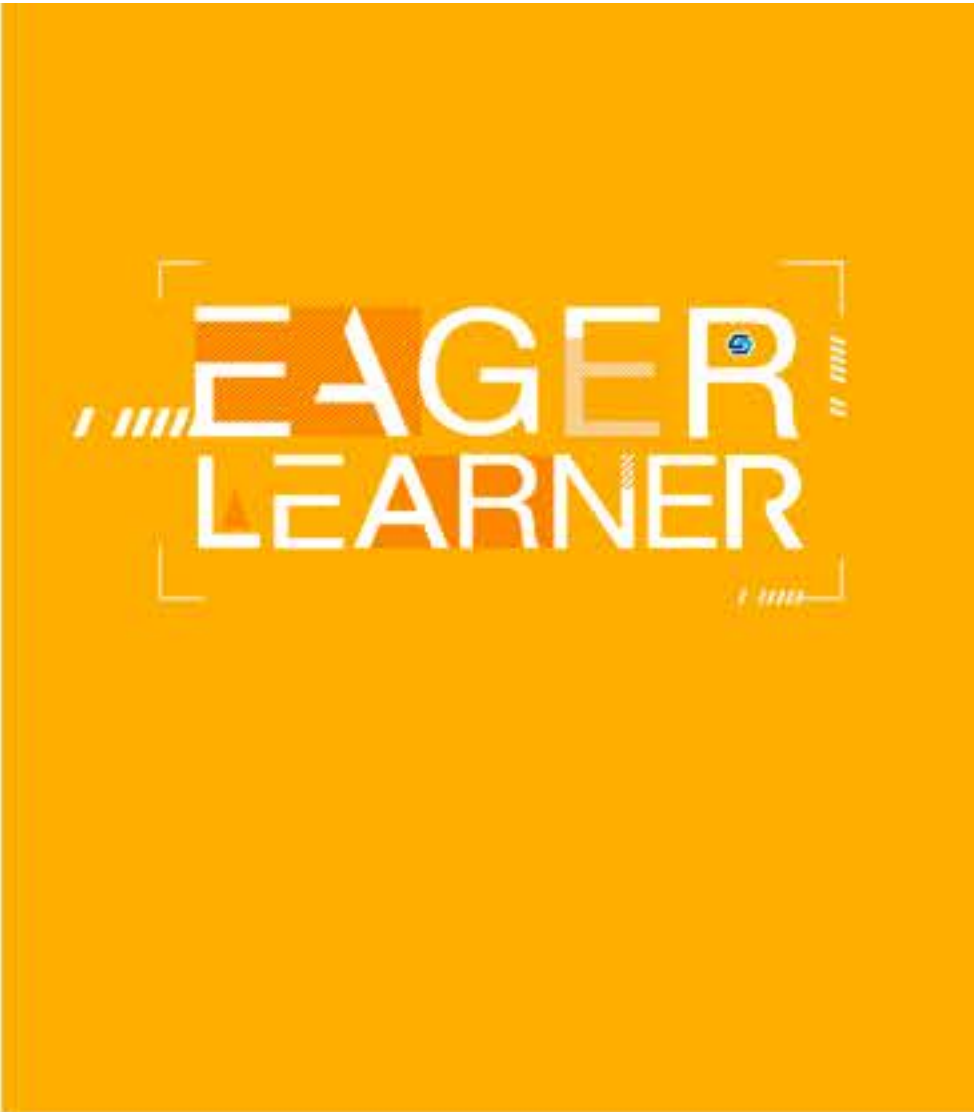




Our Aspiration

Our aspiration is to be the leading Digital transformation enabler and systems integrator (SI) in the Middle East and Africa, actively helping our clients achieve their sustainability goals and contribute to a better world.

Our Values

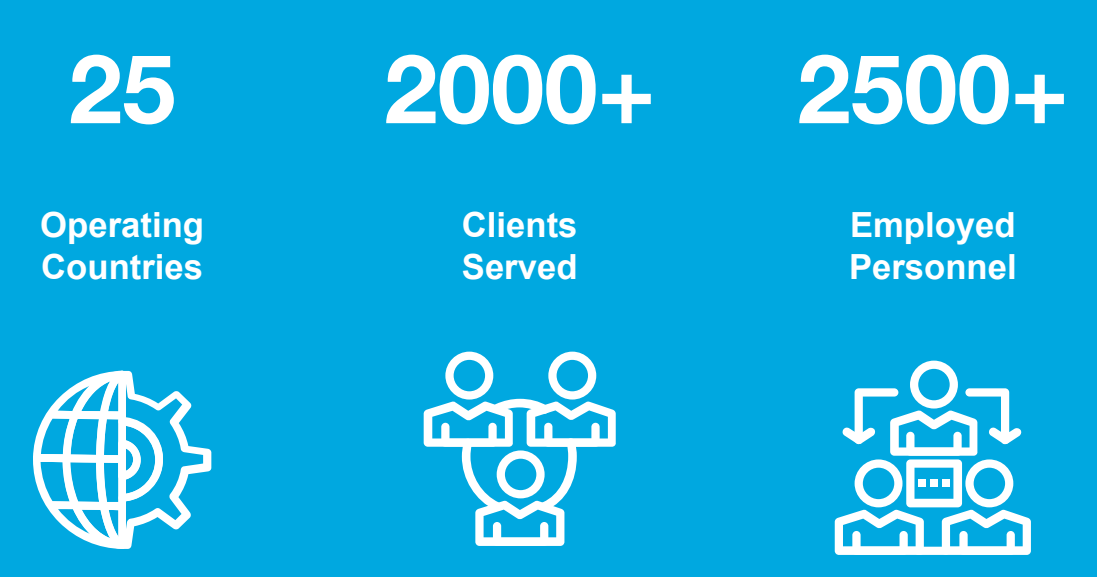


Our Global Footprint

Serving Diverse Sectors, Across Borders

With strategically located offices, Giza Systems is able to serve a broad range of industries and deliver tailored solutions to clients across a wide geographic footprint.

Our combination of regional depth and sectoral breadth reflects our ability to adapt, innovate, and deliver impact across complex and evolving markets.



Industries We Serve

Working with over 2,000 clients, Giza Systems provides a wide range of integration and automation solutions tailored to the specific needs of local and regional markets. Our expertise extends across:



Our Subsidiaries

Expanding Capabilities, Enabling End-to-end Transformation

As part of Giza Systems’ long-term vision to lead digital transformation across the Middle East and Africa, the company has cultivated a robust and diverse portfolio of specialized subsidiaries. These entities enhance core competencies, extend geographic reach, and enable the delivery of integrated, end-to-end solutions tailored to the unique needs of each client and industry.

Each subsidiary plays a strategic role in reinforcing Giza Systems’ ability to respond to emerging technologies, evolving market demands, and complex digital challenges. Together, they form a unified ecosystem capable of driving innovation across sectors including energy, telecommunications, public services, manufacturing, and more.

In 2024, Giza Systems further strengthened this foundation with the strategic acquisition of Logical Applications for Business Solutions (LABS), a leading SAP Gold Partner known for its excellence in ERP implementation, cloud solutions, and analytics. This milestone deepened the group’s enterprise technology offering and positioned Giza Systems for accelerated growth in high-demand digital markets.



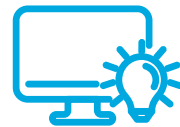
Our Lines of Business and Solutions

Giza Systems offers a comprehensive portfolio of advanced solutions serving diverse industries through our specialized Lines of Business (LoBs). These operate within our core systems integration arm as well as through affiliated subsidiaries, ensuring sector-specific expertise and seamless delivery. Our capabilities now include the newly launched Oracle Business Solutions (OBS), expanding our ability to deliver enterprise-grade technology platforms alongside our established offerings.



Oracle Business Solutions

Established in August 2024, Oracle Business Solutions (OBS) delivers secure, high-performance Oracle Cloud Infrastructure (OCI) services tailored to national priorities. Leveraging a strategic partnership with stc and the Oracle Alloy sovereign cloud platform, OBS enables organizations to deploy Oracle-based workloads with advanced scalability, built-in security, and compliance with local data-residency requirements. In its first months of operation, OBS has positioned itself as a critical enabler of the Kingdom's cloud-first strategy by providing energy-efficient data centers, resilient multi-tier architectures, and optimized workload management. This technical foundation enhances digital sovereignty, supports sustainable economic diversification, and aligns with the Saudi climate and sustainability objectives.



Industrial Digital Solutions

Operational systems required for the monitoring and control of distributed equipment on a wide network of pipelines, roads, rail, and assembly lines where simple automation of electromechanical processes is required. Deploying integrated end-to-end SCADA & AMI solutions and services to enable optimal efficiency and reliability.



Outsourcing

Provide cutting-edge ICT manpower outsourcing solutions that empower businesses with innovative technologies, seasoned professionals, and unwavering dedication to excellence, driving unparalleled success and client satisfaction.

Covering all ICT domains and technology trends including Network Infrastructure, Software Development, Application Development, and Integrations.



Enterprise Business Solutions

Providing end-to-end solutions addressing business and operational support systems across the enterprise in the various industries to:

- Streamline efficiencies
- Cut costs
- Enable scalability
- Increase network agility
- Manage supply chains
- Leverage analytics



Government Business Solutions

Providing end-to-end solutions addressing business and operational support systems across government and public sector to:

- Streamline efficiencies
- Maximize ROI & minimize costs
- Enable scalability
- Increase network agility
- Manage supply chains
- Leverage analytics



Business Continuity

Fulfilling the needs of technology and national infrastructures by deploying innovative and integrated technology infrastructure solutions including design, implementation, maintenance and operation of Business Continuity solutions.



Regulatory Solutions

Fulfilling the needs of various industries for regulatory and governance solutions to:

- Increase revenue and lower costs
- Improve customer satisfaction
- Ensure compliance
- Increase employee engagement



Digital Energy

Designing and establishment of turnkey power transmission and distribution projects to ensure the health, safety and efficiency of operations. Provide wide range of services and offer turnkey solutions on EPC basis.



Smart Solutions

Delivering comprehensive building automation and management solutions for different types of premises and sites with fully interoperable systems for higher efficiency and effectiveness.



Our Lines of Business and Solutions



Software

Enabling digital transformation for target sectors:

- Software development & delivery
- Building capabilities
- Trending/emerging technologies
- Innovative solutions
- Smart cities applications
- Industrial digitalization platform
- Advanced analytics AI/ML



Integration Solutions

Delivering E2E solutions for our customers

- E2E solutions integrations
- Custom-built software solutions
- Solutions productization
- Customization services on other vendors/partners' products
- Software consultation services
- Data & analytics



Robotics

A certified robot system integrator leading the digitalization of industrial technology, providing industrial robots and services in various scopes and capacities to optimize manufacturing operations based on clients' needs and manufacturing requirements. Services include:

- Machine vision
- Automation systems
- Industrial IoT (IIoT)
- Energy optimization



Cybersecurity

Managed Security Services Provider (MSSP) specializing in cybersecurity, providing consultation services and holistic cloud and on-premises security solutions for enterprises in different industries.



Electro-Mechanical

Established EPC (Engineering, Procurement, Construction) contractor specialized in the field of wastewater treatment, potable water, hospitality, real estate, infrastructure and commercial projects.



Distribution

The distribution arm of Giza Systems, the focus is on:

- Fleet management & tracking
- Test & measurement
- Instrumentation and control
- Supplies (I&CS)
- Educational labs



Cloud Enablement

Leading storage distributor and integrator in the Egyptian market operating in cloud enablement and virtualization space.



Managed Services

Understanding the complexities of managing modern digital infrastructures and the challenges of maintaining optimal performance, our Managed Services offer comprehensive support to ensure your business operations run smoothly, efficiently, and securely. We are committed to delivering reliable, cost-effective, and scalable Managed Services that drive business growth and success across all industries.



AI Video Analytics

Delivering cutting-edge AI video solutions leveraging big data and analytics for smart communities, smart buildings and cities, retail, and law enforcement.



2024 Financial Highlights

In the fiscal year 2024, Giza Systems reported total revenues of USD 489 million, marking a 14% increase compared to 2023. This strong performance was driven by our strategic market execution and solid competitive position, allowing us to effectively meet the region’s accelerating demand for digital transformation.

Integration Arm Leading Performance

Our integration arm, Giza Systems Integration (GSI), was a key driver of this success, leading the portfolio with \$334 million in revenue, 16% higher year-over-year. This growth was supported by continued demand for infrastructure, utilities, and digital enablement across our core markets. Our strong financial performance was also reflected in Group EBITDA, which grew by 18% to reach \$56 million compared to 2023 performance.



Total Revenue
14% YoY Growth

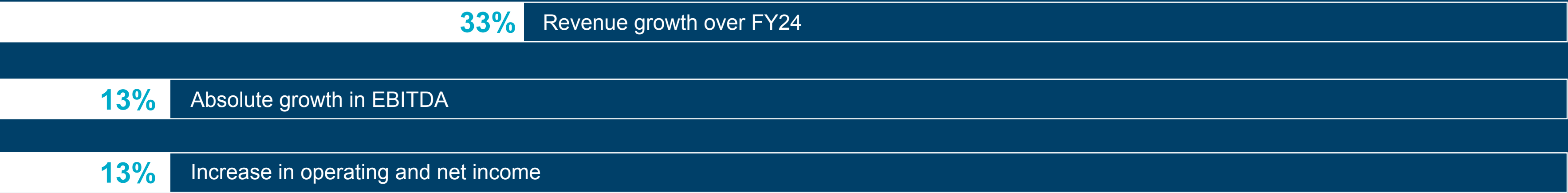


Integration Arm Revenue
16% YoY Growth



EBITDA
18% YoY Growth

Driving Growth & Earnings



ESG Highlights 2024



Our People

- 2,500+ employees across 25 countries
- 21% female representation (up from 18% in 2023)
- 1,572 hours of occupational health & safety training
- 225 interns in largest-ever Headway Graduate Program
- Employer of Choice & Female-Friendly Workplace Seal



Community Empowerment & Social Innovation

- 3,400+ direct beneficiaries reached through Giza Systems Foundation programs
- Maknoun initiative launched to empower women with disabilities
- BridgeZ Accelerator established to scale social impact start-ups



Environmental Stewardship

- Published 1st Carbon Footprint Report
- Energy Transition Roadmap (2024–2027) launched
- 30% reduction in non-revenue Water Losses through Smart Leak Detection Project (KSA)
- Tracked and managed 8.3 tons of waste



Responsible Governance

- Integrated ESG into Risk Management
- Joined UN Global Compact Network Egypt
- Established Cybersecurity Steering Committee
- 6 new company-wide policies
- 90% compliance score achieved for technical proposals
- 40% increase in inspection volume

In 2024, Giza Systems and its affiliated entities strengthened their partner ecosystem through targeted collaborations. These collaborations are integral to our partner network and align us with organizations that share our values and long-term vision of a sustainable future. Each partnership addresses specific development priorities while delivering practical technology solutions that create measurable positive impact for our customers and stakeholders.



Giza Systems Becomes a Member of the United Nations Global Compact Network Egypt

In April 2024, Giza Systems joined the UN Global Compact Network Egypt as a committed participant, aligning its operations with the ten principles covering human rights, labor, environment, and anti-corruption. This step reflects our intent to integrate internationally recognized sustainability standards into our business practices and actively contribute to responsible corporate leadership in Egypt and the broader region.



Giza Systems and eHealth Establish Strategic Partnership Through MoU at Africa Health ExCon 2024

The partnership integrates Giza Systems’ expertise in digital enablement with eHealth’s advanced healthcare technologies, focusing on AI-powered solutions to enhance patient outcomes, streamline operations, and expand digital health services across the MEA region.



stc, Giza Systems, and Comviva Collaborate to Launch API Marketplace and Drive Telecom Innovation

The initiative focuses on building an advanced API marketplace that enhances interoperability, accelerates service integration, and enables the monetization of telecom assets. By simplifying API access and management, the platform supports stc’s broader goal of enabling new B2B revenue streams and driving digital innovation across the telecom sector.



Bronze Partnership Awarded to Giza Systems by COPA-DATA for Automation Excellence

Giza Systems has officially joined the COPA-DATA Partner Community, earning the bronze partner designation. This recognition underscores Giza Systems’ strong commitment to simplifying processes in industrial automation. The partnership will combine the strengths of both companies to accelerate digital transformation across the industrial sector.



Giza Systems & e-Khales Power Egypt’s National Smart Metering Rollout

In alignment with Egypt’s digital transformation agenda and Giza Systems’ strategic commitment to infrastructure innovation, we partnered with eFinance Investment Group (EFIG), through its subsidiary e-Khales, to support the Egyptian Electricity Holding Company (EEHC) in implementing a nationwide smart metering infrastructure. Giza Systems was responsible for designing, supplying, and integrating the smart metering hardware and backend systems, while e-Khales implemented digital payment solutions to facilitate seamless, cashless bill collection across the country. The project replaces legacy meters, reduces non-technical losses, improves billing accuracy, and provides EEHC with a centralized platform for monitoring and managing consumption across millions of customers. We believe this collaboration enhances transparency, strengthens the resilience of Egypt’s utility sector, and supports its long-term modernization ambitions.



Efficient energy use and reduced non-technical losses



Modernizing Egypt’s utility infrastructure



Improving billing accuracy and urban service delivery



Cross-sector collaboration to accelerate modernization

Subsidiaries



ARIA Technologies Named Automation Solution Provider in Strategic Partnership with Cognex Corporation

The partnership with Cognex Corporation equips ARIA Technologies with advanced machine vision and industrial automation capabilities, enabling it to deliver high-precision inspection, real-time monitoring, and intelligent quality control solutions. This designation strengthens ARIA’s position as a specialized provider of automation technologies tailored for complex manufacturing and industrial environments.



VAS Integrated Solutions Joins Google Cloud Partner Advantage Program for Egypt and KSA

As a member of the Google Cloud Partner Advantage Program in Egypt and KSA, VAS Integrated Solutions is now positioned to deliver advanced cloud services and enterprise collaboration tools across both markets. The partnership enables VAS to offer Google Cloud infrastructure and Google Workspace solutions, supporting clients in modernizing IT environments, improving scalability, and accelerating digital transformation initiatives.

Giza Systems Foundation



Giza Systems Foundation Partners with Creativa Innovation Hubs to Scale Impact Startups

The partnership with Creativa Innovation Hubs supports the Foundation’s Accelerator Program, BridgeZ, by offering a structured platform for early-stage startups focused on social impact. The collaboration provides access to mentorship, technical expertise, and networking opportunities to accelerate business growth and expand reach across underserved communities.



Giza Systems Foundation Partners with Arweqah to Promote Inclusive, Impact-Driven Entrepreneurship

Giza Systems Foundation and Arweqah formed a strategic partnership to promote inclusive entrepreneurship and support high-potential impact startups. By pooling resources and expertise, the collaboration aims to strengthen impact-driven ventures, foster social innovation, and contribute to building a more resilient and equitable society.



Giza Systems Foundation Collaborates with Dayra for Women Empowerment and Social Impact

Giza Systems Foundation partnered with Dayra through Project Graphene and Mn Qomash to deliver tech-enabled solutions that promote women’s empowerment and economic inclusion. The initiative focuses on equipping women-led social enterprises with digital tools, capacity-building support, and access to networks, contributing to a more inclusive and innovation-driven ecosystem.



Giza Systems Foundation Partners with Awtad to Launch the “Maknoun” Project for Inclusive Growth

In collaboration with the Association for Women’s Total Advancement and Development (Awtad), the Foundation launched Project Maknoun, designed to enhance women’s access to entrepreneurial resources, with a particular focus on women with disabilities. The Foundation will provide access to its innovation lab, specialized training, and capacity-building support to help participants grow sustainable, women-led businesses.

Giza Systems Group

In 2024, Giza Systems Group received a series of prestigious awards and certifications that reflect the collective dedication, innovation, and performance of its teams across business units and geographies. These recognitions underscore the Group’s steadfast commitment to quality, operational excellence, and trusted partnerships, reinforcing Giza Systems’ position as a leading digital transformation enabler in the region.

Giza Systems

Giza Systems Awarded the Employer of Choice Award and Female-Friendly Workplace Seal at Engineerex Cairo TechUp Women Summit



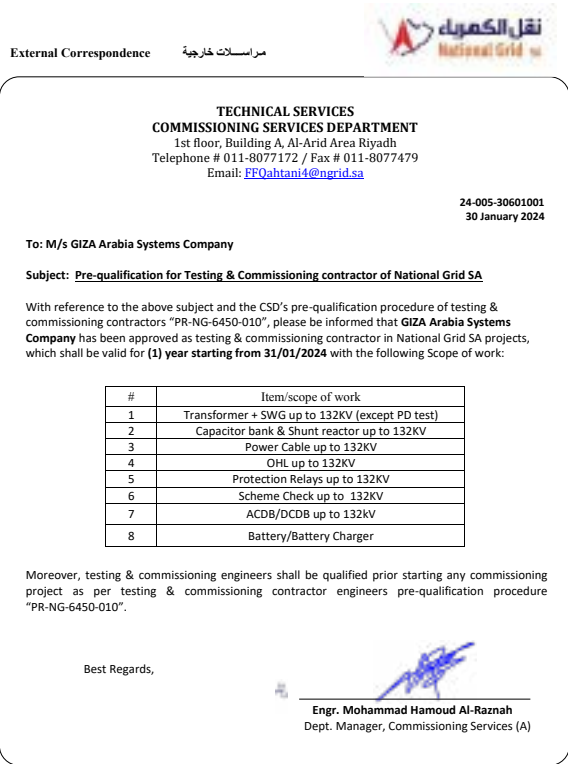
A testament to its ongoing efforts and commitment towards creating and cultivating an inclusive workplace, Giza Systems was awarded for the sixth consecutive year with the Gold Engineerex Employer of Choice and Female-Friendly Workplace Seal from Engineerex.

This recognition highlights Giza Systems unwavering dedication to fostering an inclusive, diverse culture and providing a workplace where all employees are empowered to excel and thrive.



Giza Arabia

Giza Arabia Approved as National Grid SA Testing & Commissioning Contractor



Giza Arabia's approval as a Testing & Commissioning Contractor for National Grid SA (a Saudi Electricity Company subsidiary) qualifies the company to perform high-voltage substation testing, commissioning power transformers, capacitor banks, and power cables under live conditions. With these capabilities, Giza Arabia strengthens its contribution to grid reliability, operational safety, and the realization of Saudi Vision 2030’s energy infrastructure objectives.



Giza Arabia

Giza Arabia Recognized for Excellence by the Saudi National Water Company



Giza Arabia was recognized by the National Water Company for its continuous commitment, throughout its project engagement, involving the upgrade and periodical maintenance of automated monitoring and control systems. These interventions improved real-time data collection and system uptime, ensuring reliable water service delivery across Riyadh.



Giza Arabia

Siemens Recognized Giza Arabia as its Top Partner in Saudi Arabia.



“This recognition is a testament to our shared values, strategic alignment, and long-term collaboration, exemplified by the successful delivery of the MEWA 5000 Flow Meter Project in FY2024. Together, we are advancing industrial transformation in support of Saudi Arabia’s National Vision, underscoring our joint commitment to sustainable growth and innovation.”

- Siemens Testimonial 2024



GSD

GSD Wins the Best Distributor Award FY24 in Africa from Fujikura Ltd.

Fujikura Ltd. recognized GSD as its Best Distributor FY24 in Africa for its leadership in deploying fiber-optic splicing machines in Egypt. GSD’s technical expertise and dedicated field support were instrumental in maintaining Fujikura’s market dominance in telecom infrastructure tools and services.



Giza Arabia

Giza Arabia Wins Panduit Enterprise Partner of the Year 2024, Saudi Arabia



In recognition of its strong performance in IT infrastructure deployment and cybersecurity solutions, Giza Arabia received Panduit’s Enterprise Partner for the year 2024. As a Golden Partner, Giza Arabia implemented secure cabling, structured cabling systems, and network resilience solutions critical to enterprise digital transformation in the region.



ARIA Technologies

ARIA Technologies Cartesian Robot Achieves the CE Mark Certification



ARIA’s Cartesian Robot achieved CE Mark certification, demonstrating conformity with EU standards such as EN ISO 12100, EN 60204-1, and EMC directives. This ensures the robot’s safety, electromagnetic compatibility, and quality, enabling its deployment throughout the EEA in automation and precision assembly applications.



VAS Integrated Solutions

VAS Integrated Solutions Receives Platinum Partner and Distributor of the Year at Dell Technologies Forum 2024

A testament to its continued excellence, VAS received the 2024 Distributor of the Year award for the fourth consecutive year. This honor reflects VAS’ excellence in supplying enterprise-grade servers, storage systems, and converged infrastructure, supporting robust IT architectures in the MEA market.





Sustainability Strategy and Management

Embedding ESG at the heart of growth and resilience

2.1	2.2	2.3
ECO-FEOR Strategic Framework	Stakeholder Engagement	Materiality Assessment
21	23	24

Operationalizing Our Sustainability Commitments in 2024

In 2024, our sustainability journey moved beyond aspiration and into a fully operational system that now drives how sustainability is embedded across Giza Systems. Our commitment to embedding ESG principles across our operations has matured into a results-driven approach with clear governance, accountability, and execution mechanisms.

Having long recognized that sustainability is not a standalone function but a core tenet of responsible growth, our sustainability commitments became a pivotal focus this year. We prioritized internal alignment, structural readiness, and cross-functional execution laying the necessary groundwork for scalable, resilient, and inclusive growth.

From Vision to Execution

Building on the strategic direction set in 2023, the ECO-FEOR framework advanced from a conceptual model to a fully operational system that now guides how we plan, prioritize, and execute across the organization. This framework is designed to enhance long-term value creation, by embedding ESG into every layer of decision-making, from executive planning to on-the-ground operations.

This framework was translated into tangible progress through the launch of 15 ESG-aligned strategic initiatives. Each initiative was crafted to address material sustainability issues while supporting innovation, operational efficiency, and business development. These initiatives are a testament to our belief that commercial growth and sustainability are not mutually exclusive, they are mutually reinforcing.

Our ECO-FEOR sustainability strategy is not developed in isolation. It remains aligned with leading international and regional agendas, including the **UN Sustainable Development Goals, the UN Global Compact, Egypt Vision 2030, Saudi Vision 2030, and the African Union Agenda 2063**. This alignment ensures our efforts contribute to the broader, collective goals of a more sustainable future.

Embedding ESG across the Enterprise

In 2024, we operationalized our sustainability vision by translating it into measurable performance. To ensure that ESG became a shared responsibility and not just a top-down directive, we established several enterprise-wide mechanisms. These steps have made sustainability a fundamental part of our strategic decision-making and on-the-ground execution.

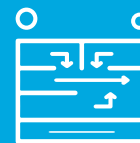
“The ECO-FEOR framework anchors Giza Systems’ sustainability journey, guiding how we align environmental, cultural, and organizational priorities with business performance and long-term impact.”

Key accomplishments include:



ESG in Risk Management

We integrated COSO-based methodologies into our Enterprise Risk Management framework to evaluate sustainability risks alongside financial and operational risks.



Redesigning the Operating Model

We introduced clear ESG accountabilities across departments, ensuring ownership and responsibility at every level of the organization.



Departmental Sustainability Champions

We appointed designated leads to drive localized execution, foster engagement, and bridge corporate strategy with regional priorities.



Embedding ESG into Financial Oversight

We launched a quarterly ESG tracking and budgeting process within Giza Systems Foundation, linking sustainability initiatives directly to financial planning and long-term impact.



ECO-FEOR Strategic Pillars

Our ECO-FEOR strategy is anchored in five sustainability pillars. Each pillar defines a pathway for aligning growth with responsibility, ensuring Giza Systems creates shared value across economies, communities, and the environment.

“Sustainability is not a peripheral aspiration, it is the standard by which we measure resilience, performance, and progress”

Future Outlook

As we look ahead, sustainability will remain central to Giza Systems’ identity and long-term ambitions. The progress made in 2024 has proven that embedding ESG principles into our operating model is not only possible, but indispensable for resilient and responsible growth. Our journey continues, and with every milestone we become a more aligned, agile, and accountable organization.

The ECO-FEOR framework will continue to guide our path, ensuring that operational excellence and sustainable development advance in unison. Our strategy is designed to be dynamic and adaptive grounded in the belief that lasting business success is inseparable from environmental stewardship, social progress, and sound governance.

Sustainable Operations	Goal: Guide our operations toward efficiency and responsibility while preparing for a lower-carbon future.	In 2024, we solidified our strategic direction to advance efficient and responsible operations. Under the ECO-FEOR framework, we focused on three strategic priorities: operational agility, innovation enablement, and data-driven decision-making. These focus areas directly address our most material ESG issues, including resource efficiency, digital transformation, and emissions management. Through this approach, Giza Systems is building a business model that is both high-performing and future-ready.
Sustainable Investing	Goal: Embed ESG factors into investment decisions and balance financial returns with positive environmental and social outcomes.	We are integrating ESG principles into how we evaluate and allocate capital. In 2024, we introduced new criteria that assess environmental and social impact alongside financial returns. This framework reflects our growing focus on innovation, digital enablement, and environmentally positive solutions. While not yet fully operationalized, this approach is shaping internal discussions and early-stage assessment, positioning us to align capital allocation with long-term impact and value creation as the strategy moves into its implementation phase.
Community Resilience Corporate Social Responsibility	Goal: Build stronger communities by supporting initiatives that extend value beyond business.	We are strengthening the communities where we operate by aligning our business with social development priorities. In 2024, we expanded our partnerships in healthcare, education, and infrastructure, focusing on initiatives that extend value beyond commercial outcomes. These efforts help us build community trust and reinforce our role as a partner in sustainable progress and resilience across our markets.
Financial Security	Goal: Safeguard long-term stability through diversified growth, disciplined cost management, and resilient financial practices.	We are reinforcing financial sustainability by pursuing growth while safeguarding stability. In 2024, our performance was underpinned by a diversified project portfolio across multiple countries and regions, reflecting the strength of our international footprint. This geographic diversification not only broadens revenue streams but also reduces exposure to market-specific risks. We also implemented disciplined cost-efficiency measures, supporting our ability to remain agile, profitable, and resilient in the face of evolving market dynamics. Our goal is to ensure that a robust and well-balanced financial base continues to sustain our long-term sustainability ambitions.
Organizational Transparency	Goal : Strengthen organizational transparency through open communication, reliable reporting, and accountable governance.	In 2024, we advanced our commitment to transparency by embedding openness into both internal practices and external reporting. Internally, we enhanced knowledge-sharing channels and strengthened performance management systems to ensure information flows seamlessly across teams and regions. Externally, we reinforced accountability by maintaining consistent ESG disclosures and stakeholder communications, ensuring our sustainability performance is visible, verifiable, and aligned with global reporting expectations.

In 2024, our stakeholder engagement focused on maintaining robust, meaningful interactions built upon the foundations laid in 2023. Throughout the year, we prioritized consistent and transparent dialogue with key stakeholders, directly integrating their valuable insights into our ESG initiatives.

We maintained structured engagement methods, including surveys, interviews, and targeted discussions, to gather insights that reflect evolving stakeholder expectations. Drawing from previous engagement cycles, we validated our ESG materiality assessment and aligned key priorities with both stakeholder concerns and our long-term business strategy.

We also refined our internal processes to better document, track, and embed stakeholder feedback, enhancing coordination across ESG governance, human capital development, and supply chain sustainability.

	Our People	Clients and Customers	Local Communities	Shareholders and Investors	Governments and Regulators	Suppliers and Contractors	Subsidiaries and Partners
Stakeholder Expectations	• Transparent and equitable reward and recognition systems • Career advancement opportunities • Comprehensive professional development programs • Inclusive policies • Flexible working arrangements • Health and safety • Open communication • Contribution to meaningful, sustainability-driven projects and initiatives	• Timely project delivery • Consistent high-quality service • Innovative and sustainable technological solutions • Proactive customer support • Transparent communications • Fast and reliable responsiveness to feedback	• Address socio-economic challenges • Promote education and digital literacy • Support inclusive and equitable community initiatives • Creating shared value and socio-economic benefits with special focus on underserved groups	• Transparent and consistent financial and ESG performance reporting • Sustainable profitability and long-term value creation • Strategic growth, innovation, and market positioning • Robust risk management and governance practices • Regular updates on business strategy, performance outlook, and material ESG topics	• Full regulatory compliance • Adherence to tax laws and regulations • Support digital equity and inclusion • Advancement of digital infrastructure and services in countries of operations • Promote local employment • Alignment with national development agendas	• Comprehensive procurement policies • Capacity-building on ESG practices, with emphasis on carbon footprint reduction • Compliance with health, safety, and ethical labor standards • Fair and timely payment terms • Clear communication of performance expectations	• Alignment on strategic direction, operational goals, and ESG integration across all business units • Consistent application of standardized policies, procedures, and compliance frameworks • Effective cross-entity communication and data transparency • Shared commitment to sustainable growth, innovation, and market resilience • Structured performance evaluation and continuous improvement across entities • Exchange of technical knowledge, local market insights, and sustainability best practices
Engagement Methods	• Regular communication channels (company-wide town halls, targeted newsletters) • Digital engagement platforms • Internal social events • Anonymous feedback mechanisms • Employee satisfaction surveys • Regular performance reviews • Training and development programs • Wellness initiatives	• Regular client meetings • Project feedback and satisfaction surveys • Industry conferences • Dedicated project management teams • Multi-channel communications including newsletters, social media platforms, emails and phone calls	• Active and frequent community engagement • Strategic partnerships with local NGOs and community members • Educational and skill-building workshops • Volunteering and philanthropic activities	• Annual general meetings and investor conferences • One-on-one meetings • Transparent financial and ESG reporting • Dedicated investor relations unit	• Regular engagements and consultations with regulatory authorities • Conferences • Public-private partnerships	• Regular supplier meetings and reviews • Capacity-building workshops • Comprehensive procurement policies and guidelines • Regular communication channels	• Cross-company communication channels • Standardized policies • Regular ESG and operational performance reviews • Collaborative training sessions and partner workshops • Best practice sharing
Purpose of Engagement	• To actively shape HR policies, including compensation, recognition programs, and diversity and inclusion initiatives • To directly inform the design and implementation of well-being strategies and work-life balance programs. • To guide training and upskilling initiatives, influencing the development of internal mobility programs and tailored career pathways	• To guide continuous improvement in service delivery models • To directly improve our solutions and services • To strengthen customer relationship management	• To shape CSR project design and delivery, ensuring alignment with local needs. It also helps measure impact and enhance social return on investment, creating meaningful and inclusive community partnerships.	• To shape capital allocation and strategic investment decisions • To enhance ESG disclosures and financial transparency • To guide the prioritization of material risks and strengthen governance frameworks	• To ensure compliance alignment and help anticipate policy changes • To shape strategic direction on national sustainability priorities.	• To tailor ESG training, particularly on emissions tracking and reduction • To inform the development of decarbonization roadmaps • To identify supply chain gaps and support collaborative action on emissions reduction	• To inform the alignment of group-wide strategies and risk management practices • To drive refinements to shared operational frameworks, enabling agile execution across geographies • To support harmonization of sustainability reporting practices and performance metrics

In 2024, we conducted a strategic refresh of our materiality assessment to ensure continued alignment with stakeholder expectations and evolving business needs. While operating conditions and stakeholder composition remained largely stable compared to the previous year, the review was an important step in reaffirming our ESG priorities and proactively assessing shifts in relevance and impact.

The process validated the strength and continuity of our existing ESG focus areas, which remain deeply embedded in our strategy, operations, and stakeholder dialogue. This reaffirmation reflects the sustained relevance of our core commitments, and our ability to remain responsive to global trends and regulatory expectations.

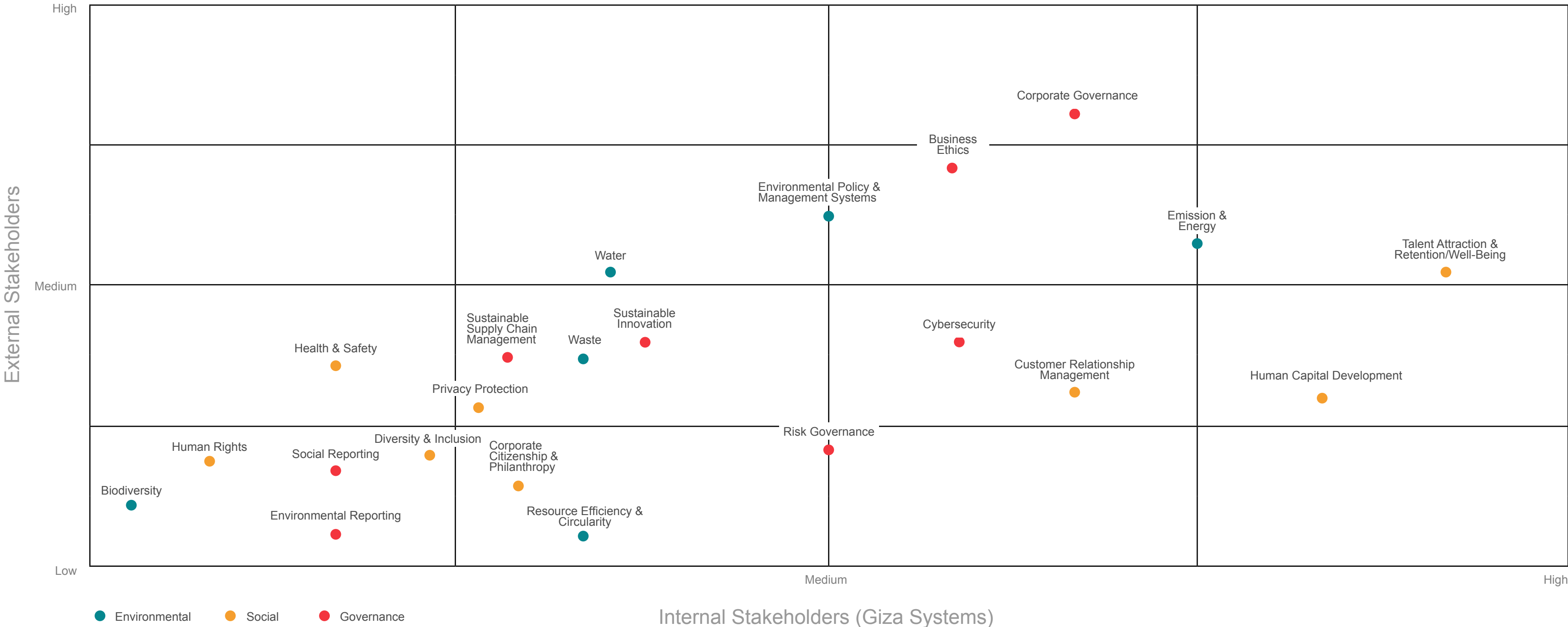
As part of the assessment cycle, we also reaffirmed the relevance of several second-tier priorities that have been part of our materiality matrix from the outset. These include operational eco-efficiency with a focus on waste, resource efficiency and circularity, as well as diversity and inclusion, sustainable innovation, and business ethics. While consistently in focus, these areas are now entering a phase of deeper integration, in line with our original roadmap. Their continued presence reflects a steady level of importance, with current efforts representing a natural progression of our broader sustainability agenda.

To ensure consistency across reporting cycles, the exercise followed the structured approach first established in 2023. It was shaped by close collaboration with internal teams and business leaders, alongside ongoing engagement with employees, clients, suppliers, regulators, partners, investors, and subsidiaries. Alignment with leading disclosure frameworks, including the GRI Standards 2021, SASB guidelines, and S&P Global ESG indicators helped ensure our process remains both rigorous and relevant.

The outcome supports a clear ESG framework that distinguishes between core priorities, second-tier focus areas, and longer-term topics. This structure effectively guides our actions and reporting, ensuring we stay aligned with stakeholder expectations and can adapt as sustainability issues evolve.



Giza Systems Materiality Matrix



3-Year Sustainability Roadmap

	Environment	Social	Governance
2024	- Operational Eco-efficiency: Emissions & Energy - Operational Eco-efficiency: Water	- Talent Attraction & Retention, Well-being - Human Capital Development - Health & Safety - Customer Relationship Management - Communities' Development	- Corporate Governance - Sustainable Supply Chain Management - Cybersecurity
2025	- Operational Eco-efficiency: Waste - Resource Efficiency & Circularity	Diversity & Inclusion	- Sustainable Innovation - Business Ethics
2026	Biodiversity	- Human Rights - Privacy Protection	

Our Approach to Materiality

In 2024, our approach to materiality remained consistent with the comprehensive methodology applied in 2023. Given the stability in our operating context and stakeholder landscape, our four-step approach continues to guide how we identify, validate, and manage our key ESG focus areas.

Material Topics Selections

The material topics selection process in 2024 followed the established structure from 2023, with an emphasis on validating the relevance of previously identified priorities. We began by revisiting the original assessment’s scope to confirm its continued alignment with our strategic direction. As part of this process, we reviewed a broad range of internal and external inputs, including company policies, peer reports, industry trends, sustainability regulations and globally recognized frameworks such as the **GRI and SASB frameworks**. This review confirmed that our methodology remains fit for purpose, providing a robust foundation for informed decision-making and transparent reporting.

Stakeholder Engagement

Stakeholder perspectives continued to play a critical role in our 2024 materiality refresh. As the composition of our key stakeholder groups remained unchanged, we built on the strong engagement channels established in 2023. These included structured consultations, feedback sessions, and ongoing dialogue with a range of internal and external stakeholders, among them employees, customers, suppliers, and sustainability advisors. This continuous engagement validated the priorities identified last year and ensured that any shifts in expectations or emerging concerns were appropriately addressed. The feedback confirmed that the priorities identified in 2023 still capture stakeholder concerns and expectations.

