

2023 Sustainability Report

# Driving Digital Sustainability



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# 1.0

## Introduction

Founded in 1974, Giza Systems has steadily grown into a leading systems integrator in the Middle East and Africa (MEA) region. This success is driven by strategic expansion across multiple industries and business lines, all guided by our unwavering commitment to our purpose and strong values. Key partnerships have also played a crucial role, enabling us to achieve notable financial performance and gain recognition through prestigious awards.



## 1.1 About this Report

Driven by our unwavering commitment to environmental and social sustainability within our governance system, Giza Systems is proud to present its first sustainability report. This report showcases our dedication to (ESG) principles, highlighting the progress we have made and outlining our aspiration for the future.

Sustainability is not just an aspiration at Giza Systems; it is deeply woven into the fabric of our company. This report reflects our commitment to integrating sustainability principles into our core business strategy, daily operations, product development, and overall business practices. Our commitment extends beyond generating maximum value for our stakeholders; it further encompasses providing technologies that improve quality of life and create value for our communities. Our innovative solutions stand as a testament to our mission, as we aim to deliver tangible and meaningful benefits, paving the way for a more sustainable tomorrow.

### Reporting Standards

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021. We have followed the guidelines and requirements set forth by the GRI to ensure the transparency, reliability, and comparability of our sustainability disclosures. In addition, we have aligned our ESG disclosure with the United Nations Sustainable Development Goals (SDGs) and the Ten Principles of the United Nations Global Compact (UNGC).

A significant achievement for Giza Systems in 2023 is the quantification of our greenhouse gas (GHG) emissions for the first time, covering Scope 1, Scope 2, and selected categories of Scope 3 emissions. This milestone represents a crucial step in our sustainability journey, enabling us to comprehensively understand and assess our environmental impact across various operational facets.

### Reporting Scope and Boundaries

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

### Reporting Period

The data presented here pertains to the fiscal year 2023, spanning from January 1st to December 31st, 2023, unless explicitly specified otherwise. Additionally, relevant data from previous years are included where applicable to provide further context and insights.





### Top Management Oversight

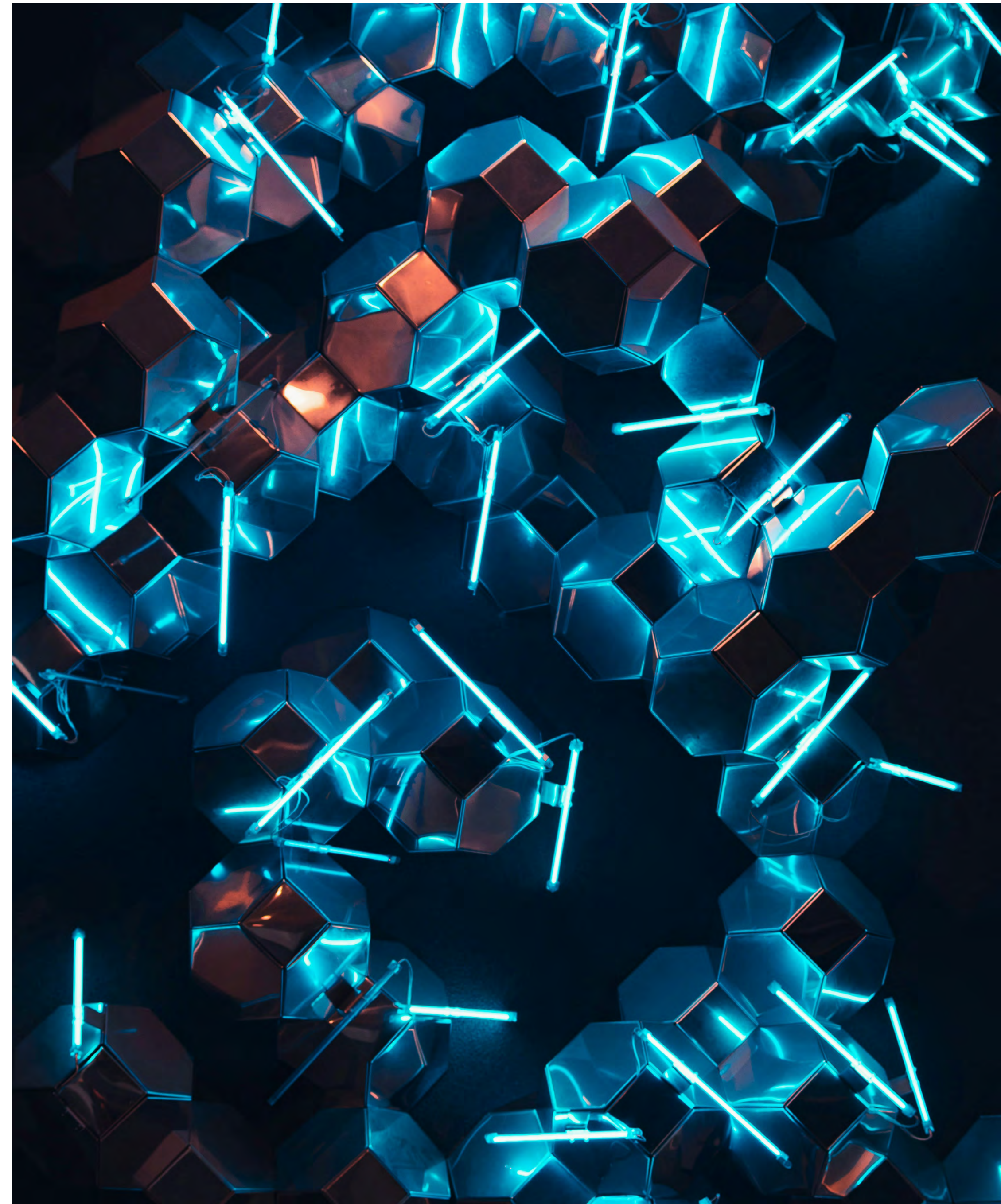
The responsibility of reviewing and approving our annual sustainability reports rests with Giza Systems Group's Chief Strategy Officer (CSO). Additionally, our Group Chief Executive Officer (CEO) is actively monitoring our sustainability progress and is regularly participating in ongoing discussions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

For additional information and to provide feedback, please visit the following platforms:

-  [Sustainability@gizasystems.com](mailto:Sustainability@gizasystems.com)
-  [GizaSystemsOfficial](#)
-  [Giza-Systems](#)
-  [Giza\\_Systems](#)



## 1.2 Message from Our Chairman

At Giza Systems, 2023 was a transformational year as we operated with a new business model post-acquisition. Throughout this year Giza Systems' resilience has continued to position us as pioneers in the digital transformation and systems integration industry, leading with innovation and excellence, supported by our remarkable history of over 50 years. Our journey has been defined by a relentless pursuit of sustainability, making it a core part of our identity and a driving force behind our success.

“ Sustainability is not just a goal for us; it's a commitment to creating a better world. ”

By integrating eco-friendly practices into our operations and strategies, we improve our governance, environmental and social impact and set a new standard for our industry to follow. Our dedication to sustainability goes beyond our role as a leading digital transformation enabler and system integrator in the MEA region. We actively engage with communities, collaborate on ESG initiatives, and prioritize employee well-being. By investing in our people and our planet, we are building a stronger, more resilient future for all.

As we look ahead, we invite you to join us on our journey towards a more sustainable future. Together, we can lead by example, inspire change, and create a world where sustainability is not just a goal but a way of life.

Thank you for your continued support and partnership. Together, we are building a brighter tomorrow for generations to come.



**Omer Alnomany**  
Chairman



### 1.3 Message from Our CEO

Giza Systems stands at the forefront of the digital transformation and systems integration industry, leading the way in innovation and excellence. With a rich history of 50 years pioneering solutions in the market, we continue to set the standard for others to follow.

At Giza Systems, our core purpose is to empower stakeholders to achieve their full potential and create positive impact through innovation and technology. Central to our ethos are strong commitments to environmental responsibility and social well-being, values that define our identity and guide our sustainability practices.

**“ Together, we can create a more sustainable future for generations to come. ”**

Sustainability is deeply ingrained in our organizational DNA, influencing every aspect of our operations and strategies. Aligned with our positioning as digital transformation enabler and leading system integrator in the MEA region, we prioritize eco-friendly practices to enhance our environmental and social impact, striving to create a better world for future generations. Our commitment to sustainability extends across the entire spectrum; from embedding sustainable strategies, governance, and management systems into our projects, to meticulous attention to communication and engagement, both internally and externally.

Driven by our unwavering commitment to environmental and social sustainability within the appropriate governance system, our goal is to connect our projects and initiatives with SDGs and incorporate them as part of the group strategy. In IT services and software sectors, embracing sustainability

not only transforms operations, enhances efficiency, saves energy, reduces costs, and fosters digital transformation, but it also helps mitigate environmental risks and ensures a more sustainable future for all.

Our commitment to sustainability extends beyond our operations. We actively engage with local communities through Giza Systems Foundation. We also collaborate with stakeholders on various ESG (Environmental, Social, and Governance) initiatives. Through these partnerships, we create positive change and build a more sustainable future together. At Giza Systems, our employees are our most valuable asset. We prioritize their safety and well-being, ensuring they have a supportive and healthy work environment. By investing in our employees, we invest in the future success of our company.

We are committed to proactive measures that promote a sustainable future. From mitigating climate change risks, to adapting to climate changes for the enhancement of people’s lives, our initiatives are designed to create a positive impact on both the environment and society as a whole.

Transparency is a cornerstone of our corporate culture. We are dedicated to openness and integrity in all our dealings, ensuring that stakeholders are informed and engaged every step of the way. By fostering a culture of transparency, we build trust and accountability with our stakeholders.

As we look to the future, we call upon all stakeholders to join us on our journey towards sustainability. Our strategic vision is clear: to lead by example and inspire others to follow. Together, we can create a more sustainable future.



**Osama Sorour**  
Group Chief Executive Officer



## 1.4 Giza Systems at a Glance: Shaping Tomorrow's Landscape

At Giza Systems, we are driven by a passion for innovation and a commitment to excellence. With five decades of experience, we have emerged as a leading systems integrator and digital transformation enabler across the Middle East and Africa (MEA). Our journey began in 1974 with a vision to harness the power of technology to transform businesses and drive social and economic advancement in the regions we serve.

Since our beginnings, we have continuously evolved, embracing emerging technologies and staying ahead of the curve to meet the evolving needs of our customers. Over the years, the company has meticulously built its reputation on the pillars of innovation, quality, and excellence, pioneering comprehensive solutions across various sectors, including, but not limited to, telecommunications, utilities, and oil & gas, tailored to meet the unique requirements of each sector.

Throughout its history, Giza Systems has been a catalyst for digital transformation in the region, undertaking numerous landmark projects that demonstrate its pivotal role. By focusing on the development of tailor-made solutions to meet customers' unique needs, Giza Systems not only optimizes businesses' operations but also significantly contributes to the digital infrastructure of the regions it serves.

This dedication to excellence and innovation has earned Giza Systems numerous awards and certifications, establishing it as a trusted partner in the digital transformation journey of many organizations.

At the core of our endeavors lies a steadfast commitment to customer satisfaction. We take pride in our ability to understand our customers' challenges and deliver tailored solutions that exceed their expectations. Our customer-centric approach has earned us a reputation for professionalism, and trustworthiness, ensuring that every project we undertake delivers reliable, efficient, and effective outcomes. We are proud to be one of the first companies in Egypt to adopt the UN's SDGs

framework. Our purpose has evolved and expanded to encompass a broader mission of changing lives, impacting society, and protecting the planet. Through our cutting-edge solutions and projects, we actively contribute to the sustainability of the areas where we operate. We focus our resources and technology on projects that accelerate sustainability and boost circularity, ensuring that our operations have a positive impact on the environment and local communities.

With a talented team of professionals and a spirit of collaboration, we are poised to continue driving innovation, transforming industries, and shaping the future of technology. Our recent acquisition by stc marks a new chapter in our journey, expected to further enhance our capabilities and propel us to new heights in technological innovation and service delivery. Together, we stand ready to navigate the complexities of the digital age and continue our mission of driving technological advancement and digital inclusivity across the MEA region.

## A Story of Resilience Adapting, Evolving, Succeeding

As we adapt and evolve, Giza Systems continues to lead the way towards a thriving future

4

Regions Covered



25

Operating Countries



2000+

Satisfied Customers



2400+

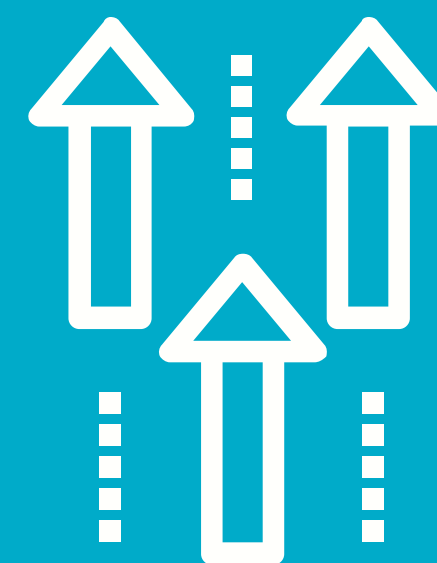
Employed Personnel



## Our Purpose

Our Purpose is to empower our teams, partners, customers and communities to achieve their full potential through innovation and technology. We are driven by a desire to change lives, make a positive impact on society, and protect our planet.

## Positive Impact



We strive to create a positive impact by enhancing people’s lives and unlocking access to opportunities. Through our solutions and services, we aim to transform society by fostering knowledge and providing opportunities for growth.

## Inclusive Growth



We are committed to growing our partners to their fullest potential. By collaborating closely with our partners, we aim to nurture their growth and success, empowering them to thrive in an ever-changing technological landscape.

## Technology-Driven Solutions



We believe in optimizing businesses through technology-driven solutions. By harnessing the power of innovation, we help organizations unlock new efficiencies, streamline operations, and achieve sustainable growth.

## Living Our Purpose



We believe in nurturing talent, serving as a dedicated talent incubator that sets a new standard for knowledge and development. By fostering a culture of continuous learning and providing opportunities for skill enhancement, we empower our people to reach their full potential.



Aligned with our commitment to making a positive impact, we actively develop initiatives internally at Giza Systems’ head office and through our foundation that contribute to the UN SDGs. By aligning our efforts with these global objectives, we strive to create a meaningful and lasting impact on our communities and the world.



We optimize digital transformation journeys for our employees, customers, partners, stakeholders, and communities. By leveraging technology, we help them adapt, innovate, and thrive in the digital era, leading to enhanced productivity, efficiency, and overall growth.



# Our Values

PEOPLE  
FIRST

EAGER  
LEARNER

FORWARD  
THINKERS

OWN IT!

EMBRACE  
UNCERTAINTY



We put ourselves in the shoes of our employees, clients, and partners, and infuse a sense of compassion and empathy into everything that we do.



We believe that knowledge is power and that continuous learning is the pinnacle of growth. We stay curious, try new things and willingly experiment to achieve the best collective outcomes.



We push the boundaries of what's possible by looking ahead, staying ahead, and questioning the status quo.



We tackle every situation with ownership and accountability. We are committed to our promises and go the extra mile.



We are committed to dealing with anything that comes our way with agility and resilience.

# Giza Systems Through the Decades A Journey of Resilience

## 2020's

### 2010's

### 2000's

### 1990's

### 1980's

### 1970's

**1974** Founded with a vision to innovate and transform industries, Giza Systems began its journey as "Giza Systems Engineering" – First national IT company in Egypt.

**1988** Re-registered as a shareholding company under the name of "Giza Systems".

**1990** Formed strategic partnerships with global technology leaders, enhancing its capabilities and expertise.

**1993** Giza Systems expanded its portfolio and presence, diversifying its IT services including Engineering and Automation solutions, catering to a diverse range of industries.

**2004** Breakthrough in the Telecom sector securing leading position as the no.1 services provider for OSS and BSS in Egypt.

Giza Systems Distribution established.

**2006** Initiated international expansion, establishing a presence across the Middle East and North Africa (MENA) region.

Giza Arabia established in KSA.

**2007** Giza Systems Free Zone established.

**2009** Giza Systems DMCC established in UAE.

**2011** Led advancements in digital transformation, IoT, and smart solutions, driving innovation in the industry.

Giza Systems Electromechanical Company (GSEC) established.

**2012** Giza Systems Gulf established in Qatar. Established an office in Jeddah, KSA.

**2013** Acquisition of 70% of HF-Fire International working in smart buildings solutions with experience in the African market and offices in Kenya, Uganda, Nigeria and the US, as well as its company EEC handling maintenance and servicing.

Committed to sustainability and social responsibility, contributing to positive societal and environmental impact.

Giza Systems Foundation established as the Corporate Social Responsibility arm of Giza Systems.

**2014** VAS Integrated Solutions (VIS) acquisition as the sole distributor of DELL EMC.

**2016** Giza Systems completes the acquisition of 100% of the shares of HF Giza Systems Group and rebrands it to Giza Systems in all African countries.

**2020** Akili Africa Foundation established in Kenya.

**2021** ARIA Technologies, a 60% owned Giza Systems subsidiary established as industrial robot arms manufacturer and integrator.

Jafeer Technologies, a managed cybersecurity services provider was established.