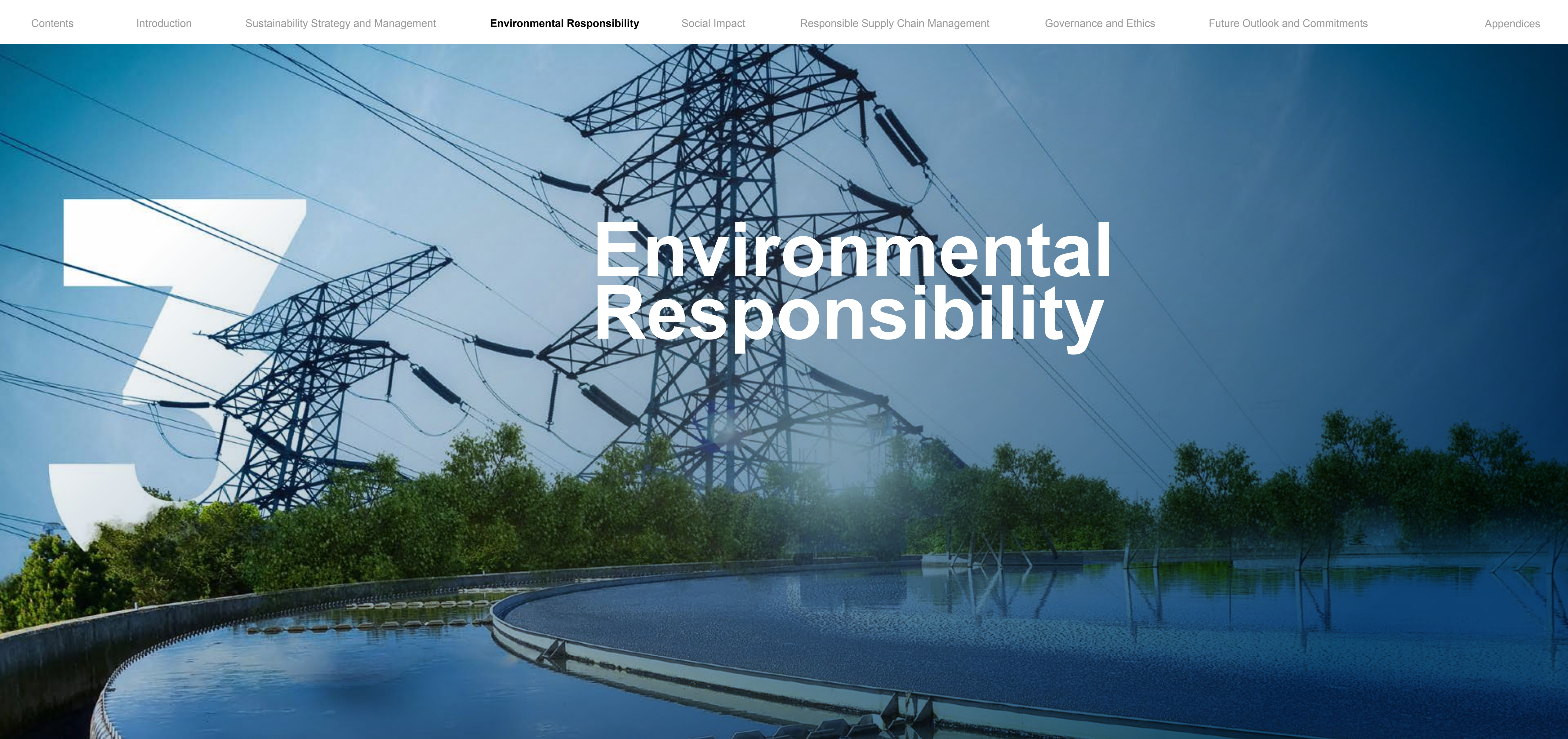
Prioritization

The 2024 refresh reviewed the relative importance of each material topic based on internal evaluation and stakeholder input. Topics that have reached maturity are now maintained through structured oversight, while less developed areas were reaffirmed for continued focus. This balanced prioritization enables us to preserve strengths while adapting our strategy to address evolving ESG risks and opportunities in line with our long-term objectives.

Reporting and Integration

The final list of validated material topics remains a cornerstone of our ESG strategy, shaping our 2024 reporting, performance tracking, and strategic priorities. These topics define how we articulate our impact, respond to stakeholder expectations, and align cross-functional efforts toward measurable sustainability outcomes. Their integration across departments enables consistent data collection, informed target-setting, and meaningful performance evaluation. By maintaining a stable and transparent materiality framework, we ensure continuity from 2023. This approach reinforces stakeholder trust and drives focused, incremental progress across our ESG commitments.





Environmental Responsibility

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3.1 Aligning Environmental Action with Business Operations

In 2024, Giza Systems took deliberate steps to ensure that environmental efforts are not treated as standalone initiatives but rather integrated into core business functions. Our approach focused on embedding environmental considerations into planning, facility management, procurement, and day-to-day operational practices. Environmental priorities were carefully mapped to areas where we have direct operational influence, enabling us to design actions that are both feasible and results-oriented.

This operationally grounded approach also extends to how we engage with suppliers, employees, and project stakeholders, ensuring that environmental objectives are supported consistently across the value chain. As part of this, we continue to strengthen our internal processes by implementing clear environmental policies, monitoring practices, and building operational capacity. At the same time, we embed sustainability into the solutions we deliver, providing our customers with practical tools and strategies that enable them to adopt innovative, environmentally responsible practices within their own contexts.



Environmental Management

Giza Systems has an established Environmental Policy in place that defines our structured approach to managing environmental responsibilities across all organizational levels. This policy outlines the principles and operational procedures we follow to minimize environmental impacts. Our Environmental Management System, based on this policy, is aligned with internationally recognized best practices. It has been independently assessed and accredited to ISO 14001, confirming that our environmental management practices are consistent with globally recognized standards and expectations.

In 2024, we placed a strategic focus on building our internal capabilities for greenhouse gas emissions quantification and reduction planning. Our efforts are centered on enhancing the technical expertise of our teams, improving data collection processes, and standardizing methodologies across all operations. To ensure the credibility and accuracy of our emissions data, we engaged multiple accredited third-party entities to validate our approach and confirm its alignment with internationally recognized protocols. This priority enabled us to establish a reliable internal framework for emissions measurement and create a strong foundation for future target setting and reduction planning. Giza Systems also took key steps this year to advance energy, water, and waste management across our operations. We began preparations for the implementation of ISO 50001 to improve energy performance through a structured and measurable framework. In parallel, we set new objectives to enhance the accuracy and consistency of waste data tracking, while identifying opportunities for reduction throughout our operations.

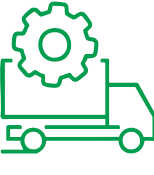
3.1

Aligning Environmental Action with Business Operations

2024 Environmental Action Plan Execution Highlights

Each year, we review our Environmental Action Plan to ensure it reflect business needs and areas of environmental significance. Several core action areas introduced in the 2023 plan were retained and further embedded in 2024, reflecting their continued relevance to Giza Systems’ operational context and business priorities.

The following highlights showcase the key environmental actions implemented in 2024. These initiatives were selected based on their direct alignment with our environmental impact profile and our ability to influence outcomes through internal practices and value chain collaboration.

Strengthening Emissions Tracking Capabilities		We strengthened our internal capacity to measure carbon emissions by accelerating capability development across our teams, providing targeted training, tools and initiating data collection processes within selected operational areas. We successfully established emissions intensity metrics per employee and per square meter of operational space.
Emergency Response Preparedness Exercise		We conducted a targeted emergency preparedness drill to test the effectiveness of our Environmental Emergency Response Plan. This included an oil spillage simulation in July 2024, which allowed teams to practice response protocols, assess coordination on the ground, and identify areas for improvement in managing environmental incidents.
Customer Engagement on Sustainability		We actively engage with our customers throughout 2024, providing sustainable solutions consultancy during the bidding phase. Our teams worked closely with clients to incorporate environmental considerations into project proposals and align with their environmental objectives.
Sustainable Fleet Management		We carried out ongoing reviews of our fleet operations to reduce transportation-related emissions and improve logistical efficiency. This involved optimizing delivery routes and monitoring vehicle usage patterns.
Promoting Environmental Awareness and Engagement		We enhanced our efforts to promote environmental awareness across our operations throughout the year. We maintained regular communication campaigns, and stakeholder updates to ensure employees, suppliers, and partners clearly understood Giza Systems’ environmental goals and their role in achieving them.
Green Supply Chain Engagement		We prioritized environmentally responsible procurement by working with suppliers and subcontractors who actively demonstrate a commitment to minimizing their environmental impact.
Commitment to Environmental Regulations		We upheld strict compliance with all relevant environmental laws and regulations governing our operations in 2024. We carried out regular internal audits, policy reviews, and regulatory monitoring to ensure that all Giza Systems’ facilities and activities remain fully aligned with applicable legal requirements.
Optimizing Energy & Water Use		We remained focused on sustainable resource management by monitoring and optimizing resource use across all company-controlled facilities. This included detailed tracking of water and energy consumption, identifying inefficiencies, and implementing corrective measures.

3.2

Striving for Excellence in Carbon Management

Tracking Our Carbon Footprint

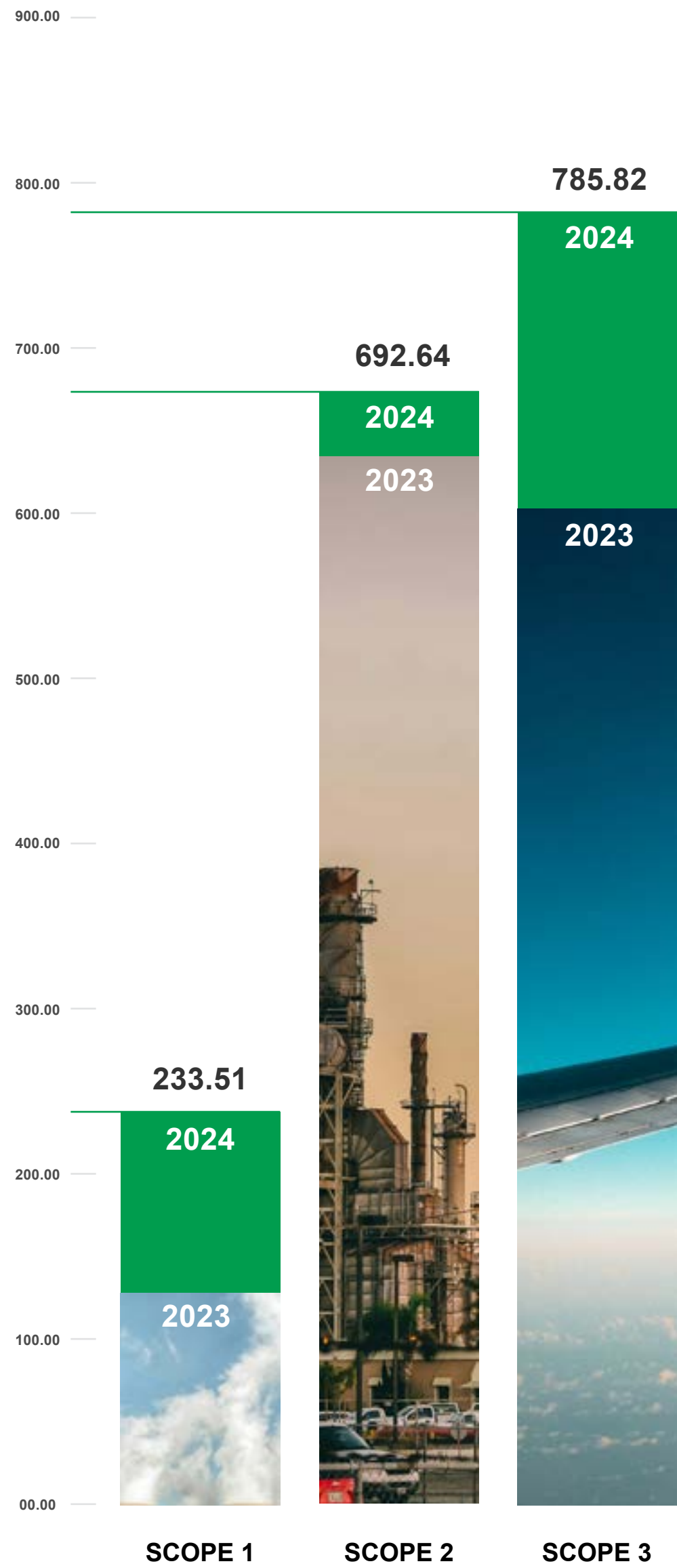
In 2024, Giza Systems strengthened its commitment to environmental sustainability by advancing energy efficiency, minimizing travel emissions, and reinforcing transparency in reporting. This year marked the company’s second full greenhouse gas (GHG) inventory, enabling a direct year-on-year comparison with the 2023 baseline and highlighting both achievements and remaining challenges.

Building on the 2023 baseline, this year’s footprint reflects both higher activity levels and an expanded scope of measurement. By including additional Scope 3 categories such as freight, waste, and purchased goods and services, Giza Systems now captures a more complete picture of its climate impact across the value chain.

Our efforts remain closely aligned with the **Egypt National Climate Change Strategy 2050** and the **FRA ESG disclosure framework**. Through data-driven environmental management, we aim to minimize our footprint while ensuring operational resilience and long-term value creation for stakeholders.

Year-on-Year Performance

In 2024, Giza Systems reported total emissions of 1,711.97 mtCO₂e, a 22% increase compared to the 2023 baseline. This rise was not solely a reflection of higher activity, but also the deliberate expansion of reporting boundaries to include additional Scope 3 sources. Scope 1 emissions nearly doubled, largely due to greater fuel consumption by company vehicles and backup generators. Scope 2 emissions remained relatively stable, growing modestly and reinforcing electricity as the single largest contributor at 40% of the total footprint. The most notable change was observed in Scope 3, which rose by 29% and now represents 46% of total emissions, underscoring the importance of the wider value chain.



While absolute emissions increased, intensity metrics provide a more nuanced picture. Normalized by year-end headcount, emissions per employee fell to 0.359 mtCO₂e in 2024 compared to 0.440 mtCO₂e in 2023, showing that emissions rose more slowly than workforce expansion. Using average full-time equivalents, a new practice adopted this year, the figure reached 0.494 mtCO₂e per employee, better reflecting actual activity levels.

On the other hand, per-area carbon intensity increased to 0.077 mtCO₂e/m² in 2024, compared with 0.066 mtCO₂e/m² in 2023, while electricity intensity rose slightly from 137.2 kWh/m² to 142.2 kWh/m². These trends suggest that efficiency gains did not fully offset operational growth, particularly in building performance.

Total Scope 1 & 2 Emission Intensities		
	2024	2023
Scope 1 & 2 Carbon Intensity (per Area)	0.077 mtCO ₂ e/m ²	0.066 mtCO ₂ e/m ²
Electricity Intensity (per Area)	142.207 kWh/m ²	137.162 kWh/m ²

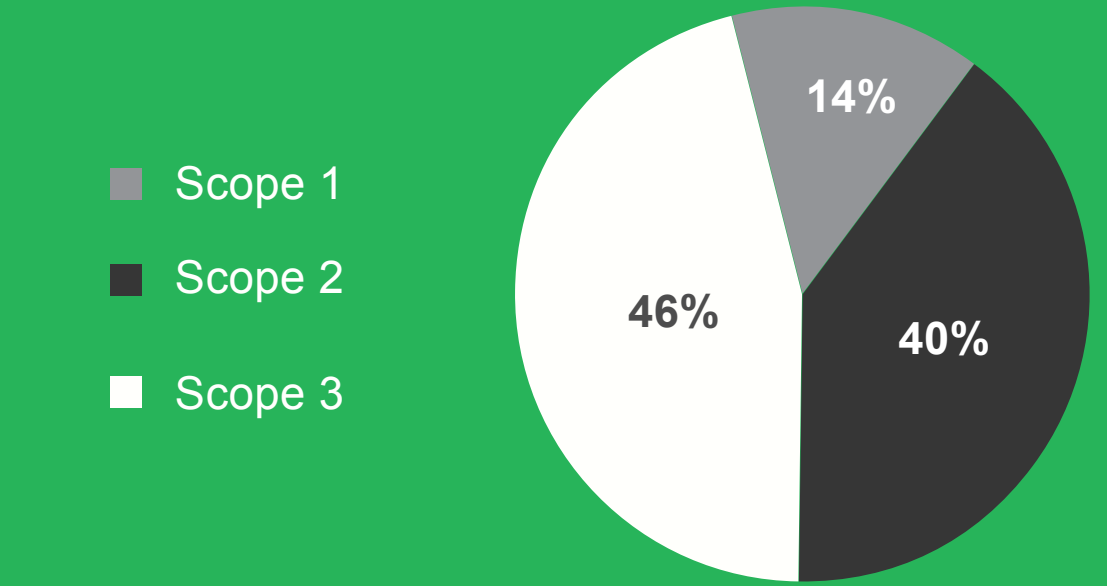
Looking Ahead

The insights gained from the 2024 footprint assessment are already shaping Giza Systems’ decarbonization pathway. For direct emissions, priority is being given to improving vehicle efficiency and preventive maintenance of generators. For electricity, efforts are directed at upgrading building systems with motion-activated lighting, high-efficiency HVAC, and smart monitoring technologies. Indirect emissions remain the most diverse challenge, where measures such as reducing unnecessary business travel, collaborating with logistics partners for more efficient freight, and strengthening recycling and digital workflows are being prioritized.

Looking ahead, the company is preparing to implement a dedicated Energy Management System (EnMS) under ISO 50001. This will provide a structured framework to systematically monitor, optimize, and reduce energy use, particularly in electricity, which accounts for 40% of the footprint. Advanced IoT-based monitoring, building management systems, and employee engagement initiatives will anchor this transition, ensuring that reductions are embedded into daily practice.

Emission Profile

The composition of emissions shows continuity in structure but also some notable shifts. Electricity consumption and business travel remain at the core of the company’s footprint, together representing nearly 70% of total emissions. Business travel alone accounted for 30%, reflecting the regional scale of operations and the importance of in-person client and partner engagement. Freight emerged as a new contributor, responsible for 14% of total emissions, and company vehicles became more prominent within Scope 1. Smaller categories such as waste and purchased services were included for the first time, expanding the inventory’s coverage and providing a fuller picture of everyday impacts.



3.3

Strengthening Efficiency in Resource Management

Giza Systems continues to prioritize the efficient use of resources across all operations, aligning with our broader environmental objectives and operational realities. In 2024, we advanced several initiatives focused on improving the way we manage energy, water, and waste, ensuring our practices are both responsible and performance-driven.

Electricity is the primary energy source across our facilities and infrastructure. Throughout the year, we initiated targeted upgrades and system-level efficiency improvements aimed at reducing overall consumption. This included no-cost, low-cost, and capital projects designed to optimize energy use in areas such as cooling, lighting, and equipment performance. In parallel, we began formal preparations for ISO 50001 certification, which will establish a structured energy management system and reinforce our long-term energy performance goals.

While water consumption at our headquarters is relatively limited, we continue to apply responsible usage practices in our operations. Where relevant, we also seek opportunities to contribute to water-conscious practices within customer projects. Our current approach emphasizes maintaining low-consumption behaviors while remaining prepared to expand water efficiency efforts as operational needs evolve.

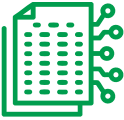
For waste, our 2024 focus was on improving data accuracy and identifying meaningful reduction opportunities. Particular attention was given to managing IT asset disposal and reducing non-essential office waste. These actions were supported by internal monitoring and practical changes to workflows, helping us better understand waste streams and plan future improvements.

Building Energy Resilience with Targeted Actions

In 2024, Giza Systems formally launched its Energy Transition Roadmap, marking a significant milestone in our long-term environmental strategy. The roadmap defines a structured approach to improving energy performance across our operations. It sets clear directions for reducing operational emissions and gradually shifting toward cleaner energy sources. It also serves as both a strategic guide and a practical framework for how energy will be managed across Giza Systems in the coming years.

As part of this roadmap, we have established clear and measurable targets that aim to improve energy performance and reduce operational costs. Each target is supported by defined action items and implementation plans and will be tracked systematically through 2025 and beyond. These efforts will serve as a foundation for achieving ISO 50001 certification and advancing our broader environmental objectives. The roadmap will be revised and improved in future reporting cycles, with new initiatives and action items introduced each year when feasible.

Key Objectives of Giza Systems’ Energy Transition Roadmap (2024–2027)

Objective	Description
 Achieving ISO 50001 Certification	We currently operate an energy management system as part of our ISO 14001–certified Environmental Management System. In 2024, we initiated the development of a dedicated energy management framework aligned with ISO 50001. Next Steps: - Build the required documentation, controls, and monitoring mechanisms needed for certification. - Coordinate with the certification body to align practices with ISO 50001 standards. - Conduct internal audits to verify alignment with the required management system standards. - Target completion and certification by the end of 2025.
 Optimizing Data Center Efficiency	We are advancing energy efficiency across our IT infrastructure with a clear target of achieving a Power Usage Effectiveness (PUE) of 1.2 in our data centers by 2027. To reach this goal, we are consolidating server loads, upgrading cooling systems, and integrating AI-based controls to optimize energy use. This milestone will align our IT operations with global benchmarks for high-efficiency energy performance.
 Reducing Building Energy Use	By 2027, we aim to reduce electricity consumption at our headquarters by 10% through operational improvements and energy efficiency measures.
 Fostering Energy-conscious Culture	Our target is to ensure that 50% of employees understand the impact of energy use on both the environment and operational costs by 2025. This will be supported through internal campaigns, training sessions, and integrated communications.

Energy Management System Implementation and Scope

Giza Systems began implementing a formal Energy Management System (EnMS) in 2024 as part of its strategic roadmap toward ISO 50001 certification. This initiative marks a significant step in institutionalizing energy performance across operations, with full certification targeted by the end of 2025.

Implementation Scope

The EnMS currently applies to Giza Systems’ headquarters in New Cairo. It covers all key operational zones, including office spaces, internal server rooms, labs, and essential supporting infrastructure. From an operational standpoint, the system targets all significant energy uses (SEUs) that include HVAC systems (chillers, air handling units, and pumps). It also covers lighting systems, elevators and vertical transport, IT and server infrastructure and facility management processes.

Energy Coverage

Electricity from the national grid is the main energy source within the EnMS boundary. No direct fossil fuel usage is currently included under this scope.

System Integration

The EnMS is designed to work alongside our existing management systems. It is fully aligned with:

- ISO 9001 for quality management
- ISO 14001 for environmental management
- ISO 45001 for occupational health and safety

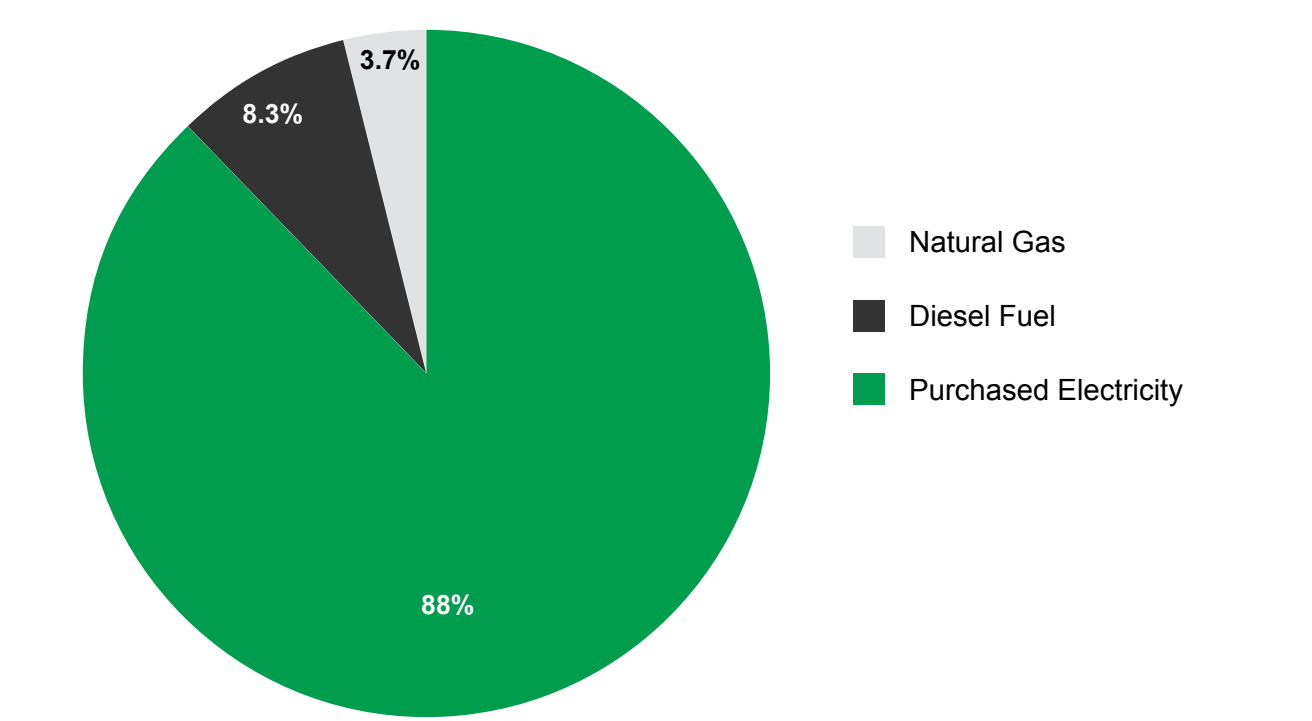
Energy Consumption & Intensity Performance

Energy use in 2024 increased across some sources, largely before the implementation of our new efficiency measures. With most initiatives launched in Q4 2024, tangible improvements are anticipated beginning in 2025. The increase was also driven by frequent power outages in Egypt, which led to higher diesel and natural gas consumption in backup generators.

On an intensity basis, and using a constant gross floor area of 12,000 m², electricity use was slightly higher, moving from 137.2 kWh/m² in 2023 to 142.2 kWh/m² in 2024. When measured per employee, electricity intensity decreased from 908.3 kWh/employee in 2023 (1,812 employees) to 661.2 kWh/employee in 2024 (2,581 employees) due the significant expansion of the workforce during this year.

Using the average workforce of 1,873 employees in 2024, electricity intensity equated to 911.1 kWh/employee. Moving forward, all intensity figures will be calculated using the average workforce to ensure consistency and comparability across reporting years.

Energy Consumption by Source



Energy Intensity per m²
142.2 kWh/m

Energy Intensity per Employee
911.1 kWh/employee

Energy Source	Unit	2023 Consumption	2024 Consumption
Purchased Electricity	kWh	1,645,942	1,706,485
Natural Gas	m³	1,463	6,799
Diesel Fuel	m³	2.5	15

Energy Consumption Calculation Methodology

We calculated 2024 energy consumption based on established international energy management and audit frameworks to ensure data integrity. The primary references included:

- ISO 50001:2018 – Energy Management Systems
- ASHRAE Audit Levels 1 & 2 – Commercial Building Energy Audits

These standards guided the data collection process, boundary setting, and calculation techniques used across various energy-consuming systems within our operations.

Calculation Approach

Energy consumption was estimated using the following standard formula:

Energy (kWh)=Power Rating (kW) x Operating Hours x Quantity

This approach was applied to major load categories, including HVAC systems, lighting, plug loads, elevators, and server room equipment. Where available, metered data was used to validate calculated values and refine assumptions.

Key Assumptions

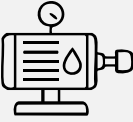
Occupancy profiles and equipment usage patterns were considered consistent throughout 2024.

- Server room cooling setpoints were assumed at 20°C as the operational baseline, with a planned adjustment to 24°C as part of a proposed energy conservation measure (ECM).
- In cases where reactive power data was unavailable, a power factor of 1.0 was assumed to approximate actual consumption.



2024 Energy Efficiency Initiatives

As part of our Energy Transition Roadmap, several targeted initiatives were introduced to enhance operational efficiency, modernize infrastructure, and reduce overall energy demand. These actions span no-cost optimizations, low-cost retrofits, capital upgrades, and renewable energy adoption. Each initiative has been aligned with our goal to improve energy performance and support our pathway toward ISO 50001 certification. Looking ahead, Giza Systems envisions developing a structured and credible pathway toward carbon neutrality as part of its long-term sustainability goals. While this objective lies beyond the current roadmap, it will be explored in future phases following the successful implementation of our energy management system.

Initiative	Objective	2024 Progress Update
 Server Room Setback Control	This initiative involves applying temperature setback strategies in server rooms during periods of low activity. The goal is to reduce cooling energy consumption without impacting equipment performance.	Internal review against ASHRAE 90.4 completed. Baseline control strategy reviewed, and preliminary plan drafted.
 PIR Occupancy Sensors for Lighting	The project aims to install motion-activated lighting sensors in low-traffic areas to reduce unnecessary electricity use and improve energy efficiency.	Areas identified and layout mapping initiated. Initial sensor placement plan drafted and stakeholder input collected.
 VSD on AHU Fans	The initiative introduces variable speed drives on air handling unit (AHU) fans to adjust airflow based on real-time occupancy and reduce HVAC energy consumption.	Equipment specifications finalized. Specifications submitted for procurement and technical review initiated.
 VSD on Chilled Water Pumps	This action focuses on installing variable speed drives on chilled water pumps to optimize pumping efficiency through automated speed adjustments based on demand.	Design documentation finalized, outlining technical requirements and implementation steps.
 Replacement of Split Units with Inverters	This project plans to replace outdated split-type air conditioning units with inverter-based models that operate more efficiently under varying load conditions.	Legacy units tagged for replacement. Assessment of existing units completed and replacement schedule developed.

These initiatives are expected to deliver tangible energy reduction results starting in 2025. PIR lighting control alone is projected to save approximately 67,594 kWh annually, equating to EGP 135,000 in savings with a payback period of 2.2 years. The VSD installation on AHU fans is estimated to reduce consumption by 51,658 kWh per year, yielding EGP 103,000 in savings over a 5-year payback period. Additionally, replacing outdated split units with inverter-based systems is expected to reduce energy use by 5,272 kWh annually, resulting in EGP 10,000 in savings over 4–5 years.

Employee Engagement and Awareness in Energy Management

In late 2024, Giza Systems introduced a structured framework to enhance employee engagement in energy management, supporting both energy-conscious behavior and alignment with ISO 50001 requirements. While full-scale rollout is scheduled for 2025, several foundational measures have already been established to embed energy awareness across our operations:



Orientation Programs

Energy awareness is being integrated into employee onboarding. Planned sessions will introduce Giza Systems’ environmental objectives and outline day-to-day energy-saving behaviors expected in the workplace, such as maintaining appropriate air-conditioning setpoints and practicing IT power management.



Technical Briefings

Targeted engagements were conducted with engineering teams and facility operators as part of the 2024 energy review. These sessions involved walkthroughs of key Energy Conservation Measures (ECMs), baseline usage data, and opportunities for operational improvement.



Building Momentum: Navigating Implementation Challenges

Giza Systems encountered various operational and structural challenges during the rollout of key energy conservation measures (ECMs) in 2024. Despite these barriers, targeted mitigation strategies allowed our teams to sustain progress and strengthen the foundation for full ISO 50001 alignment.

Challenge 1: Capital Budget Constraints Approvals for capital-intensive measures, such as variable speed drives (VSDs), rooftop solar PV, and inverter-based HVAC upgrades were deferred until the 2025 financial planning cycle. This delay risked pushing back the implementation of high-impact ECMs.	Challenge 2: Limited Technical Capacity for Monitoring The absence of real-time sub-metering systems limited our ability to track detailed energy usage, reducing insight into zone-level consumption and ECM impact.	Challenge 3: Supply Chain Uncertainty Global and regional supply chain issues caused extended lead times for essential equipment such as inverters, VSD drives, and lighting sensors. Import dependencies added complexity to procurement and risked delaying installation.	Challenge 4: Awareness Gaps Among Staff Non-technical staff exhibited limited awareness of energy-saving practices, contributing to behavioral inefficiencies like unnecessary equipment usage.	Challenge 5: Integration with Existing Systems Incorporating energy tracking into existing ISO 9001, ISO 14001, and ISO 45001 systems initially created procedural and documentation overlaps.
Response: To maintain forward momentum, our teams prioritized immediate low-cost and no-cost actions, including temperature setback strategies and basic lighting optimizations. In parallel, funding proposals for larger ECMs were developed and submitted early for the 2025 cycle to secure timely execution.	Response: We launched the specification phase for an advanced Energy Monitoring System (EMS), emphasizing IoT-enabled sub-metering. Deployment is being phased alongside the broader EnMS rollout to improve long-term data visibility and operational control.	Response: Our procurement and facilities teams adjusted ECM timelines to reflect realistic delivery schedules. We also expanded our vendor network to include local suppliers wherever feasible to reduce dependency on international shipping timelines.	Response: We launched internal awareness campaigns covering simple, actionable energy-saving behaviors. Energy modules were embedded in onboarding sessions for new employees, with further reinforcement planned as part of the 2025 EnMS engagement strategy.	Response: We unified document control protocols and streamlined audit review procedures across departments. This integration effort ensured that energy performance indicators could be seamlessly tracked alongside other management system KPIs, reducing duplication and improving consistency.

3.3

Strengthening Efficiency in Resource Management

Achieving Water Sustainability With Smart Solutions

We remain firmly committed to delivering sustainable water management solutions that generate measurable impact for our clients and stakeholders. By leveraging tailored technologies, data-driven systems, and holistic interventions, we consistently support clients in enhancing water efficiency, minimizing operational consumption, and achieving their environmental sustainability goals. Our approach integrates both innovation and practicality, ensuring that water stewardship is embedded across every stage of implementation.

Our portfolio features a diverse range of high-impact projects focused on water quality monitoring, infrastructure modernization, and circular practices such as reuse and recycling.

These initiatives have delivered tangible, data-backed results, contributing to resource conservation, cost efficiency, and regulatory compliance. For full transparency and knowledge sharing, these use cases are documented and publicly available on our official website, reflecting our commitment to accountability and continuous improvement.

We evaluate our water sustainability priorities annually through structured reviews informed by operational data, client collaboration, and evolving environmental risks. In 2024, we chose to strengthen and scale our existing strategies rather than introduce major shifts, reflecting confidence in their long-term value. All active solutions remained fully operational and embedded across our workflows and partnerships, ensuring consistency, scalability, and enduring impact across our value chain.

Water Consumption & Intensity Performance

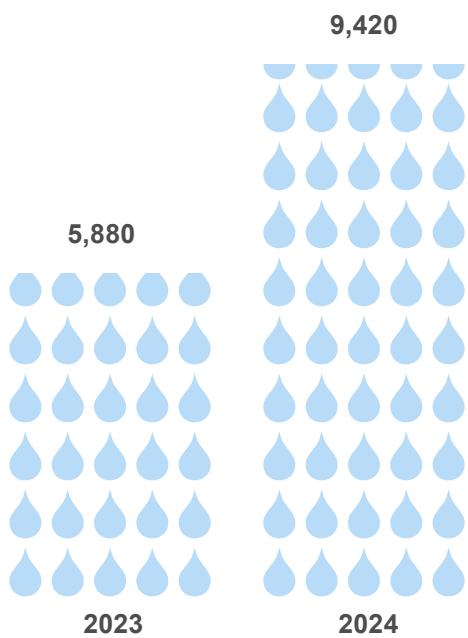
Giza Systems recorded an increase in water consumption from 5,880 cubic meters (m³) in 2023 to 9,420 m³ in 2024, representing a 60.2% year-over-year increase. This rise is primarily attributed to operational expansion, higher office occupancy rates, and infrastructure maintenance activities conducted during the reporting period.

On an intensity level, water use rose from 3.25 to 3.65 m³ per employee and from 0.49 to 0.79 m³ per square meter. While absolute consumption grew substantially, the intensity levels remained moderate which reflects the parallel expansion of the workforce and facility footprint. Using the average workforce of 1,873 employees, 2024 consumption equated to 5.03 m³ per employee, providing a more representative baseline for future monitoring.

Water Efficiency Control Measures Implemented (2023–2024)

Focus Area	Our Approach	
Monitoring & Performance Tracking		We actively track water withdrawal, usage, and discharge across our operations. This allows us to take informed action and improve water efficiency where it matters most.
Infrastructure Enhancements		We invested in efficient water infrastructure by installing low-flow faucets and high-performance flush systems to reduce consumption without compromising functionality.
Employee Engagement & Awareness		We involved our teams in the conservation effort by integrating knowledge on water-saving practices into onboarding, and daily routines to build lasting behavioral change.
Local Water Stress Considerations		We took steps to reduce our dependency on high-stress water sources by prioritizing alternative sourcing options that ease the burden on local water systems.
Metering Accuracy Enhancement		We are prioritizing upgrades to our water metering systems to ensure greater accuracy in tracking consumption and identifying potential inefficiencies. The project will be finalized in 2025.

Annual Water Consumption (m³)



Year	Water Consumption (m³)
2023	5,880
2024	9,420

Success Story: Smart Leak Detection Project A National Water Company (NWC) partnership advancing Vision 2030

Client: National Water Company (NWC), Saudi Arabia
Coverage: Makkah, Eastern Region (Dammam, Al-Khobar, Al-Qatif), Riyadh
Scope: Inspection and monitoring of household connections, deployment of advanced leak-detection technologies, and integration of data-driven tools for water loss prevention.

The Challenge

Saudi Arabia faces one of the highest rates of Non-Revenue Water (NRW) in the region, caused by hidden leaks, inefficient reporting, and infrastructure gaps. Addressing these losses was essential for resource conservation and to achieve Vision 2030 water efficiency targets.

Our Solutions

Giza Systems rolled out a comprehensive SCADA-enabled program complemented by advanced leak-detection technologies:

- Ground Penetrating Radar (GPR): Detected underground soil irregularities signaling possible leaks.
- Gas Leak Detection (Helium method): Identified deep leaks in pipelines 50–60m underground.
- Acoustic Sensors: Pinpointed leaks using noise-differential monitoring.
- Noise Loggers & Smart Reporting Tools: Enabled continuous monitoring, wireless data transmission, and predictive maintenance.

The Impact

30% Reduction in non-revenue water losses	2,500+ Leaks repaired	25% Improvement in customer satisfaction	40% Faster repair cycle
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Advancing Waste Management Maturity

In 2024, we made notable progress in strengthening our waste management practices by laying the groundwork for long-term waste reduction. The primary areas of progress included improving the quality and consistency of waste-related data, identifying and classifying the various waste streams generated across our operations, and developing a reliable framework that will support the future establishment of measurable reduction targets.

Although formal quantitative reduction targets have not yet been established, we prioritized foundational measures to ensure that future initiatives are built on credible, auditable data. Throughout the year, we advanced the integration of waste tracking into our broader sustainability framework, aligning with the principles of ISO 14001.

As part of our GHG inventory and Scope 3 emissions accounting, we recorded:

Waste Type	Quantity (tons)	Treatment/Outcome
Non-recyclable waste	41.58	Disposed
Recyclable waste	2.26	Diverted from landfill

In 2024, our HQ generated 41.58 tons of non-recyclable waste, which was disposed, and 2.26 tons of recyclable waste, which was diverted from landfill. These figures were calculated using verified disposal records and conservative activity-based estimation methodologies.

Strategic Progress toward a Circular Operating Model

To further address the environmental impacts of both upstream and downstream activities, Giza Systems initiated a series of actions in 2024 aimed at minimizing waste generation and improving diversion performance.

Mapping waste-intensive operations and supplier activities

We began by systematically mapping high-waste operational areas and key supplier activities to identify material flow patterns and critical waste hotspots.

Engaging departments in digitization and material use reduction

Internally, departments were engaged in efforts to reduce material consumption through increased digitalization and streamlined processes, particularly within documentation practices, packaging standards, and procurement operations.

Exploring partnerships with licensed recyclers

In parallel, Giza Systems initiated the evaluation of external partnerships with certified recycling service providers to strengthen waste diversion pathways and promote a more circular approach to materials management.

Looking ahead to 2025, our focus will be on improving the completeness, consistency, and audit readiness of our waste data. This will form the basis for establishing measurable and trackable waste reduction targets, ensuring alignment with our ESG goals and continuous improvement under ISO 14001.

Hazardous Waste Management

Giza Systems maintains strict protocols to ensure the safe handling, storage, and disposal of hazardous waste in full alignment with environmental regulations. In 2024, we strengthened our internal controls to mitigate environmental risks and uphold high safety standards across all operational areas where hazardous materials are present.

	Control Measure	Our Approach
	Oil Waste Minimization	We limit the generation of oil waste by ensuring that all used oils are stored securely in sealed, metal containers. This minimizes the risk of leaks and prevents accidental releases.
	Environmental Discharge Prevention	All hazardous materials are managed under strict control protocols to prevent contact with soil, water bodies, or the atmosphere, protecting surrounding ecosystems.
	Designated Hazardous Waste Zones	We maintain specialized storage areas for oil and oil-contaminated waste. These zones are equipped with secure containment measures to prevent cross-contamination and facilitate safe handling.
	Certified Disposal Contractors	Hazardous waste is handled by licensed third-party contractors who specialize in compliant disposal. Our selection and oversight processes ensure adherence to all regulatory requirements.
	Emergency Spill Preparedness	We maintain an emergency response team trained to address hazardous spills. Spill kits are strategically placed across our facilities to enable swift containment and cleanup, minimizing environmental impact.

3.4

Environmental Sustainability in Practice: Our Success Stories

Command Operations Control (COC) Data Center Project in Al Alamein City

Client: The New Alamein City Authority
Project Location: Al Alamein City, Egypt



Giza Systems was awarded the project to develop the Command Operations Control (COC) Data Center in Al Alamein City, serving as the city’s main digital hub. The project supports Egypt’s vision of smart and sustainable urban development by enabling integrated city management through technology.

Scope of Work

- The project encompassed the design and deployment of a fully integrated data center infrastructure, including:
- Advanced security systems
 - Telecommunication equipment
 - Mechanical, electrical, and plumbing (MEP) infrastructure
 - Architectural works and fit-out for the COC Data Center

Our Impact		SDG Target Mapping	
Centralized management of all city-related data		11.b	Increase the number of cities adopting and implementing integrated policies and plans for inclusion, resource efficiency, climate action, and resilience.
Real-time data access to strengthen decision-making and responsiveness		16.7	Ensure responsive, inclusive, participatory, and representative decision-making at all levels.
Comprehensive control over digital resources, improving service delivery		16.6	Develop effective, accountable, and transparent institutions at all levels.
Robust security systems safeguarding data protection and privacy		16.10	Ensure public access to information and protect fundamental freedoms, in line with national legislation and international agreements.
Reliable connectivity for seamless operations		9.c	Significantly increase access to ICT and strive for universal and affordable internet access in least developed countries.
Improved efficiency in city-wide management and service integration		11.b	Integrated city management through coordinated data systems.



3.4

Environmental Sustainability in Practice: Our Success Stories

MEP Works for Porto Heliopolis Towers

Client: Delmar for Touristic Development (a company by Amer Group)
Partner: Marriott Tourism Developments
Location: Cairo, Egypt



Giza Systems was selected to execute the mechanical, electrical, and plumbing (MEP) works for Porto Heliopolis Towers in Cairo, a landmark hospitality project by Delmar for Touristic Development (a company by Amer Group), in collaboration with Marriott Tourism Developments. The project integrates sustainable engineering practices to improve energy performance and operational efficiency in hospitality infrastructure.

Scope
of Work

Giza Systems was responsible for providing a complete suite of services, including:

- Mechanical, Electrical, and Plumbing (MEP) works
- Engineering, Procurement, and Construction (EPC) delivery
- Deployment of energy-efficient electromechanical solutions
- Application of Building Information Modeling (BIM) for integrated project management

Our Impact

Improved energy efficiency through advanced MEP design

Reduced operational costs from lower energy consumption

Enhanced building performance and guest experience through reliable systems

SDG Target Mapping

7.3 Double the global rate of improvement in energy efficiency.

8.4 Improve resource efficiency in consumption and production to decouple growth from environmental degradation.

9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and adoption of clean technologies.



3.4

Environmental Sustainability in Practice: Our Success Stories

SCADA Rollout Project for Water Management Across the Governorates of KSA

Client: National Water Company (NWC)
Location: Kingdom of Saudi Arabia



Giza Arabia was awarded the SCADA rollout project by NWC to strengthen water management across multiple governorates in the Kingdom. The initiative advances digital transformation in utility operations by enhancing monitoring, control, and reporting, leading to more efficient and sustainable water management practices.

Scope of Work

Giza Arabia was responsible for delivering a unified SCADA framework across the Kingdom, including:

- Upgrading and modernizing existing SCADA systems
- Expanding the network by adding new sites to the water management system
- Standardizing SCADA operations and protocols across governorates
- Integrating all systems into a single advanced AVEVA platform for centralized oversight and control

Our Impact		SDG Target Mapping	
Optimized data analysis and centralized control for water operations		6.4 Substantially increase water-use efficiency across all sectors.	
Improved management, monitoring, and visibility across sites		6.5 Implement integrated water resources management at all levels.	
Reduced training requirements through standardized systems and user-friendly interfaces		4.4 Increase skills for employment, decent jobs, and entrepreneurship.	
Streamlined collection and reporting of KPIs and high-level performance data		16.6 Develop effective, accountable, and transparent institutions at all levels.	
Direct contribution to the Kingdom’s Vision 2030 objectives for smart and sustainable infrastructure		9.1 Develop quality, reliable, sustainable, and resilient infrastructure.	



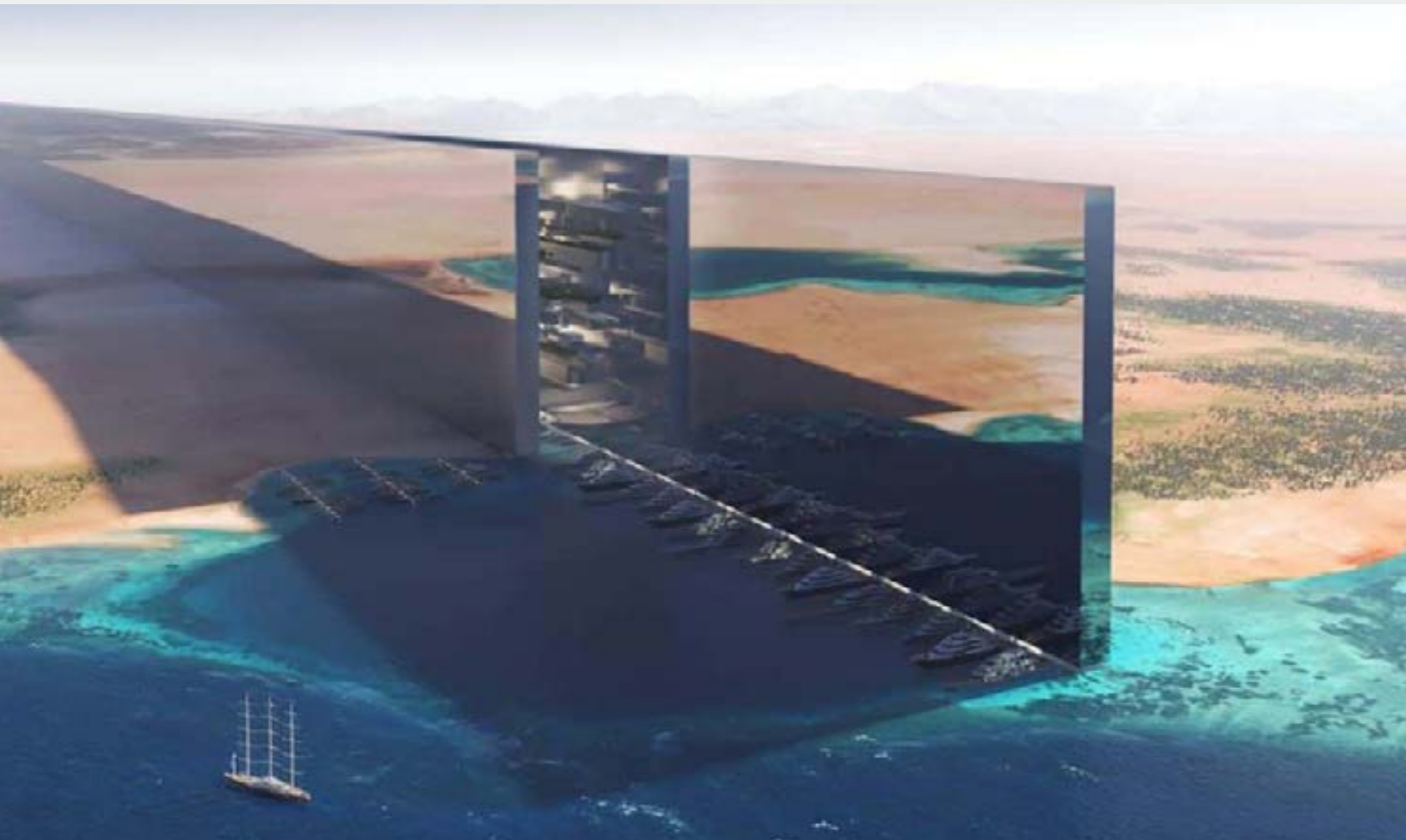
3.4

Environmental Sustainability in Practice: Our Success Stories

NEOM Solar Systems Project for IKK Group

Client: Isam Khairi Kabbani Group (IKK Group)

Location: Jeddah, KSA



GSEC was awarded the NEOM Solar Systems project for IKK Group. The initiative supports Saudi Arabia’s renewable energy ambitions by deploying photovoltaic (PV) systems that contribute to national sustainability goals while advancing clean energy practices in the private sector.

Scope of Work

The project covered the full delivery of solar energy systems, including:

- Installation of both 5 kW and 10 kW PV solar systems
- Testing and commissioning to ensure optimal performance and compliance
- Integration of systems into IKK Group’s operations to support sustainable energy use

Our Impact	SDG Target Mapping
Enhanced energy efficiency and measurable reduction in carbon footprint	7.3 Double the global rate of improvement in energy efficiency. 13.2 Integrate climate change measures into national policies, strategies, and planning.
Reliable and high-quality engineering solutions and after-service support	9.1 Develop quality, reliable, sustainable, and resilient infrastructure.
Alignment with regional energy transition priorities and sustainability objectives	7.2 Substantially increase the share of renewable energy in the global energy mix.
Direct contribution to Saudi Arabia’s Vision 2030 target of sourcing 50% of electricity from renewable energy by 2030	7.2 Substantially increase the share of renewable energy in the global energy mix. 12.2 Achieve sustainable management and efficient use of natural resources.



3.4

Environmental Sustainability in Practice: Our Success Stories

Advanced Petroleum Monitoring System Project

Client: Petroleum Bulk Procurement Agency (PBPA)
Location: Tanzania



In partnership with Stream Controls, Giza Systems was selected by PBPA to implement the Advanced Petroleum Monitoring System project. The initiative enhances transparency, efficiency, and security in petroleum operations, reinforcing the integrity of supply chains and contributing to national energy reliability.

Scope
of Work

Giza Systems was responsible for delivering a comprehensive end-to-end solution, including:

- Design and engineering of the Petroleum Products Discharge and Backloading Monitoring System (PPDBMS)
- Supply, installation, and integration of system components
- Testing and commissioning to validate system performance
- Training programs for PBPA personnel to ensure effective system operation
- Ongoing maintenance support to sustain long-term reliability

Our Impact

Real-time monitoring of oil terminals to promptly detect and address any product loss

Improved security and operational efficiency across petroleum handling processes

Stronger protection of critical petroleum resources, ensuring integrity and reliability

SDG Target Mapping

12.2 Achieve sustainable management and efficient use of natural resources.

9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency.

9.1 Develop reliable, sustainable, and resilient infrastructure.



3.4

Environmental Sustainability in Practice: Our Success Stories

Upgrading the Kilombero Sugar Company in Tanzania

Client: Kilombero Sugar Company
Contractor: TSK
Location: Tanzania



In collaboration with TSK, GSEC was selected to execute full EPC works for the Kilombero Sugar Company. The project advances the modernization of Tanzania’s industrial sector by integrating sustainable infrastructure solutions and energy-efficient technologies into operations.

Scope of Work

- The project included the full delivery of engineering and infrastructure systems:
- Design and implementation of a Water and Wastewater Treatment Plant (WTP & WWTP)
 - Heating, Ventilation, and Air Conditioning (HVAC) systems
 - Deployment of energy-efficient electromechanical solutions

Our Impact

Improved energy efficiency through advanced systems and electromechanical solutions

Seamless coordination across engineering disciplines, ensuring timely and integrated delivery

Direct contribution to Tanzania’s national strategy for industrial modernization and sustainable growth

SDG Target Mapping

7.3 Double the global rate of improvement in energy efficiency.

9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and adoption of clean technologies.

9.2 Promote inclusive and sustainable industrialization and significantly raise industry’s share of employment and GDP.



Diriyah’s Smart City Initiative

Client: Diriyah Company
Location: KSA



Giza Systems Group was selected by Diriyah Company as the Delivery Partner – Master Systems Integrator for its flagship Smart City initiative, a cornerstone of The City of Earth’s transformation. This project positions Diriyah as a global model of sustainable urban development, combining advanced technology, heritage preservation, and citizen-centric services. By safeguarding cultural assets while enabling next-generation smart infrastructure, the initiative reflects the Kingdom’s Vision 2030 commitment to building sustainable, livable, and culturally rich cities.

Scope of Work

- Giza Systems delivered a comprehensive integration framework to ensure cohesive smart city operations, including:
- Design and implementation of a unified Smart City Platform and 16 smart city use-cases
 - Development and delivery of a Physical Security Information Management (PSIM) platform
 - Ensuring interoperability across all components to form a coherent smart city system
 - Integration of third-party internal and external systems with the Smart City Platform

Integrated Smart Solutions Implemented

- Flood Warning and Environmental Monitoring
- Smart Waste, Smart Water, and Smart Irrigation
- Smart Lighting and Smart Energy
- Smart Parking and Traffic Monitoring
- Crowd Monitoring, Pedestrian Access Control and Intrusion Detection
- Vehicular Access Control and Intrusion Protection
- Showcasing Heritage Assets through Enhanced Digital Experience and Digital Wayfinding

Our Impact

Optimized infrastructure and operational efficiency through integrated smart city systems

Streamlined city operations with real-time monitoring to strengthen resilience and responsiveness

Enhanced resource management across water, energy, and waste to support environmental sustainability

Seamless user experiences for residents and visitors, reinforcing Diriyah’s identity as a smart, livable, and culturally rich city

Real-time data insights that drive evidence-based planning and long-term urban sustainability

Direct contribution to Saudi Arabia’s Vision 2030 objectives for smart, sustainable, and heritage-driven urban ecosystems

SDG Target Mapping

9.4 Upgrade infrastructure to make it sustainable, with increased resource-use efficiency and adoption of clean technologies.

11.b Increase cities adopting integrated policies and plans for resource efficiency, resilience, and adaptation to climate change.

6.4 Substantially increase water-use efficiency across all sectors.
7.3 Double the global rate of improvement in energy efficiency.
12.5 Substantially reduce waste generation through prevention, reduction, recycling, and reuse.

11.4 Strengthen efforts to protect and safeguard the world’s cultural and natural heritage.
11.7 Provide universal access to safe, inclusive, and accessible public spaces.

16.6 Develop effective, accountable, and transparent institutions at all levels.
16.7 Ensure responsive, inclusive, participatory, and representative decision-making.

9.1 Develop quality, reliable, sustainable, and resilient infrastructure.
11.3 Enhance inclusive and sustainable urbanization and capacity for participatory, integrated, and sustainable human settlement planning.





4.1
Building a Culture of
Growth and Innovation

4.2
Giza Systems
Foundation

4.3
Customer
Success

44

75

79

Giza Systems has always put its people first. We value their voice and enthusiasm for challenges and deeply respect their commitment to our shared values. Giza Systems’ 2024 People philosophy shares our message of growth, innovation and mutual respect so that we can continue to grow together, with our values at our core. We based our group-wide People and Culture Strategy on this philosophy.

2024 marked a year of transformation at Giza Systems. We placed strong focus on rebuilding our corporate communication culture, elevating employee experience, and digitally enabling our workforce across all levels. As we expanded and made strategic investments, the growth of our workforce stood as a clear reflection of this progress. Amidst these shifts, Giza Systems remained committed to reassuring its people that we are not only evolving but becoming stronger and more unified than ever.

Embracing agility and a growth mindset, we consider 2024 a breakthrough year on the people front. We successfully introduced a fully-fledged culture strategy that addressed the key aspects our employees value most. Throughout the year, we worked tirelessly to build a workplace environment where every individual is empowered to reach their full potential.

Our people and culture team worked on translating **our people-first philosophy** into tangible actions and invested in critical areas that were carefully introduced by our management based on long discussions with our employees in all countries where we operate.

Giza Systems’ 2024 People Philosophy



Talent Identification & Retention

We strategically attract, engage, and retain high-caliber talent by aligning recruitment efforts with business growth and fostering long-term employee commitment through career development and internal mobility.



Learning and Development

We believe in nurturing talent from within by investing in continuous learning, leadership development, and structured growth opportunities for every career stage.



Employee Voice & Experience

We are committed to listening to our employees, understanding their needs, and continuously improving their overall experience at Giza Systems, from onboarding to career progression.



Employee Wellness

We prioritize the holistic well-being of our employees in and outside of work. We are actively investing in physical and mental health initiatives.



Giving Back to the Community

We engage our people in meaningful community initiatives that reflect our collective responsibility to contribute positively to society.



Occupational Health and Safety

We uphold the highest standards of health and safety by embedding proactive risk management, regulatory compliance, and preventive practices into every aspect of our operations.



Employer Brand Elevation

We are committed to strengthening Giza Systems’ reputation as an employer of choice. We follow comprehensive and inclusive strategies to attract top-tier talent and retain our valuable workforce.



Culture Transformation

We arepurposefully shaping a performance-driven, inclusive culture that reflects Giza Systems’ values and supports agility, collaboration, and accountability across all teams.



Our People at a Glance

Workforce Composition

The strength behind Giza Systems’ operations lies in the dedication, talent, and diversity of our workforce. As of 31 December 2024, our team grew to 2,581 employees across multiple countries, marking a significant year of expansion. This growth was accompanied by steady improvements in gender diversity. The number of female employees increased by 68%, compared to 38% growth among males, resulting in female representation rising from 18% in 2023 to 21% in 2024. While representation levels remain modest, the trend reflects meaningful progress in integrating women into the workforce and advancing toward a more balanced gender profile.

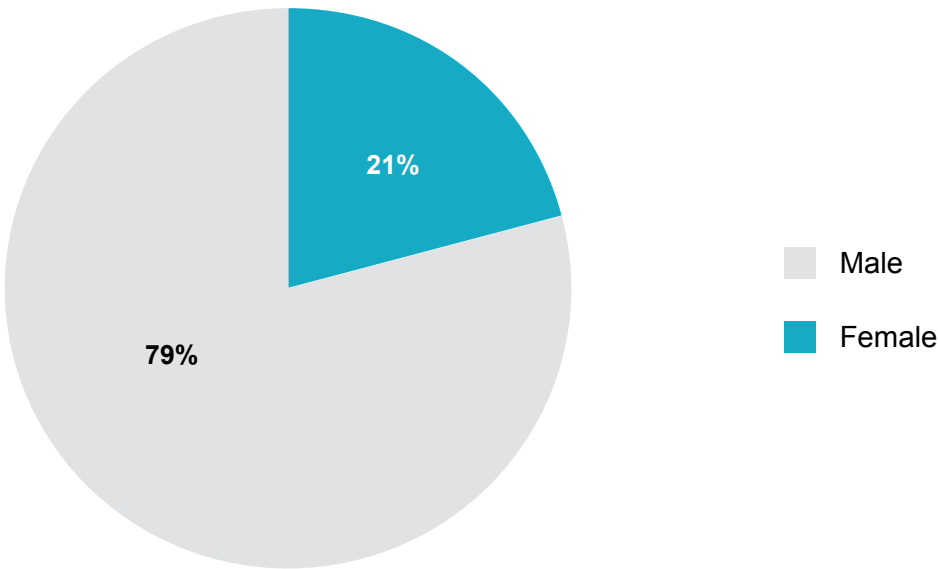
Our efforts align with both global and regional priorities, including the United Nations Sustainable Development Goal 5 on Gender Equality and the national visions of Saudi Arabia and Egypt, which emphasize women’s economic empowerment and broader participation in development. We aspire to be a workplace where women are supported in every way and where our progress contributes meaningfully to the realization of these shared agendas.

Younger professionals are also increasingly shaping the workforce profile. Employees under 30 grew by 69%, a rate that surpasses both the 30–50 age group (30%) and employees above 50 (21%). This demonstrates Giza Systems’ ability to attract early-career talent and reflects a strategic investment in future skills, innovation, and digital readiness.

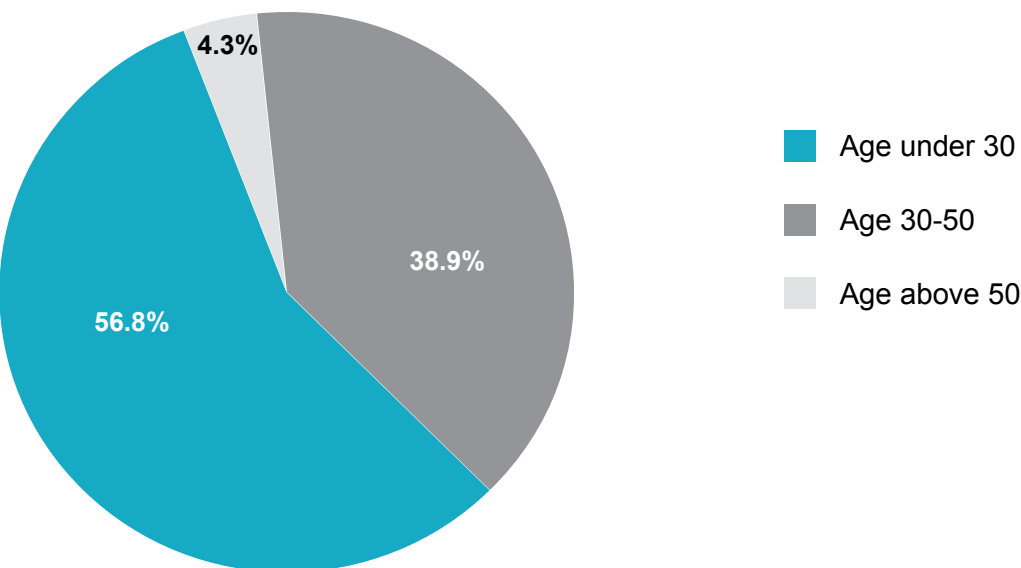
Workforce Profile

Workforce Profile	2023	2024
Total number of employees	1,812	2,581
Workforce by Gender		
Male	1,488	2,050
Female	324	531
Workforce by Age Group		
Age under 30	594	1,005
Age between 30 - 50	1,126	1,465
Age above 50	92	111

Workforce by Gender



Workforce by Age Group



2024 Workforce Breakdown by Location & Gender

As of 2024, Egypt remained the primary hub of Giza Systems’ workforce, with 1,688 employees, followed by 868 employees in the Kingdom of Saudi Arabia. The remainder of the workforce was distributed across Kenya (19), Tanzania (5), and Uganda (1).

In terms of gender representation, Egypt accounted for the highest number of female employees at 438, followed by 88 in KSA. Female participation in other locations remained limited, with 4 in Kenya, 1 in Tanzania, and none recorded in Uganda.

Country	Females	Males	Total
Egypt	438	1,250	1,688
KSA	88	780	868
Kenya	4	15	19
Tanzania	1	4	5
Uganda	0	1	1
Total	531	2,050	2,581

2024 Workforce Distribution by Job Level

In 2024, Giza Systems employed a total workforce of 2,581 employees, of which 535 were female (20.7%) and 2,046 were male (79.3%). Female representation was most prominent among specialists, with 460 women accounting for the majority of female employees. At managerial levels, there were 36 female managers compared to 166 male managers, while at the executive level, women held 2 out of 8 C-Level positions and 6 out of 49 directorships.

Job Level	Female	Male	Female (%)	Total Headcount
Executive Leadership (C-Level)	2	6	25%	8
Directors	6	43	12%	49
General Managers	0	14	0%	14
Managers	36	166	18%	202
Section Heads	4	31	11%	35
Specialists	460	1,242	27%	1,702
Team Leaders / Supervisors	13	103	11%	116
Technicians & General Workforce	11	411	3%	422
Consultants	3	30	9%	33
Grand Total	535	2,046	20.7%	2,581

Talent Acquisition and Retention

In response to our strategic growth in 2024, Giza Systems faced increased demand for qualified talent across multiple regions and business units. To meet this challenge, our talent acquisition function was urged to explore targeted solutions to expand and diversify our recruitment infrastructure. Throughout the year, we worked on enhancing our internal hiring capacity, streamlining processes, and enhancing our employer brand.

Our efforts focused on scaling the internal recruitment infrastructure and adopting flexible, technology-enabled solutions to accelerate hiring without compromising quality. This included expanding recruiter headcount, leveraging specialized external providers, streamlining hiring workflows, and enhancing candidate outreach.

2024 Adopted Solutions

Internal Team Expansion	We scaled up our in-house recruitment team to handle increased requisitions with greater speed and coordination.
Outsourced Hiring Support	We engaged recruitment agencies and recruitment process outsourcing providers when needed to support large-scale or urgent hiring campaigns.
Targeted Employer Branding	We participated in job fairs, university recruitment drives, and virtual career events to expand visibility and attract diverse, high-potential candidates, especially for technical and early-career roles.
Proactive Sourcing Techniques	Our recruiters used platforms like LinkedIn Recruiter and curated talent databases to identify and engage passive candidates whose skills aligned with specific job openings.
Streamlined Interview Process	We optimized our interview framework by reducing the number of stages and accelerating decision-making while preserving our strict evaluation standards.
Remote Interviewing Enablement	We leveraged video conferencing tools to conduct virtual interviews, enabling greater flexibility and faster turnaround for cross-border or remote candidates.
Optimized ATS Utilization	Our team maximized the capabilities of our applicant tracking system to automate workflows, enhance candidate engagement, and ensure transparent reporting on recruitment outcomes.

Inclusive Hiring

We focused on eliminating systemic barriers to ensure all candidates have fair access to opportunities. Resume screening was anonymized by removing identifying information such as names, gender, and age, allowing initial evaluations to focus purely on qualifications and experience. To further reduce subjectivity, structured interviews and standardized assessment criteria were used during the selection process. This helped ensure that hiring decisions were based on performance and potential, rather than unconscious bias or informal preferences.

Our approach ensured that diversity was the natural result of equitable and objective hiring practices. All qualified candidates were assessed on equal footing, allowing us to strengthen workforce representation while maintaining high standards across all roles. This strategy contributed to our continued growth, as reflected by the 986 new employees hired in 2024, up from 700 in 2023.

New Hires by Gender

New Hires by Gender	2023	2024
Males	542	753
Females	158	233

Female hires represented 24% of all new hires in 2024, compared to 23% in 2023. Although the percentage shift is relatively small, it confirms a consistent upward trajectory in gender balance within our recruitment pipelines. This trend demonstrates that inclusive hiring measures are producing measurable results, with more female candidates accessing opportunities across diverse roles and functions.

New Hires by Location

New Hires by Location	2023	2024
Egypt	428	582
KSA	264	399
Tanzania	3	1

New Hires by Age Group

New Hires by Age Group	2023	2024
Age under 30	354	582
Age between 30 - 50	331	392
Age above 50	15	12

Younger employees accounted for 59% of new hires in 2024, up from 51% in 2023, making early-career professionals the majority of new additions. This confirms our organizational focus on attracting young talent, ensuring a pipeline of skills that are adaptive, digitally savvy, and aligned with future business needs.

The majority of hires continued to come from Egypt, which remains Giza Systems’ core hub, followed by Saudi Arabia and Tanzania.

Turnover Rate

	2023	2024
Total Turnover	276	423
Turnover by Gender		
Males	228	342
Females	48	81
Turnover by Age Group		
Age under 30	89	159
Age between 30 - 50	162	256
Age above 50	25	8
Turnover by Location		
Egypt	195	231
KSA	75	180
Kenya	4	11
Uganda	2	1

Turnover rates remained relatively stable year-on-year, with a slight improvement from 16.9% in 2023 to 16.4% in 2024. This steady reduction highlights outcomes from our initiatives aimed at strengthening employee engagement, onboarding, and retention. Maintaining turnover at this level is particularly important in a year of significant workforce expansion, indicating Giza Systems’ ability to integrate new hires effectively while sustaining overall stability. Going forward, further reducing turnover will remain our key priority, supported by continued investment in our employees’ development and engagement.

2023	2024
16.9%	16.4%

Streamlined Pre-boarding and Onboarding Experience

To ensure a smooth transition for new hires, we invested in strengthening both pre-boarding and onboarding processes in 2024. Our focus was on building early engagement, delivering consistent training content, and ensuring a seamless first-day experience.

Early Engagement

We proactively engage with candidates between the offer acceptance and start date. New joiners receive key information such as their reporting manager, onboarding schedule, required documentation, and initial setup instructions.

Standardized Onboarding Modules

We developed structured onboarding modules that are consistent across business units and functions. These include company culture orientation, IT and HR inductions, role-specific overviews, and compliance training. Modules are delivered through a mix of virtual and in-person formats to accommodate remote and hybrid workers.

Dedicated Onboarding Support

For large-scale hiring or critical projects, we assign dedicated onboarding coordinators to manage the process end-to-end. These teams ensure timely provisioning of equipment, coordination with hiring managers, and monitoring of onboarding milestones during the new hire’s initial period.



Headway Graduate Internship Program

Empowering the Next Generation of Innovators

Empowering young talent has always been a core part of our culture. Since its launch in 2018, the Headway Graduate Internship Program has stood as a flagship initiative for preparing fresh graduates for success in Egypt's competitive technology landscape. It is a structured learning journey designed to unlock youth potential and empower the future leaders of the digital industry.

In 2024, we proudly launched the sixth round of the Headway Program in collaboration with GIZ Egypt and Inside Out, welcoming 225 interns, our largest cohort to date. Of these, 51 were hired full-time into Giza Systems and its subsidiaries upon program completion.

Spanning six months, the program offers a unique blend of:

- Technical training
- On-the-job experience
- Personal and professional development

Headway's structure includes multiple specialized tracks such as Integration, Software Development, SCADA, Smart Solutions, and Data Science.

Also in 2024, we introduced the "Genius Contest", an initiative by our Innovation Team inviting interns to pitch their most creative and forward-looking project ideas. Winners were celebrated during the graduation ceremony.

'What truly sets Headway apart is our philosophy: beyond training future employees, we aim to nurture purpose-driven professionals ready to lead, contribute, and innovate. We view every intern not just as talent-in-training, but as a future changemaker.'



“Over the past five years, the Headway Graduate program has grown from just 20 interns to an astounding 225 in 2024. Watching these young talents bring fresh perspectives, creativity, and energy into our teams has been truly inspiring. Congratulations to all the graduates, especially those joining our Smart Solutions Department. We can’t wait to see your contributions.”

— Aalaa Ahmed, Presales Manager, Giza Systems

“I’m incredibly grateful for the transformative experience I had during the Headway Program at Giza Systems. This journey was just about learning, it was about growth, hands-on experience, and pushing my limits in Data Engineering. I had the chance to work on real-world projects, explore cutting-edge technologies, and collaborate with amazing professionals. Beyond the technical skills, I refined my soft skills through sessions on growth mindset, resilience, design thinking and project management. Grateful to Giza Systems, my mentors, and my team for making this journey truly unforgettable.”

— Muhamed Suliman, Data Engineer, Giza Systems

Learning and Development

As we continue to expand our footprint and drive transformation across the region, the more we need to empower and elevate our people’s skills. We work in a competitive and fast-paced market, our people must be equipped with the latest training trends, advanced learning opportunities, and future-focused competencies that allow them to lead and adapt to change. We understand that developing internal capabilities is essential to Giza Systems’ ability to deliver complex digital and infrastructure solutions across our markets. In 2024, we invested in technical mastery, leadership capabilities, and adaptive skills, we ensure our teams remain ahead of evolving client demands and technology trends. Our learning approach became increasingly focused and results-driven, prioritizing structured leadership pipelines, role-based certifications, soft skills enhancement, and flexible hybrid learning models.

In 2024 we focused on accelerating the efficiency of our career development strategy. We centered our approach around two core enablers: Individual Development Plans (IDPs) and Career Development Plans (CDPs). Both tools work in parallel to ensure every employee has a transparent and attainable pathway for career advancement.

Individual Development Plans (IDPs)

IDPs are designed for employees requiring targeted development, whether identified as high-potential talent or as part of a performance improvement process. Each plan is built around insights gained from performance assessments and is co-developed by the employee, their manager, and an HR Business Partner.

These development roadmaps are designed around the globally recognized 70:20:10 learning model:

- 70% Experiential learning
- 20% Developmental coaching
- 10% Formal learning

IDPs serve as personalized roadmaps for growth, helping individuals sharpen capabilities, unlock new opportunities, and strengthen alignment with evolving role requirements.

Career Development Plans (CDPs)

CDPs, on the other hand, offer a function-specific development framework for each job category across Giza Systems. These structured guides define the required skills, experiences, and progression criteria necessary for vertical and lateral movement within a department. While tailored to reflect the unique technical and business needs of each domain, all CDPs adhere to a consistent organizational framework.

Although each CDP is customized to address the specific requirements of a department or function, a unified structure governs their application company-wide, particularly in terms of the typical timelines for progression. This ensures clarity, fairness, and consistency in advancement expectations across all career tracks.

Our People Development team is currently designing an integrated suite of development programs to be launched in 2025 and 2026. In parallel, we successfully implemented several key initiatives in 2024.



Giza Systems Future Leadership Program

As part of our long-term succession and talent development strategy, we launched the Future Leaders Development Program to systematically identify, assess, and accelerate the readiness of our high-potential employees. In 2024, 85 standout team members were nominated by their managers based on demonstrated performance, leadership potential, and validated through a detailed review of their performance appraisal scores. These individuals represent a diverse cross-section of our future leadership pipeline.

To ensure an objective evaluation of readiness, each participant took part in a comprehensive assessment center, conducted in partnership with AB & Associates. The process included:

- DISC Behavioral Assessment for personality and workstyle profiling
- Competency-based Interviews to evaluate leadership behaviors
- Business Case Simulation to test strategic thinking and problem-solving

Following the assessment, each employee received a tailored Individual Development Plan (IDP) jointly developed with their manager and the external assessor. These plans serve as focused development roadmaps, outlining clear actions and learning opportunities aligned with each individual’s growth priorities.

Each IDP was finalized through a structured debriefing session and anchored in the real competency gaps identified during the assessments. The implementation of these development plans spans 2025 and 2026. Importantly, many of the selected participants have been embedded into our internal succession plans, reinforcing our proactive approach to leadership continuity. We perceive this program as a strategic investment in Giza Systems’ future, designed and owned by the business to ensure our leadership pipeline is ready for tomorrow’s challenges.

Transformational Leadership Training

To complement our future leadership program efforts, we also focused on strengthening the capabilities of our current leadership. In 2024, we implemented a targeted Transformational Leadership Program for nine of our department heads, managers, and directors. The program was designed to elevate their leadership effectiveness through a three-pillar development journey focused on mindset, people management, and business impact.

Self-leadership

This journey centered on improving internal leadership foundations. Participants worked on developing greater self-awareness, identifying individual strengths and gaps, and managing their responsibilities more effectively.

Interpersonal Leadership

Through this program, we aimed to improve how leaders manage their teams with greater empathy and enhanced communication. This included training on effective communication, handling feedback, managing conflict, and motivating others. Special attention was given to cultivating inclusive behaviors and building high-trust team environments that empower others and enhance collective performance.

Business Leadership

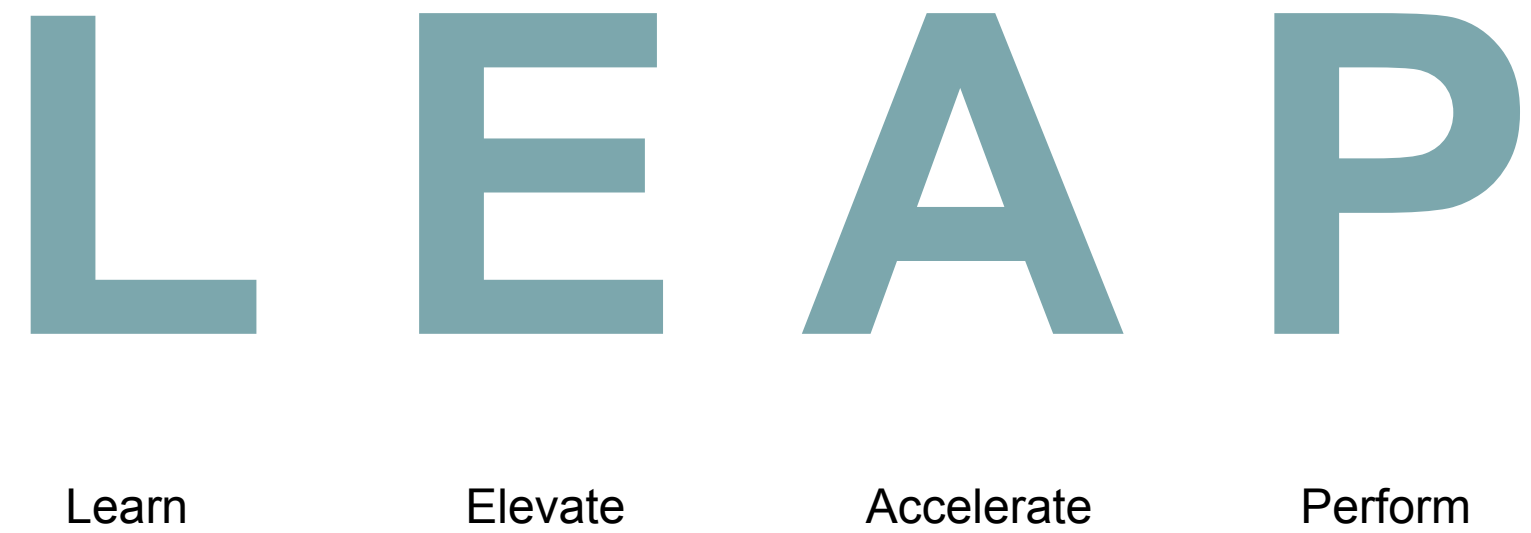
In this program we aimed at bridging leadership behaviors with strategic execution. Participants were trained to translate vision into action, navigate complexity, and drive cross-functional alignment to deliver measurable results.

The LEAP Program

In 2024, Giza Systems introduced the LEAP Program, a tailored framework built to support our people to achieve their full potential. The LEAP program is structured around four core pillars: Learn, Elevate, Accelerate, and Perform. It offers a formalized path to address any performance concerns constructively, providing clear expectations, targeted coaching, and performance tracking through Performance Improvement Plans (PIPs).

LEAP establishes a consistent approach to identifying and supporting employees with development needs. It enables managers and HR Business Partners to deliver timely interventions while ensuring that employees receive tailored guidance to help them close performance gaps and rebuild alignment with role expectations.

The program demonstrated its effectiveness in practice. We successfully supported the performance realignment of several employees who required targeted guidance to elevate their contributions. Selected team members were placed on formal PIPs following concerns identified during routine performance reviews. The LEAP framework enabled focused and transparent discussions between the employees and their managers. As a result, employees gained clear insight into their development areas and began actively working to improve their performance.



Hybrid Training Models

In 2024, we implemented a hybrid training approach, combining digital and in-person learning to maximize accessibility and engagement across our workforce.

- Digital Learning (LinkedIn Learning Partnership):

262 employees completed 1,298 online courses, covering technical and professional skills at their own pace.

- In-person Training:

269 employees engaged in hands-on workshops, fostering direct knowledge transfer and practical skill application.

On average, each participant completed 11.2 training hours.

Training Participation by Gender & Delivery Type

Training Type	Sample Courses and Competency Focus	No. of Training Sessions	Attendees
Corporate Orientation & Awareness Programs	Procurement Systems Overview, Brand Governance, Ethical Conduct Orientation	4	71
Occupational Health & Safety Training	Fire Safety, First Aid Certification, Workplace Hazard Management	2	12
Academic & Professional Development Courses	MBA Modules, English Language Proficiency, HR Management Diploma	2	8
Interpersonal & Communication Skills Training	Presentation Excellence, Effective Team Collaboration, Problem Solving Techniques	7	135
Executive & Leadership Development	Transformational Leadership, Vision Setting, Decision-making for Executives	1	9
Specialized Technical & Functional Training	Cisco ISE (300-715 SISE), CMA, CILT, CKA, Agile (ACP), DevOps, DC-Core Exam, Procurement (CIPS L4M4/5)	20	78

Training Type	Male	Female
LinkedIn Learning	205	57
In-person Training	189	73

Performance-linked Learning Design

We conduct a structured Training Needs Assessment (TNA) at the end of each year. This process is led in collaboration with department managers and HR Business Partners (HRBPs) and is directly informed by insights from each employee’s annual Performance Appraisal (PA). The assessment helps identify individual skill gaps and growth opportunities tied to both current roles and future succession plans.

Following this evaluation, managers develop customized training plans for their teams. These plans are closely linked to departmental goals, operational requirements and upcoming technologies and tools the business is planning to adopt. We initiated the training needs assessment to ensure the readiness of our workforce and that they are equipped with the right capabilities. It also plays a key role in boosting employee satisfaction and retention.

Our development offerings include a broad mix of technical certifications and professional development programs, tailored by job function and business need. These include globally recognized certifications such as PMP, MBA, CILT, CMA, CKA, and Cisco, aligned with the functional needs of each role. Certain programs are mandatory based on job requirements, for example, Project Managers and above must acquire PMP certification while Sales teams participate in targeted training on account management, strategic communication, and presentation skills.

Training Evaluation Framework

We have implemented a formal training evaluation system to monitor the effectiveness of all learning interventions and ensure continuous improvement. Each employee is required to complete a standardized evaluation form upon completing any training session. These responses are aggregated to calculate the average course evaluation score, serving as a benchmark for program quality and participant satisfaction.

In 2024, the average evaluation score across all sessions reached 90%, reflecting the overall effectiveness and relevance of the programs delivered.

As part of our quality control measures:

- If a session receives an average score below 75%, corrective action is initiated with the training provider.
- If a score drops below 70%, formal feedback is issued to the vendor, requiring a change of instructor.
- In cases of repeated underperformance, the vendor is disqualified from conducting that specific training in the future.

Internal Mobility Process

In 2024, Giza Systems formalized its Internal Job Posting (IJP) process to support transparent and structured career movement across the organization. Vacancies are now systematically posted on our internal platform, enabling employees to apply for roles that align with their professional aspirations.

We established clear application protocols to create a structured and equitable process for both applicants and hiring managers. This structure has encouraged active participation from employees exploring lateral and upward transitions, while also improving cross-departmental talent visibility and minimizing dependency on external recruitment.

Performance and Career Development Reviews

Performance reviews are a core element of our talent development and performance management philosophy. We view them as structured, forward-looking dialogues that support alignment between business priorities and individual career growth. These reviews provide employees with the opportunity to reflect on progress, receive feedback, and co-develop action plans for future development.

In 2024, performance appraisals covered 2,045 employees, representing nearly the entire eligible workforce, with a completion rate of 99.8%. Insights from these reviews inform both short-term development plans and long-term succession strategies. To ensure fairness and inclusivity, all eligible employees regardless of level or function were included. The review outcomes supported:

Tailored learning interventions based on skill gaps or performance indicators

Progression opportunities for high-performing individuals

Alignment with incentive structures

Gender Participation in Reviews (2024)

Gender	Employees Reviewed	%
Female	363	17.75%
Male	1,682	82.25%

Participation by Employee Category¹

Role	Employees Reviewed	%
Senior Managers / Directors	262	12.81%
Middle Management	457	22.35%
Entry-level & Sr. Specialists	1,319	64.50%
General Workers & Technicians	283	13.84%

¹ Variances between gender and employee category totals reflect normal workforce changes during the reporting cycle, as some employees who completed reviews had exited the organization by year-end.

Promotions and Career Advancement

As a direct outcome of our ongoing investment in career development and internal growth opportunities, Giza Systems successfully promoted 121 employees into new roles in 2024. Of these, 86% were male and 14% were female, broadly reflecting the gender distribution within our current workforce.

By job level, 42% of promotions occurred at the entry level, supporting career mobility and skill development for early-career employees. Meanwhile, 31% were at the senior management level and 27% at the middle management level, demonstrating balanced opportunities across different stages of the career ladder.

These patterns reflect our focus on ensuring a pipeline of leadership-ready talent, while also reinforcing progression opportunities at the foundational level.

FY2024 Promotions Breakdown		
Total Promotions	121	
Promotions Breakdown by Gender	2024	%
Males	104	86%
Females	17	14%
Promotions Breakdown by Job Level	2024	%
Entry Level	51	42.15%
Middle Management	38	31.4%
Senior Management	32	26.45%

Promotions are tightly integrated into the annual workforce planning cycle. Each year, employees are reviewed for promotion eligibility based on clear criteria defined in their respective Career Development Plans (CDPs). These criteria include minimum years of service, accumulated functional experience, and demonstrated technical and behavioral competencies.