Launch of DaShop, an e-commerce platform targeting small and medium merchants.

EOSOL acquires stake in GSEC.

Giza Systems acquires stake in AvidBeam, a leading video analytics company.

**2022** solutions by stc acquired an 88.19% stake in Giza Systems Group in October 2022.

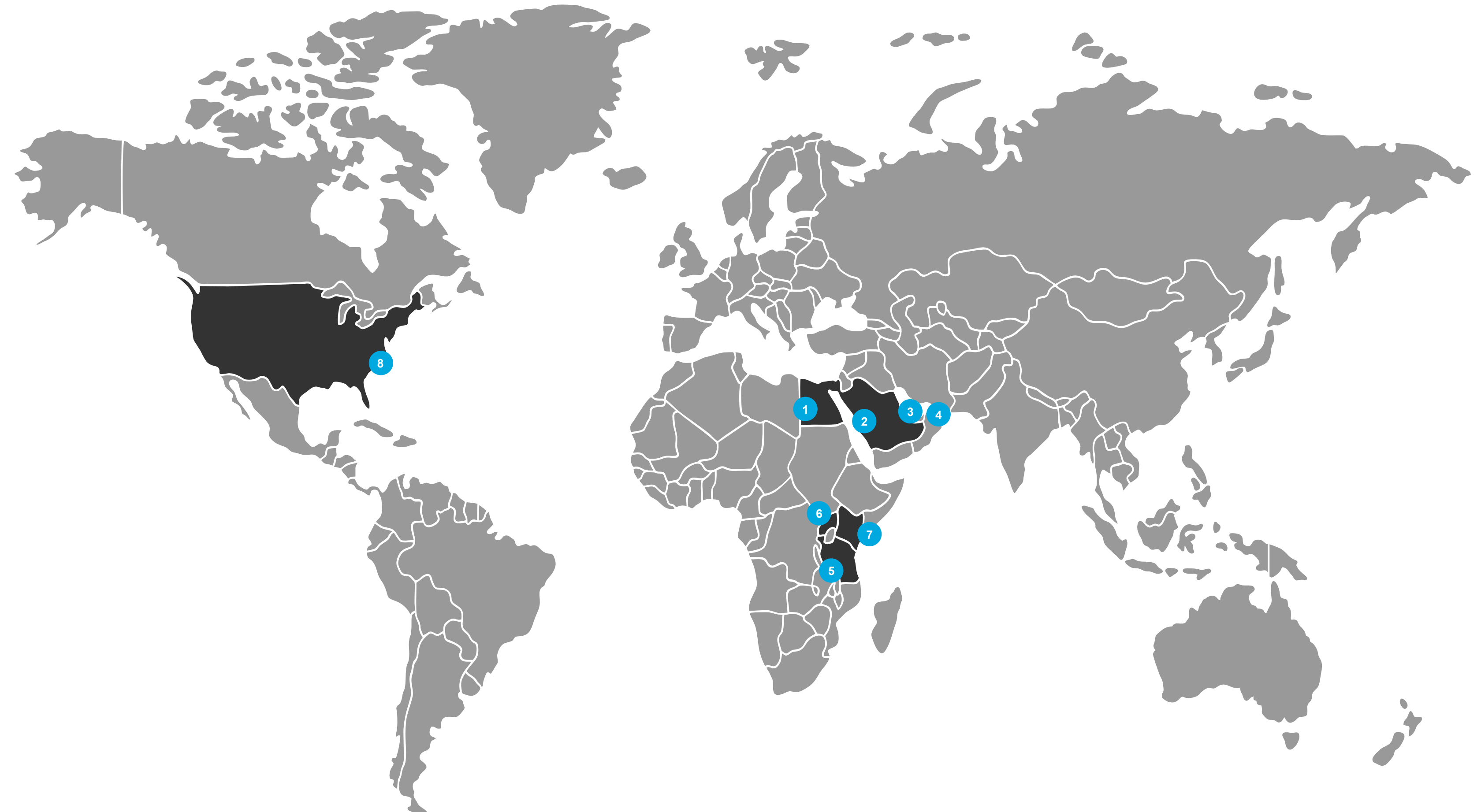
# Our Capabilities

With a steadfast growth in our customer base throughout the Middle East and Africa, Giza Systems has expanded its capabilities to meet the demands of our customers across the globe. We have established local and regional offices, strategically positioned to leverage our company's success and proven track record across different sectors.

Our solutions are designed to address the unique challenges faced by different sectors, enabling organizations to unlock their full potential and thrive in today's dynamic business landscape.

With a customer-centric approach and a commitment to excellence, we partner with over 2,000 satisfied customers, delivering tailored solutions that exceed expectations and fuel growth. Together, we shape the landscape where technology empowers industries and transforms lives.

## Our Global Footprint



**1** Egypt  
Cairo

**2** Saudi Arabia  
Jeddah - Riyadh - El Khobar

**3** UAE  
Dubai

**4** Qatar  
Doha

**5** Tanzania  
Dar es Salaam

**6** Uganda  
Kampala

**7** Kenya  
Nairobi

**8** USA  
New Jersey

## Our Industries

With a wealth of experience and a portfolio of diversified integration and automation solutions, Giza Systems is uniquely positioned to fulfill the needs of local and regional markets. We cater to a wide range of sectors, including:

Telecom



Oil & Gas



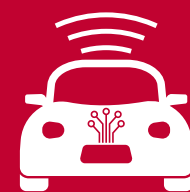
Utilities



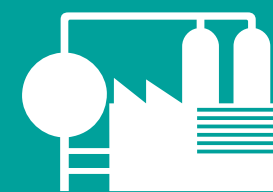
Government



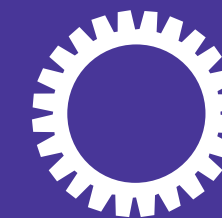
Smart Mobility



Urban Communities



Manufacturing



Healthcare



Financial Services



### Our Capabilities Value Chain

From vision to value, Giza Systems delivers a seamless experience through our comprehensive four-pillar value chain: Advise, Implement, Migrate, and Manage.

#### Advisory

Providing our customers with strategic guidance and subject matter expertise, enabling them to make informed decisions and align their technological roadmap with their business objectives.

#### Implementation

Bringing these strategic plans to life, as our team of skilled professionals executes the deployment of cutting-edge solutions, ensuring a smooth and efficient transition.

#### Migration

Ensuring a streamlined and risk-mitigated process, minimizing disruptions and safeguarding critical data and operations for customers seeking to migrate from legacy systems.

#### Management

Offering ongoing support and optimization, empowering customers to maintain a competitive edge in an ever-evolving technological landscape.

## Our Lines of Business and Solutions

Giza Systems offers a comprehensive suite of cutting-edge solutions across various domains through nine distinct Lines of Business within Giza Systems' integration arm and its subsidiaries. Our expertise spans multiple lines of business, including:



### 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.



### 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



### 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



### Business Continuity Solutions

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.



### 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.



### 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.



### 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



### 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.



### Outsourcing Solutions

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.



### Cloud Enablement

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



### 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



### 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.



### 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



### Video Analytics

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



### 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



### Electro-Mechanical

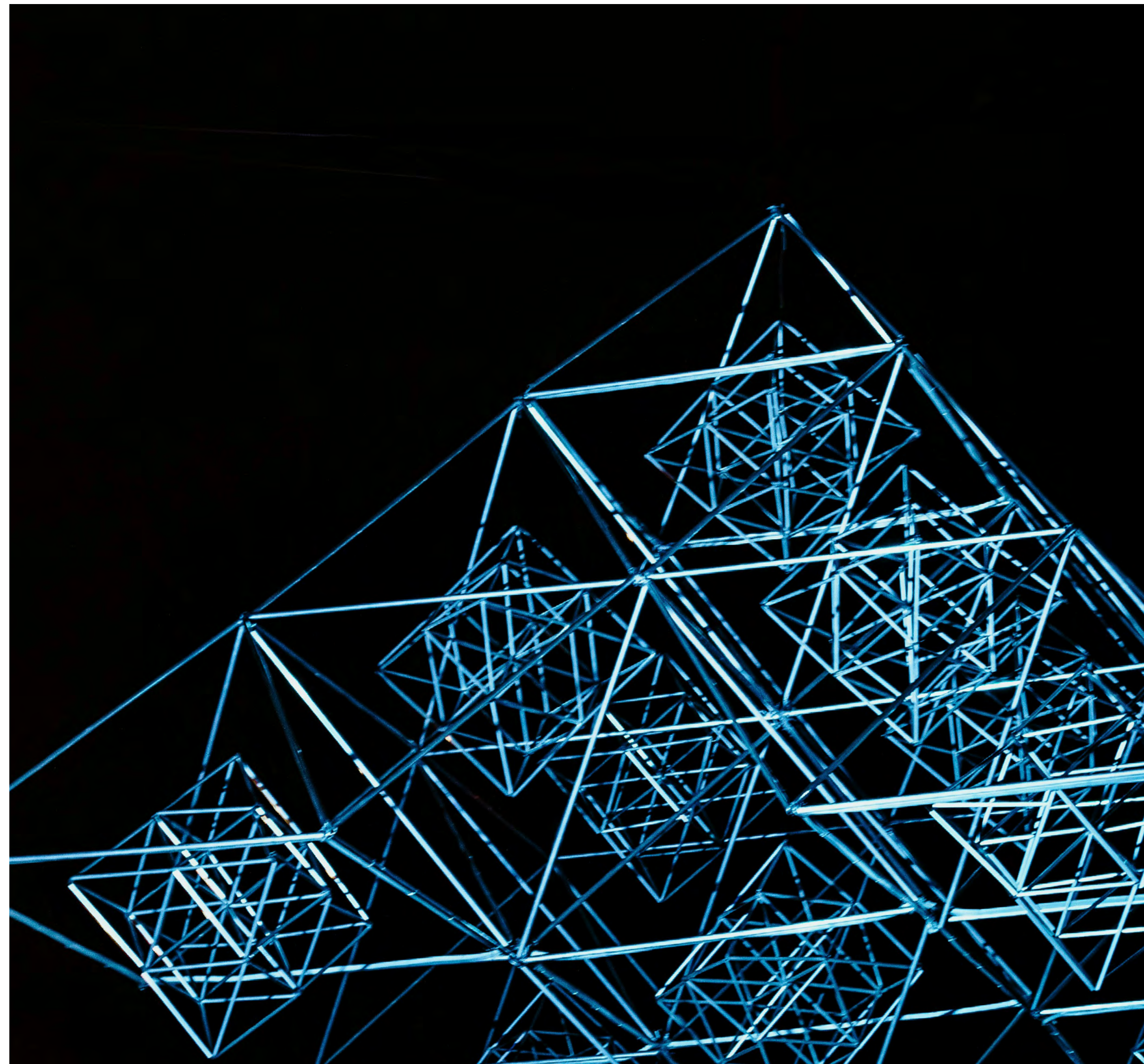
Established EPC (Engineering, Procurement, Construction) contractor specialized in the field of wastewater treatment, potable water, hospitality, real estate, infrastructure and commercial projects.



### Distribution

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

- Fleet Management & Tracking
- Test & Measurement
- Instrumentation and Control
- Supplies (I&CS)
- Educational Labs



# Giza Systems: Group of Companies



Handles all integration business in Egypt



Established in 2006 to serve our industry verticals in the Kingdom of Saudi Arabia



Established in 2007 to cater to clients exempt from sales tax and custom tariffs



Established in 2011 as the contracting arm of the group



Established in 2004 as the distribution arm of Giza Systems



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



Jafeer Technologies for Cybersecurity managed services



AvidBeam® is a leading provider of video innovative solutions, pushing the boundaries of video processing capabilities with big data distributed architecture



A Giza Systems company, headquartered in USA, handling life safety, security and BMS



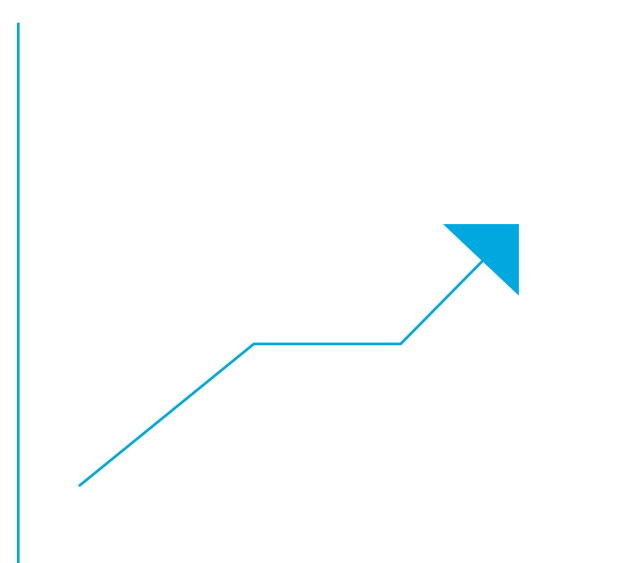
OEM & systems integrator for automation solutions catering to the manufacturing sector across MENA

# 1.5 2023 Sales and Financial Performance Highlights

## Strong Order Book Growth

As we reflect on the financial performance of 2023, it is imperative to recognize the multifaceted factors that have influenced our outcomes. The year was marked by an ambitious expansion, particularly leveraging the hyper-economic growth in the Kingdom of Saudi Arabia (KSA). This strategic focus has not only broadened our market presence but significantly bolstered our sales figures, underpinning a remarkable 31% growth compared to the previous year.

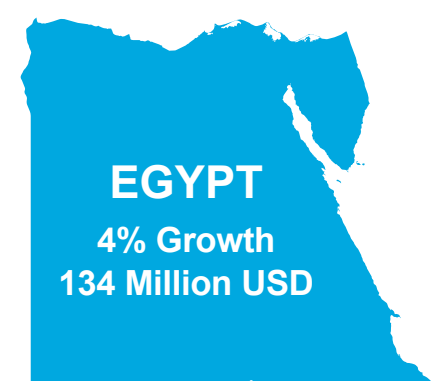
Our integration arm has recorded an impressive order book growth of approximately 63% compared to the previous year. This outstanding performance showcases a staggering 128% increase since 2021 underscoring substantial progress in a significant manner.



Group 22% Growth Order Book FY 2023

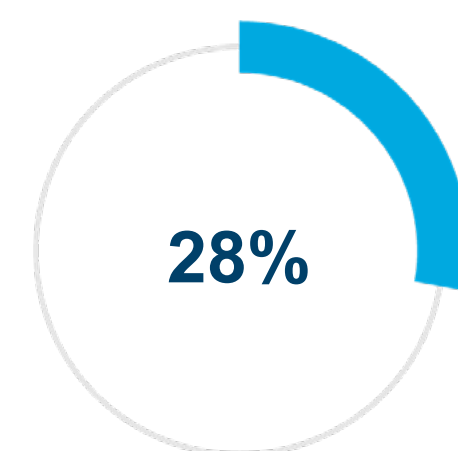
## Market Unit Growth

All market units have experienced growth in their order books, with KSA leading the way with an impressive 215% growth, followed by Egypt, North Africa and Levant with a 4% increase despite currency challenges in Egypt this year. Furthermore, our West, East & Central Africa market unit rebounded from the drop experienced in 2020 and recorded a remarkable 50% growth.

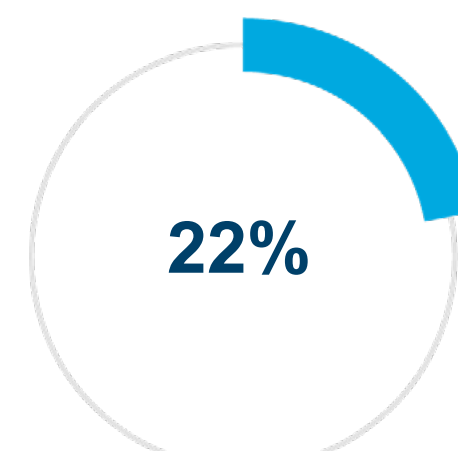


## Diversified Business Lines

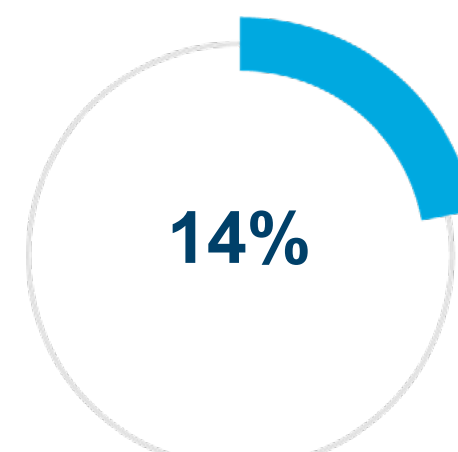
The Enterprise Business Solutions business line accounted for the largest portion, comprising 28% of the order book. Following closely, Industrial Digital Solutions (IDS) accounted for 22%, and Digital Energy (DE) ranked third representing 14% of the total. This diversification ensures that we are well-positioned to address the evolving needs of our customers and contribute to sustainable development across multiple sectors.



The largest share of the GSI orderbook was held by Enterprise Business Solutions



Followed by Industrial Digital Solutions



Followed by Digital Energy



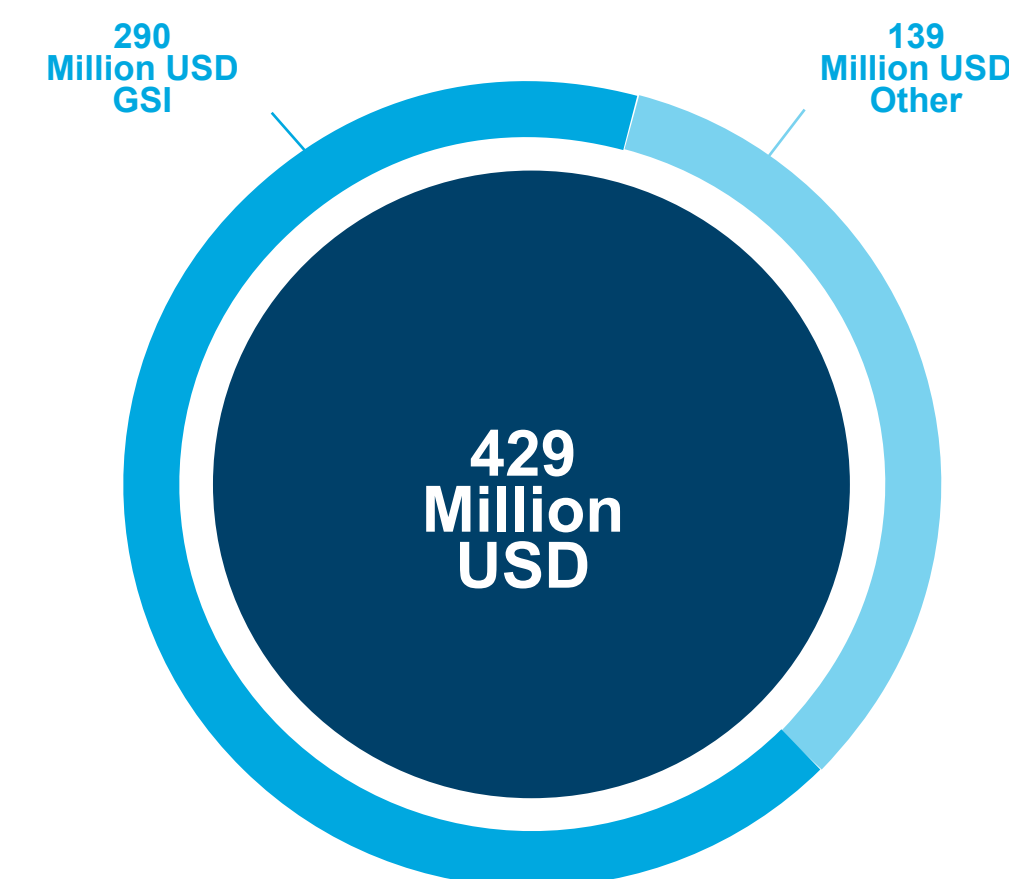
Group EBITDA% grew to 11.2% compared to 9.9% in 2022.

## Revenue Optimization

Despite encountering economic challenges such as the devaluation of the Egyptian pound, our unwavering commitment to operational excellence and robust risk management frameworks has empowered us to effectively navigate these headwinds.

The dynamic economic growth witnessed across the Middle East, particularly in KSA, has significantly contributed to our revenue growth, reaffirming the strategic importance of our geographic diversification and market penetration strategies. Moreover, our historical presence in Africa has allowed us to navigate all encountered challenges, allowing us to easily realign our strategies.

Our resilience amid the Egyptian pound's devaluation is evident in our consistent revenue growth, with consolidated revenues up by 28% to \$429 million. The integration business grew by 49%, tripling their revenue since 2020 to \$144 million in 2023. The integration arm was a major contributor, accounting for 66% of our total business.



Our 2023 financial performance highlights our strategic foresight, operational resilience, and strong support from our parent company, solutions by stc. Looking ahead, we will continue to leverage these strengths to drive sustainable growth and deliver exceptional value to our customers and stakeholders.



## 1.6 2023 Strategic Alliances

Our alliances and partnerships have always prioritized ESG impact, as well as creating shared value for the communities in which we operate.

We are committed to advancing technology and innovation, boosting economies in different regions, and accelerating industries, with a special focus on supporting national industry sectors.



### Petrojet and Giza Systems signed an MoU to collaborate on projects of mutual interest

The cooperation is to leverage Petrojet's resources, expertise, and experience in petroleum, petrochemical, industrial, and marine projects, along with Giza Systems' industry-specific technology design and deployment capabilities.



### AvanteNow Selects AvidBeam as Strategic Partner

This partnership brings together AvidBeam's cutting-edge video analytics capabilities with AvanteNow's expertise in ServiceNow and its powerful workflow and service management capabilities. Integrating such powerful technologies allows customers the opportunity to streamline operations, enhance security, and make informed decisions by leveraging real-time data insights.



### With a shared commitment to fostering a more eco-friendly and decarbonized future, Giza Systems and Schneider Electric signed an MoU at COP28 in Abu Dhabi

The MoU focuses on the sustainable digitalization of Smart Cities, Smart Buildings, and Smart Communities, aiming to transform urban communities into hubs of innovation and sustainability.



### In line with the growing trend of using AI and machine learning, AvidBeam and Network Optix have partnered to offer advanced surveillance solutions

Through this collaboration, AvidBeam's advanced video analytics are integrated with Network Optix's Nx Video Management System, enabling enhanced video analytics capabilities and affordable VMS options for businesses and customer.



### ARIA Technologies Signs a Cooperation Protocol with the Industrial Modernization Center (IMC) for the "Robot as a Service" Program

This collaboration aims to revolutionize the manufacturing sector in Egypt and drive progress in the era of the fourth industrial revolution by leveraging automated control systems and industrial robotics.

## SIEMENS

### Giza Systems signed an MoU with Siemens during Technology Day in Saudi Arabia

Giza Systems and Siemens are to cooperate in the MEA region on acquiring and executing potential projects of common interest towards a sustainable national infrastructure, in both the Water industry, and in Oil & Gas.



### Nextthink Selects Giza Systems as MEA Strategic Partner

The partnership aims to support joint government and enterprise customers on their digital transformation journey and provide organizations with improved insights to offer workplace technology experiences. It will help companies drive new customer relationships, increase revenue opportunities, and offer value-added services.

## 1.7 Awards & Recognition

Giza Systems Group has earned numerous national, regional, and international awards.



### Giza Systems

#### Giza Systems Receives Employer of Choice Award and the Female Friendly Workplace Seal from Engineerex

For the fifth consecutive year, Giza Systems proudly secures the prestigious Gold Engineerex Employer of Choice award, complemented by the Female Friendly Workplace Seal from Engineerex. These prestigious awards celebrate our strong commitment and dedication to fostering a diverse and inclusive workplace and culture as we aim to provide an exceptional environment where all employees can flourish and contribute their best.

#### Giza Systems Selected as Finalist for the LinkedIn MENA Talent Awards

Giza Systems was recognized as a finalist for the Learning Champion LinkedIn 2022 MENA Talent Awards. By fostering a culture of continuous learning, we demonstrate our commitment to empowering our workforce and nurturing their professional advancement.

#### Giza Systems Receives Edwards Product Growth Award at the Annual Customer Appreciation Event by Carrier Fire & Security Middle East

Giza Systems received the prestigious Edwards Product Growth Award at the Annual Customer Appreciation Event, held by Carrier Fire & Security Middle East. This recognition highlights Giza Systems' commitment to excellence and innovation in the field of fire and security solutions.

#### Giza Systems Receives Breakthrough Wins Award at Oracle MEA Utilities Partner Summit

Giza Systems received the breakthrough Wins Award at the Oracle MEA Utilities Partner Summit. This award underscores our commitment to innovation and excellence in delivering transformative solutions to the utilities sector. It reflects our relentless pursuit of breakthrough technologies and our dedication to driving positive change in the industry.

### Subsidiaries

#### ARIA Technologies Wins the Industrial Innovation Award for the Engineering Sector 2023

In recognition of our commitment to pioneering technological advancements and reshaping the landscape of industrial automation, ARIA Technologies has been awarded the prestigious Industrial Innovation Award for the Engineering sector in 2023.

The award was presented by the Ministry of Trade and Industry (MTI) and the German International Cooperation (GIZ Egypt) on behalf of the German Federal Ministry of Economic Cooperation and Development (BMZ Germany GmbH), in recognition of our support for Egyptian industrial companies with a variety of innovative products and services.

Aligned with Giza Systems' innovation strategy, ARIA Technologies' achievement highlights our collective efforts to harness the power of technology to propel industries forward. By pushing the boundaries of what is possible and continually redefining industry standards, we aim to shape a future where innovation serves as the cornerstone of industrial progress and prosperity.



## Subsidiaries (continued)

## Giza Systems Foundation



### Giza Systems Distribution Receives Top Performer FY2022 Award from Anritsu at the Anritsu Distributor Conference META 2023

In recognition of its outstanding performance and impactful contributions in Egypt, Giza Systems Distribution received the Top Performer FY2022 Award for the third consecutive time from Anritsu, during the Anritsu Distributor Conference META 2023.

### VAS Integrated Solutions Receives Distributor of the Year 2023 Award from Dell Technologies

For the third year in a row, VAS Integrated Solutions received the “Distributor of the Year” award from Dell Technologies. This award highlights VAS exceptional performance in distributing Dell Technologies solutions and services in Egypt and Libya.

### Giza Systems Chosen Among Eight Multinational Companies for CSR Leadership

We are pleased to highlight that Giza Systems has been recognized as a top contributor in the Egyptian private sector for excelling in Corporate Social Responsibility (CSR) through its implementation arm, Giza Systems Foundation (GSF). Our commitment to sustainability and social responsibility has earned us recognition from the International Labour Organization (ILO) and the Federation

of Egyptian Industries (FEI) specifically in advancing gender-responsive practices in Egypt. Through our longstanding commitment and work, in line with Egypt Vision 2030 and UN SDGs, we have actively supported Egypt’s policy directives to promote gender responsiveness, women’s empowerment, employability, and gender equality.

# 2.0

## Our Commitment to Sustainability

Underscoring our belief in the transformative power of technology to improve quality of life and enrich communities, Giza Systems has set out to fully integrate sustainability and ESG within the organizational strategy. We have aligned our initiatives with national, regional, and international development agendas. We actively communicate our ESG information and sustainability goals through various channels, engaging a broad spectrum of stakeholders, as we strive to understand the risks and challenges inherent in our operations.



## 2.1 Integrating ESG in Our Corporate Strategy

### Corporate Strategy

Crafted in early 2023, our FEOR Strategy is designed to reinforce our commitment to becoming the leading digital transformation enabler and systems integrator in the Middle East, Africa, and beyond. We have developed a multifaceted approach built around 4 key pillars focused on achieving exceptional value to our customers, driving sustainable growth, and cementing our position as the industry leader.

#### The Essence of FEOR: Go Far Away Together

FEOR is not just a set of strategies; it is a mindset – a commitment to financial resilience, expansive growth, optimized operations, and creating a resilient, digitized, and sustainable organization. With FEOR, we are poised to go far beyond expectations, ensuring our journey is as impactful as the destination.

#### Financial Transformation

FEOR places a strong emphasis on meeting and exceeding our ambitious financial targets especially in the current dynamic market conditions. We have implemented multiple control measures to ensure the optimal allocation of our resources and maximize our long-term profitability.

#### Expansion into New Markets and Segments

We recognize the vast potential for digital transformation across the MEA region. Consequently, FEOR prioritizes the strategic expansion of our services and solutions into new geographic markets and consumer segments, positioning Giza Systems as the trusted partner of choice for digital transformation.

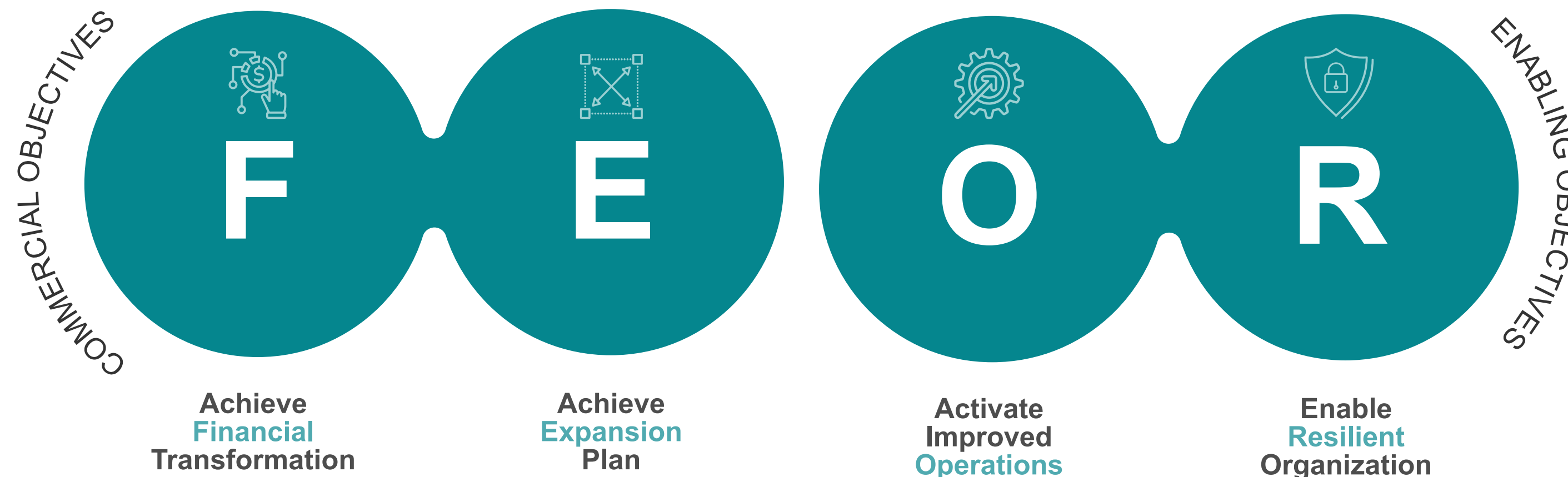
#### Operational Optimization

Underpinning our growth ambitions is a relentless focus on enhancing and optimizing our internal operations. We invest in state-of-the-art technologies, streamlining processes, and upskilling our talented workforce to drive greater efficiency, productivity, and responsiveness to customer needs.

#### Resilient Organizational Structure

We continuously work on strengthening our governance frameworks, risk management practices, and talent management strategies to foster agility, adaptability, and future-readiness in the face of a disruptive industry in nature.

### Hyper Growth and Resilient Organization



**The formulation of this strategy represents our inaugural recognition of ESG impact as a crucial consideration for the future of our company. Consequently, as a fundamental aspect of “Enable Resilient Organization,” we have established a key objective focused on “Sustainable Impact and Responsible Governance.” This initiative marks the initial step in integrating ESG principles into our organizational framework.**

## Our Journey from FEOR to ECO FEOR

Sustainability was already embedded throughout FEOR and our company’s DNA since our inception. It was originally built to address a diverse range of sustainability aspects across our operations and decision-making processes. To solidify our commitment as a truly ESG-driven organization, we have integrated ESG principles into the core of our corporate strategy, ensuring they guide every aspect of our business.

Accordingly, to strengthen our sustainability practices, we are in the process of developing dedicated ESG pillars to complement our FEOR strategy. This will help us transform to “ECO FEOR”, a comprehensive strategy that aligns operational excellence with the goal of creating shared value and maximizing our positive impact on the environment and the communities in which we operate.

ECO FEOR supports our internal sustainability goals and also aligns with the broader objectives of key regional and international development agendas, including Egypt Vision 2030, Saudi Arabia Vision 2030 and the African Agenda 2063. Additionally, it is developed in accordance with multiple international frameworks such as the UN Global Compact (UNGC) and the United Nations Sustainable Development Goals (UN SDGs).



<p><b>Promote Environmental Sustainability</b></p>	<p>We aim to minimize our environmental footprint through a variety of initiatives, including reducing carbon emissions, promoting circularity and innovation, and implementing green technologies. Furthermore, our projects are designed with environmental stewardship in mind to minimize our diverse impacts and accelerate environmental sustainability in the regions where we operate.</p>
<p><b>Instill a Sustainability Driven Culture</b></p>	<p>We recognize that achieving long-term sustainability requires more than just policies and procedures; it necessitates a cultural shift within our organization. To this end, we are dedicated to instilling a sustainability-driven culture among our employees and stakeholders.</p>
<p><b>Oversee &amp; Govern ESG Risks and Opportunities</b></p>	<p>We have established robust frameworks to identify, assess, and manage ESG risks across our operations, allowing us to mitigate potential negative impacts while capitalizing on opportunities that drive positive change.</p>

Giza Systems’ ESG strategy is dynamic and responsive to evolving market conditions, emerging opportunities, and advancements in ESG standards. Our ECO FEOR strategy serves as a compass to our intended path, but flexibility and adaptability will remain central to our approach as we navigate the dynamic business landscape while upholding our ESG commitments.

### Foster an ESG-driven culture, thriving on corporate resiliency & responsibility

Doing Good

Being Good

# Sustainability Pillars

Our ECO FEOR strategy is intricately linked to a series of sustainability pillars that form the foundation of our long-term aspirations. These pillars include sustainable operations, which emphasize reducing our environmental footprint and optimizing resource efficiency. Sustainable investing focuses on directing our capital towards ventures that promote environmental stewardship and social impact.