CDPs serve as a reference point for evaluating employee progression across many technical and managerial roles. In technical job families, CDPs define the pathway from junior roles through to senior specialist or lead positions. These plans outline the expected years of service at each level, types of technical challenges an employee should undertake, and the key certifications or practical proficiencies required for advancement. They also highlight essential soft skills that must be demonstrated to progress.

For employees on the management track, CDPs are structured around leadership readiness. They emphasize accumulated people-management experience, exposure to cross-functional work, and the ability to lead strategically. Promotion eligibility is based on tenure and on demonstrated competencies such as decision-making, problem-solving, and team development.

During annual promotion cycles, CDPs provide a standardized and objective reference for decision-making. Managers and HR team use them to assess whether an employee has met the technical, behavioral, and experiential criteria required for the next role. This ensures that promotions are based on demonstrated capability, not assumptions or tenure alone.

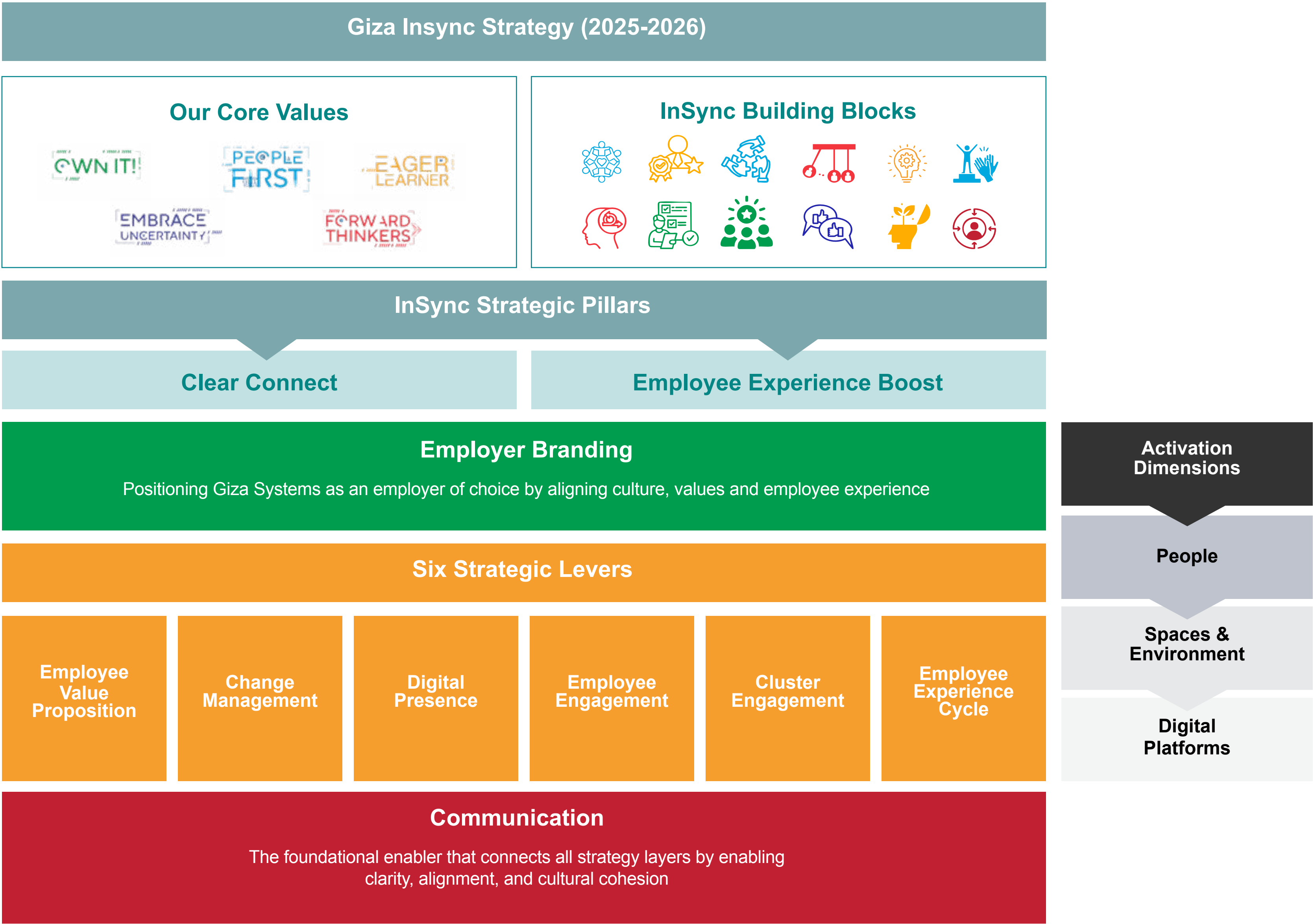
It is important to note that actual progression is also influenced by organizational capacity, particularly within managerial and leadership tracks. In cases where all advancement criteria are met but no positions are open, promotions may be deferred until roles become available.



Cultural Transformation

Following the acquisition of solutions by stc, Giza Systems entered a pivotal phase of organizational evolution, one that required reimagining its internal culture to reflect both its legacy and future direction. This transformation did not only include change in management; but it is a company-wide commitment to aligning culture with strategy, unlocking employee potential, and ensuring long-term cohesion and resilience.

At the heart of this effort is the understanding that culture is a living system and must evolve alongside business goals, external demands, and employee expectations. With that in mind, Giza Systems launched a comprehensive cultural transformation journey centered around a unified corporate culture framework.



Giza InSync Strategy: Building a Culture That Reflects Who We Are Becoming

Giza InSync is a structured cultural transformation strategy designed to embed cultural alignment deep into the way Giza Systems operates. Initiated in 2024, the program lays the groundwork for a transformation journey set to unfold between 2025 and 2026, with a focus on improving how people communicate, engage with the organization, and translate shared values into daily behavior. At its core, the strategy is about creating a work environment that is consistent, transparent, and empowering, enabling sustainable performance while supporting people in doing their best work.

The launch of Giza InSync marks a defining step in the company’s post-acquisition journey. As Giza Systems transitioned into a new chapter under solutions by stc, it became clear that a unified cultural direction was essential.

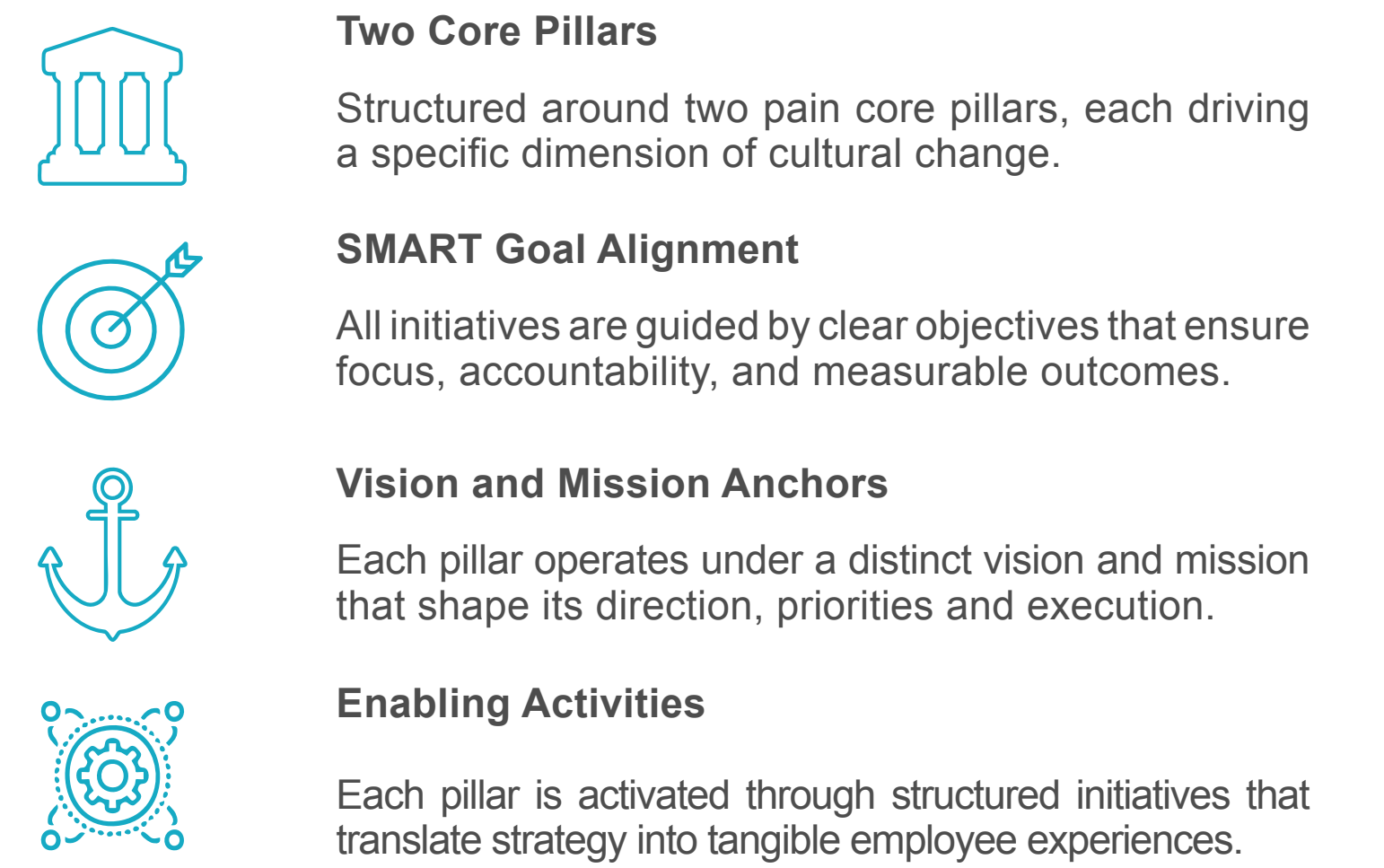
The strategy design was not built from a top-down perspective, it was informed by what employees actually shared, through surveys, exit interviews, and communication audits carried out across the organization in 2024. Our people’s insights offered a realistic view of the company’s internal dynamics, where it excels, and where it needs to evolve.

The findings highlighted a dual reality. On one hand, Giza Systems’ culture has long been defined by a strong sense of teamwork, technical excellence, and shared purpose. On the other hand, new challenges were emerging. The acquisition introduced added layers of complexity, reinforcing the need to reassess how the company connects with and supports its people.

Giza InSync was developed as a strategic response to this organizational shift. It represents a sustained and structured transformation effort with a clear purpose, to ensure that Giza Systems’ culture is actively built, consistently measured, and fully embedded into the organization’s day-to-day operations.

Giza InSync Strategy Execution Model

The strategy is delivered through two core pillars, each designed to drive targeted cultural transformation through structured programs, KPIs, and phased implementation. Both pillars are guided by a SMART communication goal framework, ensuring that every initiative is Specific, Measurable, Achievable, Relevant, and Time-bound. In addition, each pillar is anchored by a distinct vision and mission that shape its action plan and guide the implementation of key enabling activities.



Pillar I: Clear Connect - Internal Corporate Communication Roadmap

As we evolve, so must the way we communicate. Clear Connect is focused on transforming internal communication from a routine function into a strategic enabler of culture, clarity, and connection. We believe that employees cannot engage, align, or lead without being properly informed and meaningfully heard.

This roadmap was developed in response to identified communication gaps across the business, gaps that were amplified in the post-acquisition context and had a tangible impact on transparency, trust, and alignment. The aim was to improve the quality, consistency, and relevance of how information flows across our company.



Vision

To position Giza Systems as a benchmark in internal communication by creating a culture where clear, timely, and consistent dialogue empowers employees and drives collective success.



Mission

To build a transparent, informed, and engaged workforce by aligning communication with organizational goals and values, ensuring every employee feels valued, heard, and understood.

SPECIFIC	MEASURABLE	ACHIEVABLE	RELEVANT	TIME-BOUND
Enhance overall corporate internal communication across all teams.	+15% YoY in Communication Effectiveness (CEI) +5% YoY in Employee Experience (EEI) 80% adoption of new communication tools	Implement company-wide communication practices and empower all team members to use them confidently and effectively.	Fully aligned with the organization’s strategic goal of building a resilient and well-connected workforce.	Target KPIs to be met by Q4 2026

Goal 1: Laying the Groundwork for Consistent and Structured Communication Giza Systems is focusing on building the foundational infrastructure required for clear, consistent, and brand-aligned internal communication. This includes introducing standardized templates, clear governance guidelines, and a centralized Communication Guidelines Hub to ensure consistency in tone, clarity, and brand identity across all internal messages. A phased rollout is planned to centralize all internal communication efforts by the end of 2025, supported by structured feedback loops through surveys, town halls, chatbots, and email engagement. Enabling Activities - Establish Governance Blueprint - Launch Unified Communication Hub - Elevate Internal Visibility Standards	Goal 2: Building Trust & Strengthening Engagement The second goal focuses on building trust and strengthening employee engagement through transparent and inclusive communication practices. The strategy includes the design of change communication plans to support major organizational transitions, complete with leadership toolkits and FAQs. We are also expanding our communication channels to promote open, two-way dialogue, enabling teams to share feedback, ask questions, and shape the conversation. We also focused on developing targeted, meaningful initiatives and campaigns, such as the Workplace Culture Etiquette initiative, to encourage positive, respectful communication practices across all teams and reinforce a shared set of behavioral standards. Enabling Activities - Address Resistance to Change - Diversify & Improve Dialogue Channels - Combat Rumors and Misinformation	Goal 3: Sustain & Innovate We have structured Clear Connect to support both sustainability and innovation in internal communication. We have begun automating and customizing communication methods to ensure timely and relevant delivery across all our departments. We also introduced data analytics tools to support more targeted, insight-driven messaging. To support broader adoption, we are in the process of acquiring new communication platform licenses to enhance reach and improve engagement with our workforce. Enabling Activities - Embed Adaptive Communication Practices - Cultivating Aligned Messaging - Digital Communication Advancement
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Communication Performance Targets - Achieve a 15% year-over-year increase in the Communication Effectiveness Index (CEI). - Improve the Employee Experience Index (EEI) by 5% year-over-year. - Reach an 80% adoption rate of newly introduced communication tools and methods.

Pillar II: Employee Experience Boost - People & Culture Activation Plan

Employee Experience Boost is centered on creating a work environment where employees feel connected, valued, and supported throughout every stage of their journey with Giza Systems. We recognize that culture is not defined by isolated programs, it is reflected in everyday interactions, systems, and signals that shape how people experience the organization.

“Redesigning the employee journey from onboarding to growth with a human-centric lens”



Vision

We envision Giza Systems as a workplace where employees thrive both professionally and personally. By 2026, we aim to be recognized as a regional benchmark for holistic employee experience, built on authenticity, empowerment, and everyday moments that matter.



Mission

Our mission is to elevate the employee experience by embedding Giza Systems’ values into every stage of the employee journey. We aim to create an environment where people feel genuinely connected, well supported, and empowered to grow. Our end goal is to make sure every employee feel genuinely proud to be part of the Giza Systems family.

Employee Experience Performance Targets

- Achieve 60% employee participation in at least one engagement activity annually.
- Attain a 15% year-over-year increase in employee survey scores related to development and career growth.

SPECIFIC

Enhance Overall Employee Experience

MEASURABLE

60% annual participation in engagement activities

+15% YoY increase in development & growth scores

ACHIEVABLE

Dedicate budget and resources to employee training, well-being, and culture programs.

Empower managers to lead these efforts within their teams.

RELEVANT

Fully aligned with the company’s goal to build a people-centered organization.

TIME-BOUND

Target KPIs to be met by Q4 2026

Goal 1: Engagement Boost

Engagement Boost focuses on strengthening how employees connect with each other and the company. Action plans under this stream include mapping the full employee journey to improve onboarding, offboarding, and key transition moments, launching Employee Resource Groups (ERGs) across wellness, women empowerment, social impact, and inclusion. These efforts are complemented by regular company-wide activations, employee recognition programs, and corporate offers that foster a shared sense of belonging, dedicated to celebrating employee’s contributions and milestones.

Enabling Activities

- Strengthen Key Employee Journey Touchpoints
- Activate Employee Resource Groups (ERGs)
- Launch Recognition & Culture Engagement Programs

Goal 2: Culture Boost

Culture Boost ensures that Giza Systems’ core values are actively lived and reinforced. In 2024, values were integrated into performance evaluations and recognition systems, giving them tangible weight in daily decision-making. Building on this foundation, 2025 will see the introduction of Culture Ambassadors and Brand Advocates across departments to champion these values, drive alignment, and represent the Giza Systems brand both internally and externally through peer engagement and storytelling.

Enabling Activities

- Activate Culture Ambassadors & Brand Advocates
- Integrate Values into Evaluation & Recognition
- Promote Value-Driven Peer Engagement

Goal 3: Development Boost

Development Boost strengthens the company’s commitment to professional growth. In partnership with the Talent Development team, tailored learning paths are being designed for employees and managers. Giza Systems is also leveraging the wider capabilities of its parent company to expand access to leadership development, mentorship, and capability-building programs.

Enabling Activities

- Tailored Learning Paths for Employees & Managers
- Expand Leadership & Mentorship Access
- Leverage Group-Wide Capability Programs

Goal 4: Wellness Boost

Wellness Boost reflects Giza Systems’ commitment to employee well-being as a core element of the work experience. New initiatives have been launched around mental health, physical wellness, and work-life balance, including fitness challenges, well-being workshops, and awareness campaigns. These efforts are supported by the Sustainability Champions Network, which mobilizes employees to engage in environmental and social initiatives.

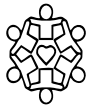
Enabling Activities

- Mental Health & Well-being Awareness Campaigns
- Giving Back to the Community
- Sustainability Champions-Driven Engagement Programs

Translating Values into Everyday Practice

As part of the Giza systems InSync cultural transformation strategy, we introduced a new Culture Policy to translate our five core values into clear, actionable behaviors. This policy serves as a foundation for how we lead, communicate, collaborate, and make decisions across the organization.

To operate this vision, a set of twelve culture building blocks was developed; each mapped directly to one or more of Giza Systems’ core values. These blocks define the expected behaviors and mindsets that shape how we work, communicate, and interact, reinforcing a culture that is connected, agile, and performance-driven at every level.

	Cultural Building Blocks	Expected Behavior
	Diversity & Inclusion	Value different perspectives, encourage participation, and create space for every voice to be heard.
	Agility & Resilience	Embrace change with flexibility and respond to challenges with a solutions-oriented mindset.
	Accountability & Ownership	Take initiative, follow through on commitments, and own outcomes, both successes and setbacks.
	Professionalism	Demonstrate integrity, respect, and high standards in conduct and performance.
	Collaboration & Support	Share knowledge, offer help, and contribute positively to team and cross-functional efforts.
	Excellence & Data-Driven	Make decisions based on evidence, and strive for quality in work and execution.
	Focus on Impact	Direct energy toward meaningful actions that drive results for the business and community.
	Cross-Communication	Communicate openly and respectfully across teams and levels to ensure alignment and clarity.
	Innovation	Explore new ideas, challenge conventional thinking, and experiment responsibly.
	Growth Mindset	Seek feedback, pursue learning, and adapt in response to new opportunities or challenges.
	Recognition	Appreciate effort, celebrate achievements, and highlight team and individual contributions.
	Customer-Centric	Understand customer needs and integrate them into decision-making and service delivery.

Mapping Culture InSync Blocks to Giza Systems’ Core Values

We have mapped each of the 12 Culture Sync Building Blocks directly to Giza Systems’ five Core Values —Eager Learner, People First, Embrace Uncertainty, Forward Thinkers, and Own It. This alignment reinforces how our values are activated in day-to-day behaviors. The mapping below illustrates this direct connection and serves as a practical guide for living our culture with consistency and purpose.



- 

Diversity & Inclusion
- 

Recognition
- 

Collaboration & Support
- 

Customer-centric
- 

Growth Mindset
- 

Innovation
- 

Professionalism
- 

Focus on Impact
- 

Innovation
- 

Agility & Resilience
- 

Customer-Centric
- 

Accountability & Ownership
- 

Excellence & Data Driven
- 

Professionalism
- 

Focus on Impact
- 

Innovation
- 

Agility & Resilience

Understanding Our Culture

As Giza Systems moves forward with the Giza InSync Strategy, cultural transformation is not just defined by plans or policies, it is driven by what employees experience, value, and expect. Understanding this lived reality has been central to shaping our direction.

In October 2024, the Employee Experience Index (EEI) was conducted to capture a detailed snapshot of how employees perceive their work environment. Alongside insights from the Communication Effectiveness Index (CEI) and continuous feedback mechanisms, this assessment helped identify what is working, and where change is needed.

Several cultural traits clearly stood out:



Respect

Scoring 4.4 out of 5, respect emerged as the most consistent and deeply embedded trait across the organization. Employees feel respected by both peers and leadership and believe this respect extends outward to how Giza Systems engages with clients and partners.



Team Collaboration

With a rating of 4.0, collaboration remains a cultural strength. Employees report strong intra-team communication, open knowledge sharing, and mutual support.



Engaging Scope of Work

The nature of work scored 3.7, signaling that employees find their roles meaningful and intellectually engaging. The diversity of responsibilities contributes to a dynamic and fulfilling environment, though feedback suggests room for even greater role clarity and enrichment.



Flexibility

At 3.2, flexibility is positively recognized for supporting work-life balance and productivity. However, the score also points to a need for more consistent implementation across functions and geographies to ensure fairness and accessibility.

These findings formed the cultural baseline on which the Giza InSync pillars were built. They also revealed deeper expectations around transparency, trust, and recognition, which were critical to address. Accordingly, we have introduced several structured initiatives that are actively reinforcing these values and embedding culture into everyday operations:

Performance Appraisals Linked to Core Values

Every year, employees are evaluated not only on their performance, but also on leadership behaviors and competencies that align with Giza Systems’ core values. The People Development team has led organization-wide sessions to ensure clarity on how these indicators are assessed, reinforcing accountability and shared understanding.

Stay Engaged Series

Launched as a strategic communications platform, the Stay Engaged Series fosters employee connection through transparent, consistent updates. It plays a key role in strengthening alignment with company goals and cultivating trust.

Key elements include:

- **Employee Experience Index (EEI):** The 2024 EEI achieved a 78% satisfaction score, affirming key cultural strengths and identifying improvement areas.
- **Communication Effectiveness Index (CEI):** Scoring 66%, CEI results helped inform changes in communication governance and engagement channels.
- **Weekly Newsletters & Strategic Updates:** Ongoing internal updates, including major achievements and messages from our parent company, solutions by stc.

While these initiatives reinforced cultural strengths, employee feedback also revealed gaps that required further action. To address these, Giza Systems launched a comprehensive cultural recalibration plan. Key actions include:

- Establishing a centralized communications framework supported by clear governance processes.
- Expanding communication channels (e.g., internal newsletters, internal campaigns) to improve accessibility and engagement.
- Holding regular town halls to foster open dialogue and increase leadership visibility.
- Promoting honest, consistent feedback loops between HR, managers, and employees.
- Coordinating closely with departments to align messaging with company goals and values.



Culture in Performance Management

One of the most tangible ways we bring our values to life is by integrating them directly into our performance appraisal system. The visual framework shown here demonstrates how each value is translated into clear competencies and measurable behavioral indicators, providing a structured, fair, and consistent foundation for evaluating both individual and leadership performance.

- Each of our five behavioral values is supported by:
- Defined competencies describing how the value should show up in day-to-day behavior.
 - Competency Indicators defining the expected behaviors for all employees.
 - Leadership Indicators providing additional direction for those in management or mentoring roles.

				
Innovative & Curious with Evident Passion for Learning	Genuine Interest in People. Builds Trust & Appreciates Differences	Resilient & Change Advocate	Connects the Dots for Future Opportunities	Reliable, Accountable, & Goes the Extra Mile
Competency Indicators 1. Demonstrates curiosity to learn new approaches and methods that may be out of the traditional path. 2. Courageous and experiments with new approaches to improve outcomes through lessons learned, while mitigating the risks of drawbacks or failure, within an acceptable time frame. 3. Explores ways and does not give up easily to find resources needed for the new idea or initiative and is determined through achieving the desired outcomes. 4. Keeps abreast with new or updated knowledge in his/her areas of discipline and ensures the early adoption and application of new methods in own area of work. 5. Possesses an open and flexible mind to accepting new ideas/initiatives, asks the right questions to ensure understanding, avoids prejudgments and preconceptions.	Competency Indicators 1. Treats others with respect, regardless of differences in background, opinions, or perspectives. Shows consideration for others' feelings and needs and exerts effort to build trust and rapport. 2. Actively collaborates and works with others to achieve shared goals. Encourages participation from all team members, accepts differences in opinions, and manages conflicts with little noise. 3. Communicates openly and honestly with stakeholders. Shares information proactively and fosters an environment of trust and transparency. 4. Is an empathetic listener, demonstrating interest in other people's thoughts and ideas. Asks the right questions and seeks clarification to ensure understanding. 5. Demonstrates a deep understanding of one's own strengths and areas for development. Is open to feedback, actively seeks opportunities for self-improvement.	Competency Indicators 1.Remains confident and positive in uncertain situations while maintaining performance levels and self-control under pressure or adversity. 2. Persists in working on achieving required goals in changing and turbulent circumstances. 3. Anticipates change, identifies potential problems, and generates solutions, open for learnings rather than dwelling on setbacks or failures. 4. Flexible and open to accommodating changes to plans that arise due to uncertainties and still achieve results. 5. Understands the bigger picture and demonstrates perseverance to participate and commit to the occurring change.	Competency Indicators 1. Sees and grasps new possibilities and understands how this can lead to a sustainable future. 2. Proactively thinks about making improvements and maintains a growth-oriented mindset. 3. Analyzes complex issues in a critical method, yet can see the holistic picture and identifies patterns and inter-connections accordingly to achieve results. 4. Flags potential risks, sets their mitigation plans to ensure maximization of opportunities. 5. Looks at problems and obstacles as opportunities for innovation and finds creative solutions.	Competency Indicators 1. Consistently meets commitments, deadlines, and expectations, demonstrating work ethics by honoring promises made to others. 2. Takes full responsibility for own action/decision in good or poor results. 3. Proactively takes action to ensure objectives are accomplished, does not need to continuously be given instructions or be reminded of own scope. 4. Volunteers to undertake tasks that stretch own capability and takes initiatives for extra or new tasks to ensure work is done and with quality. 5. Assists colleagues with tasks and provides leadership by helping when needed and making suggestions of how to move forward.
Leadership Indicators 1. Establishes an inclusive work environment that encourages people to feel respected and valued when trying new initiatives/ideas. Allows a safe environment for learning from mistakes and oversights. 2. Promotes a growth mindset, fosters resilience, perseverance, self-confidence, and a willingness to take on new challenges. Manages team resistance to accepting new concepts and helps them find the "What's in it for Me" message.	Leadership Indicators 1. Champions inclusivity, equity, and diversity and builds homogenous teams who honor solidarity while achieving objectives. 2. Takes ownership of people's development and has insights into his/her teams' motivational keys. Taps on the right buttons to get the best results from his team members individually and collectively. Instills belief in people's abilities to develop through effort, practice, and determination.	Leadership Indicators 1. Champions and promotes change, able to articulate the benefits of change on individuals and on the organization at large. Engages and motivates people in turbulent times through clear, compelling, and persuasive communication. Builds trust, actively listens to people's fears, and adapts communication styles to suit different audiences. 2. Does not lose sight of the big picture in turbulent times, maintains an optimistic outlook for the business. Keeps focus on opportunities for growth and builds internal energy to seek them enthusiastically.	Leadership Indicators 1. Anticipates future trends and challenges, identifying potential opportunities, and develops related strategies. Actively explores and stays informed about emerging trends, disruptive technologies, and changing market dynamics. 2. Gears his team towards the future opportunities, while motivating them to achieve the present.	Leadership Indicators 1. Rolls up their sleeves to support and elevate team performance to ensure achieving desired results. Brings out the best in their people's capabilities to achieve objectives, instills a can-do attitude in teams. 2. Acts with transparency, ethics, and professionalism in all interactions inside and outside of the organization. Fosters a performance-driven work environment and is looked up to for his/her leadership traits and their results achievement.

4.1

Building a Culture of Growth and Innovation

Giza Systems Ambassadors Program

Culture transformation is sustained not only by strategy but by the people who embody it daily. At Giza Systems, this belief is brought to life through the Giza Systems Ambassadors Program, a dynamic, action-driven community of employees who serve as the cultural and social heartbeat of the organization.

Driven for the employees, by the employees, the program is built on a clear vision to unify engagement and advocacy efforts, and a mission to create a centralized framework that brings together all existing champion programs and new initiatives. The program is guided by four core pillars:

Employee Engagement: Initiatives that foster inclusivity and active participation.

Community Impact: Projects that generate value for local communities and create positive social impact.

Sustainability Practices (ESG): Efforts focused on creating positive environmental and social impact.

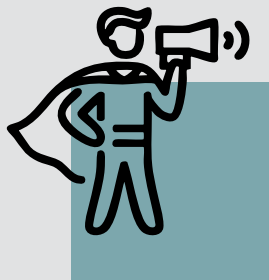
Cultural Advocacy: Promotion of brand values and organizational culture.

Giza Systems’ selected Champions are individuals who go beyond their core roles to activate company values, lead with purpose, and reinforce the cultural vision across teams and functions. Structured around distinct, evolving tracks, the program enables employees to take ownership of different dimensions of Giza Systems’ identity.



ESG Ambassadors: Our Foundational Success

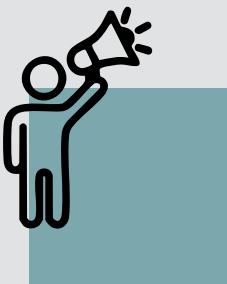
The success of our ESG Ambassadors program, launched in 2023, has been the cornerstone of our employee-led culture transformation. This pioneering group demonstrated the powerful impact of empowering employees to champion our values, actively promoting sustainability and social impact across the organization. Their dedicated work has laid the essential groundwork for the next evolution of our ambassador community.



Future Tracks Launching in 2025

Culture Ambassadors

Culture Ambassadors will energize the internal environment by designing and supporting initiatives that foster employee engagement. They will help bring company values to life through everyday experiences, creating meaningful moments that connect people across the organization.



Brand Ambassadors

Brand Ambassadors will represent Giza Systems to the external world. Through talent outreach, thought leadership, and public engagement, they will amplify Giza Systems’ employer brand and position the company as a leading destination for top talent and purpose-driven professionals.



Road Runners

Road Runners will act as early adopters of change, working closely with business leaders to operationalize transformation initiatives. They will champion strategic projects at the division level, helping to bridge the gap between corporate direction and team-level execution.

Program Governance

In 2025, the Program will be centrally overseen by the Corporate Culture Team, which will act as the strategic lead and coordinator across all ambassador tracks. Each track will be led by a specialized team, with participation encouraged from members across diverse teams and departments to ensure broad inclusion and representation among Giza Systems employees.



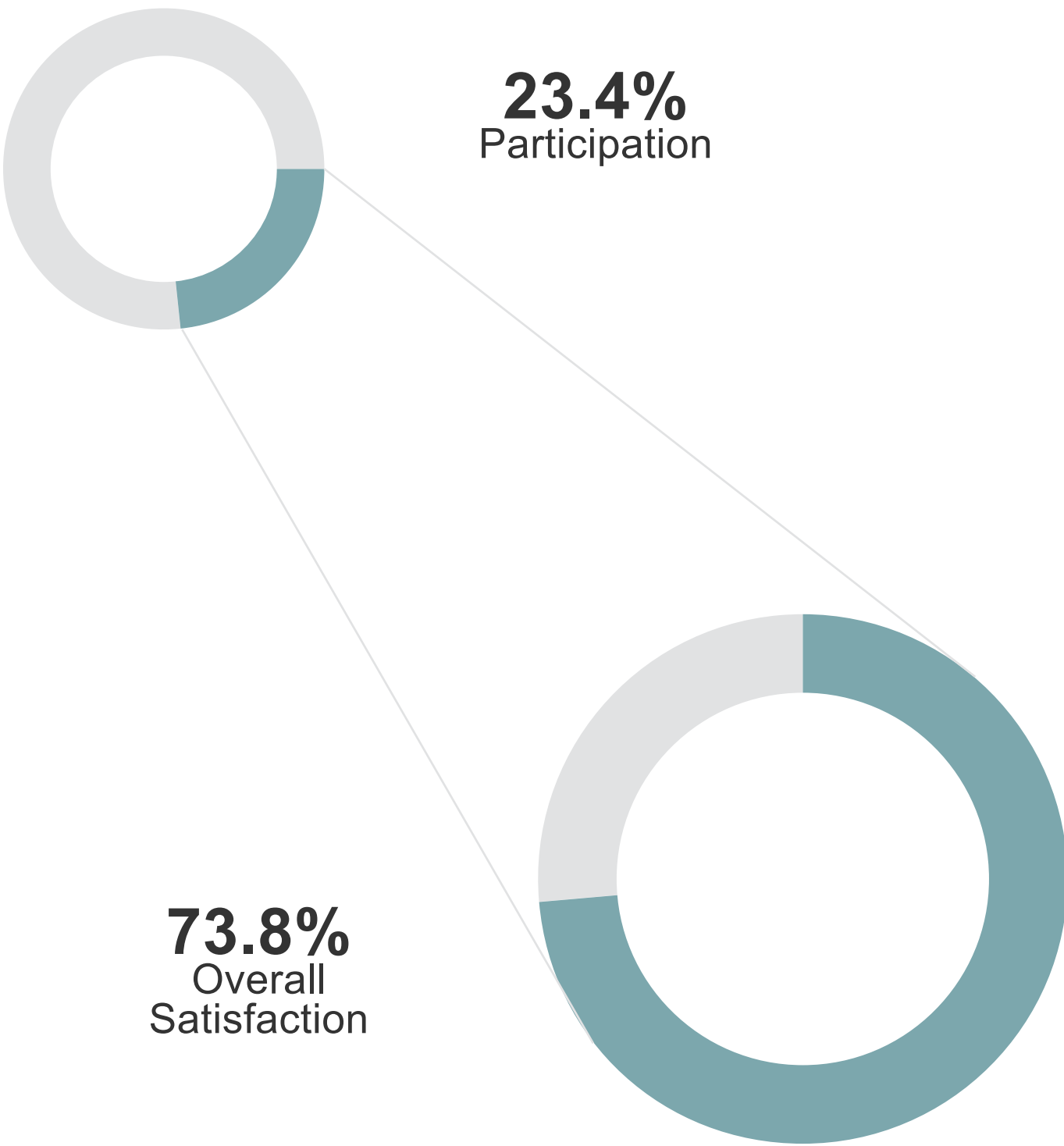
Contents	Introduction	Sustainability Strategy and Management	Environmental Responsibility	Social Impact	Responsible Supply Chain Management	Governance and Ethics	Future Outlook and Commitments	Appendices			
4.1	Building a Culture of Growth and Innovation			The Employee Value Proposition at Giza Systems defines the core offerings and workplace experience that make us an employer of choice.							
Employer Branding Elevation Following a journey of cultural evolution and organizational transformation, building a distinctive employee environment has become a top priority for Giza Systems. Our leadership is deeply committed to cultivating a workplace that not only reflects our core values but also sets us ahead of our peers. Every year, we go the extra mile to enhance employee experience across their employment lifecycle with us. We take pride in being a top destination for talent across the MENA region, especially in a highly competitive and fast-paced industry like ours. Our Employee Value Proposition Our new culture strategy activates the Employee Value Proposition in meaningful ways. It translates our commitment to people into everyday experiences, ensuring that what we promise as an employer is genuinely reflected across the organization.			Compensation - Competitive salaries - Incentive-based rewards - Periodic compensation evaluations						Work Environment - Modern workplace digital enablement tools - Contemporary & well-equipped premises - Workplace catering with varied dietary accommodations - Prioritization of workplace safety and inclusive access - Ergonomic workspaces		
			Benefits - Comprehensive health coverage - Life insurance plans - Dependent coverage options - Employee discount schemes						Personal & Career Development - Continuous learning opportunities - Targeted capability-building initiatives - Clear career advancement paths		
			Wellbeing - Wellness programs - Flexible work arrangements - Mental health support services						Culture & Belonging - Defined and lived Company values - Culturally inclusive and diverse workforce - Employee resource groups - Culture-building activities - Open, feedback-driven environment		



Employee Satisfaction Highlights

In 2024, Giza Systems conducted its latest employee satisfaction survey, which revealed an overall satisfaction rate of 73.8%. Among participants, the majority reported positive experiences, with 84% of respondents indicating they were either satisfied or highly satisfied with their work environment.

At the time of the survey, Giza Systems’ total headcount stood at 2,949 employees, comprising both full-time employees (FTEs) and those engaged on projects.



While the participation rate stood at 23.4%, the survey nonetheless provided valuable insights that will inform ongoing engagement initiatives. Importantly, the results highlight areas of strength in employee experience while also identifying opportunities for improvement, with 15% of respondents reporting dissatisfaction. These perspectives are being incorporated into our action plans, ensuring that feedback directly shapes enhancements in employee well-being, culture, and performance.

eNPS

TOTAL 690



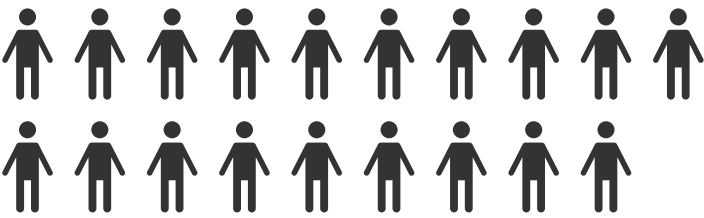
34%
Highly Satisfied



50%
Satisfied



1%
Passives

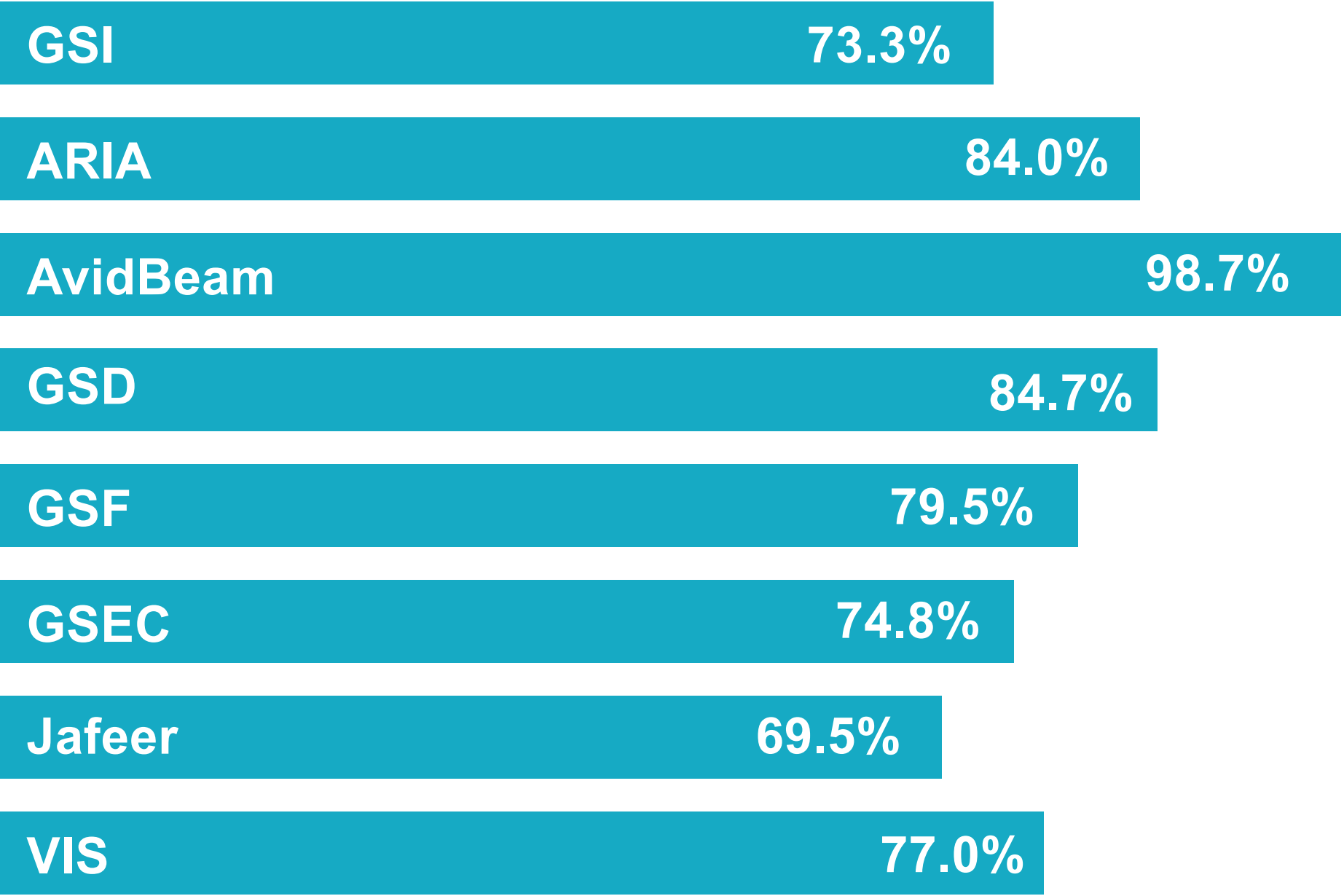


19%
Dissatisfied

At the group level, the overall employee satisfaction score was 73.8%, with entity-specific variations. AvidBeam recorded the highest satisfaction rate at 98.7%. Following this, GSD registered 84.7% and ARIA 84%. Other entities’ scores included VASat 77%, GSF at 79.5%, and GSEC at 74.8%. In addition, GSI recorded 73.3%, and Jafeer’s score was 69.5%.

Satisfaction Rate by Company

73.8% Giza Systems Group Score



“I am proud to celebrate 10 years at Giza Systems. Over this journey, I have gained invaluable experiences, achieved meaningful milestones, and had the privilege of working with remarkable colleagues. I look forward with enthusiasm to the opportunities and growth that lie ahead.”

— Toka Khaled, Senior Corporate Communications Specialist, Giza Systems

Employee Voice & Experience

In response to the low engagement levels and the dissatisfaction percentage, we took a step back to understand the root causes and began developing a comprehensive approach to rebuild trust and improve communication among our people across different teams and locations.

We analyzed all core satisfaction categories, including Job Satisfaction, Work Environment & Engagement, Career Growth Opportunities, Team Relationships & Leadership, and Organizational Culture. The results highlighted a number of critical areas requiring attention. The lowest scoring topics included the lack of a well-structured training and development plan, challenges in maintaining work-life balance, concerns about fairness in promotions and performance recognition, and the need for more modern and functional office facilities. All were effectively addressed in the design of our Corporate Culture and Communication Operating Model through targeted initiatives and measurable performance targets.

While those areas required attention, employees highly value several core strengths. These include our respectful and inclusive work environment, the company’s strong external brand reputation, and leadership credibility. That said, we will remain committed to maintaining these strengths and to further build upon them through our reinforcement efforts.

As part of the survey, employees were also given the opportunity to voice their ideas and suggestions for improvement. This open feedback approach led to the identification of approximately 14 recurring suggestion categories. One of the most frequently mentioned was workload management, where employees proposed prioritizing essential tasks, minimizing unnecessary operational overhead, and increasing manpower to better match business growth and alleviate individual pressure.

Communication emerged as a key theme across many submissions. Employees called for greater clarity and transparency, the establishment of regular feedback mechanisms, improved coordination between Lines of Business, and more inclusive decision-making practices to ensure they are informed and involved in organizational developments.

Additional suggestions touched on areas such as appreciation and recognition, and compensation and benefits, in which employees requested more structured programs and consistent practices across the group.

We also took into account regional insights. For instance, employees in Giza Arabia highlighted the need to enhance the physical workspace in Saudi offices and address concerns around pay equity. Meanwhile, employees in VAS raised issues related to limited access to training and development opportunities, and perceived gaps in the reward system.



Based on these insights, Giza Systems developed a comprehensive, detailed, and actionable plan. Each concern was translated into a specific planned action, grouped by priority area, and assigned to a dedicated owner to ensure effective implementation.

Priority Area	Planned Actions	Responsible Team
Training & Professional Development	Deliver targeted leadership development programs for senior managers, directors, and GMs.	People & Culture
	Equip managers with skills to lead effectively and build trust within their teams.	People & Culture
	Expand company-wide training and continuous learning opportunities for all employees.	People & Culture
Workplace Environment & Facilities	Upgrade and modernize physical workspaces in Saudi offices to enhance comfort and functionality.	Facilities Management
	Ensure support functions, like People & Culture and IT, are efficient and responsive.	People & Culture and IT
Internal Communication & Cross-team Engagement	Improve internal communication clarity and transparency across all teams.	Internal Communications Team
	Improve cross-functional communication between different LoBs and departments.	Departmental Managers
	Establish and maintain regular feedback channels, such as surveys and town halls.	People & Culture
	Actively involve employees in decisions impacting their work and proactively communicate updates and organizational changes.	Senior Leadership
	Strengthen team engagement efforts in both Egypt and Saudi Arabia.	Regional Managers
	Improve interaction and engagement efforts with Jafeer teams	Regional Managers
	Facilitate better coordination and collaboration between Giza Systems entities.	Internal Communications Team
Recognition & Rewards	Acknowledge high-performing employees and address cases of underperformance through fair accountability measures.	Departmental Managers
	Develop structured recognition programs to highlight and acknowledge employee accomplishments.	People & Culture
	Offer customized incentives, such as performance-based bonuses and gift cards.	People & Culture
	Acknowledge, reward and celebrate the achievements of employees in Giza Arabia and VAS.	Departmental Managers
Work-Life Balance & Employee Wellbeing	Introduce flexible working hours and expand remote work opportunities.	People & Culture
	Encourage use of leave entitlements and respect boundaries outside working hours.	Departmental Managers
	Provide access to wellness initiatives, including mental health support and physical wellness programs.	People & Culture

Priority Area	Planned Actions	Responsible Team
Fair Compensation & Inclusive Benefits	Ensure salaries and bonuses are paid fairly and on time.	Finance, People & Culture
	Enhance medical insurance coverage and improve transparency and communication around other employee benefit plans.	People & Culture
	Resolve disparities in pay between project-based and full-time payroll employees.	People & Culture
	Address salary structure gaps and ensure equitable compensation for employees in Saudi Arabia.	People & Culture
	Uphold fair compensation practices and equal treatment for Giza Arabia employees across all benefits and pay policies.	People & Culture
Workload Management & Operational Efficiency	Streamline task prioritization and eliminate non-essential work to reduce overload.	Operations
	Expand team capacity to align with business growth and alleviate individual workload.	People & Culture
	Standardize workflows to enhance efficiency and better manage resource distribution.	Operations
Strategic Alignment & Employee Involvement	Align team efforts with the broader organizational strategy and goals.	Senior Leadership
	Provide clear strategic plans and communicate them to employees.	Senior Leadership
	Engage employees in strategic planning.	Senior Leadership
Ethics & Fair Practices	Ensure all employees are treated fairly and address unethical practices promptly.	People & Culture
	Maintain open and transparent processes for compensation.	Senior Leadership
	Act on feedback and address issues raised by employees.	People & Culture
Support & Resources	Provide the necessary support and resources tailored to GSEC teams' operational needs.	IT Department
	Ensure adequate support and resources for employees in ARIA and other affiliated entities.	People & Culture and IT Departments
Organizational Culture & Shared Values	Champion and reinforce Giza Systems' core values and promote cultural cohesion across all teams.	Senior Leadership
Celebrations & Morale	Celebrate employee achievements and milestones to boost morale and team spirit.	Departmental Managers

Employee Wellness

To enhance the employee experience, we created an entire pillar in our Giza Insync culture strategy to reinforce our commitment to fostering a positive environment where our people can find balance and enjoyment in their daily lives, and to boost their experience across the entire lifecycle of their employment with Giza Systems.

Last year, we introduced a series of social and recreational activities that reflected this mindset, such as paddle and bowling tournaments, yoga retreats, and team gatherings. These initiatives received very positive feedback from our people, who expressed how these experiences helped them recharge and enjoy shared moments outside the routine of work.

That said, in 2024, we expanded the scope of our wellness programs, to extend beyond the workplace, enhancing the benefits and wellness support available to employees and their families. We listened carefully to employee feedback and focused on enabling them to manage both professional and personal priorities to help mitigate workload stress and prevent burnout.



Family-inclusive Benefits

We broadened our corporate benefits and wellness offerings in 2024 with new tools and services designed to bring greater ease and flexibility to everyday life. Reflecting our evolving culture and deepened commitment to employee well-being, we also reinforced our family-first ethos by extending benefits to cover employees’ dependents.

Key new benefits introduced included:

Premium Cards providing grant access to a wide range of wellness services and luxury lifestyle offerings.

Transportation and mobile allowances to support employees in managing daily commuting costs and maintaining work-related connectivity.

Advanced financial wellness solutions in partnership with the fintech company NowPay, offering early salary access, bill payment features, and budgeting tools to help employees and their families manage household expenses with greater stability and peace of mind.

Group-based savings and installment plans through a corporate agreement with Money Fellows, helping employees plan and manage large financial commitments more effectively.

Exclusive corporate discounts across restaurants, retail outlets, and essential service providers. These were made available not only to employees, but also to their families, covering dining, entertainment, and everyday needs.



Engagement Activities

To further strengthen our people-first culture, we designed inclusive company celebrations, such as our end-of-year event, which featured festive gift exchanges and activities that encouraged employees to share meaningful moments with their families.

Throughout the year, Giza Systems hosted a diverse calendar of engagement events that reinforced a sense of belonging and strengthened team cohesion. These included cultural and religious celebrations such as Ramadan Iftar gatherings, Eid Al Fitr festivities, and Mother’s Day offers. We also highlighted moments of recognition and collective spirit like International Women’s Day celebrations, Health Day events, and Chiefs’ farewell ceremonies. During the different events, employees enjoyed a variety of fun activities such as Tambola, competitions and activity-based prizes, keeping the workplace lively, engaging, and interactive.



Equitable Compensation

We are committed to supporting the financial wellness of our employees as a key pillar of their overall employment experience. To maintain strong talent retention and high satisfaction levels, Giza Systems ensures that compensation practices remain competitive across all regions of operation.

In 2024, we developed a merit-based salary adjustment linked to annual performance outcomes, set for implementation in 2025. Recognizing the differing economic conditions across our markets, higher adjustments were allowed in inflation-affected geographies such as Egypt, while other regions received moderate increases in line with local benchmarks.



Flexible Work Models

We actively promote employee well-being and work-life balance through transparent and clearly defined policies. Our Work Time Management Policy provides employees with comprehensive guidance on the flexible work arrangements available to them.

The policy outlines key benefits that promote a supportive and adaptable work environment. Employees are allowed flexible arrival times within a predefined time window, helping them better manage personal responsibilities without impacting business operations.

In support of working mothers, nursing employees are entitled to an additional fully paid one-hour break each day for childcare purposes, coordinated with the employee’s direct manager.

To accommodate evolving workplace dynamics, the policy supports hybrid work models tailored to the nature of each role, business priorities, and individual eligibility. Both fully remote and partially remote work arrangements are available, depending on factors such as client interaction requirements, data security considerations, and access to necessary digital tools.

To ensure consistency and accountability, our HR team has established a structured evaluation and approval process for all remote work requests. This process emphasizes fairness, clear criteria, and performance monitoring to maintain alignment with departmental goals and organizational productivity.

Giving Back to the Community

Giving back is deeply embedded in our culture, and in 2024, we mobilized our people to take part in initiatives that create meaningful, lasting impact beyond the workplace. Giza Systems’ people came together to support causes that reflect our values of empathy, inclusion, and a shared commitment to meaningful impact.

2024 Blood Drive

In honor of World blood donor day, our teams joined forces to support the National Cancer Institute through our annual blood drive, offering hope and essential support to patients.



Plastic-free July

Throughout July, employees engaged in a company-wide digital awareness campaign that encouraged reduced plastic use. We shared practical tips, tracked weekly progress, and committed to using sustainable alternatives in both work and daily lives.



Clothing Donation

In partnership with Meshwar NGO, Giza Systems organized a clothes donation drive where employees across departments contributed gently used clothing. The collected items were sorted and distributed to families in need.



Occupational Health and Safety

2024 marked another step forward in advancing our Occupational Health and Safety (OHS) performance at Giza Systems. As our operations grew more dynamic and complex, so did our commitment to maintaining a safer, healthier, and more resilient workplace.

Our Occupational Health and Safety Management System

Giza Systems’ Occupational Health and Safety Management System (OHSMS) is fully embedded across all group operations. It covers headquarters, subsidiaries, and project sites. It is guided by our Health and Safety Policy, which outlines our responsibilities and expectations regarding employee protection, risk management, and regulatory compliance. The OHS policy is supported by a comprehensive manual that includes structured risk assessment methodologies, contingency protocols, training programs, and operational manuals.

The system is fully aligned with the ISO 45001:2018 international standard and is certified by Det Norske Veritas (DNV), a globally accredited registrar and classification society specializing in risk management and quality assurance. The certification is subject to regular surveillance audits to ensure continuous alignment and performance, with full re-certification conducted on a three-year cycle.

We also conduct annual internal audits as part of our integrated HSE audit calendar. These audits cover all operational premises and critical projects, with findings directly linked to the Management Review Process. All corrective actions are tracked through our Action Tracking System (ATS) and reviewed quarterly to ensure accountability and improvement.

In addition to international alignment, our OHSMS is structured to meet the specific safety and compliance requirements of key clients, including ARAMCO, the Saudi Electricity Company (SEC), Vodafone, and others.

The system also complies with all applicable national legal requirements across our areas of operation. It is shaped by the following key regulatory frameworks:

Egyptian Labor Law No. 12 (2003)

We adhere to Egyptian Labor Law No. 12 of 2003, which mandates comprehensive occupational safety protocols, including hazard identification, prevention measures, and worker protection standards. In 2024, we initiated a review process to align our practices with the provisions of Egypt’s new labor law currently under rollout.

Saudi Labor Law and Ministry of Human Resources and Social Development (MHRSD) Directives

In Saudi Arabia, employers are required to establish safe working environments, implement periodic training, and ensure employees well-being through systematic safety procedures.

Other National Regulatory Frameworks

Beyond Egypt and Saudi Arabia, Giza Systems complies with national occupational health and safety regulations in all other countries where we operate.

To ensure full and ongoing compliance with these frameworks, we apply the following internal control mechanisms:

- Periodic internal and third-party audits
- Continuous updates to our legal register
- Corrective action planning and follow-through
- Internal reviews and timely submission of quarterly OHS KPIs

System Workforce Coverage

Giza Systems OHS Management System is fully implemented across all operations and extends to 100% of our directly employed workforce. This includes full-time, part-time, temporary employees and interns engaged within controlled environments. In addition, the system encompasses on-site contractors to ensure consistent health and safety standards are applied across all personnel categories.

2024 HSE Balance Scorecard Results

Giza Systems applies a structured HSE Balanced Scorecard (BSC). This framework outlines measurable targets across key HSE dimensions. In 2024, we achieved full completion of all HSE objectives outlined in the BSC, with a cumulative year-end Score of 98.5%.

KPI	% Achievement
Customer HSE Satisfaction (NPS Index)	100%
Timely Completion of ISO 45001 Certification	100%
ISO Audit Improvement (YoY)	90%
Subcontractor Evaluation and Selection System	100%
Average HSE Training Hours per Employee	100%
KPI Reporting Timeliness	100%
ESG Matrix Score	100%
Overall HSE 2024 Year-end Score 98.50%	

2024 Occupational Health and Safety Objectives

This year, Giza Systems pursued a focused set of OHS objectives that reflect our strategic priorities and represent the key areas we aimed to improve throughout the year. Each objective was monitored and progress validated through internal reviews.



Integrate HSE into the client feedback mechanisms

We introduced HSE-specific questions in the Customer Satisfaction Index (CSAT) surveys to gather direct insights into how clients perceive our safety culture on projects.



Introduce three-tier supplier categorization for HSE evaluation

Implement a three-tier Supplier Categorization System within the Subcontractor Evaluation and Selection framework to assess subcontractors’ HSE maturity based on their size, risk exposure, and operational scope



Maintain Minimum HSE Training Standards

We exceeded our training target, achieving an average of 0.62 hours of HSE training per employee, above the 0.5-hour minimum



Timely and Transparent Reporting

HSE performance data was submitted on time across all four quarters, achieving 100% reporting compliance and enabling accurate, real-time tracking of leading and lagging safety indicators.

Subcontractor Evaluation and Selection System

In 2024, Giza Systems implemented a strategic enhancement to its Occupational Health and Safety oversight framework. The HSE team introduced a structured Subcontractor Evaluation and Selection System. This initiative represents a major step in aligning subcontractor risk management with the scale, complexity, and diversity of our supplier ecosystem.

We developed a tailored assessment system to evaluate the actual maturity level and performance of each supplier’s safety practices. Instead of assessing all suppliers against a single set of HSE management criteria we updated the system to tackle different suppliers’ sizes, scope of work and risk exposure levels.

The updated system includes the following core features:



Three-tier Supplier Categorization

Suppliers are now classified into three distinct categories based on their operational scale, scope of services, and associated risk level. This categorization ensures that evaluation efforts are proportional to the complexity and severity of the work performed by each subcontractor.



Distinct Scoring Model

Each subcontractor category is assessed using a customized scoring model that incorporates multiple safety performance indicators, including compliance history, training practices, incident records, and documented safety management systems. The evaluation also considers the inherent hazards associated with each supplier’s activities to ensure that risk-based oversight is applied appropriately.

Occupational Health and Safety Training and Awareness

We implement a detailed training framework tailored to build awareness, strengthen operational safety skills, and promote legal and procedural compliance across all levels of our operations.

In 2024, Giza Systems delivered a total of 1,572 hours of occupational health and safety training, reaching more than 750 employees, subcontractors, and site personnel across multiple regions.



2024 OHS Training Summary

Training	Training Hours Conducted	Personnel Attended
Aramco Contractor Work Permit Receiver Prerequisite Course	221	10
Onsite Safety Training – Jeddah Terminal	284	60
ISO 50001 Lead Auditor Certification	400	10
Firefighting Training – Giza Systems Free Zone (GSFZ)	336	7
Environmental Emergency Team Training – Giza Systems HQ (GSHQ)	5	5
Environmental Emergency Team Training – Giza Systems Free Zone (GSFZ)	2	2
Giza Systems Emergency Response Training	2	77
Evacuation Team Training – Giza Systems Free Zone (GSFZ)	4	4
LOTO (Lockout/Tagout) Training	18	6

The training portfolio placed particular emphasis on critical and high-risk areas such as firefighting, emergency response, and lockout/tagout (LOTO) procedures, complemented by advanced certifications, including the ISO 50001 Lead Auditor program and the Aramco Work Permit Receiver Prerequisite course. By combining broad awareness sessions with specialized skill-building, we reinforced both compliance with global standards and readiness to manage site-specific risks.

OHS Hazard Identification and Control

Giza Systems adopts a proactive approach to identifying and controlling work-related hazards, particularly those with the potential to result in severe outcomes such as fatalities or permanent disabilities. This process is an integral part of our Occupational Health and Safety Management System and is integrated across all sites and operational levels.

Hazard Identification and Prioritization Mechanisms

Giza Systems applies formal hazard identification mechanisms and protocols; we proactively assess high-risk areas and critical infrastructure. Following the application of these protocols, we prioritize hazards based on their severity potential, operational exposure, and incident history. The top-priority hazards identified include:



Electrical Arc Flash & Electrocution

Occurring during live panel work, commissioning, or testing activities.



Falls from Height

Associated with tower climbing, rooftop installations, and antenna adjustments.



Crane & Lifting Equipment Failures

Involving heavy equipment such as tower segments, cable drums, and switchgear.



Fires in Data Centers & Equipment Rooms

Resulting from overheating, UPS malfunctions, or electrical faults.



Strain Injuries

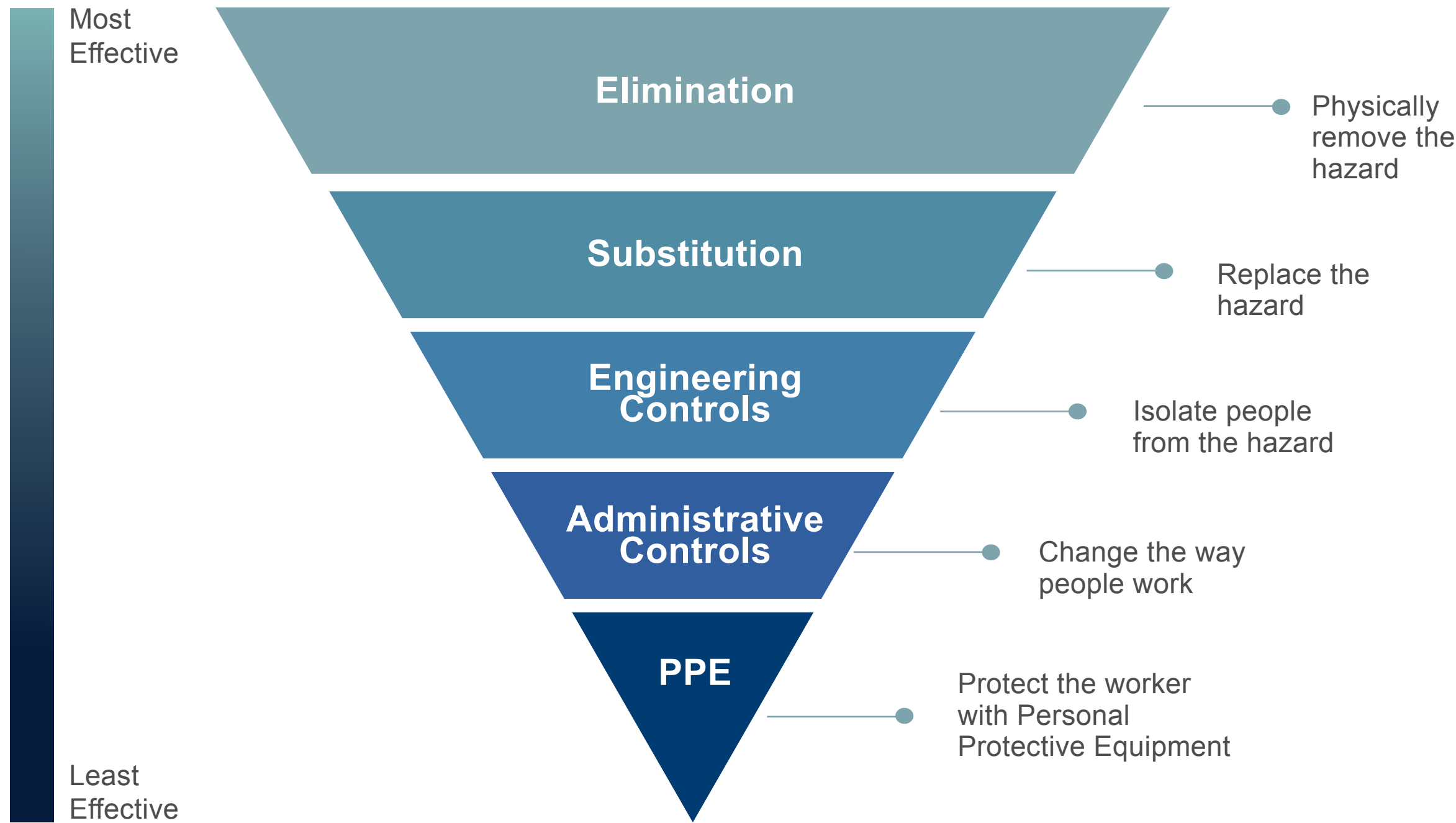
Impacting technicians engaged in fiber splicing, cable routing, or prolonged diagnostic work.



Vehicle Incidents

Stemming from extended travel, driver fatigue, or delivery-related operations.

Our Control Measures



OHS Indicator	2023	2024
Hours Worked	4,160,552	5,249,368
Medical Treatment Cases	0	1
First Aid Cases	1	2
Environmental Cases	0	2
Property Damage	1	0
Fire / Explosion	0	0
Near Miss	6	0
Road Traffic Incidents	1	0
Lost Working Days	21	0
Total Recordable Cases	1	1
Total Safety Observations	44	73
Safety Observations Closed	31	54
Emergency Drills & Exercises	2	18
HSE Meetings / Toolbox Talks	107	211
JHA / RIA Conducted	14	15
HSE Audits & Inspections	18	87
HSE Inductions	4	12
Training Hours Conducted	490	1,572
Personnel Attended Training	30	781
Avg. HSE Training Hours per Employee	0.23	0.62
Work Permits Issued	0	407
Number of Equipment Inspected	2,076	1,277
Number of Vehicles Inspected	217	18

Elimination

This is the most effective control measure, involving the complete removal of a hazard. We prioritize eliminating risks at the design or planning stage to prevent them from ever materializing. We managed to eliminate risk of trench collapse while workers enter a 3-meter excavation during pipe installation. By redesigning the activity so that all pipes are prefabricated at ground level and then lowered into the trench using a crane.

Substitution

We replace a hazardous material, process, or equipment with a safer, less hazardous alternative to reduce risk. This control measure focuses on finding a functional replacement that achieves the same outcome without the associated risks. We substituted a volatile, oil-based cleaning chemical that posed a respiratory hazard with a non-toxic, water-based solution that maintained the same cleaning efficacy. Also, we managed replaced using traditional power supplies to low-voltage alternatives in specific applications to reduce the risk of electrical shock.

Engineering Controls

We use physical modifications to equipment or the work environment to reduce exposure to hazards. These are built-in solutions that do not rely on human behavior. While we face risk of electric shock while operating electrical equipment. We install interlock systems on distribution panels and switchgear ensuring they can only be operated by authorized personnel. The interlock mechanism prevents the panel door from being opened while the circuit is energized, thereby physically restricting access to live parts.

Administrative Controls

These are procedural mechanisms and standardized practices designed to manage human interaction with hazardous tasks. In 2024, we applied permit-to-work systems for live electrical work and confined space entries, and mandated Job Safety Analysis (JSA) or Risk Assessments (RA) for all high-risk operations.

Personal Protective Equipment (PPE)

We issued task-specific protective gear, including arc-rated suits and gloves, dielectric boots, fall arrest systems, heat-resistant helmets, and confined space entry kits.

Training and Awareness Initiatives

We delivered targeted training sessions to build risk-specific competencies, including:

- Electrical hazard prevention and arc flash safety.
- Working at heights (mandatory for climbers & riggers).
- Emergency response drills focused on fire and evacuation readiness.
- Defensive driving for logistics and project support teams.
- Awareness campaigns on heat stress, fatigue management, and manual handling to reinforce daily safety practices.

Continuous Improvement Actions

We conducted annual reviews of high-consequence incidents and HSE performance to inform 2025 planning. In addition, we:

- Revised standard operating procedures (SOPs) related to live electrical work, working at height, and confined space entry.
- Deployed a digital safety observation tool to enhance real-time reporting and corrective action tracking across sites.

In 2024, Giza Systems Foundation (GSF) continued its close collaboration with Giza Systems to promote inclusive development and corporate social responsibility (CSR) through programs addressing gaps in education, entrepreneurship, and accessibility. The Foundation acts as the vehicle through which Giza Systems’ corporate responsibility is translated into tangible actions. With over a decade of experience and an evolving cross-border mandate, GSF sharpened its focus on education, digital equity, economic empowerment, and disability inclusion, reaching thousands across Egypt and Kenya.

GSF is also a proud signatory of the United Nations Global Compact since 2016, reaffirming its commitment to corporate sustainability and responsible business conduct. Its initiatives are informed by a belief in the transformative power of technology to reduce inequality and build resilient communities.

Guided by our four core principles; **empathy, ownership, openness, and integrity**, the Foundation deepened its impact through structured programs, strong partnerships, and scalable technologies. From supporting early-stage entrepreneurs and training underserved youth, to co-developing assistive tools with persons with disabilities, GSF’s work in 2024 was rooted in community leadership, transparent governance, and measurable outcomes.

In alignment with the Sustainable Development Goals (SDGs) outlined in GSF’s 2024 strategy—specifically SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), and SDG 17 (Partnerships for the Goals)—GSF’s 2024 strategy focused on catalyzing social and environmental enterprise, accelerating youth-centered education initiatives, and embedding inclusivity at every level of program design.

Key achievements included supporting 15 early-stage startups through the BridgeZ Accelerator and iMentor platform, empowering 45 women with digital and financial skills to enhance economic independence, reaching over 1,250 students with advanced education tools, and producing assistive technologies for more than 80 persons with disabilities.

GSF’s aspiration is grounded in these principles, which define both its operating model and its social contract with the communities it serves. At its core, GSF aspires to leverage technology to advance societal development.

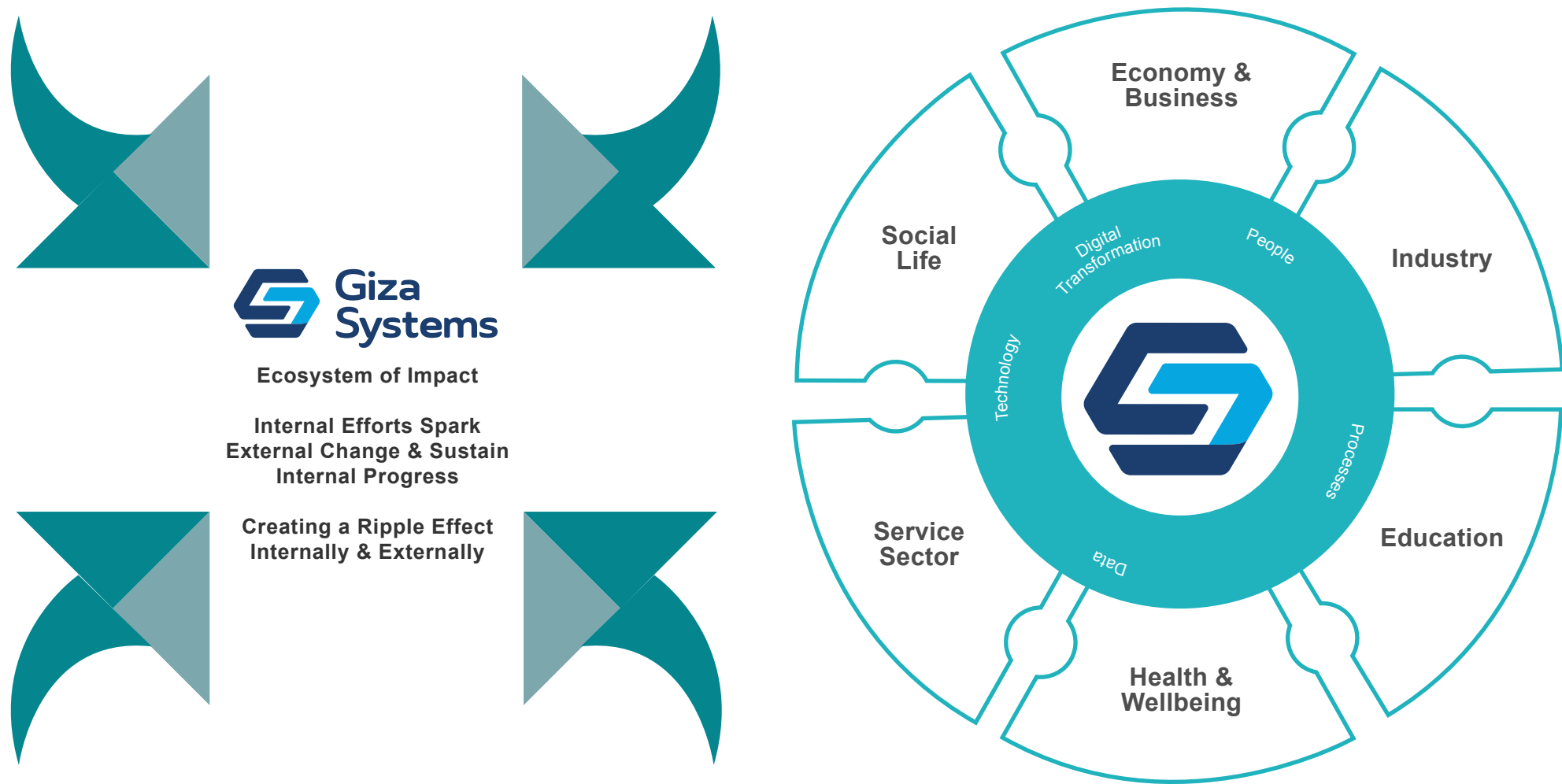
Every initiative led by GSF in 2024 was strategically aligned with the **United Nations Sustainable Development Goals (UN SDGs), Egypt Vision 2030, and Giza Systems’ ECO-FEOR pillars**. This alignment ensures that our work remains focused, future-driven, and relevant to both national and global development priorities.

Central to our aspiration is the empowerment of marginalized communities, particularly persons with disabilities (PwDs), marginalized women, and underprivileged children. By integrating technology into our social development strategies, GSF aims to bridge the digital divide, foster inclusivity, and create equitable opportunities for all.

GSF operates within a dynamic Ecosystem of Impact—a framework that connects internal growth to external influence. We believe that internal efforts spark external change and sustain internal progress, creating a continuous ripple effect of innovation, awareness, and societal benefit. This ecosystem is a testament to how aligned values, purposeful action, and technological innovation can amplify impact both within the organization and across communities.

From Direct Impact to System Aggregator

GSF’s journey toward becoming a System Aggregator reflects a deep-seated belief in the collective power of impactful startups. By aggregating efforts and resources, we aspire to amplify our influence and create a collaborative ecosystem where startups not only thrive individually but also contribute synergistically to societal development.



By fostering inclusive tech-based solutions, we aim to co-create systems that respond to real human needs, accelerate social mobility, and build resilient communities.



As part of our long-term vision, GSF recognizes that technological advancement is reshaping industries and daily life. We are committed to leveraging this transformation responsibly, using technology as a catalyst to address societal challenges, reduce disparities, and prepare future generations for an increasingly digital world. Guided by this aspiration and anchored in our Ecosystem of Impact, GSF's efforts in 2024 were translated into actionable focus areas. These strategic pillars shaped the design and execution of our programs, ensuring our values were reflected in every initiative and community interaction.

Strategic Pillars Guiding Our 2024 Impact

In 2024, Giza Systems Foundation's community investment strategy was shaped by five core pillars—each rooted in inclusivity, innovation, and measurable transformation. These pillars guide the design and delivery of our initiatives to address challenges across gender, ability, education, and entrepreneurship through a sustainable, technology-enabled lens.

1. Inclusive Economic Empowerment

In 2024, GSF prioritized expanding economic opportunities for traditionally excluded groups focusing on marginalized women and underserved entrepreneurs. Programs like Graphene and BridgeZ provided hands-on training, business development support, and market access opportunities. By equipping women and early-stage founders with technical, creative, and financial tools, we helped unlock pathways to independence, dignity, and generational impact.

2. Equitable Access to Education and Digital Literacy

Through the EDEN Program, GSF expanded access to practical, future-focused education, reaching over 1,250 students and teachers with training in digital skills, design thinking, and creative problem-solving. The program built skills and boosted student confidence in applying technology to everyday life.

3. Disability Inclusion and Assistive Innovation

GSF recognizes that sustainable development must be inclusive of persons with disabilities (PwDs). In 2024, Project Nitrous offered mental health support, assistive technologies, and inclusive networks to over 1,700 PwDs across 15 governorates. By integrating accessibility innovation into our impact model, we empower individuals to transition from isolation to agency and self-reliance.

4. Social Innovation for Sustainable Development

To foster systemic change, GSF nurtured solutions from within communities through impact-driven entrepreneurship. Programs such as the BridgeZ Accelerator and iMentor platform enable founders to scale ventures that directly address local challenges—from eco-friendly products to inclusive education platforms. These efforts strengthen Egypt's innovation ecosystem and reinforce our alignment with the UN Sustainable Development Goals.

5. Strategic Partnerships and Cross-sector Collaboration

Driving meaningful social change requires more than well-designed programs. It demands long-term collaboration, shared vision, and the ability to integrate diverse capabilities. In 2024, GSF strengthened partnerships with NGOs, foundations, social enterprises, and private-sector actors to extend the reach, depth, and sustainability of its work. These partnerships went beyond resource sharing; they involved co-creation, joint problem-solving, and capacity building. Whether through Mn Qomash's sustainable design labs in Egypt or Futbol Mas Kenya's community-based programs, these alliances enabled GSF to embed local knowledge into program design, deliver interventions with contextual sensitivity, and respond more adaptively to evolving community needs. By working collectively, we moved closer to systemic impact—where solutions are not only delivered but owned and sustained by the communities they serve.

Empowering Women Through Design, Technology, and Enterprise

In 2024, the Graphene Program remained a core pillar of GSF's economic empowerment efforts, delivered in partnership with the Mn Qomash initiative. This collaboration brought together GSF's training and entrepreneurship model with Mn Qomash's focus on sustainable design, providing women with hands-on experience in digital fabrication and open pathways to launch environmentally responsible products.

Over 40 women participated in intensive, practical training in digital fabrication tools such as CLO3D and laser cutting—mastering advanced techniques at the intersection of design and innovation. Each participant graduated with demonstrated skills, applying them to develop market-ready products.

More than 60% of outputs used eco-friendly materials, underscoring the potential for sustainable design to deliver economic and environmental impact. These products were publicly showcased, offering participants critical exposure and creating commercial opportunities for women-led microenterprises.

Graphene is more than a training program; it is a part of GSF's broader entrepreneurial ecosystem. Through connected platforms like the BridgeZ Accelerator, participants gain access to mentoring, funding, and market connections. In 2024, three startups nurtured within this ecosystem secured follow-on grants and investment, highlighting how inclusive innovation can scale from local workshops to sustainable business models.

The program's influence extended beyond the women themselves—benefiting families, communities, and emerging entrepreneurs inspired by their success. Graphene continues to demonstrate that when women are equipped with the right tools and opportunities, they become powerful drivers of innovation, sustainability, and social change.



4.1 Building a Culture of Growth and Innovation

Building Digital Confidence and Creative Skills in Youth

In 2024, the EDEN Program continued to drive GSF's agenda for equitable, future-ready education. Through its Student Empowerment Initiative, the program trained through:

1- **Dell initiative:** 564 students and 53 teachers in Sohag; and 697 students and 10 teachers in Fayoum - which make a total of 1261 trained students and 63 teachers



2- **Ebank Initiative:** 25 student – 2 teachers and one school

Students aged 8–13 received essential 21st-century skills training, including digital literacy, design thinking, and technical prototyping. These young learners were not just introduced to new tools, they applied them in practice by creating community-oriented prototypes, such as DIY basketball gear and safer baking trays.

This interactive approach led to measurable outcomes: student confidence in technology use increased from 15% to 90%, while critical thinking scores rose by 60%, demonstrating significant growth in both cognitive and technical capabilities.

In parallel, the Teachers Empowerment Program equipped sixty-five educators with learner-centered teaching methodologies and digital tools. Following the training, 100% of the participants reported confidence in applying these tools in their classrooms, with a notable increase in student engagement.



Teachers Empowerment

EDEN's integrated model fosters environments where students actively shape their learning, while educators are equipped to support innovation, creativity, and real-world problem solving in the classroom.



Students Education Impact

Enabling Inclusion and Independence for Persons with Disabilities

In 2024, Project Nitrous continued to be a cornerstone of GSF's inclusion strategy, delivering impactful, comprehensive support to persons with disabilities (PwDs) across Egypt. The program addressed key areas of empowerment—mental health, mobility, and economic inclusion—through an integrated model rooted in dignity and long-term sustainability.



Over 1,700 PwDs across 15 governorates received more than 8,500 assistive tools, all delivered directly to beneficiaries to enhance independence, mobility, and daily functionality. In parallel, over 340 individuals participated in customized mental health sessions designed to strengthen emotional resilience, build self-awareness, and foster social reintegration.



The project focused on enhancing physical independence through the production and distribution of assistive tools.

This nationwide effort was made possible through a network of more than 55 local and international partners, whose collaboration enabled both scale and community relevance. Importantly, revenue generated from tool sales and institutional partnerships contributed to the program's financial sustainability, ensuring that inclusion is both achievable and enduring.

To assess outcomes and guide future programming, GSF produced a series of impact evaluation reports, tracking improvements in participants' mobility, mental well-being, and social participation. These insights informed refinements to delivery models, validating Project Nitrous as a scalable, community-embedded approach to accessibility innovation.



Nitrous excelled in delivering impactful mental health support, conducting over 160 one-on-one and group sessions.

4.1

Building a Culture of Growth and Innovation

Scaling Impact Ventures Through Targeted Acceleration and Support

In its first cycle, the BridgeZ Accelerator Program supported 15 early-stage startups led by 34 founders from eight Egyptian governorates, all aligned with the UN Sustainable Development Goals. The program offered a structured four-month journey, beginning with a 4-day intensive bootcamp and continuing with targeted mentorship, legal and financial advisory, and investor matchmaking opportunities.

- The results demonstrated the power of early-stage support:
- Cotton Town recorded a 265% increase in sales
 - Young Film School grew by 400%
 - Four startups secured follow-on grants and investment
 - Others expanded regionally or enhanced their product offerings

Beyond business metrics, participants reported substantial personal and professional development. All founders noted increased confidence in leadership and refined business models through hands-on coaching and collaborative peer environment.

Startups were selected using a comprehensive Startup Scorecard, which assessed legal readiness, technological integration, social and environmental impact, and team capacity. This rigorous framework ensured that the program prioritized scalable ventures with meaningful potential.

The BridgeZ Accelerator reinforced GSF’s belief that grassroots innovation, when nurtured strategically, can become a powerful driver of local development, inclusive growth, and broader transformation.



Akili Africa Foundation

In 2024, the Akili Africa Foundation deepened its commitment to children’s and caregivers’ empowerment through targeted interventions at Mama Fauzia Children’s Home in Kenya. The initiative focused on socio-emotional development, mental health awareness, and infrastructure transformation, providing holistic support for both individual well-being and institutional resilience.

Through Akili’s Capacity Building Program, 17 children and 2 caregivers received structured training in project management, life skills through sports, emotional intelligence, and mental health awareness. Core topics included recognition and expression of emotions, self-esteem, and strategies for managing stress, anxiety, and depression. Behavioral outcomes were tracked using pre and post-program caregivers’ observation, which indicated notable improvements in emotional regulation and interpersonal engagement. Although academics were not a primary focus, the program helped strengthen children’s confidence, communication, and decision-making abilities.

Simultaneously, Akili undertook a major home maintenance and renovation effort, transforming the living environment through the installation of a solar power system, and repairs to dormitories, electrical wiring, and sewer infrastructure. These upgrades resulted in a 100% shift to renewable energy, a 60% reduction in operational costs, and a substantial increase in system reliability, improving daily comfort and safety for residents.

The initiative was delivered in partnership with Futbol Mas Kenya and the Project Management Institute, both of whom contributed services pro bono. Infrastructure work was supported by local vendors, including the Nairobi Water and Sewerage Company, who offered discounted implementation services.

This work reflects Akili’s belief that empowerment begins with safe environments, compassionate care, and practical skills. By addressing both personal development and physical infrastructure, the Foundation has helped create a nurturing space where children and caregivers can grow with dignity, safety, and opportunity.



Personal Development and Environment Impact for children



Project Financing and Budget Allocation

In 2024, GSF allocated a total of EGP 11.9 million toward community development, inclusive innovation, and strategic CSR programming. Investments were guided by a prioritization framework based on feasibility, strategic alignment, and anticipated social impact. Program expenditures were subject to quarterly forecasting, review, and adjustment, with regular reporting submitted to the GSF Board of Trustees and donor partners.

GSF’s funding supported five flagship initiatives: BridgeZ Accelerator, EDEN Program, Project Nitrous, Akili Africa, and Graphene. Across all programs, GSF applied a clear distinction between direct beneficiaries (those who receive training, tools, or services directly) and indirect beneficiaries (family members, school communities, and broader networks affected by each intervention).

In addition to delivering programmatic value, GSF pursued operational efficiency through local sourcing, shared resources, peer-to-peer learning models, and adaptive training tools - most evident in the Graphene and Awtad initiatives. While not fully quantified, these practices contributed to cost containment and improved delivery effectiveness.