Community resilience underscores our dedication to fostering strong, supportive communities through various social responsibility initiatives. Financial security ensures that our business practices contribute to economic stability and growth, benefiting our organization, our customers, and the wider society. Finally, organizational transparency highlights our commitment to clear, honest, and open communication with all stakeholders, reinforcing trust and accountability. Together, these pillars guide us in our mission to fully integrate ESG principles into every facet of Giza Systems.

## Sustainability Pillars



## 2.2 Giza Systems Sustainability Framework

We leverage technology to drive positive change for society and the environment. We firmly believe in the transformative power of technology to improve quality of life and enrich communities. Our Sustainability Framework exemplifies our commitment, aligning our initiatives with national, regional, and international development agendas. This holistic approach underscores our multifaceted commitment to sustainability.

### Driving Sustainable Development: Giza Systems' Commitment to African and Middle Eastern Development Visions

We align our strategic priorities and initiatives with the visionary frameworks of Egypt's Vision 2030, Saudi Arabia's 2030 Vision, and African Agenda 2063, reflecting our commitment to sustainable development and economic prosperity within our operating areas. As a leading provider of innovative smart solutions, Giza Systems is dedicated to driving transformative change in the communities we serve. Through the implementation of cutting-edge technology, data-driven insights, and sustainable methodologies, we are empowering our people, customers and stakeholders to realize their aspirations for a better future.

#### Egypt Vision 2030



We are focused on contributing towards the Egyptian 2030 Vision, which aims to transform the country into a knowledge-based, competitive and sustainable economy. Our projects in Egypt focus on modernizing infrastructure, improving energy efficiency, and expanding access to high-quality services, in line with the government's priorities for economic development and social inclusion. Additionally, we are committed to developing and integrating systems for companies to facilitate their ESG initiatives, enabling them to adopt sustainable practices and contribute to Egypt's sustainable development goals.

#### Saudi Arabia 2030 Vision



Aligned with the Saudi Arabia 2030 Vision, our initiatives in the Kingdom are dedicated to advancing smart city development, promoting renewable energy adoption, and enhancing digital infrastructure. These efforts are integral to the country's efforts to build a more sustainable and resilient future.

#### African Agenda 2063



Aligned with the African Agenda 2063, our company focuses on leveraging technology to drive economic growth, social development, and environmental sustainability across the continent. Our projects and initiatives are geared towards enhancing and strengthening essential infrastructure, broadening access to clean energy and water, and strengthening digital connectivity, all pivotal to Africa's quest for self-sufficiency and resilience.





### Our Contribution to the SDGs

Leading the change towards a more prosperous, inclusive, and sustainable Africa and Middle East, we are deeply committed to catalyzing positive change through our innovative solutions and strategic partnerships. To formalize this commitment, we are integrating the 17 United Nations' SDGs and the UNGC into the heart of our group's strategy. This strategic alignment ensures that our actions contribute to global sustainability objectives, fostering a better future for all. To reinforce our commitment, we have taken actions that are evident in our own operations, solutions, and even our community through our CSR initiatives.





**Prioritizing Employee Health and Well-being**

Implementing a variety of approaches and initiatives to boost the physical and mental health of our people.

Providing comprehensive medical insurance coverage for employees and their families.

Offering adequate support for pregnant employees to ensure their well-being and comfort.

**Community Health and Environmental Responsibility**

Prioritizing the health and well-being of the communities we serve.

Considering our environmental footprint and implementing initiatives to reduce waste and negative environmental impacts.

Taking proactive measures to minimize hazards and promote sustainable practices for a healthier environment.



**Promoting Education in Underdeveloped Areas**

Actively promoting education in underdeveloped regions to ensure access to quality learning opportunities through our CSR arm, Giza Systems Foundation.

Integrating technological advancements into the education system to enhance learning outcomes and future readiness in rural Egypt.

**Youth Empowerment and Skill Development**

Providing technical skills training to the youth, enabling personal and professional development.

Developing professional career development paths for employees and equipping them with top-notch skills for career advancement.



**Empowering our Female Colleagues**

Giza Systems champions gender equality, recognizes its transformative power for a more prosperous future. We actively support women in leadership, STEM fields, and equal pay through targeted initiatives. Our deep commitment extends to fostering a culture of inclusion and empowerment, allowing women to thrive across all areas of our organization.

**Empowering Marginalized Women**

Through our CSR initiatives, we actively support marginalized and underprivileged women by implementing programs like Project Graphene, which aims to enhance their technological literacy and expand their opportunities.



Water efficiency and sustainable water management are core aspects of Giza Systems' commitment to environmental stewardship and corporate responsibility. Our approach to addressing these critical issues is multifaceted and encompasses both our solutions for customers and our internal operations.

**Innovative Water Solutions**

We leverage our expertise and innovative solutions to assist customers in tackling their water-related challenges. Whether it's optimizing water usage, implementing wastewater treatment systems, or developing comprehensive water management projects, our goal is to provide tailored solutions that meet our customers' needs while promoting sustainability and conservation.

**Sustainable Water Practices**

Within our own operations, we are equally dedicated to sustainable water practices. We have implemented a comprehensive water plan that focuses on enhancing water efficiency and managing wastewater effectively.



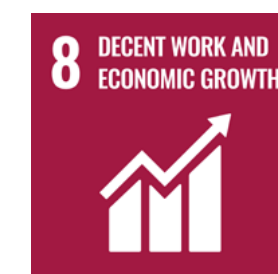
Sustainable energy management and the promotion of renewable energy sources are central pillars of Giza Systems' commitment to environmental sustainability. Similar to our efforts in SDG 6, our focus on sustainable energy is evident in both our solutions and internal operations, where we strive to have a positive impact on the environment.

**Digital Energy Solutions**

Giza Systems offers digital energy solutions to encourage sustainable energy consumption and production patterns. These systems enable the generation of affordable, clean, and reliable energy from renewable sources, helping our customers reduce their carbon footprint and transition towards more environmentally friendly practices.

**Internal Energy Compliance and Certification Initiatives**

We implement various initiatives and control measures to ensure that our internal operations adhere to international energy standards and ISO certifications.



**Economic Development**

To boost economic growth, we focus on diversification, technological upgrading, and innovation in the regions where we operate. We understand the importance of economic diversification and the role it plays in driving sustainable development. By leveraging our expertise and resources, we assist our customers in expanding their businesses and contributing to their national development objectives.

As part of our commitment to inclusive growth, we prioritize the creation of promising employment and decent work opportunities, particularly for youth and women.



**Innovative Solutions for Industrial Advancement**

SDG 9 stands as a cornerstone of our commitment to sustainable development, representing an area where our impact is most pronounced.

Innovation lies at the heart of everything we do, driving our efforts to revolutionize various industrial sectors through technological advancements and infrastructure enhancement.

Our solutions and services are designed to harness the power of innovation, enabling our customers to modernize their operations, optimize efficiencies, and propel economic growth.



**Empowering Inclusive Communities**

Our foundation implements a variety of projects aimed at reducing inequalities and fostering a more accessible and inclusive society for all. Through the implementation of innovative assistive technologies, development of accessible digital platforms, and advocacy initiatives, GSF is committed to breaking down barriers and empowering the most underprivileged and marginalized groups to fully participate in every aspect of life.



**Smart Solutions for Urban Transformation**

Our digital services and solutions play a crucial role in fostering the development of sustainable cities and resilient communities. Through the implementation of Smart Solutions for Urban Transformation, we are driving the transformation of urban areas into smart communities. By leveraging cutting-edge technology and innovative approaches, we optimize operations and enhance the quality of life for residents.



**Enabling Sustainable Practices**

Our primary contribution to SDG 12 lies in empowering our customers to conduct their operations sustainably, safeguarding the environment, and minimizing their adverse impact. Through our innovative solutions and strategic guidance, we enable businesses to adopt sustainable practices, optimize resource utilization, and reduce waste generation.



**Driving Emission Reduction through our Smart Solutions**

We actively contribute to emission reduction by implementing smart solutions that enable our customers to lower their emissions and enhance their performance in a more sustainable manner.

**Quantifying our Emissions**

We have taken steps to quantify our emissions this year, laying the groundwork for a comprehensive emission reduction plan.

Our collective efforts and contributions to the environmental SDGs are all aligned with our commitment to SDG 13.



**Resilient Governance**

Our robust governance framework ensures that the highest standards of ethical behavior are maintained across all our activities. By establishing clear parameters for responsibility, accountability, and decision-making, we uphold our commitment to integrity and transparency.



**Partnerships for Impact**

We are dedicated to building inclusive and cohesive communities by collaborating with local NGOs and other stakeholders. Through these partnerships, we aim to promote social integration and enhance community coherence.

## 2.3 Stakeholders' Engagement

Building strong relationships with our stakeholders is fundamental to our success. By actively listening to and collaborating with our stakeholders, we ensure that their perspectives and concerns are incorporated into our decision-making processes. This continuous dialogue allows us to remain well-informed about the issues that matter most to them and enables us to shape our strategies and practices accordingly.

Stakeholder insights guide our approach to environmental, social, and governance (ESG) matters, ensuring we prioritize the issues that are most relevant to our business and stakeholders. Through regular interactions with our internal and external stakeholders, we foster transparent communication, collaboration, and knowledge sharing. This approach encourages open discussions and deep dialogues, enabling us to better understand the needs and expectations of our stakeholders.

### Engaging for Impact

We actively communicate our ESG information and sustainability goals with a diverse range of stakeholders through various communication channels. Our engagement efforts extend across a broad spectrum of stakeholders, including shareholders, employees, clients, suppliers, local communities, and regulatory bodies. Through these interactions, we aim to create a shared understanding of our sustainability objectives, fostering collaboration and driving positive change. In addition to our regular ongoing communication with stakeholders, we conducted a series of interviews and surveys in 2023 through a third-party consultant. The purpose of this initiative was twofold: to evaluate our sustainability maturity level and to gain an overview of potential areas for improvement. These efforts were undertaken as part of our preparations for the release of our first sustainability report.



	Our People	Clients and Customers	Local Communities	Shareholders and Investors	Governments and Regulators	Suppliers and Contractors	Subsidiaries and Partners
How do we Communicate with Them	<ul style="list-style-type: none"> <li>Regular communication channels (town halls, newsletters)</li> <li>Employee engagement</li> <li>Feedback mechanisms</li> <li>Training and development programs</li> <li>Work-life balance related initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Multiple communication channels including: social media platforms, newsletters, emails &amp; phone calls</li> <li>Project completion surveys</li> <li>Conferences</li> </ul>	<ul style="list-style-type: none"> <li>Giza Systems Foundation</li> <li>Community engagement events</li> <li>Corporate purpose initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meetings and investor conferences</li> <li>Transparent financial reporting</li> <li>One-to-one meetings</li> <li>Investor relations unit</li> </ul>	<ul style="list-style-type: none"> <li>Regular discussions &amp; consultations to ensure compliance and adherence to all applicable laws and regulations</li> <li>Conferences and forums</li> </ul>	<ul style="list-style-type: none"> <li>Supplier events</li> <li>Capacity building training and workshops</li> <li>Industry events</li> <li>Regular evaluation</li> <li>Regular meetings and emails</li> </ul>	<ul style="list-style-type: none"> <li>Cross-company communication channels</li> <li>Standardized policies and procedures</li> <li>Regular performance reviews and goal alignment</li> </ul>
Key Concerns and Expectations	<ul style="list-style-type: none"> <li>Opportunities for professional development</li> <li>Recognition and reward</li> <li>Fair compensation benefits</li> <li>Work-life balance</li> <li>Available grievance mechanisms</li> <li>Ensuring safety and health of employees and their families well-being</li> </ul>	<ul style="list-style-type: none"> <li>Timely project delivery ensuring deadlines are met</li> <li>Consistent delivery of high-quality products and services</li> <li>Fulfillment of project scope, meeting all outlined requirements</li> <li>Efficient and responsive customer handling for swift issue resolution</li> <li>Provision of premium-quality services, exceeding client expectations</li> </ul>	<ul style="list-style-type: none"> <li>Regular involvement in community activities</li> <li>Fostering long-term relationships</li> <li>Implementing impactful projects that address pressing socio-economic challenges</li> <li>Creating shared value and socio-economic benefits with special focus on underserved groups</li> </ul>	<ul style="list-style-type: none"> <li>Market value, dividends, and shareholder returns</li> <li>Consistent profitability while maintaining a steadfast commitment to sustainable business practices</li> <li>Future development plans</li> <li>Ethical corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with regulatory requirements</li> <li>Adherence to tax laws and regulations</li> <li>Promote digital inclusion (including access to technology and digital literacy)</li> <li>Actively participating in the advancement of Egypt's IT infrastructure to catalyze economic growth and innovation</li> <li>Promote local employment</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive procurement policies</li> <li>Timely payments</li> <li>Safe working conditions</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable business growth and profitability</li> <li>Strategy alignment</li> <li>Transparent and open communication</li> <li>Knowledge sharing and best practice exchange</li> </ul>

## 2.4 Materiality Assessment

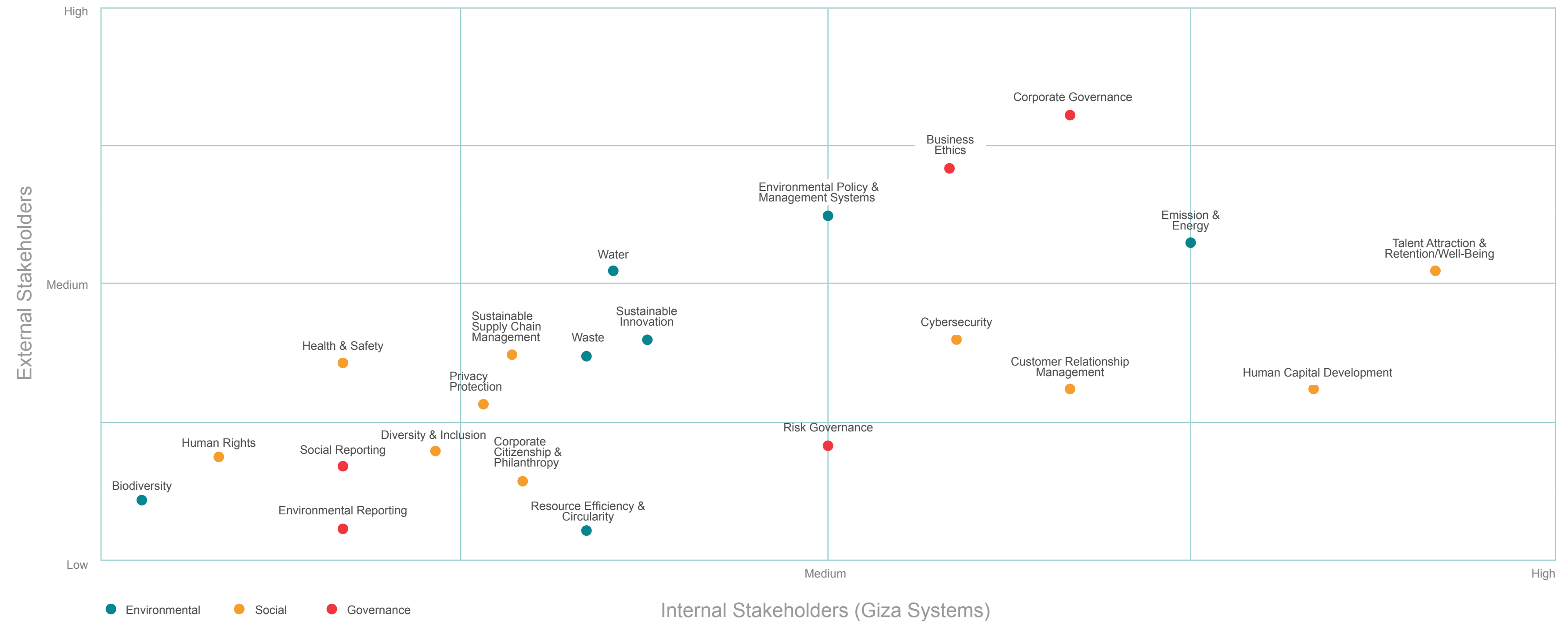
In 2023, we embarked on a comprehensive materiality assessment to identify and prioritize the key sustainability topics that are most relevant to our company and stakeholders.

This collaborative approach allowed us to gather diverse perspectives and ensure that we captured the most critical sustainability considerations. The assessment was conducted in accordance with internationally recognized frameworks and standards, including the GRI Standards. The Sustainability Accounting Standards Board (SASB) standards, and the Standard & Poor’s (S&P) Global Ratings framework for ESG.

Our team has identified 22 material topics that align with our commitment to sustainable practices and address the concerns and expectations of our stakeholders. These topics encompass a wide range of environmental, social and economic & governance aspects, reflecting the areas where we can make the greatest positive impact. The selection process considered the potential impact of each topic on the company’s operations, supply chain, employees, communities, and the environment.



Giza Systems Materiality Matrix



### Material Topics Selections

Through a collaborative effort, we launched our sustainability materiality topics selection that is relevant to both our operations and stakeholders. We began by thoroughly analyzing the assessment’s purpose and scope. This analysis, along with a comprehensive review of internal and external documentation - including best practices, peer reports industry standards, relevant regulations (e.g. GRI Standards, SASB).

### Stakeholder Engagement

We engaged in extensive discussions with sustainability professionals as well as our sustainability team, to gain valuable insights and expertise. We also actively sought feedback from our stakeholders, including customers, employees, suppliers. This multi-faceted approach ensured we captured customer preferences, addressed employee concerns, and incorporated supplier considerations into our materiality assessment.

### Prioritization

Leveraging insights from stakeholder surveys (internal and external), we identified the relative importance of each material topic and established priorities accordingly. Some topics have reached advanced maturity levels within our company. For these areas, we are maintaining our strong performance through continuous oversight. Meanwhile, we have strategically elevated the priority of less mature topics, ensuring they receive dedicated focus to drive further development in 2024 and beyond aligning with our corporate strategy. This approach ensures we effectively address emerging issues while safeguarding established strengths.

### Reporting & Integration

The final list of material topics serves as the cornerstone of our sustainability strategy and reporting. This foundation allows us to demonstrate progress on the issues that matter most to our stakeholders and fosters transparent communication of our sustainability efforts. By focusing on these material topics, we ensure accountability and create shared value for all stakeholders.

## 2.5 Understanding of Challenges, Risks and Opportunities

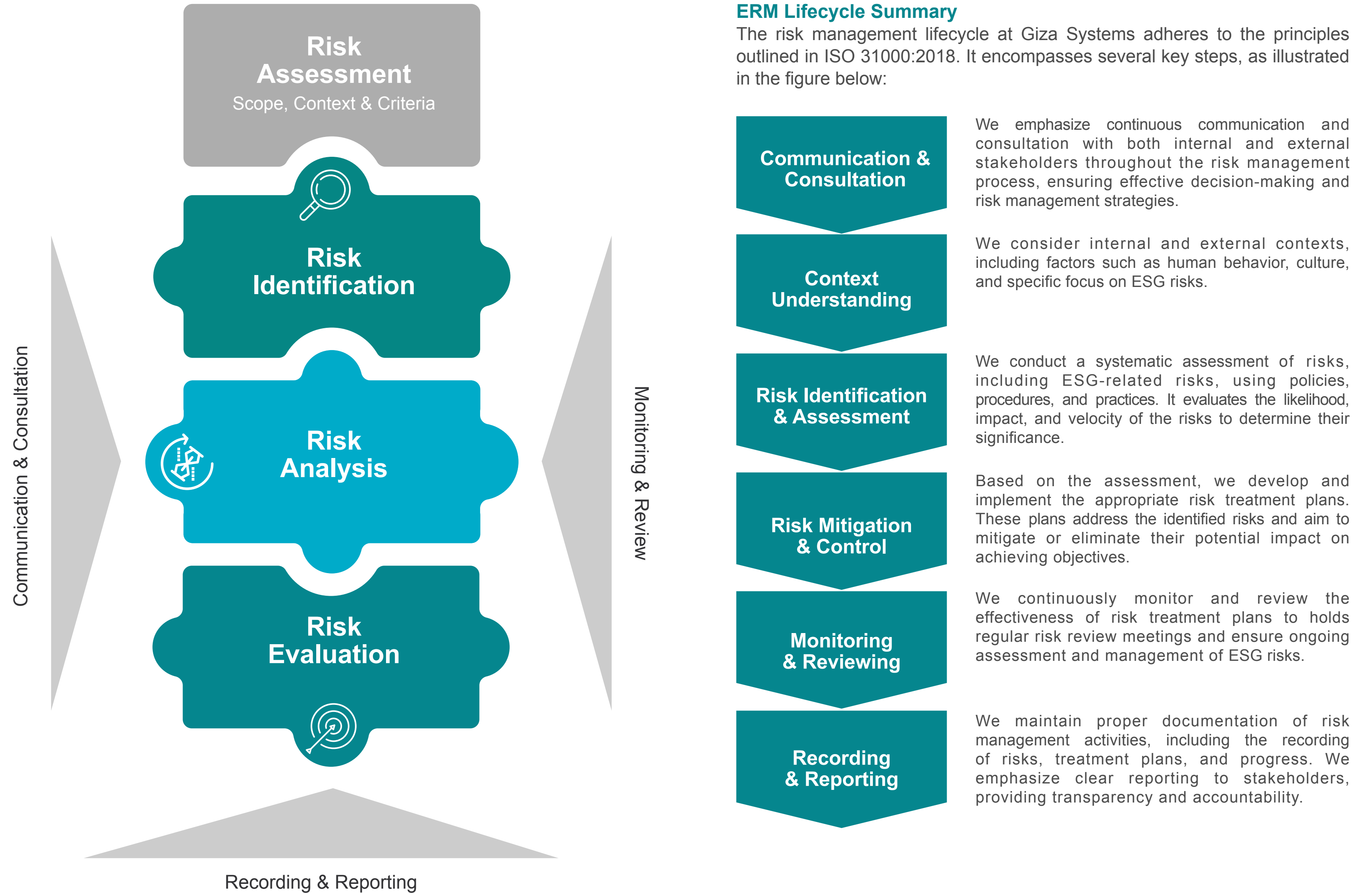
### Navigating Risks and Seizing Opportunities

We understand the importance of managing risks proactively and strategically. In light of this commitment, we have established a robust Enterprise Risk Management (ERM) framework serving as a systematic approach to identify, assess, and manage risks, with a special focus on sustainability considerations.

This multifaceted approach allows us to identify and assess risks through a holistic lens, considering both financial and ESG risks. One of the key strengths of our risk management system is its focus on resilience and proactivity. Rather than being reactive to risks, we aim to anticipate and address them before they materialize, allowing us to stay ahead of the curve, mitigating risks effectively and seizing strategic opportunities that align with our strategic objectives

### Advancing ESG Risk Management

The group-level ESG Risk Framework is currently being developed. As part of this effort, an ESG gap analysis has been conducted to identify both ESG risks and opportunities. This initial step lays the foundation for the comprehensive development of an integrated ESG risk framework at the group level.



## Key Risks & Opportunities

Below are our identified sustainability-related risks and opportunities, each accompanied by Giza Systems’ proactive responses. We believe in addressing challenges with strategic and sustainable solutions to ensure the ongoing success and resilience of our operations.

Type	Category	Risk/Opportunity	Control Measures
Risk & Opportunity	<b>Competition</b>	Global Market Expansion & Price Competition from Global Markets (Specifically Chinese and Indian Markets)	<ul style="list-style-type: none"> <li>• Focus on differentiating our products and services based on quality, performance, and value-added features rather than engaging in price competition.</li> <li>• Enhance customer service and support to build strong relationships and loyalty.</li> <li>• Invest in marketing and branding efforts to establish a strong market presence.</li> <li>• Establish strategic partnerships and alliances across all countries of operations to leverage complementary strengths and access new markets.</li> </ul>
Risk	<b>Environmental</b>	Water Scarcity	<ul style="list-style-type: none"> <li>• Ensure efficient and sustainable water management in our operations and during the execution of our solutions.</li> </ul>
		Infrastructure Limitations Unreliable Power Supply	<ul style="list-style-type: none"> <li>• Ensure business continuity during power outages by utilizing a tiered backup system. Critical servers are equipped with UPS units for short-term power disruptions, while a standby generator with fuel reserves provides extended power for essential operations.</li> </ul>
Risk & Opportunity	<b>Financial</b>	Currency Exchange Rate Fluctuations	<ul style="list-style-type: none"> <li>• Conducts pricing, contracting, and sales transactions in foreign currency to mitigate the impact of exchange rate fluctuations.</li> </ul>
Risk	<b>People</b>	Talent Acquisition and Retention	<ul style="list-style-type: none"> <li>• Prioritize internal opportunities for career growth, development, and advancement to encourage employee retention.</li> <li>• Implement initiatives to reduce attrition by offering clear paths for growth within the company.</li> <li>• Utilize assessment centers and exercises to identify high-potential individuals for specialized development programs.</li> <li>• Tailor personal development plans for future leaders to groom them for leadership roles within Giza Systems.</li> <li>• Establish effective communication channels to reach passive candidates and expand the talent pool. In addition to utilizing targeted recruitment efforts to attract top talent and enhance talent acquisition efforts.</li> <li>• Implement succession planning processes to identify and prepare future leaders for key roles within Giza Systems.</li> </ul>

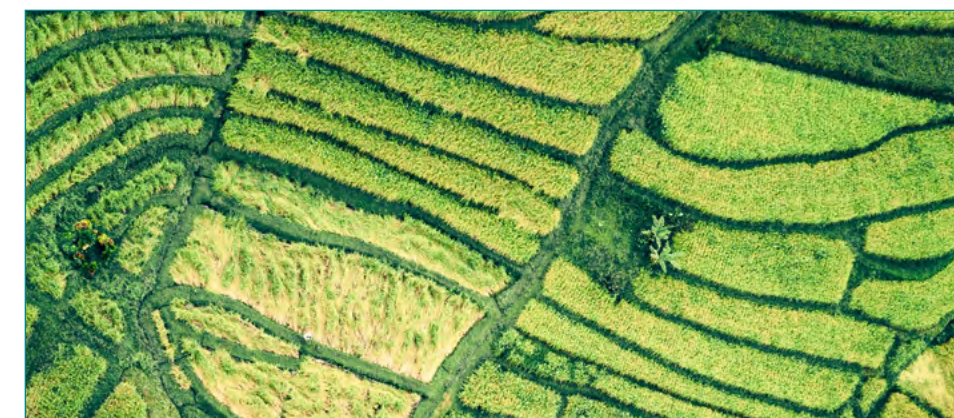
Type	Category	Risk/Opportunity	Control Measures
Risk	Regulatory	Changes in Public Policy	<ul style="list-style-type: none"> <li>• Refrain from engaging in deals that may lead to payment delays or other financial risks associated with abrupt changes in public policies.</li> <li>• Provide regular updates to vendors regarding any changes in public policies, fostering transparency and maintaining positive relationships.</li> </ul>
		Tax Compliance	<ul style="list-style-type: none"> <li>• Ensure accurate and timely reporting of financial information to tax authorities through our finance department</li> <li>• Conduct regular internal and external audits and recruiting top international auditors to identify and rectify any taxation non-compliance issues.</li> </ul>
		Regulatory Compliance	<ul style="list-style-type: none"> <li>• Prioritize regulatory compliance by conducting regular checks on all relevant laws and regulations. Our approach ensures that we stay ahead of the curve and proactively address any compliance requirements. All key functions within Giza Systems are tasked with screening relevant laws and regulations to ensure full compliance.</li> </ul>
Risk	Supply Chain	Supply Chain Disruptions	<ul style="list-style-type: none"> <li>• Collaborate with a diverse network of local suppliers and foreign suppliers to mitigate dependency on a single source for hardware components and other raw materials.</li> <li>• Allocate budget strategically across local and foreign suppliers.</li> <li>• Actively expand the foreign supplier network across more than 50 different countries to enhance access to a wider range of resources and expertise.</li> </ul>
		Subcontractors Health and Safety	<ul style="list-style-type: none"> <li>• Implement a robust health and safety management system that covers all subcontractors across all countries of operations.</li> <li>• Encourage the adoption of internationally recognized standards such as ISO 45001 or equivalent systems to enhance health and safety practices among subcontractors.</li> </ul>



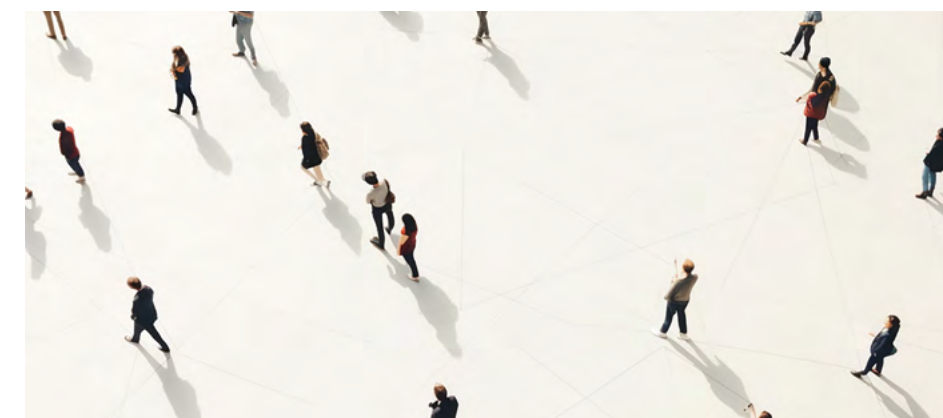
Type	Category	Risk/Opportunity	Control Measures
Risk & Opportunity	Sectoral Trends	Rapid Technological Advancements and Industry Revolutionization	<ul style="list-style-type: none"> <li>• Prioritize building and nurturing strong relationships with customers, partners, and vendors to stay informed about emerging technologies, market trends, and evolving customer needs.</li> <li>• Adopt agile and adaptive business practices that enable rapid response to market changes and technological disruptions.</li> <li>• Invest in talent development programs and training initiatives to equip our workforce with the skills and knowledge needed to navigate technological advancements effectively.</li> </ul>
Risk		Cybersecurity Threats	<ul style="list-style-type: none"> <li>• Develop and maintain security policies and procedures to govern and align security operations to global standards and local regulatory requirements.</li> <li>• Implement preventive, deterrent and detective security controls to eliminate vulnerabilities, mitigate risks and protect against different types of security risks.</li> <li>• Regular cybersecurity training and awareness programs for employees to ensure they remain vigilant against potential threats.</li> <li>• Simulate cybersecurity attacks to measure and evaluate users' responses and readiness to deal with attacks.</li> <li>• Collaboration with third-party contractors to ensure they adhere to cybersecurity standards and protocols.</li> <li>• Continuous monitoring and updating of security measures to adapt to evolving cyber threats.</li> </ul>
Opportunity		Leveraging Digital Transformation with a Special Focus on Emerging Markets	<ul style="list-style-type: none"> <li>• Develop customized digital solutions tailored to the specific needs and requirements of emerging markets, taking into account factors such as infrastructure limitations, cultural nuances, and affordability constraints.</li> <li>• Utilize agile development methodologies to rapidly prototype, test, and iterate digital solutions, ensuring flexibility and adaptability to local market conditions.</li> </ul>

## Roadmap

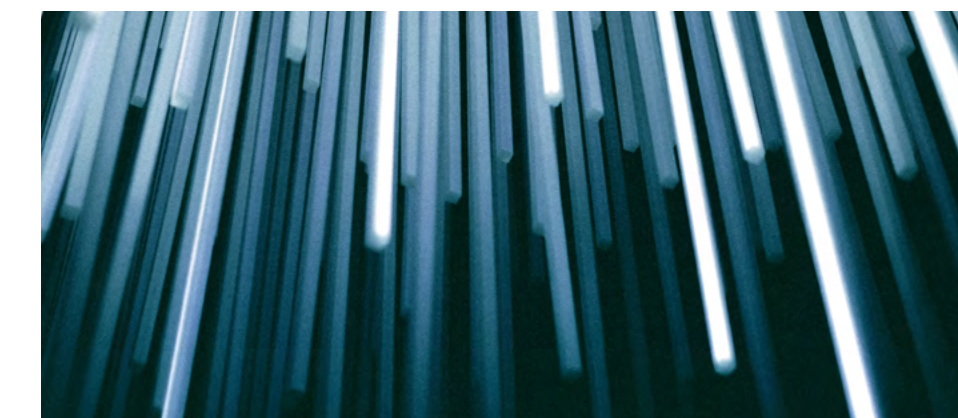
To effectively implement our strategy and our commitment to sustainability, we have meticulously developed a dynamic 3-year roadmap that encompasses our ESG priorities. This roadmap serves as our guiding force, transforming our sustainability aspirations into tangible actions. Our ESG priorities are showcased in our materiality map, which outlines the key issues that are most relevant to our business and stakeholders. By identifying and prioritizing these issues, we can focus our efforts on areas where we can have the greatest impact, ensuring that our sustainability strategy is both meaningful and effective. During our first year, we have identified a set of 10 pivotal initiatives to initiate our journey. Leveraging this initial progress, we will incorporate an additional 5 initiatives in the second year. As we progress into the third year, our aspiration is to have a comprehensive portfolio of 18 initiatives seamlessly integrated into our organizational culture.