Program	Direct Beneficiaries	Indirect Beneficiaries	Notes
BridgeZ Accelerator	34 Entrepreneurs across 15 startups	Startup employees, customers, local communities	SDG-aligned ventures across 8 governorates
Graphene Program	44–45 Women trained in design & entrepreneurship	Families, showcase attendees, microenterprise customers	Costs embedded in the entrepreneurship portfolio via Mn Qomash partnership
EDEN Program	1,250+ Students, 7 Teachers	School communities, families, education networks	Included mobile labs, prototyping kits, and digital tools
Project Nitrous	1,700+ PwDs receiving tools; 340+ in mental health sessions	Families, caregivers, institutions, accessibility partners	Covered 15+ governorates; revenue partially offset by tool sales
Akili Africa (Kenya)	17 Children, 2 caregivers	Local communities, caregivers, support institutions	Infrastructure and capacity-building at Mama Fauzia Children’s Home
Total	~3,400+ Direct beneficiaries	Thousands more indirectly impacted	Estimate based on program design and reach across sectors

Strategic Framework and Governance: Planning for Impact

Governance Structure of the Giza Systems Foundation

GSF operates as an independent entity with its own governance structure, while maintaining strategic alignment with Giza Systems’ overarching corporate objectives. This model enables the Foundation to focus on delivering high-impact CSR initiatives, while ensuring its work supports the company’s broader sustainability and ESG goals.

At the strategic level, the Foundation collaborates closely with Giza Systems’ Strategy and Sustainability function to ensure its programs align with corporate priorities and long-term vision. This alignment allows GSF to contribute meaningfully to the company’s social and environmental commitments without compromising its operational independence.

GSF’s day-to-day activities are managed by a dedicated team of CSR managers and program staff. These teams are responsible for the end-to-end execution of CSR initiatives, including program design, fundraising, implementation, and ongoing management, ensuring that all projects are delivered effectively and with measurable impact.

The Foundation is governed by its own Executive Committee (EXCOM) and Board of Trustees, which oversee program performance and operational integrity. These governance bodies evaluate both the outcomes and processes of CSR initiatives, ensuring transparency and accountability to stakeholders. They also report regularly to Giza Systems’ Board and EXCOM, supporting a strong channel of communication and oversight while preserving the Foundation’s autonomy.

To promote cross-functional collaboration, GSF works with nominated Sustainability Champions across key departments within Giza Systems. These champions help coordinate CSR efforts, facilitate resource sharing, and support the integration of sustainability practices across the company’s operations.

This governance framework positions the Giza Systems Foundation as a strategically aligned yet operationally independent entity, capable of driving meaningful social impact while reinforcing the values and commitments of Giza Systems.



Project Selection and Funding

GSF’s project selection and funding processes are governed by a comprehensive five-phase project development model that ensures alignment with strategic priorities and maximizes social impact:

Concept Development: Ideas are sourced through collaboration with internal functions, sustainability champions, and external partners. Each idea is evaluated using the Theory of Change model to assess potential entry points for impact and to map the pathway from intervention to long-term outcomes.

Internal Stakeholder Alignment: Concepts are reviewed by GSF’s EXCOM, Board of Trustees, and corporate strategy teams to ensure alignment with Giza Systems’ ESG priorities. Feedback from these stakeholders determines whether a concept advances to the next phase.

Proposal Development: GSF collaborates with external organizations—via targeted solicitations or RFPs—to co-design and validate proposals. This ensures the inclusion of diverse perspectives and context-specific expertise.

Investment Development: Proposals undergo legal, financial, and risk due diligence. Projects are then reviewed and approved by GSF’s governance bodies. Contracts outline objectives, milestones, deliverables, and payment schedules to ensure transparency and accountability.

Management and Closeout: Throughout implementation, GSF maintains communication with partners and monitors progress. Final evaluations summarize lessons learned and impact achieved, informing future program design.

GSF’s scenario-driven streams model supports both predictable and adaptive programming:

Projects with Pre-Determined Grants (90% of portfolio): These projects follow Giza Systems’ Strategic Initiatives Budget Planning Framework, emphasizing internal collaboration and financial precision.

Proactive Projects with Unallocated Grants (10%): These projects use the Funding Prioritization Framework to rank initiatives based on feasibility, sustainability, and potential impact.

To ensure objectivity and strategic alignment with Giza Systems, GSF applies a monitoring and evaluation framework designed to assess startups across a range of critical performance and potential indicators. This framework plays a central role in the selection process, enabling the Foundation to invest in ventures that demonstrate both operational readiness and the potential for meaningful, measurable impact.

The Scorecard evaluates startups across four core dimensions.

The first dimension is Team Expertise and Commitment, which assesses the founders’ industry knowledge, technical competence, and full-time involvement in the venture. Teams with deep experience, multi-founder leadership, and hands-on commitment are prioritized.

Next is Social Impact, which assesses the alignment of the startup’s mission with the Sustainable Development Goals (SDGs), the clarity and measurability of its intended outcomes, and its ability to attract funding for socially focused work. Startups that embed social value in their core operations and can demonstrate clear, trackable impact metrics are considered strong candidates.

The third dimension, Progress and Traction, evaluates the venture’s momentum through milestones achieved, business development stage, product maturity, and early market validation. This dimension favors startups that have moved beyond the idea stage, showing tangible signs of adoption, scaling potential, or revenue generation.

The final dimension, Product and Market Assessment, examines how clearly the startup defines the problem it addresses, the uniqueness and relevance of its solution, the robustness of its technological infrastructure, and the strength of its revenue model. Ventures with innovative solutions, integrated tech platforms, and a clear path to market expansion are rated more highly.

Each startup is scored on a tiered scale—basic, intermediate, or advanced—across all criteria. This allows GSF to rank ventures effectively and also tailor its support based on each venture’s maturity and needs.

Additional considerations, such as the thematic focus of the business (e.g., environmental, social, or PwD-focused) and the diversity and structure of the founding team, are also integrated into the selection process to encourage inclusion and broader representation.

However, selection is just the beginning; GSF treats evaluation as a continuous, learning-driven process. The Foundation systematically assesses the outcomes and implementation quality of its investments to ensure that initiatives deliver on their promise. Evaluation is not limited to tracking output; it is used to understand what works, why certain outcomes are achieved or not achieved, and how future projects can be optimized for greater impact.

This evaluation approach serves multiple stakeholders. For GSF, it informs future project design and fundraising. For Giza Systems’ corporate leadership, it ensures alignment with broader sustainability and ESG objectives.

For partners and donors, it demonstrates how funds are used, what results are achieved, and where strategic collaboration can be strengthened. And most importantly, for the program’s beneficiaries, it provides a clear measure of how their lives, opportunities, or communities have been positively affected.

GSF uses a combination of quantitative, qualitative, and experimental methods, tailored to the nature of each initiative. The types of evaluation include assessing program effectiveness, testing the scalability and outcomes of pilot innovations, and reviewing the performance and resource use of partner organizations. This enables evidence-based decision-making that goes beyond observation, driving deeper insight and stronger accountability.

By combining strategic venture selection through the Startup Scorecard with robust, stakeholder-oriented evaluation practices, the Giza Systems Foundation ensures that its investments are targeted, efficient, and impactful. The result is a model that identifies and supports high-potential startups, as well as builds the knowledge and systems needed to create sustainable, inclusive change.



Nurturing Transparency and Co-creation with Stakeholders

GSF’s impact model emphasizes continuous engagement with all stakeholders such as beneficiaries, startups, internal teams, donors, and corporate partners through structured communication, co-creation, and feedback-driven refinement.

1

Inclusive Planning and Design with Beneficiaries

GSF ensures that beneficiaries are active participants from the earliest stages of a project. During the planning phase, GSF conducts participatory needs assessments, using a combination of community surveys, focus groups, empathy sessions, and structured stakeholder consultations. These insights feed directly into the design phase, where community members contribute through co-creation workshops, solution-testing labs, and prototype feedback sessions.

Tools used include SWOT analysis, Theory of Change, and community mapping to contextualize challenges and uncover local innovation potential. This participatory approach is especially emphasized in programs for persons with disabilities (PwDs), marginalized women, and youth groups who are often excluded from traditional development models.

4

Dual Support Approach: Financial Investment and Capacity Building

GSF provides both funding and tailored non-monetary support to selected ventures and beneficiaries:

- **Financial Support:** Helps ventures to scale operations, improve infrastructure, and extend community reach. Funding agreements include milestones, deliverables, and impact metrics.
- **Capacity Building:** Encompasses leadership development, technical upskilling (e.g., digital transformation workshops), strategic advisory, and business model refinement. GSF also connects beneficiaries to mentorship platforms such as iMentor and the BridgeZ ecosystem.

2

Transparent Communication Across Stakeholder Groups

GSF maintains structured, stakeholder-specific communication throughout the program lifecycle to ensure transparency and clarity:

Program Beneficiaries: Receive onboarding documents, program briefings, and regular feedback sessions. Updates are shared through site visits, peer group check-ins, and virtual communication. Final reports summarizing outcomes and lessons learned are distributed in accessible formats.

Internal Teams: Stay aligned through weekly stand-up meetings, quarterly OKR (Objectives and Key Results) reports, and annual performance reviews. This facilitates internal transparency, continuous learning, and operational effectiveness.

Giza Systems Corporate: Receives detailed annual impact summaries, strategic alignment updates, and budget utilization reports. This ensures cohesion between CSR implementation and overarching corporate objectives.

Donors and Grantors: Engaged through semi-annual or annual reports that include quantitative impact metrics, monitoring and evaluation (M&E) findings, success case studies, and insights on implementation challenges.

5

Feedback, Learning, and Grievance Channels

All programs undergo continuous monitoring and evaluation, in accordance with our Project Evaluation Policy, using mixed-method tools (pre and post-assessments, interviews, and community scorecards). Gender-disaggregated data helps ensure inclusive outcomes.

Current grievance mechanisms include:

- Direct contact with the Operations Manager
- Reporting via M&E Officer protocols
- Community forums and structured check-ins
- While no formal grievances were recorded in 2024, a structured grievance protocol is under development to enhance trust and accountability

3

Startup Selection and Support Mechanism

GSF uses the Startup Scorecard, a structured decision-making tool, to guide selection and support for social enterprises and startups. Evaluation criteria include:

- Legal registration
- Proven business model
- Team capacity
- Technological adoption
- Environmental or social impact

Representation balance is actively considered, with quotas for startups led by or serving PwDs, marginalized groups, or environmental missions. The scorecard ensures that recipients of financial and capacity-building support are structurally ready and mission-aligned.

6

Cultivating Ownership and Shared Success

GSF positions beneficiaries and stakeholders as collaborators and changemakers. Through shared goal setting, ongoing dialogue, and collective celebration of outcomes, GSF fosters a sense of co-ownership. These partnerships extend beyond program timelines and contribute to systemic, long-term change.

Looking Forward

In 2024, GSF reached nearly 4,000 individuals across Egypt and Kenya, marking a year of significant milestones and expanding impact. These outcomes reflect a broader strategic shift - from traditional development programming to the cultivation of a sustainable, interconnected ecosystem of social enterprises. Whether it was a child in Kenya gaining emotional literacy, a woman in Egypt launching an eco-conscious product line, or a young founder refining their business model, everyone engaged this year contributed to a larger vision of inclusive and durable change.

Looking ahead, GSF will continue to evolve its approach to maximize long-term impact while ensuring financial resilience and operational excellence. Key areas of focus include strengthening accountability frameworks, enhancing entrepreneurial ecosystems, and reinforcing financial independence through sustainable revenue models.

One of the Foundation’s immediate priorities is the formalization of community grievance mechanisms and the expansion of participatory feedback systems. By embedding more structured and accessible channels for stakeholder input, GSF aims to further institutionalize transparency, responsiveness, and trust across all programs and geographies.

The Foundation also intends to deepen its engagement with public-sector partners, leveraging cross-sector collaboration to amplify reach and embed its models within existing development infrastructures. These partnerships will be critical to driving systemic change at scale, particularly in areas such as education, entrepreneurship, and disability inclusion.

GSF’s long-term strategy includes accelerating its transformation from direct service delivery to a platform-based model that supports revenue-generating, impact-driven startups. Programs such as BridgeZ and iMentor will serve as key vehicles for this transition. The upcoming cycle of the BridgeZ Accelerator will place greater emphasis on investment readiness, with targeted support in financial modeling, fundraising strategy, and investor matchmaking. Concurrently, the iMentor platform will continue to grow, with a refined focus on equipping mentors to deliver more meaningful, sustained guidance to social entrepreneurs across the region.

As part of its regional expansion, GSF will establish a Social Entrepreneurship Hub in Kenya, designed to support early-stage ventures through training, funding, and incubation. This initiative will position GSF as a regional leader in the social innovation space, with a particular focus on East Africa’s emerging impact ecosystem.

Financial sustainability remains a core component of GSF’s forward-looking vision. The Foundation will intensify its fundraising efforts, targeting international donors, corporate CSR programs, and institutional grant-makers. At the same time, GSF will expand its pursuit of earned income through piloted business models, consulting services, corporate partnerships, and fee-based mentorship offerings. These approaches are intended to build resilience and reduce dependency on core funding from Giza Systems.

To support this objective, GSF will implement a structured five-year transition plan to progressively reduce its reliance on parent-company funding. Under this plan, Giza Systems’ financial contributions will decrease by 20% annually, while GSF simultaneously scales external fundraising, business development, and revenue-generating activities. The ultimate goal is to establish GSF as an independent nonprofit organization, capable of sustaining its mission and scaling its impact without compromising financial autonomy or operational integrity.

As GSF moves into the next phase of its evolution, its commitment to community-led development, strategic innovation, and long-term sustainability remains at the forefront. The journey ahead will continue to be guided by the same values that shaped its foundation—empathy, ownership, integrity, and inclusion—ensuring that progress continues to be both people-centered and system-driven.



Customer Experience

At Giza Systems, delivering reliable, collaborative, and high-quality client experience remains a core operational focus. In 2024, the company strengthened its approach to Customer Experience (CE) by embedding customer centricity within its strategic framework and expanding efforts to listen to, respond to, and learn from clients across all business units and regions.

CE initiatives during the year were driven by structured feedback collection and direct engagement throughout project lifecycles. Customer Satisfaction (CSAT) surveys were conducted for eligible projects, supported by a dedicated Power BI dashboard to enable analysis of client responses.

Customer feedback in 2024 highlighted strong satisfaction with project quality, team professionalism, and service consistency across all regions. Clients expressed appreciation for the responsiveness, clear communication, and the adaptability of delivery teams. Regional results showed high scores across all dimensions, including delivery, collaboration, and communication, with Gulf & Libya (G&L) achieving a rare 100% satisfaction across all categories, while Egypt, North Africa & Levant (ENAL) recorded (95% overall) and KSA (89% overall). West, East & Central Africa (WECA) followed closely with (88% overall), signaling opportunities to further strengthen communication and engagement. Clients also acknowledged Giza Systems’ strength in understanding their operational needs and delivering according to agreed project scopes and standards.

As for Lines of Business, performance varied: Smart Solutions (97% overall) and Enterprise Business Solutions (88% overall) led in client confidence, while Business Continuity showed lower overall satisfaction (81%), pointing to areas for targeted improvement. These results confirm Giza Systems’ reliable execution and strong client support, while also highlighting clear priorities for enhancing value delivery across different business contexts.

Region	Project Satisfaction	Team Satisfaction	Communication Satisfaction	Overall Satisfaction
ENAL	95%	93%	94%	95%
G&L	100%	100%	100%	100%
KSA	91%	93%	84%	89%
WECA	87%	88%	88%	88%

Parent LoB	Project Satisfaction	Team Satisfaction	Communication Satisfaction	Overall Satisfaction
BC	79%	83%	88%	81%
DE	85%	86%	90%	89%
EBS	97%	95%	71%	88%
IDS	91%	92%	87%	89%
SS	98%	96%	93%	97%

Team interaction was also a standout theme in survey feedback. Clients highlighted strong coordination, professionalism, and responsiveness of teams, particularly in managing complex projects and resolving issues in real time. A more detailed analysis of team-related satisfaction revealed consistently high scores in collaboration and issue resolution, reinforcing the company’s commitment to dependable, solutions-oriented partnerships.

Regional performance showed a clear spread: G&L achieved a perfect 100% across all four categories, setting the benchmark for professionalism, collaboration, and responsiveness. ENAL (93% overall) and KSA (93% overall) maintained strong satisfaction, though slightly below G&L. WECA scored 88% overall, with notably lower results in collaboration & flexibility (83%) and problem resolution (85%), highlighting areas for targeted improvement.

Region	Overall Team Satisfaction	Professionalism	Collaboration & Flexibility	Problem Resolution Time	Total Team Satisfaction
G&L	100%	100%	100%	100%	100%
ENAL	94%	94%	94%	91%	93%
KSA	93%	94%	94%	88%	93%
WECA	92%	92%	83%	85%	88%

Clients also recognized Giza Systems’ strong performance in key delivery areas, including schedule adherence, scope clarity, and solution quality. Execution excellence continued to be a core contributor to customer satisfaction.

Execution results further highlight that regional variations were evident: G&L once again achieved a perfect 100% in all dimensions, while ENAL performed consistently well across categories (95% overall). KSA achieved solid results (91% overall) but showed room for improvement in quality assurance (89%). WECA, despite scoring 100% in quality, lagged significantly in on-time delivery (71%), pulling overall satisfaction down to 87% and underscoring punctuality as a key priority for the region.

Region	Execution	Delivery to Specs	On-tme Delivery	Client Understanding	Quality	Satisfaction
ENAL	94%	97%	97%	94%	94%	95%
G&L	100%	100%	100%	100%	100%	100%
KSA	92%	91%	91%	90%	89%	91%
WECA	92%	88%	71%	92%	100%	87%

While overall client satisfaction remained high, some areas for improvement were identified, particularly in KSA and WECA. Feedback highlighted the need for clearer deliverables, improved on-site resource availability, and stricter adherence to project timelines. In total, 11 major complaints were recorded in KSA and 2 critical cases in WECA. Giza Systems responded by strengthening resource allocation, enhancing vendor coordination, and adjusting project scopes and timelines in collaboration with customers, successfully resolving most open cases.

During the year, Giza Systems was awarded two notable certifications which enhanced the company’s credibility in key markets, particularly in KSA, and directly supported the successful acquisition of a SAR 130 million project with Red Sea Global.

- TASNEEF Grade 1 Certification
- Local Content Certification



4.3

Customer Success

These recognitions strengthened market credibility across key regions and directly contributed to securing a major project.

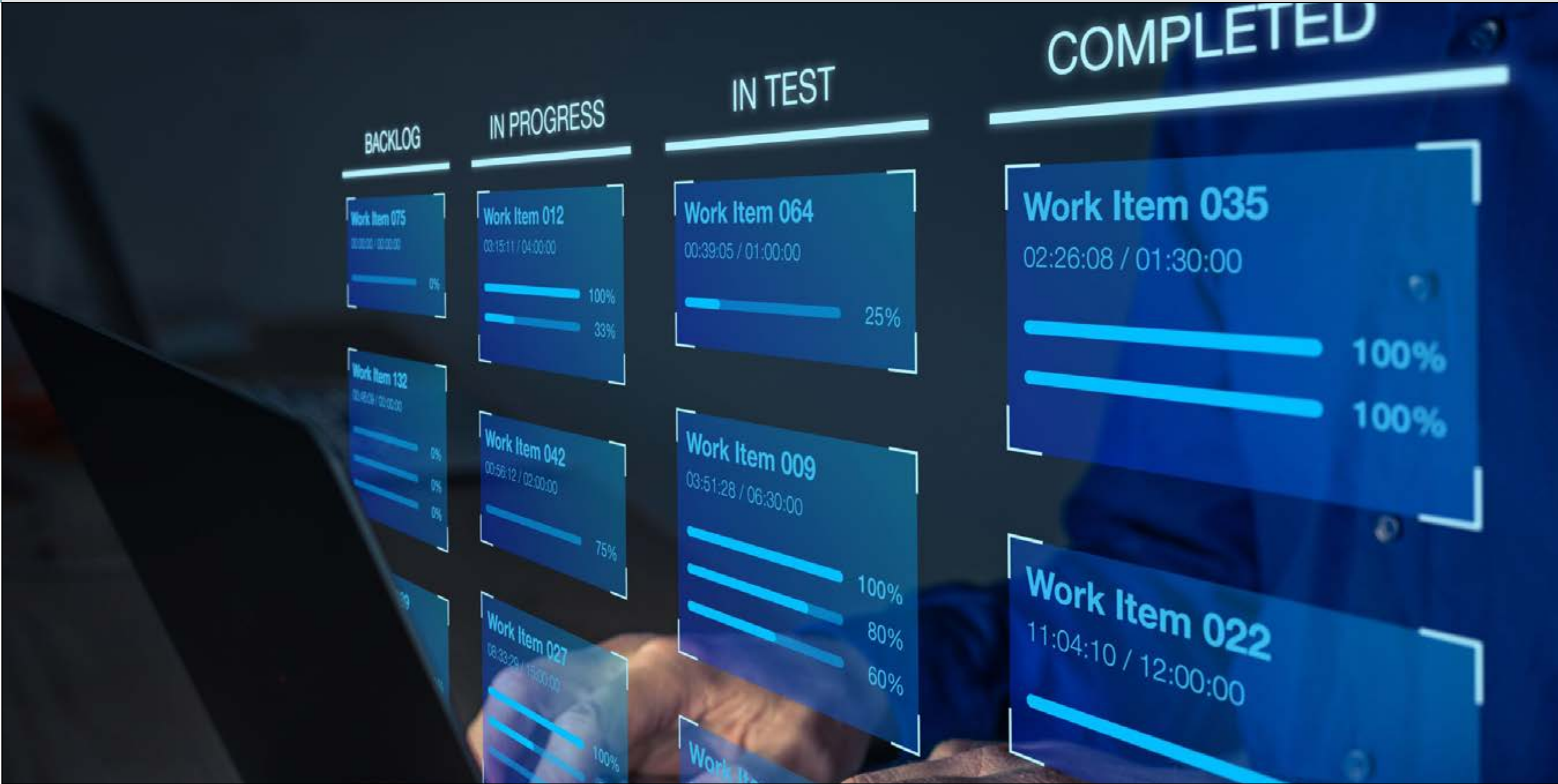
Safeguarding customer systems and data remained a parallel priority. Oversight of data privacy, cybersecurity, and solution reliability was jointly managed by IT, QA, and HSE teams, ensuring compliance with local and international standards. These teams also led incident response efforts and worked closely with clients when concerns arose. Looking ahead, the company plans closer integration of these processes with CE function to deliver more proactive communication and stronger assurance related to digital protection and system safety.

The company also piloted a customer journey mapping initiative to better understand key touchpoints and evolving customer expectations. This effort began with market research and profiling activities led by the Strategy Team. The insights generated will inform broader initiatives in 2025 to design more seamless and responsive customer experiences. Additionally, a new Net Promoter Score (NPS) tool was developed to complement the existing CSAT process with a full rollout scheduled for 2025.

In 2025, Giza Systems is advancing its Customer Experience (CE) agenda through several priorities:

- Rolling out the NPS system to broaden customer feedback reach.
- Relaunching and completing customer journey mapping to align internal processes with client expectations.
- Formalizing a structured, trackable process for managing customer complaints and escalations.
- Introducing CE-focused training for all customer-facing teams.
- Enhancing collaboration among CE, IT, QA, and HSE teams to deliver unified, customer-aligned service outcomes.

These initiatives are designed to strengthen Giza Systems’ ability to deliver consistent, transparent, and customer-centric experiences, aligned with its broader ESG commitments and operational excellence strategy.



“Digi Visions is proud to acknowledge the exceptional support and assistance provided, which has been instrumental in facilitating our daily operations. We are committed to building a successful and long-term strategic partnership with Giza Systems and are honored to be a part of this shared success.”

Quality Control & Quality Assurance

Giza Systems’ approach to Quality Assurance (QA) and Quality Control (QC) is anchored in risk-based thinking, continuous improvement, and compliance with global standards. QA focuses on aligning internal processes with strategic goals through regular internal audits, while QC is centered around ensuring operational consistency across presales, technical execution, and project management functions. Both functions operate under the Operational Excellence department and report directly to executive leadership, ensuring organization-wide visibility and accountability.

Giza Systems holds ISO 9001, ISO 14001, and ISO 45001 certifications, and applies these standards across the whole organization and its subsidiaries. Compliance is reinforced through structured inspection forms, checklists, and quality plans, implemented at various functions and levels and across all projects.

The QC team conducts frequent inspections, covering all project stages—from initial bidding and execution to handover—using inspection rounds, technical validations, and real-time dashboards. In 2024, QC launched an updated Project Management Inspection Dashboard and applied improvements based on root cause analysis and lessons learned.

In 2024, Giza Systems reinforced its quality and compliance foundation by introducing six new company-wide policies, primarily focused on People & Culture and Legal functions. These included Anti-corruption and Bribery, Whistleblowing, Hybrid Work, Vacation, Gifts and Hospitality, and Corporate Media Communications. Beyond setting clear behavioral standards, these policies enhanced transparency, improved onboarding readiness for clients, and formalized remote work arrangements. Their implementation has enhanced operational discipline, promoted a consistent ethical culture, and contributed to broader quality and efficiency gains across the organization.

In parallel, 20 additional policies, focused on Finance and Human Resources, are under review. These are being aligned with the standards set by Giza Systems’ parent company, solutions by stc, and are expected to be released by Q4 2025.

Operational performance metrics in 2024 demonstrated measurable improvements in key quality indicators. This included proposal compliance, project inspections, and resolution of non-conformities. The table below summarizes Giza Systems’ most important quality assurance and control metrics for the year:

Key Quality Assurance and Control Metrics – 2024

Region	Project Satisfac- tion
Technical Proposal Compliance Score	90%
Project Manager Inspection Score	92%
Non-Conformance (NC) Clearance Rate – Start of 2024	72%
Non-Conformance (NC) Clearance Rate – End of 2024	82%
Increase in Inspection Volume	40%

Each score was determined by averaging results from project inspections and technical proposal evaluations. The scoring process uses standardized checklists tailored to project-specific requirements, technical documentation, and execution quality. Compared to previous quarters, the metrics reflect notable gains: compliance with technical proposals and inspection scores exceeded 90%, underscoring consistency in meeting specifications; non-conformance clearance improved from 72% to 82% across the year, showing stronger responsiveness in addressing quality gaps; and inspection volumes rose by 40%, indicating both heightened oversight and the company’s growing project portfolio.

These quality gains have been translated into operational efficiencies. Employee awareness of policies - particularly those related to remote work, gifts and hospitality, and compliance—has increased, reducing risks and reinforcing a consistent standard of conduct across regions.

Training, awareness sessions, and internal communication play a key role in embedding a culture of quality. The company shares QA insights through its internal portal, GizaWay, and engages teams via project-specific workshops and awareness sessions. Project managers, stakeholders, and PM function heads are actively involved in inspection reviews and feedback cycles, ensuring continuous improvement.

Moreover, quality KPIs were integrated into business unit scorecards to drive accountability. During system integration and project delivery, the QA/QC process follows a structured, lifecycle-based model. This begins with quality planning during project initiation—supported by tools like Inspection and Test Plans (ITPs), method statements, and project quality plans. Execution is governed by regular inspections, non-conformance reporting, and stakeholder walkthroughs, while handover includes SATs, punch list resolution, and client validation. QA documentation is managed through SharePoint and governed by internal procedures (e.g., GS_PRO_045), with regular reviews based on Giza Systems’ Document Governance & Control Guidelines.

Defects and non-conformances are identified and managed through centralized logs, root cause analysis, and CAPA (Corrective and Preventive Action) protocols. Findings are logged using QC Excel trackers linked to Power BI dashboards, enabling cross-functional analysis and timely resolution.

In 2024, the QA/QC teams successfully responded to increased inspection volumes (up 40%) and the challenges of system integration tied to ERP modernization. These challenges were addressed through cross-functional coordination, leadership oversight, and expanded use of dashboard-driven reporting.

Governance of quality is supported by reporting lines to Operational Excellence and weekly engagement with the CEO. Oversight is further reinforced by the Internal Audit and Governance, Risk & Compliance (GRC) teams. While performance indicators are still being integrated into incentive structures, leadership remains actively involved in tracking audit results, client satisfaction trends, and delivery outcomes.

Looking ahead, quality remains a core priority to how Giza Systems delivers value to clients and supports its strategic initiatives. In 2025, quality assurance protocols are being further integrated into product development, digital transformation projects, and customer experience programs such as NPS. These efforts are designed to strengthen delivery consistency, reduce operational risk, and ensure that quality remains embedded in both innovation and execution.



Contents	Introduction	Sustainability Strategy and Management	Environmental Responsibility	Social Impact	Responsible Supply Chain Management	Governance and Ethics	Future Outlook and Commitments	Appendices
4.3	Customer Success							
Strengthening Cybersecurity Governance As a leader in digital and IT solutions, Giza Systems operates at the forefront of technology, delivering mission-critical systems to clients while managing sophisticated internal infrastructures. In this high-stakes environment, cybersecurity is not a technical safeguard; it is a foundational pillar of business integrity and a non-negotiable enabler of client trust, operational continuity, and reputational resilience. Protecting digital assets, both our own and our clients, is central to our value proposition and a critical driver of sustainable, secure growth. Upholding a strong cybersecurity framework requires strategic oversight, cohesive governance, and organization-wide alignment. Giza Systems has bolstered its cybersecurity framework by establishing a dedicated governance structure that ensures alignment between security efforts and business priorities. This approach reinforces the company’s commitment to safeguarding digital assets, maintaining operational resilience, and ensuring the integrity of client-facing services in an increasingly threat-prone environment. Cybersecurity Governance: Cybersecurity Steering Committee Charter Giza Systems formed the Cybersecurity Steering Committee (GS-CSC) to oversee the development, implementation, and governance of the company’s information security strategy. The committee ensures alignment between cybersecurity initiatives and both regulatory requirements and strategic objectives. GS-CSC objectives include: • Strategic Oversight: Providing high-level guidance to align initiatives with organizational goals and counter emerging threats. • Compliance Excellence: Maintaining adherence to NCA-ECC and ISO 27001 standards through oversight of the Information Security Management System (ISMS). • Cross-functional Collaboration: Ensuring cohesive implementation of security measures across departments. The Chief Information Security Officer (CISO) delivers monthly updates to the executive team and quarterly reports to the Audit Committee. In addition to routine updates, specific incident reports are issued for critical events requiring immediate executive attention.		Technology Use and Information Security Policies Giza Systems applies a comprehensive framework to ensure appropriate use of technology and protect sensitive information across platforms. This includes: • Secure usage of email, IT systems, mobile devices, and passwords. • Encryption of sensitive attachments and compliance with corporate email standards. • Controlled procurement of laptops and devices through the IT department. • Mandatory multi-factor authentication (MFA), screen timeouts, account lockouts, and immediate reporting of lost devices. • Secure disposal or reuse of IT assets following proper sanitization procedures. All users are expected to adhere to these policies. Violations, such as unauthorized access attempts or spreading malware, are strictly prohibited. Data Classification and Retention Policy Giza Systems enforces a robust Data Classification and Retention Policy designed to safeguard digital and physical assets from unauthorized access, misuse, or destruction. The policy: • Defines classification and retention protocols aligned with business objectives and legal obligations. • Enhances operational efficiency and reduces costs linked to data handling and security. • Supports business continuity, legal compliance, and stakeholder confidence. Sensitive data is protected throughout its lifecycle, with secure disposal methods—including shredding, degaussing, and overwriting—mandated to prevent data leakage or misuse.						
		Incident Reporting Policy Giza Systems’ Incident Reporting Policy ensures structured and timely escalation of information security incidents. Events are classified by severity: • Category A: Threats to human safety • Category B: Loss or damage to company equipment • Category C: Compromise or disclosure of sensitive data This classification enables prioritized, risk-based responses and ensures swift mitigation and minimal disruption, reinforcing the integrity of the organization’s information infrastructure. Privacy and Incident Record Giza Systems reports the following for 2024: • Zero customer privacy complaints. • One customer data leak due to a misconfigured system hosted at the customer’s premises. • No incidents of customer data theft or loss. • No third-party security incidents. Giza Systems continues to address risks associated with emerging technologies, maintaining a strong focus on data confidentiality, integrity, and availability in line with national and international data protection standards.						
		Data Privacy Compliance In 2024, Giza Systems launched a three-year data privacy compliance project in partnership with Saudi Arabia’s National Data Management Office (NMDO). By year-end, we have achieved 20% progress toward the program roadmap, targeting full alignment with national regulatory standards by 2027. Early stakeholder engagement and adherence to a structured roadmap help mitigate risks of legal non-compliance, strengthen governance, and build stakeholder trust. Information Security Awareness Training Giza Systems maintains a cybersecurity awareness training program delivered through online modules during onboarding and following security incidents. Highlights include: • Mandatory training for all new hires, from 2022, sustained throughout 2024. • Planned launch of an enhanced program in late 2025 with additional modules on data privacy content. • Ongoing updates on phishing threats and cybersecurity trends, including real-time sharing of new phishing tactics identified by the Security Operations Center (SOC). • Monitoring and mitigation of insider threats, actively overseen by the Security Operations Center (SOC). • Clear policies restricting personal system use to ensure no conflict with business or security protocols.						
82	2024 Sustainability Report	Unlocking a Sustainable Digital Future					Giza Systems	

Cybersecurity KPIs (FY 2024)

KPI	2023	2024	Improvement
Total Tickets	4,443	4,918	10.69%
True Positive Cases	1,617	2,010	24.30%
Resolved Within SLA (4hrs)	1,058	1,544	45.94%
Percentage Within SLA	65.4%	76.8%	17.45%
TP/FP Ratio	0.57	0.69	21.05%
MTTC – All Tickets (minutes)	12,766.49	6,553.31	48.66%
MTTC – True Positives (minutes)	24,966.93	16,212.55	35.05%

Giza Systems’ cybersecurity operations exhibited clear performance gains in 2024, underscoring the organization’s growing maturity in incident detection, validation, and response. The higher ticket volume is linked to broader monitoring reach and expanded SOC oversight, reflecting stronger system visibility. More importantly, the 24.3% increase in true positive cases points to greater precision in identifying legitimate threats and reducing false alarms.

Resolution speed also improved significantly, with more incidents addressed within the four-hour Service-Level Agreement (SLA) window increasing by 45.9%. These gains demonstrate more effective triaging, optimized workflows, and tighter SOC–business unit collaboration. The 175% jump in SLA compliance rate highlights improved consistency in meeting time-critical security benchmarks.

Additionally, the enhanced true positive to false positive (TP/FP) ratio suggests more effective threat discrimination, likely due to better-tuned detection algorithms and SOC analytics. Finally, significant reductions in meantime to close (MTTC), for both general and critical cases, showcase Giza Systems’ enhanced capacity to mitigate threats swiftly and reduce overall risk exposure.

Comprehensive Client Cybersecurity Solutions

In addition to internal safeguards, Giza Systems delivers end-to-end cybersecurity solutions to clients. These services integrate global best practices, advanced technologies, and regulatory alignment to ensure effective protection.

Solutions offered include:

Firewalls, antivirus software, and network upgrades

Centralized security management systems

Physical security solutions such as alarms and specialized hardware

Each solution is **customized to client requirements**, supporting operational continuity and digital resilience. These efforts contribute to SDG 9 promoting innovative and secure infrastructure in a rapidly evolving digital environment.



5

Responsible Supply Chain Management

5.1	5.2
Supply Chain Emissions Reduction Program	Supplier Diversity
85	87

5.1

Supply Chain Emissions Reduction Program

In the second half of 2024, Giza Systems’ Procurement Team initiated a focused program to better understand and manage the environmental impact of our logistics operations. This strategic project has been a core focus for the team throughout the year, marking a significant step toward integrating climate considerations into our procurement decisions.

Given that, logistics and freight account for a considerable share of our upstream emissions, establishing a clear baseline was a critical starting point. In 2023, we had identified a key reporting gap in measuring Scope 3 emissions, particularly those related to purchased goods and third-party logistics. To close this gap, we prioritized building a reliable emissions baseline for some of the most complex and material Scope 3 categories. The project began by calculating emissions from all modes of transport, air, sea, and domestic land freight, for purchased goods. This exercise provided clarity on which activities contributed most to our logistics-related emissions and helped identify tangible areas for reduction.

The findings directly informed the design of a structured **Emissions Reduction Plan** for 2025. The plan includes a series of targeted initiatives supported by clearly defined action items, with measurable quarterly milestones and year-end targets, aimed at improving operational efficiency and minimizing emissions across our transportation and supply chain activities.

	Initiative	Timeline	Target
	Analyze CO₂ Emissions by Shipping Mode Calculate emissions across air, sea, and land freight using CO ₂ factors to identify the highest-emission transport modes and routes.	Planned for Q1 2025	Identify the top 2 emission contributors by volume and percentage
	Convert Feasible Air Shipments to Sea Shift non-urgent air shipments to sea freight to reduce emissions from high-impact transport modes.	Planned for Q2–Q3 2025	Shift 5% of air freight to sea by Q4
	Optimize Domestic Deliveries Through Route Planning and Load Consolidation Improve local delivery efficiency by optimizing routes and maximizing vehicle load capacity.	Starting Q2 2025, ongoing throughout the year	15% reduction in km/ton ratio by Q1 2026
	Prioritize Green-certified Carriers Engage logistics partners and freight forwarders to use certified low-emission carriers to increase the share of environmentally rated transport partners.	To be implemented from Q2 to Q4 2025	Ensure 15% of carriers meet Euro VI or equivalent low-emission standards by Q4
	Implement Lighter/More Efficient Packaging Reduce shipment weight by improving packaging design and material efficiency.	Planned for Q2–Q3 2025	10% reduction in packaging weight by Q2 2026
	Internal Training on Green Logistics Provide specialized training to procurement and logistics staff on sustainable logistics practices, including topics such as green procurement, emissions tracking, and efficiency measures.	Planned for Q3 2025	Train 100% of logistics & supply chain staff
	Launch Quarterly Emission Reports Establish a structured emissions tracking system that reports CO ₂ per ton shipped by transport mode each quarter.	Starting Q2 2025 and continue quarterly	Regularly share carbon footprint reports every quarter with clear trends to all relevant stakeholders
	Carbon Offset Program for High-emission Shipments Implement a certified carbon offset program to compensate for unavoidable emissions from air freight, particularly during high-volume periods in Q3 and Q4.	Offset program to launch in Q3–Q4 2025	Offset 20% of Q3 & Q4 air freight emissions
	Quarterly Review and Adjustment After each quarter, the overall plan is reviewed based on current emissions data and progress against targets. Adjustments are made as needed to stay aligned with the 15% annual reduction goal.	To be conducted at the end of each quarter in 2025	Continuous improvement toward 5% yearly reduction

2025 End-of-Year Supply Chain Emissions Targets

We established a set of clear end-of-year targets for 2025. These targets serve as measurable indicators across key areas of our transport operations. Each target was developed based on the findings of our 2024 emissions baseline assessment and is linked to specific actions outlined in our Emissions Reduction Plan.

Focus Area	2025 Target	Strategic Relevance
Total CO ₂ Emissions Reduction	10–15% Overall reduction in transport-related CO ₂ emissions	Represents the cumulative emissions impact from all logistics-related initiatives, benchmarked against the 2024 baseline to evaluate overall program effectiveness.
Air Freight Volume Reduction	5% Decrease in air freight usage	Targets a shift away from air freight, one of the highest-emission modes, toward more sustainable alternatives.
Domestic Transport Efficiency	15% Improvement in delivery efficiency (km/ton ratio)	Supports operational efficiency by improving route planning and load consolidation, directly contributing to lower emissions per unit transported.
Use of Green-certified Carriers	5% Of carriers to be Euro VI or equivalent green-certified	Strengthens our alignment with environmental best practices by increasing reliance on certified low-emission logistics providers within our transport network.
Carbon Offsets for Air Freight	Offset 15% of emissions from air freight shipments	Addresses unavoidable emissions through credible offset mechanisms, enhancing accountability in periods of high shipping demand.

Supporting Supplier Transitions to Greener Transport Solutions

As part of our long-term supply chain sustainability strategy, we have identified greener logistics as a priority area for improvement. Building on earlier supplier engagement efforts, we have identified supplier logistics optimization as a strategic priority for 2026.

In preparation for this next phase, we are designing a Supplier Logistics Engagement Program focused on helping key suppliers improve the sustainability of their transport practices. Our team will closely collaborate with our key suppliers to refine transport routes, explore alternatives to air freight where feasible, and consolidate deliveries to minimize unnecessary trips. The program will also encourage the adoption of fuel-efficient vehicles and pilot trials involving low-carbon fuel alternatives.

Throughout 2025, we will continue internal assessments and supplier consultations to co-develop practical implementation pathways and ensure that the 2026 rollout is both practical and scalable.



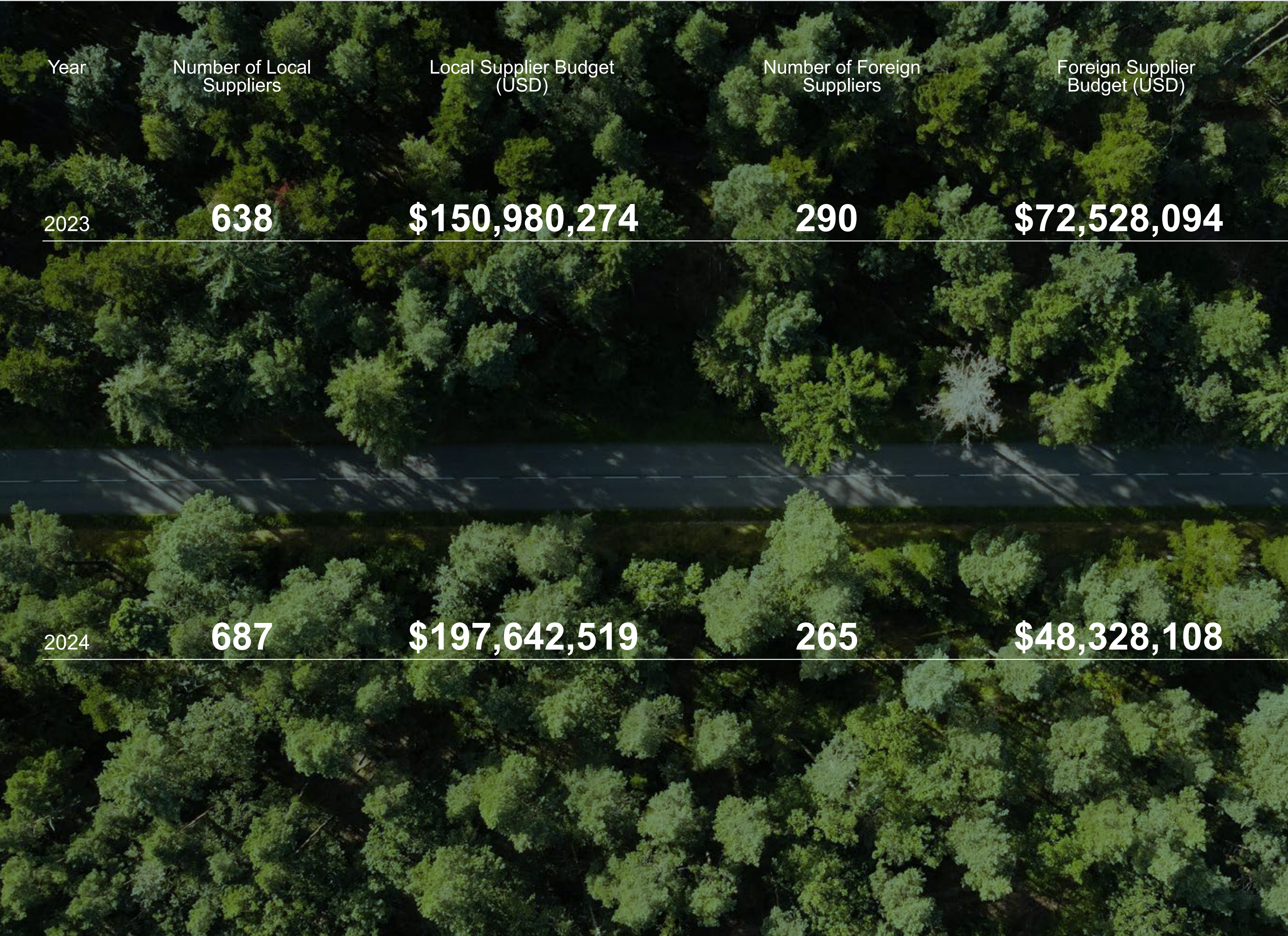
5.2

Supplier Diversity

In 2024, we continued to build on our commitment to local sourcing and supplier diversity by deepening our engagement with local vendors and optimizing procurement efficiency across our operations. The number of local suppliers grew from 638 in 2023 to 687 in 2024, marking a 7.7% increase. Local procurement spending rose by 30.9%, reaching USD 197.64 million, which raised the share of local supplier spending from 67.5% in 2023 to 80.4% in 2024.