### Environment



### Social



### Governance

## 2024

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Operational Eco-efficiency: Emissions &amp; Energy</li> <li>• Operational Eco-efficiency: Water</li> </ul> | <ul style="list-style-type: none"> <li>• Talent Attraction &amp; Retention, Well-being</li> <li>• Human Capital Development</li> <li>• Health &amp; Safety</li> <li>• Customer Relationship Management</li> <li>• Communities' Development</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Sustainable Supply Chain Management</li> <li>• Cybersecurity</li> </ul> |
|---|---|--|

## 2025

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Operational Eco-efficiency: Waste</li> <li>• Resource Efficiency &amp; Circularity</li> </ul> | <ul style="list-style-type: none"> <li>• Diversity &amp; Inclusion</li> </ul> | <ul style="list-style-type: none"> <li>• Sustainable Innovation</li> <li>• Business Ethics</li> </ul> |
|--|---|---|

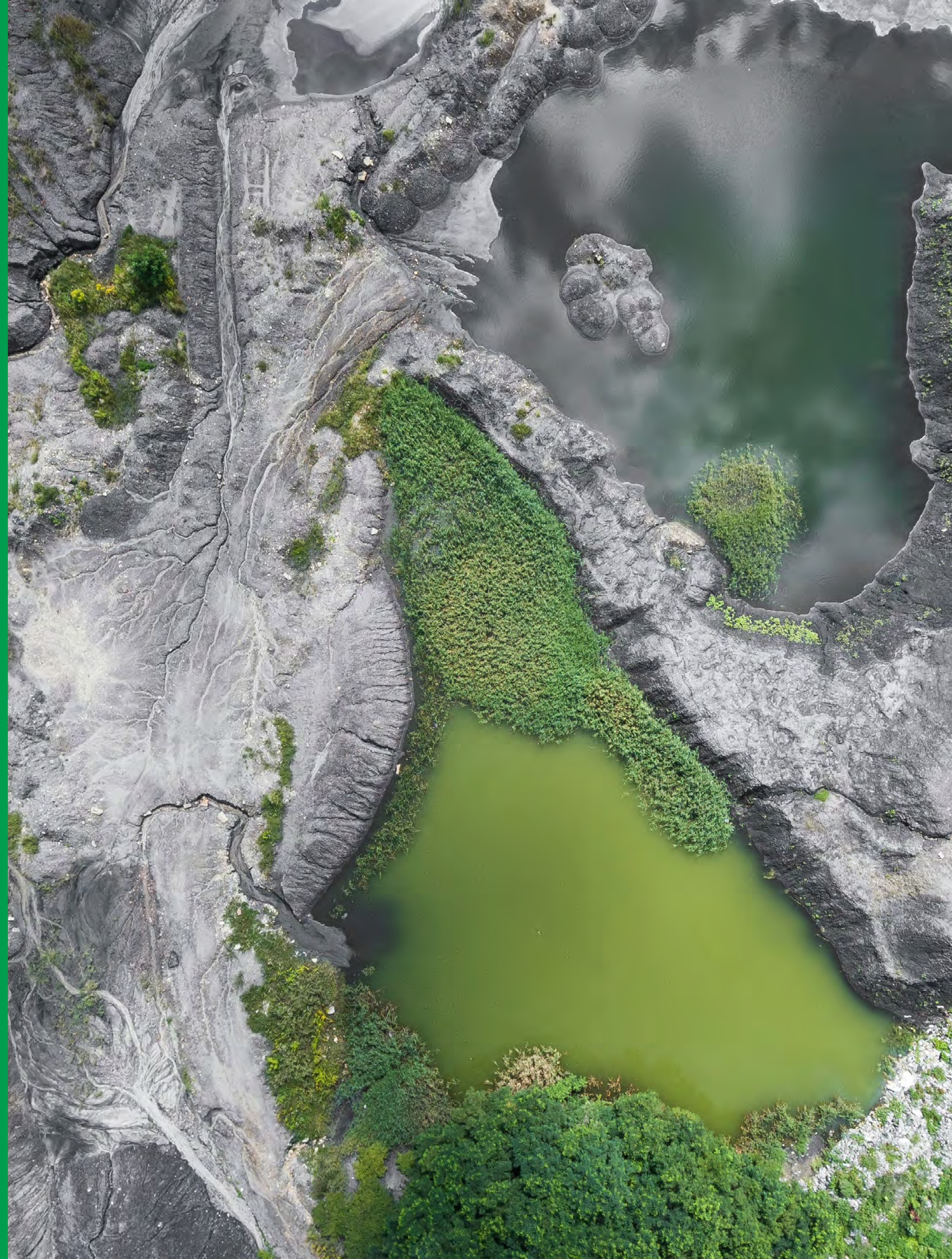
## 2026

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Biodiversity</li> </ul> | <ul style="list-style-type: none"> <li>• Human Rights</li> <li>• Privacy Protection</li> </ul> |
|--|--|

# 3.0

## Our Environmental Responsibility

In recognition of the significance of environmental management, Giza Systems is committed to managing and reducing its environmental impact. By tackling the matter from two perspectives, we enhance our internal processes and provide valuable tools for our customers in every project to create a positive impact. This is accomplished through careful monitoring and implementation of policies and practices internally along with empowering our customers to make a positive difference in their regions by adopting innovative and sustainable practices.



### 3.1 Environmental Management

#### Environmental Policy in Action

Giza Systems, as a responsible corporate entity, recognizes the importance of managing and reducing its environmental impact. To ensure a comprehensive and proactive approach, we have developed a robust Environmental Policy that guides our actions in minimizing current environmental impacts, mitigating risks, and integrating environmental considerations into our future business growth strategy.

To effectively manage and reduce identified environmental impacts, we maintain an accredited environmental management system. This system enables us to implement a process of continuous improvement, measurement, management, monitoring, and target identification. By adhering to this framework, we ensure that our environmental performance remains a key focus area, and we strive to continuously enhance our practices. A central component of our environmental management system is the commitment to annual tracking and internal reporting on all key risks and impacts. This process enables us to transparently monitor our environmental performance and progress.

Furthermore, our environmental management system includes processes and controls to prevent pollution. We recognize that it is crucial to proactively identify potential sources of pollution and implement measures to prevent and mitigate their occurrence.

We are fully committed to upholding legal requirements and ensuring that our operations align with all relevant environmental standards. To validate our commitment to compliance, our environmental management system has been externally assessed and accredited according to ISO 14001 standards. This internationally recognized accreditation underscores our adherence to best practices in environmental management. We also undergo regular external assessments as part of the ongoing ISO 14001 audit program. These assessments provide an objective evaluation of our adherence to our Environmental Policy, ensuring ongoing accountability and continuous improvement in our environmental practices.

To achieve the outlined Environmental Policy, Giza Systems has developed a comprehensive action plan. This action plan includes the following key initiatives:

- Support and collaborate with our customers to help them achieve their own environmental objectives, fostering a collective effort towards sustainability.
- Monitor and manage energy consumption across all Giza Systems controlled facilities, implementing measures to reduce usage and promote energy efficiency.
- Continuously review all aspects of fleet usage and related emissions, exploring opportunities to optimize transportation processes and minimize environmental impact.
- Maintain ongoing efforts to decrease waste volumes and increase recycling levels, implementing waste management strategies that prioritize waste reduction and recycling practices.
- Promote environmental awareness and communication of Giza Systems' environmental objectives to our people, suppliers, and other stakeholders.
- Develop and maintain contingency plans to effectively respond to and mitigate any foreseeable environmental incidents or emergencies, ensuring prompt and appropriate action.
- Ensure strict compliance with relevant environmental laws and regulations applicable to our operations. Regular audits will be conducted to assess compliance and identify areas for improvement.
- Prioritize suppliers and subcontractors who demonstrate a commitment to minimizing negative environmental impacts associated with their activities. By partnering with environmentally responsible vendors, we aim to further enhance our overall environmental performance.



### Enhancing Resource Efficiency

While our operations may not exert a significant environmental footprint, we are dedicated to enhancing resource efficiency across all aspects of our business. To this end, we have implemented various initiatives aimed at optimizing the operational efficiency of our buildings and premises. These initiatives encompass energy-saving solutions and measures to reduce water consumption and amount of waste generated, which have proven to be highly effective in minimizing our environmental impact.

Recognizing the importance of continuously improving and refining these initiatives, we are committed to implementing ongoing improvement programs aimed at enhancing their effectiveness and efficiency through more refined tracking systems.

Aside from our internal operations, certain projects and services may have a more pronounced environmental impact. As such, we have established rigorous processes for assessing and controlling these impacts. Before any project, our Health, Safety, and Environmental (HSE) department conducts a comprehensive initial risk and impact assessment covering a wide range of environmental hazards.



### Environmental Emergency Response Plan

In line with our Environmental Policy and strategic objectives, we have developed an environmental emergency response plan to eliminate, reduce, and mitigate any adverse environmental impacts from unplanned or accidental releases of hazardous materials into the environment. Actions taken to ensure the plan's effectiveness include:

- A** Assigning and training an environmental emergency response team.
- B** Conducting environmental emergency drills to test the plan.
- C** Providing emergency equipment such as spill kits, warning signs, suitable gloves, and hazardous waste collection areas.
- D** Establishing proper communication channels for prompt emergency reporting, including an online reporting tool and an emergency contact list.



## 3.2 Energy & Carbon Management

### Carbon Footprint Assessment

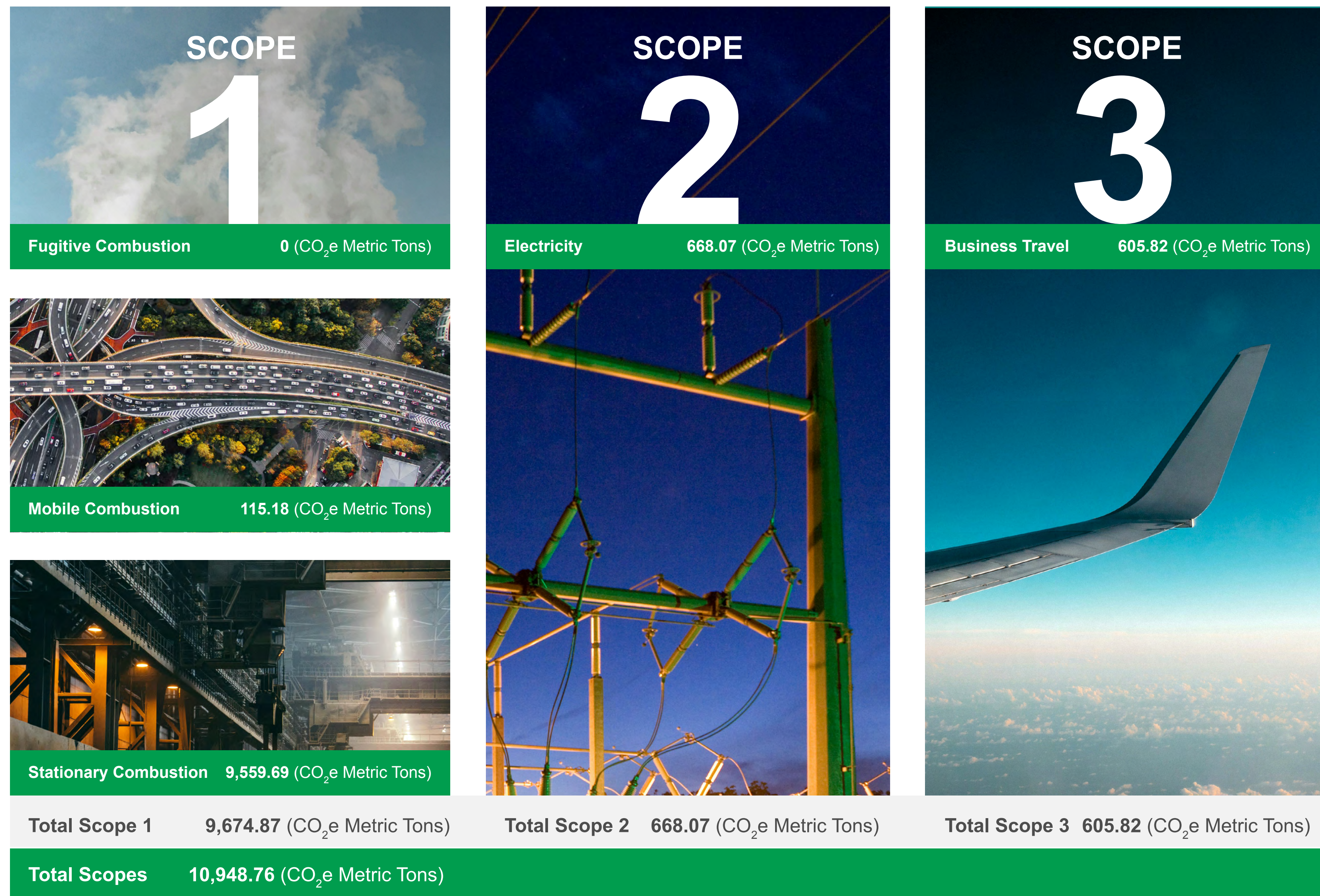
As an organization committed to environmental sustainability, we recognize the importance of understanding our carbon footprint and taking proactive measures to reduce it. In line with Egypt's National Climate Change Strategy 2050, the Egyptian Financial Regulatory Authority (FRA) ESG and the Task Force on Climate-Related Financial Disclosures (TCFD) reporting mandate, Giza Systems has set its sights on embarking on a carbon reduction journey. This strategy outlines the nation's long-term vision for combating climate change and achieving sustainable development.

In 2023, Giza Systems conducted a comprehensive analysis of its GHG, covering Scope 1, Scope 2, and Scope 3 emissions. The detailed breakdown of the company's total GHG emissions reveals a sum of 10,948.76 metric tons of carbon dioxide equivalents (CO<sub>2</sub>e). This comprises 88.36% from Scope 1, 6.10% from Scope 2, and 5.53% from the selected Scope 3 categories<sup>1</sup>.

The reporting period is from January 1 to December 31, 2023, and it includes direct emissions from controlled equipment and assets (Scope 1), emissions from purchased electricity (Scope 2), and business travel and accommodation (selected category under Scope 3). The analysis and estimates were based on the GHG Protocol and the United Nations Framework Convention on Climate Change (UNFCCC).



### GHG Breakdown Emissions in MTCO<sub>2</sub>e



<sup>1</sup> Selected category: Business Travel entailing both travel methods and accommodation.

### Setting Measurable Reduction Targets

With the knowledge gained from quantifying our GHG emissions, Giza Systems is committed to embarking on a carbon reduction journey. We understand that simply quantifying our emissions is not enough; we must take concrete actions to minimize our environmental impact. In the upcoming years, we are planning to establish measurable reduction targets that align with the Egypt National Climate Change Strategy 2050.

### Periodic Environmental Monitoring

At Giza Systems, we are dedicated to upholding environmental compliance and assessing the effectiveness of our environmental management system through regular environmental measurements. Our comprehensive analysis of all facilities under our control has identified key environmental parameters that require monitoring. These include:

- **Vehicle Emissions:** Tracking emissions from our vehicles to minimize our carbon footprint.
- **Exhaust Stack Emissions:** Monitoring emissions from diesel pumps and generators, including CO, CO<sub>2</sub>, SO<sub>x</sub>, NO<sub>x</sub>, and O<sub>2</sub> levels.
- **Indoor Vapor and Gas Concentrations:** Ensuring safe indoor air quality by monitoring vapor and gas concentrations.
- **Noise Intensity Levels:** Assessing noise levels to mitigate environmental impact and ensure a healthy work environment.
- **Indoor Air Quality:** Monitoring indoor air quality parameters to safeguard the well-being of our employees.
- **Total and Respirable Particulates:** Measuring particulate matter to control air pollution and protect air quality.

We perform these measurements<sup>1</sup> periodically using approved environmental measurement agencies to provide accurate and reliable data. The data collected during the specific assessment period in 2023 serves as a benchmark for our overall emissions monitoring efforts, guiding our sustainability initiatives and demonstrating our commitment to environmental stewardship.



Parameter	Temp.	O <sub>2</sub>	CO	CO <sub>2</sub>	SO <sub>2</sub>	NO <sub>x</sub>	Total Particles
Unit	°C	%	Mg/Nm <sup>3</sup>	%	Mg/Nm <sup>3</sup>	Mg/Nm <sup>3</sup>	Mg/Nm <sup>3</sup>
Value	243	16.8	134	4.2	86	412	32
Max permissible limit according to the law <sup>2</sup>	---	---	250	---	400	600	100

To ensure a healthy and productive environment for our people, we regularly monitor air quality, temperature, and ventilation in our offices throughout the year. These periodic measurements help us detect and mitigate any potential exposure to hazardous substances or air pollution, ensuring that our office spaces remain safe. By maintaining these high standards of air quality, we significantly contribute to the overall health and well-being of our workforce, to promote a better working environment. As indicated in the table, our scores consistently demonstrate excellent air quality, remaining well below the maximum permissible limits established by the Egyptian government. This hands-on approach underscores our commitment to sustainability and the health of our people.

<sup>1</sup> The measurements provided cover a specific assessment period during 2023 only. It serves as an estimate for our overall emissions monitoring.

<sup>2</sup> Maximum permissible limits according to law 4/1994 for Environmental Protection and its amendments by law no.9/2009 and the executive regulation issued in 1995 and its amendments issued no.618/2017.

### Employee Commuting

We recognize that commuting and business travel by employees contribute to key adverse environmental impacts like air pollution, traffic congestion, and increased greenhouse gas emissions. To mitigate these impacts, we have implemented efficient planning and control of work-related travel through the following initiatives:

- Manage business trips and implementing journey management plans to eliminate unnecessary trips, reduce driving distances and decrease fuel consumption.
- Conduct periodic maintenance and inspections of our vehicles to ensure minimal fuel consumption.
- Use a vehicle tracking system to monitor, analyze, and improve driving behavior, optimize routes, and ensure efficient fuel usage.

### Promoting Sustainable Solutions

We are dedicated to incorporating environmental considerations into our proposed solutions when engaging with customers. For instance, in our business continuity services, we take into account the energy consumption of data center infrastructure and water-cooling systems. Additionally, we consider end-of-life and recycling options for materials proposed in our solutions.

Furthermore, certain business lines within Giza Systems directly contribute to positive climate change impacts through the nature of their projects. For example, our Digital Energy division offers services such as energy audits, energy efficiency enhancements, CO<sub>2</sub> impact assessments, and green energy project implementation. Similarly, in the Oil & Gas sector, we specialize in emission monitoring and control projects to reduce greenhouse gas emissions.

### 2023 Energy Consumption



Electricity Consumption (kW)

1,645,942



Natural Gas Consumption (m<sup>3</sup>)

1,463

### Energy Management

We prioritize effective energy management as a key component of our sustainability efforts. We are dedicated to optimizing energy usage, reducing our environmental impact, and maximizing operational efficiency. To achieve these objectives, we have implemented a comprehensive energy management approach that encompasses various initiatives and control measures.

As part of our commitment, Giza Systems is actively working towards obtaining ISO 50001 certification. This internationally recognized standard establishes a framework for organizations to establish, implement, maintain, and improve an energy management system. By adhering to ISO 50001, we can effectively manage our energy consumption, identify areas for improvement, and continuously enhance our energy performance.

Under the management of the HSE department, Giza Systems closely monitors our energy consumption. We maintain an energy consumption register that is regularly updated monthly. This register provides detailed information on energy consumption rates, enabling energy tracking and identifying opportunities for energy reduction.

### Streamlining Energy Usage

Enhancing energy efficiency within our facilities is paramount for mitigating environmental impact and cutting costs. To accomplish this goal, we have launched diverse measures aimed at reducing energy consumption. These initiatives are meticulously crafted to boost efficiency, guaranteeing optimal facilities performance while also driving down expenses and reducing our ecological footprint.

- **Installing Motion Detectors:** Reducing lighting energy consumption by activating lights only when needed.
- **Switching to LED Lights:** Reducing energy consumption while maintaining adequate illumination levels.
- **Utilizing IoT Systems:** Continual monitoring of energy consumption patterns to identify inefficiencies.
- **Provision of Facility Monitoring Systems:** Enabling remote automation and control of electrical devices.
- **Implementing Periodical Maintenance:** Inspecting utilities and equipment to optimize energy efficiency by addressing issues such as leaks or faulty equipment.



### 3.3 Sustainable Waste Management

#### Promoting Sustainable Recycling Initiatives

Giza Systems is deeply committed to sustainability practices across all facets of our operations, with waste management being a key focus area. Understanding the importance of minimizing environmental impact, we have implemented robust recycling initiatives as part of our corporate responsibility efforts.

In collaboration with Recyclobekia and Go Green, two prominent waste management companies in the region, we have developed extensive recycling systems that cover various materials generated within our offices. Our recycling programs encompass diverse waste categories, including plastic bottles, papers, glass, cartridges, batteries, and more.

Through strategic partnerships with leading waste management entities and the adoption of comprehensive recycling strategies, we aim to exemplify responsible corporate citizenship and set an example for responsible business practices inspiring others to embrace sustainability in their operations.

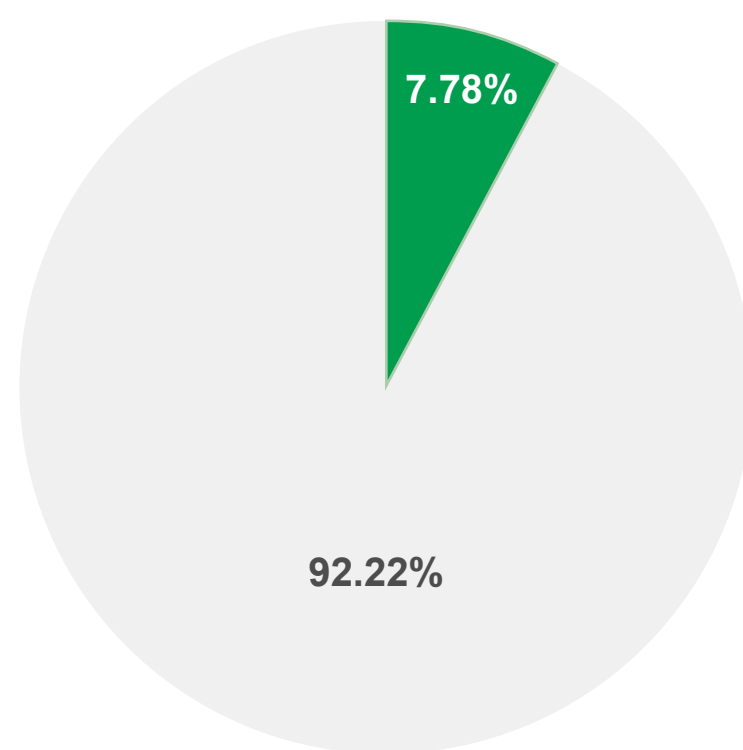
#### Recycled Waste

Type of Recycled Waste	Amount in Metric Tons
Recycled Paper	1.732
Recycled Carton	0.953
Recycled PET	0.849
Recycled Oil	0.307
Recycled Other Plastic	0.041
<b>Total</b>	<b>3.882</b>

#### Non-Recycled Waste

Type of Waste	Amount in Metric Tons
<b>Total Non-Recycled Waste</b>	<b>46</b>

Currently, 7.78% of the waste generated at our headquarters is recycled vs. 92.22% that remains non-recycled. In line with our commitment to enhance sustainable waste management practices across our operations, we are planning to increase the percentage of recycled waste in the coming years.




■ Recycled Waste    ■ Non-Recycled Waste



#### Hazardous Waste Management

We place a paramount emphasis on the safe and responsible management of hazardous waste within our operations. Through strict protocols and proactive measures, we ensure that all hazardous waste generated is handled with utmost care and in compliance with environmental regulations.

Existing Controls	Description
 <b>Minimizing Oil Waste</b>	To keep the generation of oil waste to a minimum, all oil waste is carefully stored in lidded metal containers, preventing any potential leaks or spills.
 <b>Prevention of Environmental Discharge</b>	Strict protocols are in place to ensure that hazardous materials do not enter water bodies, soil, or the atmosphere.
 <b>Designated Hazardous Waste Area</b>	To maintain proper segregation and containment, all oil and oil-contaminated wastes are collected in a specified hazardous waste area. This designated area is equipped with appropriate storage facilities and follows strict guidelines to prevent cross-contamination and ensure the safe handling of hazardous materials.
 <b>Approved Contractor for Disposal</b>	Giza Systems adheres to regulations governing the disposal of hazardous waste. We engage the services of approved contractors specialized in the proper disposal of hazardous materials.
 <b>Emergency Response and Spill Kits</b>	In the event of a fuel spillage, we have established an emergency response team equipped to address any incidents swiftly and effectively. Additionally, we provide spill kits, strategically placed throughout our facilities, enabling prompt containment and cleanup of spills to prevent environmental harm.

## 3.4 Water Management

Efficient water management is a top priority for Giza Systems. Operating in Egypt, Saudi Arabia, Africa and the GCC, we understand the pressing water scarcity challenges faced by communities. We recognize the significance of sustainable water practices and are deeply committed to aligning our efforts with the objectives outlined in Egypt's Vision 2030.

In response to these challenges, we are actively developing a robust water management strategy that prioritizes both adaptation and mitigation measures. Central to our approach is a commitment to data-driven insights and collaborative engagement with all stakeholders, specifically local communities, suppliers, government agencies and sustainability experts. Consequently, we aim to navigate and mitigate the complexities of water scarcity, ensuring a sustainable and resilient future for our communities and the environment.

### Water Usage in Our Operations

While our direct operations may have a low dependency on water resources, we acknowledge the significance of responsible water usage within our operations. To minimize our water footprint, we have structured our initiatives into key focus areas aimed at optimizing water usage and championing sustainable practices.

### Water Consumption in 2023



**Water Consumption (m<sup>3</sup>)**

**5880 m<sup>3</sup>**

2023 Focus Area		Control Measures
<b>Monitoring &amp; Optimization</b>		We proactively monitor water withdrawal, consumption, and discharge within our operations, enabling us to pinpoint areas for improvement and optimize water usage. This data-driven approach allows us to implement targeted measures, reducing consumption and cutting operating costs.
<b>Infrastructure Upgrades</b>		To diminish water withdrawals, we invest in infrastructure upgrades such as installing efficient faucets and flush systems in our restrooms. These enhancements conserve water without compromising functionality or user experience, ensuring efficient water usage across our facilities.
2024 Focus Area		Control Measures
<b>Employee Engagement</b>		We recognize the importance of employee involvement in water conservation. Through training sessions, awareness campaigns, and resource provision, we will empower our staff to embrace responsible water usage, fostering a culture of sustainability in both professional and personal spheres.
<b>Local Water Stress Considerations</b>		Our goal is to prioritize sourcing freshwater from low-stress areas and explore seawater utilization alternatives, minimizing our impact on strained water resources and supporting ecosystem resilience.
<b>Water Reuse &amp; Recycling</b>		Employing innovative systems and processes, we aim to minimize water waste and to maximize resource utilization through water reuse and recycling initiatives.

By directing our efforts into these focus areas, we are able to effectively manage water usage within our operations and make a positive impact on water conservation. We strive to ensure that our water usage aligns with our commitment to sustainability and contributes to the well-being of the communities and ecosystems we operate in.

### Elevating Sustainability through Shared Value

As part of our commitment to creating shared value, we're embarking on a journey to measure and monitor water saving within our customers' operations. This initiative is driven by the services we provide, aiming to showcase the tangible sustainability impact of our solutions. By actively saving water, we aim to drive positive change and inspire our customers to join us in adopting efficient water management practices.

Giza Systems, through its digital solutions, plays a pivotal role in supporting the utilities industry, with a particular emphasis on the water sector. Our focus lies in efficient resource management and ensuring reliable operations. For more details, please refer to the [Innovative Solutions for a Sustainable Tomorrow](#) section.

### Considering Water Intensity Across the Supply Chain

Acknowledging the significance of evaluating water intensity throughout our value chain, we are committed to this holistic approach. This involves assessing the water intensity and the presence of critical minerals. By considering this factor, we can make informed decisions regarding suppliers and partners. We aim to collaborate with those who share our commitment to sustainable water practices.

**One of our most compelling success stories in impact measurement and creating shared value is exemplified by our smart irrigation pilot project deployed in Al-Ahsa, KSA. This pioneering initiative has yielded remarkable results, showcasing a significant 44% reduction in water consumption, from 23,443 m<sup>3</sup> to 13,043 m<sup>3</sup>. Additionally, the project has demonstrated a notable 21% enhancement in crop quality, alongside substantial cost and energy savings. This achievement stands as a testament to our unwavering commitment to revolutionize agricultural practices and drive meaningful sustainability outcomes to our customers.**

### 3.5 Innovative Solutions for a Sustainable Tomorrow

#### Our Environmental Stewardship in Action

At our core, we prioritize environmental stewardship, emphasizing the impact of our solutions on the environment. We heavily invest 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.

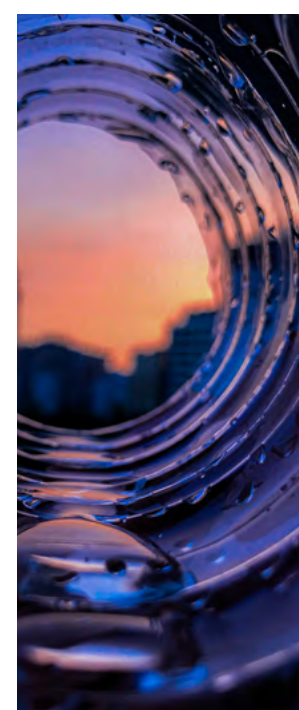
In every project, we focus on empowering our customers to make a difference in their regions by adopting sustainable practices. We understand the crucial role our customers play in shaping their communities; and we support them in their efforts to achieve positive environmental outcomes.

Whether it is developing energy-efficient systems, optimizing resource management, or implementing renewable energy solutions, we collaborate closely with our customers to tailor sustainable strategies aligned with their goals. By leveraging advanced technologies and innovative approaches, we help minimize ecological footprints and maximize positive environmental impacts.



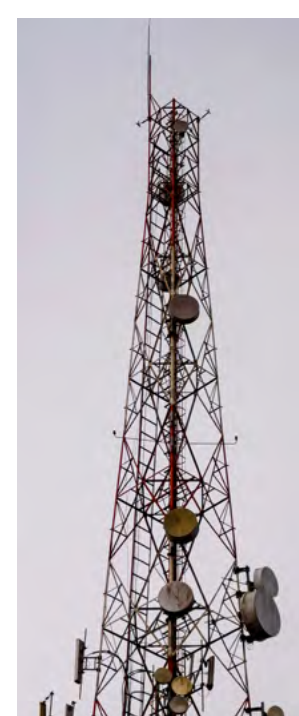
#### Energy

- Egypt & North Africa **27 projects**
- KSA **24 projects**
- West, East, & Central Africa **12 projects**



#### Water

- Egypt & North Africa **13 projects**
- KSA **21 projects**
- Gulf **2 projects**
- West, East, & Central Africa **12 projects**



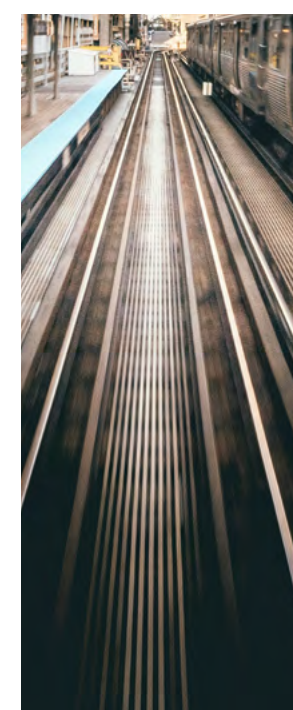
#### Telecom

- Egypt & North Africa **14 projects**
- KSA **15 projects**
- Gulf **2 projects**
- West, East, & Central Africa **11 projects**



#### Oil & Gas

- Egypt & North Africa **35 projects**
- KSA **1 project**
- Gulf **1 project**
- West, East, & Central Africa **3 projects**



#### Smart Mobility

- Egypt & North Africa **12 projects**
- KSA **3 projects**
- West, East, & Central Africa **3 projects**



#### Government

- Egypt & North Africa **1 project**
- KSA **2 projects**



#### Financial Services

- Egypt & North Africa **3 projects**
- KSA **1 project**
- West, East, & Central Africa **1 project**



#### Urban Communities

- Egypt & North Africa **15 projects**
- KSA **8 projects**
- Gulf **3 projects**
- West, East, & Central Africa **13 projects**







#### Manufacturing

- Egypt & North Africa **8 projects**
- KSA **2 projects**
- Gulf **1 project**
- West, East, & Central Africa **3 projects**

## Targeted Sustainable Offerings

Giza Systems is committed to supporting its customers' sustainability journeys by offering a range of solutions. These offerings not only address the customers' business goals but also contribute to the achievement of specific SDGs.

Offering	Targeted SDGs	Description
<b>Data Center Solutions</b>		Data Center Solutions offer a secure and controlled environment for data processing, storage, and transmission. These solutions encompass various building blocks necessary for dynamic data center infrastructure, disaster recovery, high availability, data center transformation, and cloud information systems. Giza Systems promotes inclusive and sustainable industrialization by enabling businesses to enhance their technological capabilities and ensure the reliability and efficiency of their data management processes.
<b>Cybersecurity Solutions</b>		Our cybersecurity solutions offering emphasizes the protection of critical systems and infrastructure. By providing various technologies, tools, best practices, and risk management approaches, Giza Systems helps safeguard networks, devices, and data from unauthorized breaches and malicious attacks.
<b>Solar Systems Solutions</b>	 	Giza Systems offers digital energy solutions to promote sustainable energy consumption and production patterns. This offering enables the generation of affordable, clean, and reliable energy from renewable sources. By implementing solar systems for both on-grid and off-grid projects, Giza Systems supports the transition to a low-carbon economy and contributes to global efforts in reducing carbon footprints.



## 3.6 Driving Change: Our Impact

### Utilities

#### Empowering Utilities with Efficient Resource Management and Reliable Operations

We specialize in empowering the utilities industry, particularly in the energy and water sectors, by providing efficient resource management and reliable operations. Our integrated solutions optimize key functions, ensuring reliability, efficiency, and sustainability. By implementing our solutions, overall performance and efficiency across utility operations are enhanced through streamlined workflows, advanced technologies, and optimized resource utilization. We deploy robust systems and infrastructure to address the critical need for reliability and availability, resulting in seamless service provision and heightened customer satisfaction.

Automation plays a pivotal role in utilities modernization, allowing for data-driven decisions and effective service delivery. Additionally, our solutions enable predictive maintenance, minimize downtime, and support environmental compliance and sustainability by promoting energy efficiency and water conservation.

We contribute to urban infrastructure development by providing reliable power and water services essential for city growth, economic activities, public services, and overall quality of life.