In parallel, the number of foreign suppliers decreased from 290 to 265, while spending declined by 33.4%, from USD 72.53 million to USD 48.33 million. This reflects not only cost optimization but also a strategic reduction in dependency on international vendors. Collectively, these shifts demonstrate a decisive move toward strengthening domestic supply chain resilience. By prioritizing suppliers with direct delivery capabilities and sourcing partners closer to our operations, we improved lead times and reduced emissions associated with long-distance transport. This transition also aligns with national localization goals under Egypt Vision 2030, while reinforcing Giza Systems’ role in building more sustainable and resilient procurement networks.

“Our pipeline with Giza Systems has grown significantly in the last year, and Giza Systems has successfully certified 15+ team members on the WSO2 platform, a fantastic milestone. Looking ahead, we are confident in achieving our joint goals, including elevating Giza Systems to Platinum Partner level by 2026 and reaching \$2 million in mutual revenue.”
— WSO2





Governance & Ethics

6.1
Our Governance
Structure

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6.2
Business Ethics &
Code of Conduct

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6.3
Internal Audit &
Risk Management

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Guiding with Integrity, Driving Sustainable Growth

At Giza Systems, strong governance is regarded as a cornerstone of long-term, sustainable success. The Board of Directors plays a critical role in setting the strategic direction of the organization while ensuring rigorous oversight, ethical leadership, and accountability across all levels of the business.

In 2024, the Board was composed of six distinguished members, each bringing deep expertise, cross-sector insight, and a shared commitment to Giza Systems’ mission and values. This year marked the appointment of two new members, Maher Althiyabi and Faisal Al Bakri, whose fresh perspectives further enrich the Board’s collective capacity to steer the company through an evolving regional and global landscape.

Together, the Board is entrusted with safeguarding Giza Systems’ integrity, upholding principles of transparency, sound governance, and strategic foresight. Through active engagement and diverse leadership, the Board ensures that Giza Systems remains agile, resilient, and aligned with the highest standards of corporate governance.

Board of Directors

No.	Description	Position	Election Date
1	Omer Alnomany CEO - solutions by stc	Chairman	24/8/2023
2	Saleh Al Zahrani CTO - solutions by stc	Vice Chairman	29/10/2022
3	Shehab ElNawawi Former GS CEO & Chairman	Member	27/11/2023
4	Abdulrahman Al Rubaia CFO - solutions by stc	Member	29/10/2022
5	Maher Althiyabi CSO – solutions by stc	Member	14 /10/2024
6	Faisal Al Bakri VP Sales & Business Development - stc	Member	1/12/2024

Omer Abdullah Alnomany Chief Executive Officer of solutions by stc

Omer Alnomany is the Chief Executive Officer of solutions by stc since October 2017, and prior to his current role, he served as Vice President of IT at stc for 6 years.

Moreover, he has more than 30 years of experience in IT services and telecommunications, of which 23 years have been at stc group in various leadership positions. and before joining stc, he held several senior roles, including Head of Telecommunications at Saudi Central Bank (SAMA).

Currently, he has been the Board Chairman of ccc by stc and Giza Systems since June 2023. He is also a member of the Advisory Committee of the Saudi Capital Market Authority as of October 2023.

In addition, he holds a Bachelor’s Degree in Computer Engineering from King Saud University and is a graduate of the Senior Executive Leadership Program from Harvard University.

Saleh Abdullah Al Zahrani Chief Technology Officer at solutions by stc

Saleh Abdullah Al Zahrani is the Chief Technology Officer at solutions by stc and a Board Member at Giza Systems. He has over 31 years of experience in IT services and telecommunications. Prior to joining stc, Saleh has held high level positions within the IT sector having acted as a Country Manager at SBM and as an Executive at Cisco.

Abdulrahman Hamad Al Rubaia Chief Financial Officer at solutions by stc

Abdulrahman Al Rubaia is the Chief Financial Officer at solutions by stc and a Board Member at Giza Systems. He is a seasoned strategic finance leader with over 18 years of experience in finance roles in solutions by stc.

Faisal Al Bakri VP Sales & Business Development at stc

Faisal Al Bakri is the Vice President of Sales & Business Development at stc and a Board Member of Giza Systems Group as of 2024. He has over 25 years of experience in telecommunications and IT services, including more than 15 years at stc.

Before joining stc, he held senior sales positions at Cisco Systems and Jeraisy Computer & Communication Services, where he led major public and military sector engagements. He holds a Bachelor’s Degree in Business Administration from King Saud University.

Maher Salem Althiyabi Chief Strategy Officer at solutions by stc

Maher Althiyabi is the Chief Strategy Officer at solutions by stc and has recently become a Board Member at Giza Systems Group. Maher has 14 years of experience in the field of finance and strategic investment during which he held several leadership positions. Prior to becoming CSO, Maher held the role of General Manager of Corporate Finance, Mergers, & Acquisitions at solutions.

Maher’s academic background includes holding a Bachelor’s Degree in Finance from Abu Dhabi University and a Master of Business Administration from Prince Mohammed Bin Salman College of Business & Entrepreneurship.

Shehab SelNawawi Former GS CEO & Chairman

Shehab ElNawawi is a board member at Giza Systems Group. Most recently, he served as Giza Systems Group Chairman. Shehab joined Giza Systems as Managing Director in late 2000, a time of significant challenge for the company.

Through his leadership and tireless efforts alongside his team, Shehab spearheaded a remarkable turnaround. Within four years, Giza Systems returned to profitability, reversing a trend of eight consecutive years of losses.

Since this transformation, Giza Systems has experienced continued growth, expanding its reach beyond Egypt into the Gulf region, KSA, and sub-Saharan East Africa. In recognition of his leadership, Shehab was appointed Chairman and CEO of the company in 2007. He held this dual role until 2021.

Shehab is passionate about social responsibility and giving back to the community. He played a pivotal role in establishing the Giza Systems Foundation. This organization, one of the very few (if not the only) non-profit organization of its kind in Egypt, leverages technology to address social inequalities.

Shehab’s commitment to social good extends beyond Giza Systems. He has served on the boards of several prominent organizations, including Injaz Egypt (2007-2012), Enactus Egypt (Chair of the Advisory Council, 2016-2019), and the Wataneya Society for the Development of Orphanages (since 2009). Currently, he chairs the Board of Trustees for the EducateMe Foundation (since 2015).

Shehab holds a Bachelor’s Degree in Biomedical Engineering (with honors) - Cairo University.

The Board of Directors at Giza Systems

Giza Systems has established a robust governance framework, ensuring alignment with the best practices in corporate governance as outlined by the Egyptian Financial Regulatory Authority. The company’s Board of Directors, consisting of a minimum of three members elected for a three-year term, oversees the strategic direction and ensures the protection and growth of the company’s interests. The Board’s responsibilities are comprehensive, including, but not limited to, strategic oversight, financial and operational management, risk management, and ensuring regulatory compliance.

The board of directors for this term comprises five members, including non-executive members and one independent member, under the leadership of Omer Alnomany, CEO of solutions by stc. This structure is designed to ensure a balanced representation of interest and expertise, promoting effective governance and strategic oversight. The inclusion of an independent member enhances the board’s ability to make impartial decisions, further solidifying the company’s commitment to best practices in corporate governance.

Giza Systems Board of Directors:

- Sets and reviews the company’s strategic plans, policies, and objectives, ensuring the availability of necessary resources for achieving them.
- Manages and directs the company’s operations, except for matters reserved for the General Assembly by law or company bylaws.
- Establishes internal control policies and monitors their effectiveness, addressing potential conflicts of interest and ensuring sound financial principles.
- Forms specialized committees with defined terms, powers, and responsibilities, ensuring oversight and evaluation of their performance and activities.
- Meets with company managers for consultation, coordinating through the Board Secretary to set agendas.
- Establishes training programs for its members, focusing on corporate governance, ESG, and other important topics.
- Develops succession plans for senior management and board members to ensure business continuity.
- Defines the scope and duration of delegations, monitors Board Evaluation and Remuneration reporting from committees and executive management, and tracks delegated powers’ outcomes.
- Implements measures to ensure data accuracy, security, and protection against internal and external threats, such as cyberattacks.
- Ensures company-wide compliance with laws, codes, and internal policies, including early detection and reporting mechanisms for any discrepancies.
- Oversees the disclosure of information, maintaining transparency in financial and accounting reports and ensuring the independence of internal audits and compliance activities.
- Enforces policies ensuring compliance with relevant regulations and effective disclosure to stakeholders.
- Prepares and approves interim and annual financial statements before publication.
- Defines various employee compensation types, including fixed and performance-based rewards.
- Sets the values and standards governing company operations.
- Approves the company’s ESG and Sustainability policies.

Board Evaluation and Remuneration

The Nomination and Remuneration Committee (NRC) at Giza Systems plays a crucial role in maintaining a performance-oriented framework for the board and executive compensation. By conducting regular reviews and evaluations, the NRC ensures the board’s structure and effectiveness align with governance best practices. The committee also assesses the qualifications and independence of board members and executives, ensuring they have the requisite skills and expertise.

Board ESG Oversight

The Board plays a strategic role in guiding the company’s Environmental, Social, and Governance (ESG) agenda. While overall responsibility for ESG oversight remains with the board, the day-to-day implementation and coordination of ESG initiatives are delegated to the Chief Sustainability Officer (CSO). The CSO regularly reports to the board, ensuring alignment with the company’s sustainability goals and regulatory expectation

Board Meetings

Board meetings are conducted on a quarterly basis to review Giza Systems’ performance, discuss strategic initiatives, make crucial decisions for the upcoming quarter, and ensure alignment with the organization’s long-term goals and vision.

Termination of Board Membership

Termination of board membership at Giza Systems can occur through dismissal by the General Assembly, resignation, or the end of a member’s term. Members dismissed without a valid reason or at an inappropriate time may seek compensation. Resigning members must avoid harming the company’s interests or they may be held liable for any damages. The General Assembly can terminate the membership of those absent from three consecutive meetings without a valid excuse. If a board position becomes vacant, the Board can appoint a temporary member subject to General Assembly approval.



Board Committees: A Closer Look



The Executive Committee

The Executive Committee plays a central role in shaping the strategic direction, financial oversight, and operational leadership of the company. It actively guides the development and execution of the company’s strategic plan, ensuring alignment with its long-term vision and objectives. The committee also oversees the preparation of the annual budget and reviews financial and strategic performance to support informed decision-making and sustainable growth.

As part of its mandate, the Executive Committee is responsible for the evaluation and governance of all investment activities. This includes conducting in-depth due diligence, assessing financial viability and risk, and ensuring that investment decisions are aligned with the company’s strategic priorities and financial health. The committee oversees the allocation of capital to initiatives that drive long-term value, carefully balancing opportunity and risk.

In addition to approving new investments, the Executive Committee monitors the performance of ongoing projects and plays a critical role in identifying and mitigating financial risks. Through this structured and integrated approach, the committee ensures disciplined resource deployment, enhances financial resilience, and supports value-driven, sustainable growth across the business.



Audit Committee

The Audit Committee plays a crucial role in reinforcing financial integrity and compliance within Giza Systems. Comprising three to five members, including at least one with financial and accounting expertise, this committee oversees the internal and external audit functions. It ensures the effectiveness of the company’s internal control systems, reviews financial statements before Board submission, recommends auditor appointments, and oversees compliance with legal and regulatory requirements.

The Audit Committee has also initiated the development of an internal audit function reporting directly to the Committee. This new function will be responsible for establishing Giza Systems’ internal audit practice, enhancing proactive risk management, and driving operational efficiencies.



Nomination & Remuneration Committee (NRC)

The Nomination and Remuneration Committee (NRC) is tasked with establishing a comprehensive framework for the compensation of Board members and executive management, ensuring it is performance-driven. It also handles the periodic review and evaluation of the Board’s structure and effectiveness, recommending necessary changes or appointments. This committee ensures that the company adheres to governance best practices by assessing the qualifications and independence of Board Members and executive roles, aiming for optimal performance and accountability.



The Executive Committee (ExCo)

The Executive Committee (ExCo) is the senior leadership team responsible for driving the company’s overall strategy, operations, and performance. Comprised of key executives, the ExCo ensures alignment across business functions, oversees the execution of strategic initiatives, and supports agile decision-making on critical matters. It plays a central role in steering the organization toward its long-term goals while addressing day-to-day operational priorities.



Internal Audit

The Internal Audit function represents a critical milestone in strengthening Giza Systems’ corporate governance and risk management framework. Operating independently, this function provides objective assurance on the effectiveness of internal controls, financial reporting processes, and regulatory compliance across the organization.

By proactively identifying control weaknesses, inefficiencies, and compliance risks, the Internal Audit function enhances operational performance and safeguards organizational assets. It plays a key role in promoting ethical practices, detecting fraud, and ensuring adherence to industry standards—ultimately contributing to stakeholder trust and long-term sustainability.

Beyond its assurance role, Internal Audit serves as a strategic advisor to executive leadership. Through transparent reporting and data-driven insights, the audit team supports informed decision-making and continuous process improvement. Embedding this function into the organizational structure reflects Giza Systems’ unwavering commitment to integrity, transparency, and governance excellence.

Board Committees, Memberships and Roles

Name	Executive Committee	Audit Committee	NRC Committee	Position
Omer Alnomany	●			Chairman
Maher Althiyabi	●			Member
Osama Sorour	●			Member
Abdulrahman Al Rubaia		●		Chairman
Rajeh Albogamy		●		Member
Youssef Khalil		●		Member
Ahmad Bajunid		●		Member
Saleh Al Zahrani			●	Chairman
Emad AlMutairi			●	Member
Maha Maalouf			●	Member

In summary, Giza Systems’ governance structure, highlighted by its dedicated board and specialized committees, underpins the company’s commitment to achieving its strategic objectives while adhering to the highest standards of integrity and regulatory compliance.

Management Team

Executing Strategy, Driving Operational Excellence

Complementing the strategic guidance of the Board of Directors, Giza Systems’ management team serves as the operational engine of the organization. Comprising experienced leaders with deep functional and industry expertise, this executive team is responsible for translating vision into execution and ensuring the seamless management of day-to-day operations.

The management team oversees all core business functions, including strategic planning, operational performance, financial oversight, and organizational development. Each member plays a critical role in aligning operational priorities with long-term objectives: fostering innovation, enabling agility, and upholding the highest standards of performance and accountability.

Through collaborative leadership and disciplined execution, the team ensures that Giza Systems remains responsive to market needs, resilient in the face of change, and positioned for sustainable growth across all regions and sectors.



Ahmad Elharany
Group Chief Executive Officer
(Effective February 2025)

Group Chief Executive Officer

Ahmad Elharany is the Group Chief Executive Officer.

With 25 years of extensive experience driving transformative growth in the information technology and digital services sector, Ahmad Elharany assumed the role of Group Chief Executive Officer at Giza Systems in February 2025.

He brings a proven track record of accelerating market expansion and optimizing operational efficiency, most recently demonstrated as CEO of Konecta Middle East and Africa (MEA). During his tenure, he spearheaded significant sales growth and regional development.

Ahmad’s broad international experience, spanning the UK, Germany, France, KSA, UAE, and Egypt, is underpinned by successful leadership roles at industry market leaders like Atos, EDS, HPE, Logica, CGI, and DXC. As CEO of Atos Egypt and Head of Global Delivery Centers, he consistently delivered exceptional results.

Beyond his executive responsibilities, Ahmad serves as the non-executive chairman of Konecta MEA and contributes as a board member to other key organizations.

He holds a bachelor’s degree in computer science and has honed his strategic acumen through executive management programs at INSEAD Business School in France.

He is dedicated to leading Giza Systems through a new era of innovation and market leadership.



Osama Sorour
Former Group Chief
Executive Officer

Former Group Chief Executive Officer

Osama Sorour was the former Group Chief Executive Officer of Giza Systems Group.

He led his team towards constant successes, addressing the unique management and business challenges faced in this fast-paced market to accelerate diversification, growth and profitability.

Osama joined Giza Systems in 1995 as a Process Control Group Manager and was then promoted to Instrumentation Department Manager. He then became the Industrial Applications Unit General Manager and then Vice President Marketing and Strategic Planning. In 2012, Osama became Chief Strategy Officer, a role in which he oversaw Giza Systems’ various companies to usher in new technologies for the emerging future landscape.

In 2022, Osama assumed the role of Group Chief Executive Officer.

Osama holds a B.Sc. in Engineering from Cairo University, class of 1988, and Masters in Business Administration from the Arab Academy, class of 2005.

Prior to Giza Systems, Osama worked as a System Engineer at Arab Consulting Engineers from 1988 through 1990. He then moved to Gupco as an Automation Engineer from 1990 through 1992. In 1993, Osama worked at Foxboro as a DCS Presales Engineer, until 1995.

Osama holds memberships at TeleManagement Forum and the American Chamber of Commerce in Egypt, AmCham. He is also active in volunteer work and participated in programs including Injaz which involves mentoring and inspiring youth.



Ashraf Attia
Group Chief Commercial Officer

Group Chief Commercial Officer

Ashraf Attia is the Group Chief Commercial Officer at Giza Systems.

Since joining Giza Systems in 1992 as a Senior Software Specialist, Ashraf has held a number of positions. He advanced in his career to become Business Support Group Manager in 2003, then Saudi Arabia Country Manager in 2008. Ashraf became Chief Commercial Officer at Giza Systems in 2017.

With his team, Ashraf has been able to penetrate various markets, establish three offices in the Kingdom, and multiply the sales of Giza Arabia.

Prior to Giza Systems, Ashraf worked as a Systems Engineer at Arab British Dynamics during 1984. In 1985, he joined the Ministry of Defense and Aviation in KSA as Head of IT and Communications.

Ashraf holds a B.Sc. in Electronics & Communications Engineering from Ain Shams University. He earned his Master of Business Administration (MBA) degree in 2007 from the Arab Academy for Science and Maritime Transport.



Mohamed ElHagarcy –
Effective Sept 2024
Group Chief Operating Officer

Group Chief Operating Officer

Mohamed ElHagarcy joined Giza Systems as Group Chief Operating Officer, bringing over two decades of experience in IT, digital transformation, and business strategy. Known for his ability to drive operational excellence, Mohamed has a distinguished career in delivering complex projects and optimizing business processes across MEA and GCC.

Prior to Giza Systems, Mohamed held senior leadership roles at solutions by stc, including Director of Global Project and Service Management Office and Director of Projects Planning and Control. Mohamed has also served in influential positions at du, Siemens, and EJTech, where he consistently demonstrated his skill in scaling business capabilities and improving customer satisfaction.

Mohamed holds a Doctorate in Business Administration from Universidad Catolica De Murcia, an MBA from the University of Leicester, and a Bachelor's degree in Telecommunication Engineering from Ain Shams University. He has also completed executive education in global management from INSEAD and holds several certifications in project management and digital business transformation.



Ihab Samaan
Former Group Chief Operating Officer

Former Group Chief Operating Officer

Ihab Samaan is the Group Chief Operations Officer at Giza Systems.

Ihab joined Giza Systems in 2013 as a Country Operations Manager. In January 2014, he was promoted to hold the position of Corporate Operations Development Director. He was then promoted to Chief Analytics Officer in October 2016. In 2020, Ihab became Chief Digital Officer and then assumed the position of Chief Operations Officer in 2022.

Prior to Giza Systems, Ihab earned his years of experience in Project Management through his various positions. He worked for AT&T as Project Manager, then he moved to Lucent Technologies as Program Manager. After that, he joined TeleTech (Alcatel-Lucent Sales Business Partner) as Operations Director.

Ihab holds a Bachelor of Science in Civil Engineering from Ain Shams University, class of 1988. He earned a Diploma Certificate of Project Management from the AUC in 1999. In 2000, he also received a Certificate in Professional Program Management and Master's Certification in Project Management from Stevens Institute of Technology, USA.

Group Chief Financial Officer

Mohamed Sayed Abdel Gawad is the Group Chief Financial Officer at Giza Systems.

Mohamed joined Giza Systems in 2004 as Accounting Manager. In 2016, he was promoted to hold the position of Corporate Finance Director. Later, in July 2020, he became the President of VAS Integrated Solutions, a Giza Systems' subsidiary. He returned to Giza Systems as Chief Financial Officer in December 2023.

Prior to Giza Systems, Mohamed started his career as a Junior Auditor at KPMG Chartered Accountants & Audit firm in 1992, reaching the position of Senior Audit Manager before leaving in 2004.

Mohamed is a board member of many of Giza Systems subsidiaries. He is a member of the Board of Trustees of Giza Systems Foundation. He is also a member of the Egyptian Society of Accountants & Auditors since 1995 and became a Fellow in November 2005. In addition, Mohamed is a member of the Egyptian Taxation Society since 1998, and a member of the Union of Arab Accountants since 2002.

Mohamed holds a Bachelor of Commerce from Cairo University, class of 1992.

Group Chief People and Corporate Services Officer

Saleh T. Algroony joined Giza Systems in November 2024 as Group Chief People & Corporate Services Officer. With a strong track record in human capital management, corporate services, and organizational transformation, Saleh brings extensive experience in fostering innovative corporate cultures and driving operational excellence.

Prior to joining Giza Systems, Saleh held the position of Chief People and Corporate Services Officer at solutions by stc, where he led various functions including Human Resources, Corporate Culture, Supply Chain, and Executive Services. His leadership was instrumental in aligning subsidiaries and fostering a unique employee value proposition to attract and retain top talent. Previously, Saleh held roles such as Vice President of Business Excellence and General Manager of Human Capital Management at solutions by stc, where he implemented HR models and digitalized employee experiences. Saleh's career spans diverse leadership positions, including roles at Saudi Electricity Company, where he played a pivotal role in establishing succession planning frameworks and leadership development programs.

Saleh holds a B.Sc. in Computer Science from King Fahd University of Petroleum & Minerals. He has completed prestigious education programs, including Value Creation Through Effective Boards at IESE Business School, Strategic Human Resources Planning & Strategic Leaders Program: Vision, Strategy and Managing the Organizations to Drive Results at the University of Michigan, and Organizational Learning in Action at IMD Business School. Saleh is an executive board member of ccc by stc and a member in its Nomination and Remuneration Committee.

Group Chief Technology Officer

Mohamed Sedeek is the Group Chief Technology Officer at Giza Systems. He joined the company in 1982, shortly after his graduation. Starting as a Maintenance Engineer, Sedeek was subsequently promoted to Senior Maintenance Engineer and then to a supervisor role. Following an organizational restructuring, he assumed the position of General Manager of the Telecom Business Unit and later became the Vice President of Sales and Delivery in 2008.

In 2012, Sedeek took on the role of Chief Operations Officer before transitioning to become the Chief Technology Officer in 2022.

Sedeek holds a BSc in Computer Engineering from Alexandria University, graduating in 1982. He furthered his education by earning a Master's Degree in Computer Science in 1987 and a Master's in Business Administration from the Arab Academy in 2007.

Former Group Chief People and Corporate Services Officer

Wessam Ghazy was the Former Group Chief People and Corporate Services Officer till November 2024 where she was succeeded by Saleh Algroony. She was leading People and Culture, Marketing Communications and Legal and Corporate Affairs across the Giza Systems Group.

Previously she served as Group Chief Human Resources Officer at Orascom Development Holding, the leading international developer specializing in building vibrant, integrated communities in Europe, the Middle East and North Africa. Prior to that, she was the Group Chief Systems/Shared Services Officer with Beyout Investment Group, a Kuwaiti conglomerate with a number of diverse industries and businesses (including Real Estate) across the Middle East, where she led all the supporting functions across the group. Prior to that, Wessam worked as Group Chief Shared Services Officer at Giza Systems, the prominent regional systems integrator supporting their expansions in the Middle East and Central and West Africa. Her career also includes consulting/advisory and program management roles at PwC, where she led several programs supporting the business and developing people across the Middle East region.

Wessam holds an MA in Leading Innovation and Change (Change Management) from York St. John, UK, with merit. She also holds a Diploma in HR Management from the AUC, an NLP Master practitioner and Timeline Therapy Certification, a Certified Trainer (ToT), an SHL Assessor and a Certified Balanced Scorecard Professional trained by Norton and Kaplan.



Sarah Eltawansy
Group Chief Strategy Officer
and Sustainability Officer

Group Chief Strategy Officer and Chief of Staff

Sarah Eltawansy is the Group Chief Strategy Officer at Giza Systems, leading Strategy Development, Strategy Execution, Market Intelligence, Strategic Research, Sustainability, and Mergers and Acquisitions.

Since joining Giza Systems in 2023 as the Strategy & Sustainability Director, Sarah has brought over 20 years of expertise in strategic planning, sustainability, executive coaching, change management, continuous improvement, and project management. In 2024, she was appointed Chief Strategy & Sustainability Officer.

Sarah has worked across various sectors, including banking, finance, healthcare, IT, and education. She has held leadership roles at leading organizations such as IBM, Bank of Canada, CGI, Export Development Canada, the Central Bank of Egypt, and the Agricultural Bank of Egypt.

Sarah earned her Master of Engineering in Computer and Systems and her Bachelor of Science in Electrical, Electronics and Communications Engineering from Ain Shams University.



Waleed Salah
Group Chief Audit Executive

Group Chief Audit Executive

Waleed Saleh is the Group Chief Audit Executive at Giza Systems. Waleed joined Giza Systems in 2023 bringing more than 20 years of experience in different roles within Finance, Assurance and Internal Audit functions across Egypt, Middle East, and the UK.

Prior to Giza Systems, Waleed held the position of Internal Audit Director at Vodafone Telecommunications for Egypt and Qatar.

His expertise includes financial accounting, revenue assurance, business decision support, enterprise risk management, compliance, internal audit, process improvement, and risk mitigation models.

Waleed holds a Bachelor’s degree in accounting and auditing from Cairo University, as well as an advanced accounting diploma from the American University in Cairo.

Business Ethics and Code of Conduct

At Giza Systems, integrity, accountability, and ethical conduct form the cornerstone of how we operate. Our corporate ethics framework consists of a suite of policies designed to promote transparency, reinforce responsible behavior, and guide employees and stakeholders in making principled decisions.

Code of Conduct

Our Code of Conduct is a comprehensive policy that governs expected behavior across the organization. It aligns with all relevant legal and regulatory standards and serves as a reference for employees, management, and directors in upholding our values.

Key Areas Covered

Company’s Responsibilities Toward Employees

We are committed to fostering a respectful, inclusive, and safe work environment. Our code ensures fair compensation, equal opportunity, and professional development for all employees.

Employee Responsibilities Toward the Company

Employees are expected to act in the best interests of Giza Systems. This includes safeguarding confidential information, avoiding conflicts of interest, and protecting company assets and intellectual property.

Media Engagement

To ensure transparency and protect the company’s reputation, employees must adhere to clear guidelines when interacting with media, ensuring timely and accurate communication.

Anti-money Laundering and Counter-terrorism Financing

We uphold strong compliance with financial crime legislation. Employees are trained to perform due diligence, detect suspicious activity, and cooperate with authorities as required.

Reporting Ethical Violations

- We maintain safe, confidential channels for reporting concerns. Employees are encouraged to come forward without fear of retaliation, with assurance that violations will be taken seriously and addressed appropriately.
- To enhance clarity, our Code of Conduct includes real-life examples, scenarios, and a Q&A section, ensuring accessibility and understanding at all levels of the organization.

Anti-corruption and Bribery Policy

Giza Systems enforces a strict zero-tolerance policy against bribery and all forms of corrupt behavior. The executive team is responsible for enforcing this policy, with Legal and HR providing continuous training and oversight.

Policy Highlights

- Applies regardless of intent or perceived business advantage
- Covers donations, gifts, vouchers, and any benefit meant to influence decisions
- Requires all hospitality or third-party payments to comply with financial controls and authorization procedures

Conflict of Interest Policy

Our Conflict of Interest Policy is designed to maintain trust and ethical decision-making by identifying and addressing any situation that may compromise objectivity.

Policy Objectives

Ensure Integrity in Decision-making

The policy safeguards against bias in company operations by proactively identifying potential conflicts.

Preserve Professional Reputation

It serves as a guide to help employees navigate challenging situations and maintain their professional standing.

Sustain Stakeholder Trust

By promoting transparency and ethical conduct, we reinforce the confidence stakeholders place in our people and business practices.

Giza Systems encourages a speak-up culture where stakeholders can report concerns about misconduct safely and confidently.

Key Elements

Confidential Reporting

Reports can be submitted via physical drop boxes on each floor or by emailing: whistleblowing@gizasystems.com

Submissions must include sufficient and accurate information to facilitate proper investigation.

No Retaliation Policy

Retaliation against whistleblowers is strictly prohibited. Any retaliatory behavior is subject to disciplinary action, including termination.

Investigation Process

All reports are handled impartially by appropriate teams—Legal, Compliance, Internal Audit—or an external third party if needed. Investigations are thorough and respectful of confidentiality.

Prevention of False Reporting

Knowingly submitting false claims undermines the process. Individuals found doing so will face disciplinary consequences.

Reinforcing Governance, Accountability, and Strategic Foresight

At Giza Systems, corporate governance is not merely a structural requirement - it is a strategic imperative. As the organization continues to grow in scale, complexity, and regional impact, maintaining strong internal controls and risk management practices is essential to ensuring ethical conduct, operational integrity, and long-term sustainability.

In 2024, Giza Systems took significant steps to reinforce its governance framework through the formalization of an Internal Audit Function and the evolution of its Enterprise Risk Management (ERM) system. These developments reflect the company’s commitment to embedding accountability, transparency, and strategic foresight into the core of its operations.

Together, these functions serve as vital enablers of informed decision-making, stakeholder trust, and organizational resilience.

Internal Audit Function

The establishment of an Internal Audit Function represents a critical milestone in strengthening Giza Systems’ corporate governance and risk management framework. Operating independently, this function provides objective assurance on the effectiveness of internal controls, financial reporting processes, and regulatory compliance across the organization.

By proactively identifying control weaknesses, inefficiencies, and compliance risks, the Internal Audit Function enhances operational performance and safeguards organizational assets. It plays a key role in promoting ethical practices, detecting fraud, and ensuring adherence to industry standards—ultimately contributing to stakeholder trust and long-term sustainability.

Beyond its assurance role, internal audit serves as a strategic advisor to executive leadership. Through transparent reporting and data-driven insights, the audit team supports informed decision-making and continuous process improvement. Embedding this function into the organizational structure reflects Giza Systems’ unwavering commitment to integrity, transparency, and governance excellence.

A Holistic Approach to Enterprise Risk Management (ERM)

In 2024, Giza Systems took a significant step in advancing its enterprise risk management (ERM) practices by formally embedding environmental, social, and governance (ESG) risks into its corporate risk framework. Recognizing the systemic, long-term, and often interconnected nature of ESG risks, the company adopted the COSO ERM framework to enhance the depth, structure, and foresight of its risk oversight processes.

Unlike traditional operational or financial risks, ESG risks transcend business functions—impacting areas such as supply chain resilience, workforce sustainability, regulatory alignment, and brand reputation. Conventional risk models, including ISO 31000, provide important foundations but may fall short in capturing the complexity of ESG risks. By leveraging the COSO ERM framework, Giza Systems integrates ESG risk considerations into strategy, performance, compliance, and reporting, enabling a more holistic and proactive risk management approach.

As part of this integration, the company:

- Updated its ERM procedural manual to reflect ESG considerations
- Enhanced its risk identification and assessment tools.
- Mapped ESG risks to strategic business objectives and performance drivers.

This strengthened framework allows Giza Systems to better anticipate emerging ESG risks, align risk responses with long-term value creation, and embed sustainability principles throughout organizational decision-making.

Internally, the shift fosters greater alignment, accountability, and cross-functional collaboration. Teams are now better equipped to identify ESG risks early, assess their impact, and implement effective mitigation strategies.

Externally, it demonstrates a forward-looking governance model—one that actively addresses climate, social, and reputational risks while reinforcing Giza Systems’ resilience and stakeholder trust.

By integrating ESG considerations into the heart of its ERM architecture, Giza Systems is not just managing uncertainty—it is building organizational resilience, protecting long-term value, and empowering its people to lead with purpose.

Embedding ESG into our risk framework is not just about managing uncertainty; it is about building resilience, protecting long-term value, and empowering every part of the organization to lead with purpose



Risk Management Snapshot

- **Enterprise Risk Management Overview:** End-to-end risk framework aligned with COSO and ISO 31000
- **ESG Risk Identification & Controls:** ESG risk lifecycle and control integration
- **Top Risks Identified:** Key ESG and enterprise risks, with associated mitigation strategies



Future Outlook & Commitments

7.1

Future Outlook and Commitments

As we close the chapter on 2024, we do so with a sense of momentum and clarity. This report is not only a reflection of the progress we have made, but a signal of what comes next.

With the introduction of our Go Forward Strategy (GO FW) for 2025-2027, Giza Systems is entering a new phase of transformation; one that redefines how sustainability is integrated into the heart of our business. This strategy marks a shift from ambition to integration, where environmental and social impact are no longer adjacent to growth, but essential to it. It is structured around four strategic pillars: **G**rowth, **O**perational Excellence, **F**inancial Stability, and **W**ork Experience & Culture.

The Go Forward Strategy provides the foundation to scale responsibly and lead decisively in the digital age. It reflects our intent to operate as a global hub, creating value not only through technology but also through measurable, meaningful impact.

Looking ahead, sustainability will be deepened across our service lines, delivery models, and decision-making processes. We are strengthening our environmental intelligence capabilities, aligning more closely with global reporting frameworks, and investing in talent development that supports the future of sustainable innovation.

Our Global Delivery Center (GDC) will incorporate sustainability principles from the ground up, ensuring our expansion is both efficient and environmentally responsible.

Our ambition to grow from a regional leader into a billion-dollar global innovator is matched by our commitment to transparency, accountability, and long-term value creation. Sustainability will no longer be a chapter in our story. It will shape the way we write every line.

Giza Systems is ready to go forward, with sustainability at the center of our future.



8

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Limited Assurance Statement

Introduction and Objectives of the Engagement

IdealRatings, Inc. (the “Assurance Provider”) was engaged by Giza Systems (the “Reporting Organization”) to perform an independent Limited Assurance engagement on its Sustainability Report for the year ended December 31, 2024 (the “Report”). The objective of this engagement is to enhance stakeholder confidence in the Report by providing an objective and independent assessment of its content. Our work was performed to provide a reasonable level of assurance that the sustainability information is, in all material respects, reliable and has been prepared in accordance with the specified reporting frameworks.

Scope, Subject Matter, and Limitations

The subject matter of this engagement is the ESG performance data and related information disclosed by the Reporting Organization for the fiscal year January 1 to December 31, 2024. The scope of our work covered the following:

- Reviewing the reporting procedures and assessing the quality and consistency of the reported indicators.
- Evaluating the Report’s adherence to the Global Reporting Initiative (GRI) 2021 Standards, and its alignment with the principles of the UN Global Compact and the Sustainable Development Goals (SDGs).
- Assessing the materiality review process and the quality of disclosures on material topics, including the reassessment of their relevance and impact in the second year of reporting.
- As part of data verification, we performed procedures to assess the accuracy and completeness of the reported greenhouse gas (GHG) emissions data (Scope 1, Scope 2, and selected Scope 3 categories). This process involved multiple rounds of data requests and clarifications to enhance consistency and transparency. All information disclosed in the Report was initially provided by the Reporting Organization and subsequently reviewed, revised, and validated in collaboration with our technical teams during the assurance process.

This engagement was subject to specific limitations and exclusions. Our procedures did not include the verification of forward-looking statements, expressions of opinion, testimonials, or aspirational commitments. Furthermore, our assurance was limited to the defined reporting period and does not extend to information disclosed outside the 2024 fiscal year.



Reporting Frameworks

Giza Systems' 2024 sustainability disclosures were prepared in accordance with the Global Reporting Initiative (GRI) Standards (2021), with disclosures focused on material topics relevant to its business and stakeholders. Our assurance procedures were performed to assess and confirm this alignment. The reporting of GHG emissions (Scope 1, Scope 2, and selected Scope 3 categories) followed the GHG Protocol Corporate Accounting and Reporting Standard. The Report also reflects the Company's commitment to the UN Global Compact principles and its contributions to the United Nations Sustainable Development Goals (SDGs), which were within the scope of our review.

Responsibilities of the Reporting Organization

The preparation and presentation of the sustainability data and information disclosed in this Report are the sole responsibility of the management of Giza Systems. Management is responsible for ensuring that the Report is prepared in accordance with the GRI Standards (2021), and for calculating the selected key performance indicators (KPIs) using appropriate methodologies, assumptions, and internal controls.

Responsibilities of the Assurance Provider

Our responsibility, as the independent Assurance Provider, is to conduct a Limited Assurance engagement and to express a conclusion on the sustainability information based on the work performed in accordance with applicable assurance standards.

Our responsibilities included:

- Engaging with relevant personnel to understand reporting processes, internal controls, and the application of reporting principles.
- Reviewing the completeness, consistency, and accuracy of reported disclosures and data indexes.
- Examining internal calculations, supporting documentation, and the procedures applied for data verification.

As this is the Company's second sustainability report, our work placed particular emphasis on evaluating year-on-year consistency of disclosures, reassessing the relevance of material topics, and reviewing the comparability of reported performance data against the 2023 baseline year. We also considered the extent to which the Company has advanced its reporting practices in line with national directives and international frameworks.



Recommendations

Based on our engagement, we recommend that the Reporting Organization place particular emphasis on setting clear and quantifiable long-term ESG objectives and targets linked to the identified material topics. We also advise strengthening internal management systems and controls for collecting, managing, and monitoring ESG performance data to ensure the year-on-year reliability of disclosures and demonstrable improvement in key ESG KPIs.

Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the sustainability information disclosed by Giza Systems for the period January 1, 2024 to December 31, 2024 has not been prepared, in all material respects, in accordance with the reporting principles, standards, and frameworks described in the ‘About this Report’ section.

For and on behalf of IdealRatings, Inc.

A handwritten signature in black ink, appearing to read "M. Donia", written over a horizontal line.

Mohamed Donia
Co-Founder & CEO IdealRatings, Inc.



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UNGC Principles	GSI Commitment	Reference
Human Rights Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 2: Businesses should make sure that they are not complicit in human rights abuses	We are committed to upholding and promoting human rights in all our operations, ensuring that every individual’s dignity and rights are respected. To accelerate our efforts in protecting human rights across our operations, we have established five key policies: 1) Human Rights Policy: Our Human Rights Policy is established in line with the UN Guiding Principles on Business and Human Rights, the UN Declaration on Human Rights, and other relevant international frameworks. This policy outlines our commitment to respecting and promoting human rights throughout our operations and supply chain. 2) Grievance Mechanism Policy: To guarantee compliance and effective conciliation, we also have in place a grievance mechanism policy that applies to both our employees and suppliers. 3) Diversity and Anti-discrimination Policy: We have implemented a Diversity and Anti-discrimination Policy that forbids any act of discrimination based on gender, race, color, age, religion, or disability. This policy ensures fair treatment for all our employees and business partners across our value chain. 4) Code of Conduct: Our Code of Conduct reaffirms our employees’ responsibilities in preserving human rights and applying core guiding principles in our operations. This code serves as a foundational document that guides our employees’ actions, ensuring they adhere to our high standards of ethical conduct and respect for human rights. 5) Supplier Code of Conduct: These policies are approved by our Executive Leadership and the Sustainability Department, reflecting our top-level commitment to human rights.	• Governance & Ethics p.88-97 • Social Impact p.43-83 • Responsible Supply Chain Management p.84-87
Labour Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor. Principle 5: Businesses should uphold the effective abolition of child labor. Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	We are dedicated to upholding fair labor practices, including the right to collective bargaining, and ensuring a safe, non-discriminatory workplace for all employees in line with national laws and regulations. These principles are firmly established in our Human Rights Policy and Code of Conduct, reflecting our commitment to creating a respectful and equitable work environment. Giza Systems actively supports fair employment practices across our business, we provide fair wages, safe working conditions, and equal opportunities for all employees, regardless of their background. Our policies strictly prohibit all forms of child and forced labor. This commitment is clearly articulated in both our Employee and Supplier Code of Conduct, as well as our Human Rights Policy. We ensure that these standards are upheld throughout our operations and supply chain.	• Governance & Ethics p.88-97 • Social Impact p.43-83 • Responsible Supply Chain Management p.84-87

UNGC Principles	GSI Commitment	Reference
Environment Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	We are committed to making continuous improvements in managing our environmental impact. Our environmental policy involves multiple programs and initiatives, including quantifying our carbon footprint, reducing our water footprint, minimizing waste, and increasing energy efficiency across our operations. In the upcoming years, we also plan to measure the environmental impact of our projects to ensure a comprehensive understanding of our ecological footprint. We also engage in environmental awareness programs to educate our employees, partners, and communities about the importance of sustainability. We uphold all legal requirements and ensure that our operations align with relevant environmental standards. To validate our dedication to compliance, our Environmental Management System (EMS) has been externally assessed and accredited according to ISO 14001 standards. Innovation is at the heart of our approach to sustainability. Giza Systems is dedicated to encouraging the development and diffusion of environmentally friendly technologies. We invest heavily in high-impact projects aimed at achieving sustainable and positive environmental outcomes. Our commitment to sustainability drives every aspect of our work, from design to implementation, utilizing cutting-edge solutions and innovative approaches.	- Environmental Responsibility p.26-42 - Aligning Environmental Action with Business Operation p.27-28 - Striving for Excellence in Carbon Management p.29 - Strengthening Efficiency in Resource Management p.30-35 - Building Energy Resilience with Targeted Actions p.30-32 - Achieving Water Sustainability with Smart Solutions p.34 - Advancing Waste Management Maturity p.35 - Environmental Sustainability in Practice: Our Success Stories p.36-42
Anti-Corruption Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Giza Systems maintains a zero-tolerance policy towards corruption and bribery, implementing stringent measures to ensure transparency and integrity in all our business dealings.	Anti-Corruption & Bribery Policy p.96

GRI Content Index

Statement of use		Giza Systems has reported the information cited in this GRI content index in accordance with the GRI Standards from January 1st, 2024 to December 31st, 2024.	
GRI 1 used		GRI 1: Foundation 2021	
Applicable GRI Sector Standard(s)		None	
GRI Standard / Other Source	Disclosure	Page number(s), links and/or direct answer	
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	8	Our Business
	2-2 Entities included in the organization’s sustainability reporting	4	Report Scope & Methodology
	2-3 Reporting period, frequency and contact point	4	Report Scope & Methodology
	2-4 Restatements of information	-	None
	2-5 External assurance	101-102	Limited Assurance Statement
	2-6 Activities, value chain and other business relationships	8	Our Business
	2-7 Employees	-	Our People at a Glance
	2-8 Workers who are not employee	-	Giza Systems does not rely on non-employee workers in its core operational workforce; consequently, no further quantitative data is reported for this disclosure.
	2-9 Governance structure and composition	89-95	Our Governance Structure
	2-10 Nomination and selection of the highest governance body	90-91	The Nomination and Remuneration Committee (NRC) handles the periodic review and evaluation of the Board's structure and effectiveness, recommending necessary changes or appointments. The NRC assesses the qualifications and independence of board members and executives to ensure they have the requisite skills and expertise.
	2-11 Chair of the highest governance body	89	The Chair of the Board of Directors is Omer Alnomany, who is also the Chief Executive Officer of solutions by stc. This arrangement is structured to ensure a balanced representation of interest and expertise and promote effective governance and strategic oversight.
	2-12 Role of the highest governance body in overseeing the management of impacts	90	The Board of Directors sets and reviews the company's strategic plans, policies, and objectives, manages and directs operations, and ensures regulatory compliance. It approves the company’s ESG and Sustainability policies and oversees the development, approval, and update of purpose, value, or mission statements related to sustainable development.
	2-13 Delegation of responsibility for managing impacts	90	The day-to-day implementation and coordination of ESG initiatives are delegated to the Chief Sustainability Officer (CSO).
	2-14 Role of the highest governance body in sustainability reporting	4, 90, 95	The Giza Systems Group’s CSO is responsible for reviewing and approving the annual sustainability reports. The Board of Directors approves the company's ESG and Sustainability policies, and the CSO regularly reports to the Board on ESG implementation.
	2-15 Conflicts of interest	96	Conflict of Interest Policy
	2-16 Communication of critical concerns	96	Robust mechanisms are established to ensure that critical concerns are promptly communicated to the highest governance body. These mechanisms include regular reports from the risk management function, direct communication channels for urgent concerns, and the oversight provided by specialized committees. The Executive and Audit Committees are responsible for overseeing critical concerns across the company. The Whistleblowing Policy provides a confidential channel via physical drop boxes and email: whistleblowing@gizasystems.com for reporting misconduct, with specific cybersecurity incidents escalated via incident reports to the Executive Team and Audit Committee for critical events.
	2-17 Collective knowledge of the highest governance body	-	The Giza Systems Board of Directors possesses the necessary collective knowledge, skills, and experience to effectively oversee all ESG matters. This competence stems from the diverse expertise of its members in digitalization, strategy, sustainable development and finance. Oversight is further assured as the CSO regularly reports to the Board on the implementation and coordination of all ESG initiatives.
	2-18 Evaluation of the performance of the highest governance body	90	Board Evaluation and Remuneration

GRI Content Index

	2-19 Remuneration policies	90	The NRC determines the compensation framework for Board members and executive management, ensuring it is performance-driven. For employees, a merit-based salary adjustment is linked to annual performance outcomes. Compensation practices are maintained to be competitive across all regions, considering local benchmarks.
	2-20 Process to determine remuneration	90	
	2-21 Annual total compensation ratio	-	Giza Systems does not publicly disclose this information due to confidentiality constraints.
	2-22 Statement on sustainable development strategy	5-7	Messages from Our Leadership
	2-23 Policy commitments	96-97	Giza Systems maintains a robust framework of internal policies that serves as the foundation for its Environmental, Social, and Governance commitments, aligning with the principles of the GRI Standards. This comprehensive policy infrastructure ensures accountability and ethical conduct across all operational and governance dimensions.
	2-24 Embedding policy commitments		
	2-25 Processes to remediate negative impacts	81, 96	Giza Systems provides accessible grievance mechanisms for both employees and community stakeholders, ensuring that concerns are addressed transparently and fairly. Guided by the Whistleblowing Policy, all reported grievances are subject to impartial investigation by designated teams, with strict enforcement of a non-retaliation principle. These mechanisms extend beyond the workplace to the communities where Giza Systems implements its CSR and development projects.
	2-26 Mechanisms for seeking advice and raising concerns	81, 96	
	2-27 Compliance with laws and regulations	-	There were no significant instances of non-compliance with laws and regulations identified during the reporting period.
	2-28 Membership associations	4	Giza Systems formally committed to aligning its operations with the UN Global Compact's Ten Principles by joining the UN Global Compact Network Egypt in April 2024. This action reinforces the commitment already demonstrated by the Giza Systems Foundation (GSF), which has been a dedicated signatory of the United Nations Global Compact since 2016.
	2-29 Approach to stakeholder engagement	23	Stakeholder Engagement
	2-30 Collective bargaining agreements	-	Giza Systems respects all employment and labor relationship regulations outlined in the Egyptian Labor Law.

The material topics below are presented in order of their respective priority:

Material Topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	24-25	Materiality Assessment
	3-2 List of material topics	24-25	

Emission and Energy

GRI 3: Material Topics 2021	3-3 Management of material topics	27-35	- Tracking Our Carbon Footprint - Building Energy Resilience with Targeted Actions
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	29	Tracking Our Carbon Footprint
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity		
	305-5 Reduction of GHG emissions		

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GRI 302: Energy 2016	302-1 Energy consumption within the organization	29, 31-32	Energy Consumption & Intensity Performance
	302-3 Energy intensity		
	302-4 Reduction of energy consumption		
Water Management			
	3-3 Management of material topics	34	Achieving Water Sustainability with Smart Solutions
GRI 303: Water and Effluents 2018	303-5 Water Management	34	Water Consumption & Intensity Performance
Talent Attraction, Retention & Well-being			
GRI 3: Material Topics 2021	3-3 Management of material topics	45-69	Talent Acquisition and Retention, Cultural Transformation.
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	45-46	Inclusive Hiring
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	65	Employee Wellness
	401-3 Parental leave		We offer parental leave in line with applicable legal requirements, including fully paid maternity leave for female employees and three days of paternity leave for male employees. We ensure a smooth return to work with flexible arrangements and childcare access.
Human Capital Development			
GRI 3: Material Topics 2021	3-3 Management of material topics		Learning and Development
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	51	
	404-2 Programs for upgrading employee skills and transition assistance programs		
	404-3 Percentage of employees receiving regular performance and career development reviews	51	Performance and Career Development Reviews
Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	31, 44, 63-68	Occupational Health and Safety
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	3, 67-68	Our Occupational Health and Safety Management System
	403-2 Hazard identification, risk assessment, and incident investigation	67-68	OHS Hazard Identification and Control
	403-3 Occupational health services	67-68	Employee Wellness, Occupational Health and Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	-	Worker participation is realized through mandatory input mechanisms and dedicated forums. These include regular internal reviews and timely submission of quarterly OHS KPIs. Formal consultation occurs through HSE meetings, Toolbox Talks and, Job Hazard Analyses (JHA) and Risk Impact Assessments (RIA). Communication is embedded through ongoing awareness campaigns and orientation programs that cover environmental objectives and safety protocols.
	403-5 Worker training on occupational health and safety	67-68	Occupational Health and Safety Training and Awareness

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GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	44, 63-65	Employee Wellness
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	31, 67, 81	The OHSMS encompasses on-site contractors to ensure consistent safety standards. The HSE team implemented a structured Subcontractor Evaluation and Selection System with a Three-Tier Supplier Categorization and a Distinct Scoring Model based on risk exposure and safety performance.
	403-8 Workers covered by an occupational health and safety management system	31, 67, 81	The OHS Management System is fully implemented across all operations and extends to 100% of the directly employed workforce.
Customer Relationship Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	79-84	Customer Success
Communities Development			
GRI 3: Material Topics 2021	3-3 Management of material topics	70-78	Giza Systems Foundation
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		
	413-2 Operations with significant actual and potential negative impacts on local communities	-	No significant actual negative impacts on local communities resulting from the company's operations was detected during the reporting year.
Corporate Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	89-97	Governance and Ethics
Sustainable Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	85-87	Responsible Supply Chain Management
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	87	Supplier Diversity
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	86-87	Giza Systems performs environmental due diligence for all new suppliers as part of its pre-qualification process. Screening criteria ensures supplier adherence to national environmental laws and regulations.
	308-2 Negative environmental impacts in the supply chain and actions taken	-	In 2024, our Procurement Team launched a strategic program to address the environmental impact of logistics and freight, a considerable source of Scope 3 emissions. This initiative successfully closed a key reporting gap by calculating a reliable emissions baseline across all transport modes (air, sea, and domestic land freight) for purchased goods, identifying material areas for future emissions reduction.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	86-87	All new suppliers undergo social due diligence screening, which is integrated into the pre-qualification policy.
	414-2 Negative social impacts in the supply chain and actions taken	-	No negative social impacts within the supply chain were detected during the reporting period.
Cybersecurity			
GRI 3: Material Topics 2021	3-3 Management of material topics	14, 82-83	Strengthening Cybersecurity Governance

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Waste Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	35	Advancing Waste Management Maturity
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		
	306-2 Management of significant waste-related impacts		
	306-3 Waste generated		
	306-4 Waste diverted from disposal		
	306-5 Waste directed to disposal		
Resource Efficiency & Circularity			
GRI 3: Material Topics 2021	3-3 Management of material topics	35	Strategic Progress toward a Circular Operating Model
Diversity & Inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics	45, 31, 89-96	- Our Governance Structure - Our People at a Glance - Feedback, Learning, and Grievance Channels - Whistleblowing Policy
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	45, 89-95	- Our Governance Structure - Our People at a Glance
	405-2 Ratio of basic salary and remuneration of women to men	-	Giza Systems adheres to the Egyptian labor law by providing equal pay for both female and male employees, ensuring there is no disparity in wages between women and men.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	-	No incidents of discrimination were reported during the reporting year.
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	-	All our employee compensations comply with labor law regulations, including minimum wages.
	202-2 Proportion of senior management hired from the local community	-	100% of our senior management is hired from the local community.
Business Ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	96	Business Ethics and Code of Conduct
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	96	Our Anti-corruption Policy is integrated into the Code of Conduct. The policy is communicated to all employees and suppliers, and its acceptance is mandatorily signed by every internal and external party dealing with Giza Systems. Regular, dedicated anti-corruption training is provided to ensure continuous awareness.
	205-3 Confirmed incidents of corruption and actions taken	-	There were no confirmed incidents of corruption or bribery were recorded during the reporting year.

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GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-	There were no confirmed incidents or legal actions for anti-competitive behavior were recorded during the reporting year.
GRI 415: Public Policy 2016	415-1 Political contributions	-	No financial or in-kind political contributions were made by Giza Systems, either directly or indirectly.
Biodiversity			
GRI 3: Material Topics 2021	3-3 Management of material topics	-	Giza Systems has not detected any adverse impacts on biodiversity resulting from its operations.
Human Rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	-	We operate under a formal Human Rights policy that mandates compliance with the UN Guiding Principles on Business and Human Rights and other universally recognized standards, in addition to all laws and regulations in our operating countries.
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	-	Giza Systems complies with all labor laws and regulations, ensuring full respect for employee rights in every aspect.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-	Giza Systems does not have any operations or suppliers where the right to freedom of association and collective bargaining may be at risk. We uphold the human rights of all our employees and suppliers, ensuring strict adherence to human rights-related standards and measures.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	-	We affirm our commitment to human rights via a comprehensive policy that complies with the UN Guiding Principles on Business and Human Rights, universal standards, and local laws. The policy's scope includes all company activities, suppliers, and partners. We maintain a zero-tolerance policy strictly prohibiting all forms of child labor and forced labor across our operations and supply chain.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	-	
Privacy Protection			
GRI 3: Material Topics 2021	3-3 Management of material topics	14, 82-83	Strengthening Cybersecurity Governance
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	We recorded zero substantiated customer privacy complaints during the reporting period. We experienced no incidents of customer data theft, loss, or third-party security breaches. The single reported customer data leak was due to a misconfigured system hosted at the customer's own premises.

A

Absolute Emissions The total amount of greenhouse gas emissions released into the atmosphere over a specific period, measured in metric tons of carbon dioxide equivalent (mtCO₂e).

Acoustic Sensors A component of water loss prevention technology used to accurately pinpoint subsurface leaks by detecting and analyzing noise differentials within water distribution pipelines.

Agile (ACP) The PMI Agile Certified Practitioner (PMI-ACP) is a professional certification that formally recognizes an individual’s expertise in agile principles, practices, tools, and techniques across major agile methodologies, including Scrum, Kanban, and Lean.

Air Freight Volume Reduction An initiative aimed at decreasing the quantity of goods transported by air, typically by shifting to lower-emission modes like sea freight or optimizing logistics.

Assistive Technologies Specialized tools, equipment, or systems designed to enhance independence, mobility, and functional capabilities for persons with disabilities (PwDs), integral to inclusion and accessibility programs.

ASHRAE An abbreviation for the American Society of Heating, Refrigerating and Air-Conditioning Engineers, whose audit standards (Levels 1 & 2) and technical guidelines (e.g., ASHRAE 90.4) are widely adopted to ensure data integrity and consistency in energy management and audits.

Anti-corruption and Bribery Policy A formal company policy that prohibits that prohibits corrupt practices, such as offering or accepting bribes, and establishes procedures for preventing, detecting, and reporting corruption.

Anti-money Laundering (AML) / Counter-terrorism Financing (CTF) Policies and procedures implemented to ensure strong compliance with financial crime legislation, requiring due diligence, detection of suspicious activity, and cooperation with authorities.

Audit Committee A specialized committee of the Board that oversees the financial reporting process, internal controls, and the internal and external audit functions to ensure financial integrity and compliance.

B

Baseline A quantified starting point or reference measure against which an organization’s performance, progress, and achievement of future reduction targets are systematically compared and evaluated.

Building Information Modeling (BIM) An intelligent 3D model-based process used in project management to facilitate integrated engineering and collaboration throughout the lifecycle of a construction asset. It is a sustainability-enabling tool that contributes to both Environmental and Social/ Governance outcomes.

C

CAPA (Corrective and Preventive Action) Formal protocols used in quality management to systematically investigate the root cause of identified defects or non-conformances (NCs) and implement actions to prevent their recurrence.

Carbon Footprint The total amount of greenhouse gases that are generated by an organization’s direct and indirect actions.

Carbon Management The strategic process within an organization to measure, monitor, and reduce its carbon footprint, often involving energy efficiency improvements and operational changes.

Carbon Offset Program An environmental initiative to compensate for unavoidable GHG emissions (typically from high-impact activities like air freight) by purchasing certified carbon credits from projects that remove or reduce emissions elsewhere.

Career Development Plans (CDPs) Function-specific, structured development frameworks that outline the required skills, experience, and criteria for horizontal and vertical advancement within a job category.

CE Mark Certification A mandatory conformity mark on many products placed on the extended European market, signifying that the product meets EU safety, health, and environmental protection standards.

Circular Operating Model An economic system aimed at eliminating waste and the continual use of resources by closing resource loops through recycling, reuse, repair, and remanufacturing.

Cisco ISE (300-715 SISE) A specialized technical certification focusing on the implementation and administration of Cisco Identity Services Engine (ISE), an advanced network access control and security policy platform used to define, enforce, and manage secure access across an enterprise network.

CILT The Chartered Institute of Logistics and Transport (CILT) certification is a globally recognized professional qualification for individuals working in the supply chain, logistics, and transport sectors, establishing competency in planning, management, and strategic operations.

CKA The Certified Kubernetes Administrator (CKA) is a highly-respected, vendor-neutral certification that validates an individual’s technical knowledge and proven ability to successfully perform the basic installation, configuration, and management of production-grade Kubernetes clusters.

CMA The Certified Management Accountant (CMA) is an advanced professional certification for finance and accounting professionals. It demonstrates expertise in financial planning, analysis, control, and decision support, essential for driving business performance and strategy.

Co-creation A participatory design approach that involves actively engaging beneficiaries, local partners, and other stakeholders in the process of designing and developing solutions, ensuring relevance, local ownership, and increased

effectiveness.

Code of Conduct A comprehensive policy that outlines the ethical principles, legal compliance requirements, and expected behaviors for all employees, management, and directors within the organization.

Corporate Responsibility The overarching commitment by an organization to manage the social, economic, and environmental effects of its operations and address the interests of its stakeholders, often implemented through its CSR arm.

COSO ERM Framework The Enterprise Risk Management (ERM) framework utilized to structure risk oversight, proactively integrating ESG risks with traditional operational and financial risks to build organizational resilience.

Communication Effectiveness Index (CEI) An internal metric used to quantitatively assess employee perception of the clarity, quality, and structure of corporate internal communication, informing cultural alignment efforts.

Conflict of Interest Policy A policy designed to identify and address any situation that may compromise objectivity and maintain trust and ethical decision-making within the company.

Customer Satisfaction (CSAT) Surveys conducted for eligible projects to quantitatively measure and monitor the degree to which a client’s expectations, regarding service or product delivery, are met.

Customer Centricity A core business strategy focused on creating a positive and consistent client experience (CE) by understanding, responding to, and continuously prioritizing customer needs and expectations above all else.

Customer Journey Mapping A strategic visualization tool that plots the entire process a customer goes through to achieve a goal, enabling the organization to identify key touchpoints, pain points, and opportunities for enhancing the client experience (CE).

Culture Ambassadors Employees formally designated within the organization to champion and embody corporate values, drive cultural alignment, reinforce desired behaviors, and represent the brand both internally and externally.

Cybersecurity Steering Committee (GS-CSC) A dedicated governance body formed to oversee the development, implementation, and governance of the information security strategy to align with regulatory requirements and strategic objectives.

D

Data Classification and Retention Policy A policy enforced to safeguard digital and physical assets by defining classification and retention protocols aligned with business objectives and legal obligations.

Data Privacy Compliance The process of ensuring that all handling, storage, and processing of personal data adhere strictly to national and international legal and regulatory requirements (e.g., those from the NMDO), building stakeholder trust.

Contents		Introduction	Sustainability Strategy and Management	Environmental Responsibility	Social Impact	Responsible Supply Chain Management	Governance and Ethics	Future Outlook and Commitments	Appendices
ESG Glossary									
	Decarbonization Pathway	A strategic, usually long-term, plan that outlines the necessary steps (e.g., energy transition, efficiency upgrades) for an organization or sector to significantly reduce or eliminate its carbon emissions.							
	Domestic Transport Efficiency	A logistics metric that measures the optimization of local delivery routes and vehicle utilization, often expressed as the reduction in the distance traveled per unit of goods transported (km/ton ratio).							
	Digital Resilience	The ability of an organization’s IT and operational systems to withstand, adapt to, and rapidly recover from security threats, failures, or operational disruptions, ensuring continuity of service delivery.							
	Diesel Fuel	A type of fossil fuel, primarily consumed by company vehicles and backup generators, contributing to Scope 1 emissions.							
	DISC Behavioral Assessment	A tool used in the Future Leaders Development Program to objectively profile participants’ personality and workstyle to inform tailored Individual Development Plans.							
	Digital Equity	The state in which all individuals and communities have the information technology capacity needed for full participation in society, ensuring equitable access to digital literacy, services, and opportunity.							
	Direct Beneficiaries	Individuals who receive the core services, training, or resources directly from a program (GSF initiatives), used for calculating the immediate reach and impact of social investments.							
	Disability Inclusion	The proactive organizational effort to integrate persons with disabilities (PwDs) fully into all aspects of society, ensuring accessibility, equal opportunity, and freedom from discrimination.							
	DNV (Det Norske Veritas)	A globally accredited registrar and classification society that has certified Giza Systems’ Occupational Health and Safety Management System (OHSMS) to the ISO 45001:2018 international standard.							
	E								
	Egypt Vision 2030	Egypt’s long-term national development strategy that seeks to achieve sustainable development across economic, social, and environmental dimensions. It emphasizes inclusive growth, social justice, environmental sustainability, and competitiveness, aligning with the UN Sustainable Development Goals.							
	Electricity Intensity (per Area)	A metric measuring the amount of purchased electricity consumed per unit of operational space (e.g., kWh/m²), used to track energy efficiency changes relative to facility size.							
	Elimination	A hazard control measure in the Hierarchy of Controls, involving the complete physical removal of a hazard at the design or planning stage.							
	Emergency Response Plan	A pre-defined set of procedures and protocols for an organization to effectively manage and mitigate the impact of unforeseen crises or incidents (e.g., environmental spills or fire). manage and mitigate the impact of unforeseen crises or incidents (e.g., environmental spills or fire).							
	Emissions Intensity	A metric that expresses absolute greenhouse gas							
		emissions relative to a specific operational or business activity (e.g., mtCO ₂ e/m² or mtCO ₂ e/employee), offering a normalized measure of efficiency over time.							
	Employee Engagement	A management focus on creating a work environment where employees feel connected, enthusiastic, and committed to their work and the organization’s mission, resulting in higher productivity and motivation.							
	Employee Experience (EX)	Employee Experience (EX) refers to the totality of the observations, feelings, and perceptions that an individual employee has at every stage of their tenure with an organization, from initial recruitment and onboarding through to career development, daily work environment, and eventual offboarding.							
	Employee Experience Index (EEI)	Employee Experience Index (EEI) is a quantifiable internal metric or benchmark score derived from comprehensive internal surveys and continuous feedback mechanisms, used to systematically measure and track employee satisfaction and perception of their work environment.							
	Employee Resource Groups (ERGs)	Voluntary, employee-led groups formed around shared characteristics or life experiences (e.g., wellness, women empowerment, inclusion) that foster a sense of belonging, support diversity, and contribute to organizational objectives.							
	Employee Value Proposition (EVP)	The core offerings (Compensation, Benefits, Wellbeing, Development, Culture & Belonging) that make Giza Systems an employer of choice and define the core workplace experience.							
	Employee Satisfaction Survey	A standardized, formalized tool used by HR to quantitatively measure employee sentiment and overall positive or negative feelings toward their work environment, leadership, benefits, and career opportunities.							
	Energy Conservation Measures (ECMs)	Specific actions or investments (e.g., operational optimizations, or capital upgrades) undertaken to systematically reduce energy consumption, improve efficiency, and lower operational energy demand within a facility or process, aligning with long-term energy performance goals.							
	Energy Management System (EnMS)	A formal, structured framework (often aligned with ISO 50001) for an organization to monitor, analyze, and continuously improve its energy performance, consumption, and efficiency through a systematic, data-driven approach.							
	Enterprise Risk Management (ERM)	The systematic process of identifying, assessing, and controlling all threats to an organization’s capital and earnings.							
	Environmental Action Plan	A structured, time-bound corporate plan that identifies key environmental objectives, details specific initiatives (actions) for the reporting period, and allocates resources to achieve targeted improvements in environmental performance.							
	Environmental Policy	A formal statement by an organization’s top management of its intentions and principles in relation to its overall environmental performance, which provides a framework for action and sets the tone for its Environmental Management System (EMS).							
		Environmental Management System (EMS) A formal, documented framework (often certified under ISO 14001) that enable an organization to reduce its environmental impacts, fulfill its legal and compliance obligations, and increase operational efficiency.							
	Executive Committee (ExCo)	The senior leadership team responsible for driving the company’s overall strategy, operations, and performance, ensuring alignment across functions and agile decision-making.							
	F								
	First Aid Cases	A safety indicator that tracks work-related injuries or illnesses requiring immediate treatment that does not necessitate the attention of a medical professional or a subsequent day away from work.							
	FTEs (Full-Time Employees)	A labor metric representing the total workload of an employed person during the reporting period, often used to normalize performance and calculate intensity figures relative to the size of the workforce.							
	Flexible Work Models	An organizational policy supporting adaptability in work arrangements, including flexible arrival times, remote work, and hybrid schedules, to enhance employee well-being and promote a positive work-life balance.							
	FRA ESG Disclosure Framework	A regulatory mandate from the Financial Regulatory Authority (FRA) in Egypt that sets the mandatory requirements and standards for companies to follow when reporting their environmental, social, and governance (ESG) performance and disclosures.							
	G								
	GHG Protocol Corporate	Accounting and Reporting Standard (GHG Protocol) The GHG Protocol provides globally recognized standards, guidance, and tools for measuring and managing greenhouse gas emissions. Developed through a partnership between the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), it establishes comprehensive frameworks for accounting and reporting emissions across organizational, project, and product levels, including the Corporate Standard, Scope 2 Guidance, Scope 3 Standard, and sector-specific guidelines.							
	GHG Inventory	The comprehensive, formalized process of quantifying and documenting all greenhouse gas (GHG) emissions released across an organization’s operations and value chain (Scope 1, 2, and 3) for a specific reporting period.							
	Giza InSync	The structured cultural transformation strategy (2025-2026) designed to embed cultural alignment and the company’s core values deep into the way Giza Systems operates.							
	Green Supply Chain Engagement	A strategic approach to prioritizing environmentally responsible procurement, involving collaboration with suppliers and subcontractors to ensure they demonstrate a commitment to minimizing their own environmental impacts.							
	Green Logistics	The practice of designing and implementing sustainable measures for the entire supply chain and transportation process, aimed at minimizing environmental impacts such as emissions, waste, and resource consumption.							

Giza Systems Foundation (GSF) The independent entity responsible for the company’s corporate social responsibility (CSR) and social impact initiatives, focusing on inclusive economic empowerment, education, and disability inclusion.

Green Supply Chain Engagement A strategic approach to prioritizing environmentally responsible procurement, involving collaboration with suppliers and subcontractors to ensure they demonstrate a commitment to minimizing their own environmental impacts.

Green Logistics The practice of designing and implementing sustainable measures for the entire supply chain and transportation process, aimed at minimizing environmental impacts such as emissions, waste, and resource consumption.

Green-Certified Carriers Logistics and transport partners that meet defined low-emission standards (e.g., Euro VI equivalent) or possess verifiable environmental certifications, prioritizing them for procurement to reduce Scope 3 emissions.

Grievance Mechanisms A formal process established by a company or organization to enable employees, stakeholders, or community members to raise concerns, complaints, or disputes in a safe, accessible, and transparent manner, with the aim of ensuring timely resolution and accountability.

H

Heating, Ventilation, and Air Conditioning (HVAC) The system responsible for controlling the temperature, humidity, and air quality in a building, identified as a significant energy user and a target for efficiency upgrades.

Health, Safety and Environment (HSE) The integrated management function encompassing the corporate commitment to Occupational Health and Safety (OHS) along with Environmental Management and regulatory compliance.

Hierarchy of Controls A globally recognized system for minimizing or eliminating exposure to hazards, structured from the most effective (Elimination) to the least effective (Personal Protective Equipment-PPE).

Hybrid Training Approach A flexible model for Learning and Development that combines digital/online learning with traditional in-person training (e.g., workshops) to maximize accessibility, engagement, and the effectiveness of knowledge transfer across a diverse workforce.

I

Impact-Driven Entrepreneurship A business model focused on generating both financial returns and measurable positive social and/or environmental outcomes (impact) as a core function of the venture, often aligned with the SDGs.

Inclusive Economic EmpowermentA strategy focused on expanding economic opportunities and resources for traditionally marginalized groups (e.g., women, persons with disabilities) to achieve financial independence and stability.

Inclusive Planning and Design The process of involving program beneficiaries and community members from the earliest stage of concept development to ensure that solutions are contextually sensitive, relevant, and owned by the people they are intended to serve.

Individual Development Plans (IDPs)A personalized, structured plan, often co-developed by an employee and their manager, designed to outline specific goals, learning objectives, and actions required to enhance current job performance, acquire future competencies, and achieve long-term career aspirations.

Incident Reporting Policy A formal corporate policy that establishes structured procedures for employees to document and escalate suspected or confirmed instances of security breaches, misconduct, or operational failures, ensuring timely response, mitigation, and root cause analysis.

Indirect Beneficiaries Individuals who are affected by a program’s outcomes but do not receive the service directly (e.g., family members of an entrepreneur, school communities), used to calculate the broader societal ripple effect of an investment.

Internal Mobility A human capital strategy focused on supporting and enabling employees to make voluntary lateral or upward career transitions to new roles or departments within the same organization.

ITPs (Inspection and Test Plans) Formal quality documents that specify the critical verification activities and inspection points (including hold points and witness points) required to ensure a product, process, or project component meets its quality specifications and contractual requirements.

InSync Building Blocks A set of twelve defined behaviors and mindsets (e.g., Agility & Resilience, Accountability & Ownership) that translate Giza Systems’ core values into tangible, expected daily practices and culture.

IJP (Internal Job Posting) Process The formalized and transparent system by which internal job vacancies are advertised to existing employees, supporting structured career movement, internal talent mobility, and equitable access to organizational opportunities.

ISMS (Information Security Management System) A systematic business approach, often aligned with ISO 27001, for establishing, implementing, maintaining, and continually improving an organization’s confidentiality, integrity, and availability of information through risk management.

ISO 9001 The international standard that specifies the requirements for a Quality Management System (QMS), focused on meeting customer and regulatory requirements while enhancing customer satisfaction through the effective application of the system.

ISO 14001The international standard that specifies the requirements for an Environmental Management System (EMS), enabling an organization to achieve its intended outcomes, which include enhancing environmental performance and fulfilling compliance obligations.

ISO 45001 The international standard that specifies the requirements for an Occupational Health and Safety (OHS) Management System (OHSMS), providing a framework for managing OHS risks and improving employee safety.

ISO 50001 The international standard that specifies the requirements for an Energy Management System (EnMS), enabling an organization to manage and continuously improve its energy performance, efficiency, use, and consumption.

ISO 31000 The international standard that provides principles and guidelines

for implementing and maintaining an effective risk management framework across an organization.

IoT-enabled Sub-metering The deployment of Internet of Things (IoT) sensors and devices within a facility to provide real-time, granular data on energy consumption at specific system or zone levels, enabling targeted efficiency measures.

J

Job Safety Analysis (JSA) Formal procedural tools mandated for high-risk operations to systematically identify hazards, evaluate risks, and determine appropriate control measures before work begins.

L

Lost Working Days (LWD) A key indicator in Occupational Health and Safety (OHS) performance, which quantifies the total number of scheduled workdays an employee is unable to work or is restricted from performing due to a work-related injury or illness.

LOTO (Lockout/Tagout) A critical safety procedure used to ensure that hazardous energy sources (electrical, mechanical, etc.) are isolated and rendered inoperative before maintenance or servicing work is performed on equipment.

M

Materiality Assessment A structured process used in sustainability reporting to identify, prioritize, and validate the environmental, social, and governance (ESG) issues that are most significant to an organization’s business operations and most important to its stakeholders, guiding strategy and reporting scope.

Meantime to Close (MTTC) A crucial cybersecurity and service management metric that measures the average time elapsed from the initial detection of a security incident or service ticket to its full resolution and closure, indicating response efficiency and mitigation capability.

mtCO₂e The abbreviation for metric tons of carbon dioxide equivalent, which is the standardized unit of measure used in GHG reporting to aggregate the total climate impact of various greenhouse gases (GHGs) into a single metric.

Multi-Factor Authentication (MFA) A security control that requires users to provide two or more verification factors to gain access to a resource, significantly enhancing the protection of sensitive data and IT systems.

N

Net Promoter Score (NPS) A widely used market research metric that measures customer loyalty and the likelihood of recommendation on a scale of -100 to 100, based on customer responses to a single question about their willingness to recommend a company’s product or service.

Near Miss A safety indicator defined as an unplanned event that did not result in injury, illness, or damage, but had the potential to do so, providing a valuable opportunity for proactive learning and risk mitigation.

Non-Conformance (NC) Clearance Rate A quality control metric measuring the percentage of identified deviations from specifications, standards, or procedures that have been successfully resolved, closed out, and verified within a specific reporting period, demonstrating responsiveness to quality gaps.

Non-Revenue Water (NRW) The volume of water produced and put into a distribution system that is “lost” and not billed to customers, encompassing both physical losses (leaks) and commercial losses (theft, metering inaccuracies).

Non-Technical Losses Losses in a utility system (such as power or water) that are not attributable to physical system errors or technical faults, but rather to commercial, administrative, or intentional issues, including theft, metering errors, or billing inaccuracies.

Non-Executive Director A member of the Board of Directors who is not part of the company’s executive management team and does not engage in day-to-day operations, providing independent oversight and strategic advice.

Nomination and Remuneration Committee (NRC) A specialized committee of the Board responsible for establishing a performance-driven framework for executive and board compensation, and overseeing the structure, effectiveness, and composition of the board.

O

Occupational Health and Safety Management System (OHSMS) A coordinated and systematic approach, often certified to ISO 45001, for managing OHS risks, improving employee safety, and ensuring regulatory compliance across all operations.

P

Payback Period A key financial metric used to evaluate the economic feasibility of an energy efficiency investment, calculated as the time required for the cumulative savings from the investment to equal the initial capital cost.

Performance Appraisal (PA) A formal, structured process for conducting forward-looking dialogues between an employee and manager to review job performance, provide constructive feedback, assess goal alignment, and inform subsequent Individual Development Plans (IDPs).

Performance Improvement Plan (PIP) A formal, structured document used to constructively address employee performance deficiencies. It outlines clear expectations, development goals, targeted coaching, and a defined timeline for the employee to close performance gaps and realign with role expectations.

Personal Protective Equipment (PPE) The specialized gear (e.g., arc-rated suits, fall arrest systems) used to protect a worker from specific residual hazards.

Permit-to-Work Systems A formal, standardized administrative control procedure mandating that certain high-risk work (e.g., confined space entry, live electrical work) cannot commence until a formal document authorizing

the work and confirming safety checks has been issued.

Power Usage Effectiveness (PUE) A metric used to determine the energy efficiency of a data center. It is calculated by dividing the total amount of energy entering the data center by the energy used to run the IT equipment, with a lower PUE (closer to 1.0) indicating better efficiency.

Purchased Electricity The electrical energy procured from the power grid. It is the company’s main energy source and is classified under Scope 2 Emissions for GHG reporting.

PV Solar Systems (Photovoltaic) Systems that convert light directly into electricity, deployed in projects to support renewable energy adoption. Their use contributes to national sustainability goals and an enhanced share of clean energy.

PwDs (Persons with Disabilities) An abbreviation used in social reporting to refer to individuals who have long-term physical, mental, intellectual, or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

Q

Quality Assurance (QA) The systematic activities implemented within the quality system that focus on aligning internal processes with strategic goals to ensure that quality requirements for a service or product will be fulfilled (i.e., focusing on the process and system).

Quality Control (QC) The operational activities focused on ensuring consistency across technical execution and project management functions. This involves frequent inspections and real-time monitoring to verify and monitor the quality of the product or service delivered.

R

Root Cause Analysis A systematic process for identifying the fundamental underlying factors that caused a defect (NC), failure, or incident, allowing the company to implement effective CAPA protocols that prevent recurrence.

S

Saudi Vision 2030 Saudi Arabia’s national strategic framework for sustainable development, designed to diversify the economy, enhance public services, and promote social inclusion. It emphasizes reducing oil dependence, fostering private sector growth, and driving innovation and sustainability for improved quality of life.

Security Operations Center (SOC) A centralized function/facility where a dedicated team monitors, detects, analyzes, and responds to cybersecurity threats and incidents using technology and defined processes.

Service-Level Agreement (SLA) A formalized contract or commitment between a service provider and a client (or internal department) that defines the level of service expected, particularly specifying metrics for resolution time and service availability.

Scope 1 Emissions Direct greenhouse gas emissions from sources owned or controlled by the company, such as fuel consumption from company vehicles and backup generators.

Scope 2 Emissions Indirect greenhouse gas emissions from the generation of purchased energy, such as electricity consumed by company facilities.

Scope 3 Emissions All other indirect emissions that occur in a company’s value chain, including categories like business travel, freight, waste, and purchased goods and services.

Social Innovation The process of developing and implementing new solutions (products, services, models) that effectively address pressing social and environmental needs, creating value for both society and the organization.

Significant Energy Uses (SEUs) The major energy-consuming equipment or systems (e.g., HVAC units, lighting, IT infrastructure) within an organization’s boundaries that are specifically identified and prioritized for monitoring and improvement under an Energy Management System (EnMS).

SMART Goal Framework A universally used planning tool where objectives are structured to be Specific, Measurable, Achievable, Relevant, and Time-bound, ensuring initiatives are clear, quantifiable, and strategically aligned.

Substitution A hazard control measure in the Hierarchy of Controls that involves replacing a hazardous material, process, or equipment with a non-hazardous or less hazardous alternative.

Succession Planning A strategic talent management process that involves identifying and developing internal employees who have the potential to fill key leadership or critical positions should they become vacant, ensuring organizational continuity and resilience.

Subcontractor Evaluation and Selection System A structured framework implemented to assess and categorize the HSE maturity and performance of external suppliers/contractors based on their risk exposure, operational scope, and compliance history prior to engagement.

Supplier Diversity The strategic prioritization of engaging with a varied supplier base, particularly increasing the volume and spend with local vendors, to enhance supply chain resilience and support local economic development.

Supply Chain Emissions Reduction Program A dedicated, formal initiative focused on measuring, analyzing, and reducing GHG emissions that occur in the upstream and downstream activities of the value chain (Scope 3), particularly those related to logistics and purchased goods.

Sustainable Development Goals (SDGs) A universal set of 17 interconnected goals adopted by the United Nations in 2015 to end poverty, protect the planet, and ensure peace and prosperity for all by 2030, serving as a global blueprint for sustainable development.

Sustainability Champions Network A cross-functional group of employees organized to mobilize peer engagement in environmental and social initiatives, promote ESG awareness, and translate corporate sustainability goals into on-the-ground action.

Sustainable Fleet Management The practice of reviewing and optimizing vehicle operations (including routing and utilization) to reduce transportation-related emissions, enhance logistical efficiency, and minimize the environmental footprint of a company’s fleet.

Startup Scorecard A rigorous, multi-dimensional assessment tool (used by GSF) to objectively evaluate and rank early-stage ventures based on criteria such as Social Impact, Team Expertise, Progress, and Technological Integration for strategic selection and funding.

T

Technical Proposal Compliance Score A quality control metric measuring the degree to which a technical bid or proposal adheres to all specifications, requirements, and compliance standards set by the client.

Total Recordable Cases (TRC) A safety metric indicating the total number of work-related injuries or illnesses that resulted in a fatality, lost time, restricted work, or medical treatment beyond first aid.

Training Needs Assessment (TNA) A structured process, informed by performance appraisals, conducted to systematically identify the skill gaps, knowledge deficits, and developmental needs of employees and align training with business objectives.

Training Evaluation Framework A formalized system implemented to monitor the effectiveness and relevance of all learning interventions by collecting standardized employee feedback and measuring average course evaluation scores to ensure continuous improvement in program quality.

Transformational Leadership A development program designed to elevate leadership effectiveness by improving capabilities across mindset (Self-leadership), people management (Interpersonal Leadership), and strategic execution (Business Leadership).

True Positive to False Positive (TP/FP) Ratio A cybersecurity KPI indicating the precision of threat detection by comparing the number of correctly identified threats (true positives) against alarms incorrectly identified as threats (false positives).

Turnover Rate A metric representing the percentage of employees leaving the workforce over a specific period, used as an indicator of employee stability and retention effectiveness.

U

United Nations Global Compact (UNGC) A voluntary corporate sustainability initiative that encourages businesses worldwide to align operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment, and anti-corruption.

Upstream Emissions The indirect GHG emissions (a subset of Scope 3) that occur from the production of goods and services purchased by the reporting company, primarily including emissions from material production, manufacturing, and transport/logistics.

V

Variable Speed Drive (VSD) An electronic device used to control the speed of motors (e.g., on fans or pumps) to adjust airflow or pumping based on real-time demand, significantly improving energy efficiency.

Value Chain The full range of activities required to create a product or service, encompassing everything from raw material sourcing (upstream), through internal operations, to delivery and disposal (downstream).

W

Waste Diversion A core waste management objective that aims to redirect waste materials away from landfills (disposal) through alternative strategies such as recycling, composting, or reuse, thereby increasing the percentage of resources recovered.

Whistleblowing Policy A policy that encourages a speak-up culture, providing confidential channels for stakeholders to report concerns about misconduct without fear of retaliation.

WTP & WWTP (Water and Wastewater Treatment Plant) Industrial infrastructure designed and constructed to purify water and treat effluent (wastewater) before safe discharge or reuse, supporting resource management and environmental sustainability.

Work-Life Balance The equilibrium achieved when an employee’s personal life, family commitments, and professional responsibilities are managed effectively, which is actively supported by flexible work models and wellness programs.

Workload Management A management focus on the efficient distribution and prioritization of tasks and resources to prevent employee overload and burnout, often involving streamlining operational overhead and ensuring adequate team capacity.



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