7 AFFORDABLE AND CLEAN ENERGY



UTILITIES

#### ENERGY EFFICIENCY AND RENEWABLE ENERGY

#### Success Story: Busia 4MW Solar Power Plant

**Customer:** The Arab Organization of Industrialization (AOI)  
**Project Location:** Uganda

The Busia 4MW Solar Power Plant project in Uganda marked a significant milestone in the country's transition to clean energy sources.

As a generous donation from the Egyptian government to Uganda, the project aimed to enhance the country's ability to utilize renewable sources and reduce its dependence on oil and fossil fuels. Giza Systems, renowned for its expertise in renewable energy solutions, was chosen to complete the 4MW solar plant.

The implementation encompassed a comprehensive scope, including the installation and support of monitoring services for the data center, cooling systems, UPS systems, and more. By reducing dependence on oil and fossil fuels, the project contributes to Uganda's energy independence and environmental sustainability, marking a significant milestone in the nation's renewable energy transition.



ENERGY EFFICIENCY AND RENEWABLE ENERGY

**Success Story: Enhancing Safety at Hail Power Plant**

**Customer:** Saudi Electricity Company  
**Project Location:** KSA

Giza Systems undertook a critical project at the Hail Power Plant in Saudi Arabia, focused on enhancing safety measures through the implementation of a robust grounding protection system. The project aimed to mitigate the risk of dangerous accidents arising from electric discharge between trucks and the plant during the unloading process. As part of the initiative, Giza Systems was tasked with providing a comprehensive grounding protection system for the customer’s truck unloading system.

The implementation of the grounding protection system brought significant benefits to the customer including:

- **Prevention of dangerous accidents:** By eliminating the risk of electric discharge, the grounding protection system ensures the safety of personnel and assets involved in the truck unloading process.
- **Enhanced safety measures:** The system provides an additional layer of safety, mitigating potential hazards and creating a secure working environment.
- **Protection of individuals and assets:** By preventing electric discharge incidents, the system safeguards both personnel and valuable equipment from damage or injury.



WATER AND WASTEWATER MANAGEMENT

**Success Story: Mahalla IWWTP Project - Transforming Industrial Waste Treatment**

**Customer:** El-Nasr Building & Construction Co. (EGYCO)  
**Project Location:** Mahalla, Egypt

Giza Systems was awarded the Mahalla Industrial Wastewater Treatment Plant (IWWTP) project, which aimed to address the significant industrial waste treatment challenges in Mahalla, Egypt. The project involved the supply and erection of all electrical and mechanical works, with a capacity of 40,000 cubic meters per day.

The Mahalla IWWTP project brought substantial benefits to the client and the local community. The plant played a critical role in processing 65% of the city’s highly acidic industrial waste, primarily generated by textiles and dyeing factories. By efficiently treating this industrial wastewater, the plant effectively mitigated the environmental impact caused by the high proportion of industrial acid drainage, which had been damaging the sewage network in the city.

Furthermore, the project significantly enhanced the quality of the sewage network in Mahalla. Through the implementation of mechanical screens, aerated grit removal tank equipment, equalization tank equipment, clariflocculators, and gravity thickeners, the plant achieved efficient wastewater treatment.



WATER AND WASTEWATER MANAGEMENT

**Success Story: Abu Al-Matamir WWTP**

**Customer:** Beheira Water and Drainage Company  
**Project Location:** Beheira, Egypt

Giza Systems Electromechanical Company took on a significant project to address the sewage problem in Beheira, Egypt. The Abu Al-Matamir Wastewater Treatment Plant (WWTP) project played a vital role in achieving the government’s plan to solve waste treatment problems, providing a healthier environment for citizens.

The project aimed to increase the WWTP’s capacity from 9,000 cubic meters per day to 18,000 cubic meters per day, effectively doubling its treatment capabilities. Giza Systems’ scope encompassed a comprehensive range of mechanical and electrical works, including the installation of screens, settling tanks, trickling filters, pumps, valves, and electrical infrastructure such as switchgear, transformers, lighting, and SCADA systems.

By leveraging expertise in electromechanical engineering, Giza Systems contributed to enhancing wastewater treatment capabilities, ensuring sustainable management of water resources, and fostering environmental stewardship in the region.





WATER AND WASTEWATER MANAGEMENT

**Success Story: Negreeg Wastewater Treatment Plant**

**Customer:** Osman Group  
**Project Location:** Gharbia, Egypt

Giza Systems Electromechanical, in collaboration with the Osman Group, undertook a significant project to design and build the Negreeg Wastewater Treatment Plant. The project aimed to address the pressing issue of waterborne pollution, safeguard public health and safety, and ensure cost-efficiency in wastewater treatment processes.

The scope of the project included the design, supply, installation, testing, and commissioning of a wastewater treatment plant serving Negreeg and Geng villages. Leveraging Sequencing Batch Reactor (SBR) technology, the plant is poised to effectively treat wastewater, mitigating environmental risks and promoting sustainable water management practices in the region.



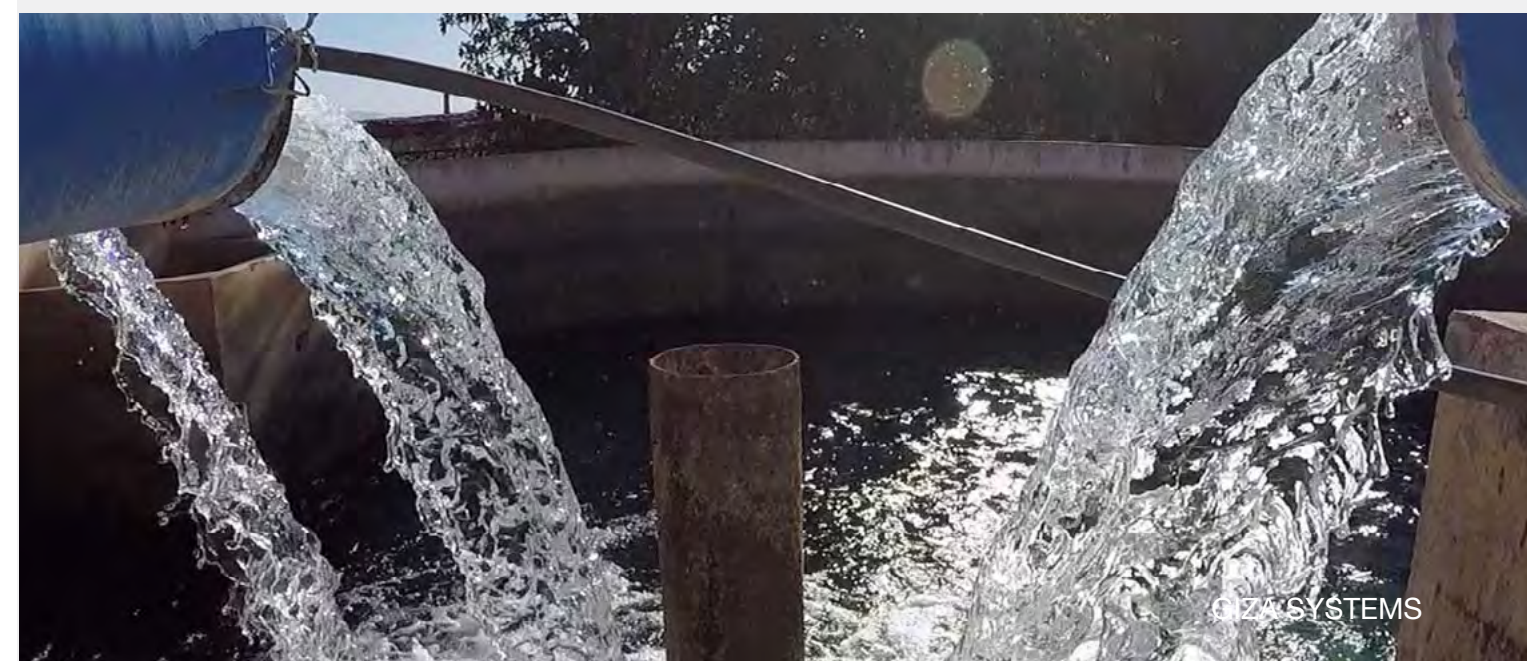
WATER AND WASTEWATER MANAGEMENT

**Success Story: Riyadh Strategic Water Reservoir Tanks**

**Customer:** Aziz Company for Contracting & Industrial Investment  
**Project Location:** Riyadh, KSA

Giza Arabia undertook a significant project to implement a state-of-the-art SCADA and control system at the Riyadh Strategic Reservoir. The project aimed to ensure the sustainability of water supply levels, control a considerable portion of Riyadh’s water supply, and support the city’s ambitious plans for the strategic reservoir. Additionally, the project aimed to enhance the country’s responsiveness to any emergency water supply shortages.

With a capacity of 1 million cubic meters, the reservoir serves as a cornerstone in controlling a significant portion of Riyadh’s water supply and supporting ongoing strategic initiatives. Giza Arabia’s scope involved the seamless integration of SCADA and control systems, including redundant main PLCs, local PLCs, HMI, and SCADA Wonderware. This comprehensive solution enhances the country’s responsiveness to emergency water supply shortages while laying a robust foundation for long-term water management strategies.



## Telecom

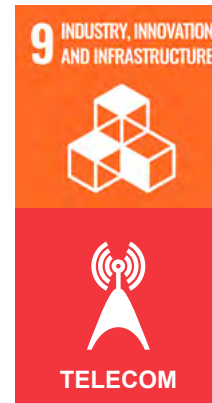
### Seamless Connectivity, Unmatched Efficiency: Redefining Telecommunications

Giza Systems is a prominent player in the telecommunications industry, revolutionizing connectivity and operations through innovative solutions. Drawing on extensive experience and market insights, we drive automation, collaboration, and efficiency in telecommunications services.

Our telecom solutions utilize cutting-edge technologies and intelligent network management systems to enhance system performance and operational efficiency. This ensures seamless connectivity, reducing downtime, accelerating data transmission, and enhancing user experience.

Central to our approach is the provision of a unified platform that consolidates multiple applications, streamlining processes and leading to increased operational efficiency and cost savings. Our solutions prioritize reliability and security, employing robust measures to enhance network reliability and protect against cyber threats.

We offer flexibility and scalability to adapt to changing service requirements, ensuring we meet evolving customer needs. Additionally, our solutions deliver significant reductions in operational costs by optimizing network resources, automating processes, and implementing efficient management systems.



#### CONNECTING POSSIBILITIES

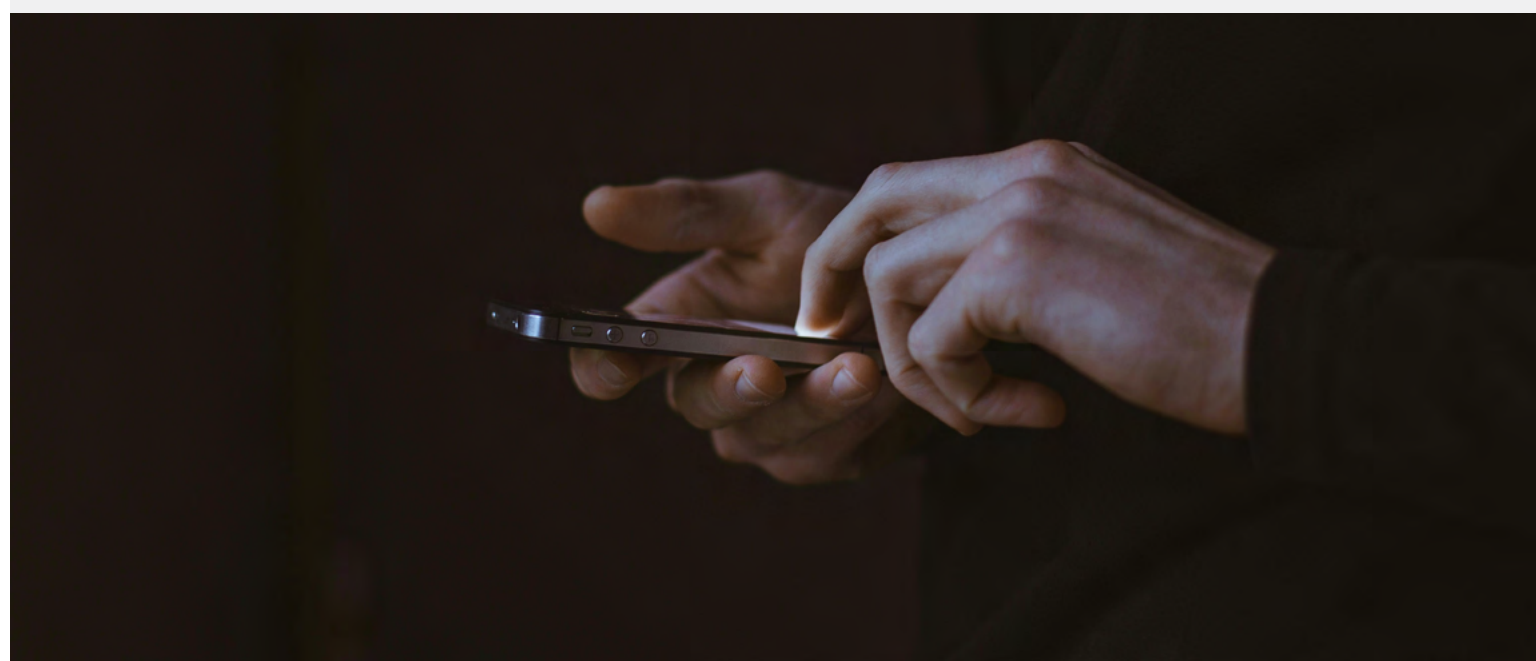
### Success Story: Empowering Telecom Users - The “My NTRA” Application

**Customer:** National Telecom Regulatory Authority (NTRA)  
**Project Location:** Egypt

Giza Systems was awarded this project to develop the “My NTRA” application. This initiative was aligned with Egypt’s vision for digital transformation, aiming to enhance accessibility and efficiency in the telecom sector. The “My NTRA” app was designed to provide users with a range of interactive services directly through their mobile phones, eliminating the need for traditional methods such as contacting call centers or visiting operator branches.

The development and implementation of the “My NTRA” application had a profound impact on various stakeholders, including:

- Ensuring consistent and reliable access to telecom services, enhancing overall service quality and reliability for users.
- Providing secure and encrypted communication channels, the app safeguarded sensitive user information and assets.
- Easily accessing services and resolving issues, leading to improved responsiveness and operational efficiency for both users and telecom operators in Egypt.
- Streamlining the process of receiving telecom services, reducing bureaucratic hurdles and simplifying user interactions with regulatory authorities.
- Users benefited from reduced costs, time, and effort associated with traditional service requests, resulting in enhanced convenience and affordability.



#### CONNECTING POSSIBILITIES

### Success Story: Enhancing Smart Operations - stc’s IoT Connectivity Management Platform

**Customer:** stc  
**Project Location:** KSA

Giza Systems undertook the task of providing Operations and Support Managed Services for stc’s IoT Connectivity Management Platform (CMP) in KSA. This platform facilitates M2M services connectivity across the Kingdom, playing a crucial role in modern telecommunications.

The project aimed to enhance operational practices and SLAs, ensuring smoother operations and a seamless transition for newly deployed solutions. By implementing stc’s operations automation strategy, the project aimed to optimize efficiency. Furthermore, the localization of digital technologies and content contributed to aligning the platform with local needs and preferences.





## CONNECTING POSSIBILITIES

## Success Story: Driving Digital Transformation - RPA Implementation for stc

**Customer:** stc

**Project Location:** KSA

Giza Arabia, in partnership with UiPath, implemented the Robotic Process Automation (RPA) for stc's Enterprise Business Processes and Field Operations' Work Centers in KSA. This innovative initiative aimed to streamline operations and enhance efficiency through automation.

The RPA implementation aligned with stc's vision of digital transformation, leading to a reduction in operational expenses and an increase in end-customer satisfaction. By automating repetitive and time-consuming processes, the project significantly boosted productivity and efficiency while improving accuracy and quality control. Additionally, it optimized work-center agents' time, allowing them to focus on more creative and complex tasks. The project also fostered an agile culture among stc project teams, enabling them to adapt quickly to evolving needs.

Giza Arabia's scope involved enabling the adoption of an agile development approach for efficient delivery and ensuring seamless integration with existing systems and workflows.



## Oil & Gas

### Empowering Oil & Gas: Where Efficiency Meets Sustainability

Giza Systems has been at the forefront of empowering the oil and gas industry with sustainable solutions that drive efficiency and address environmental concerns. Our integrated offerings are tailored to enhance every phase of the oil and gas operations, ensuring the sustainability of our customers in an evolving landscape.

Our digital solutions leverage the latest technologies and industry best practices to optimize efficiency in maintenance and operations. By implementing advanced monitoring and control systems, we help minimize downtime, errors, and fuel waste, resulting in significant cost savings and increased operational reliability.

We recognize the importance of sustainability and environmental stewardship. Our solutions focus on reducing the environmental footprint of oil and gas operations. By integrating sustainable practices and technologies, such as energy-efficient equipment and emissions monitoring systems, we help our customers achieve environmental compliance and meet international standards. This not only enhances their sustainability credentials but also ensures long-term viability in an increasingly environmentally-conscious world.

#### 13 CLIMATE ACTION EMPOWERING ETHICAL AND SUSTAINABLE OIL AND GAS INDUSTRY



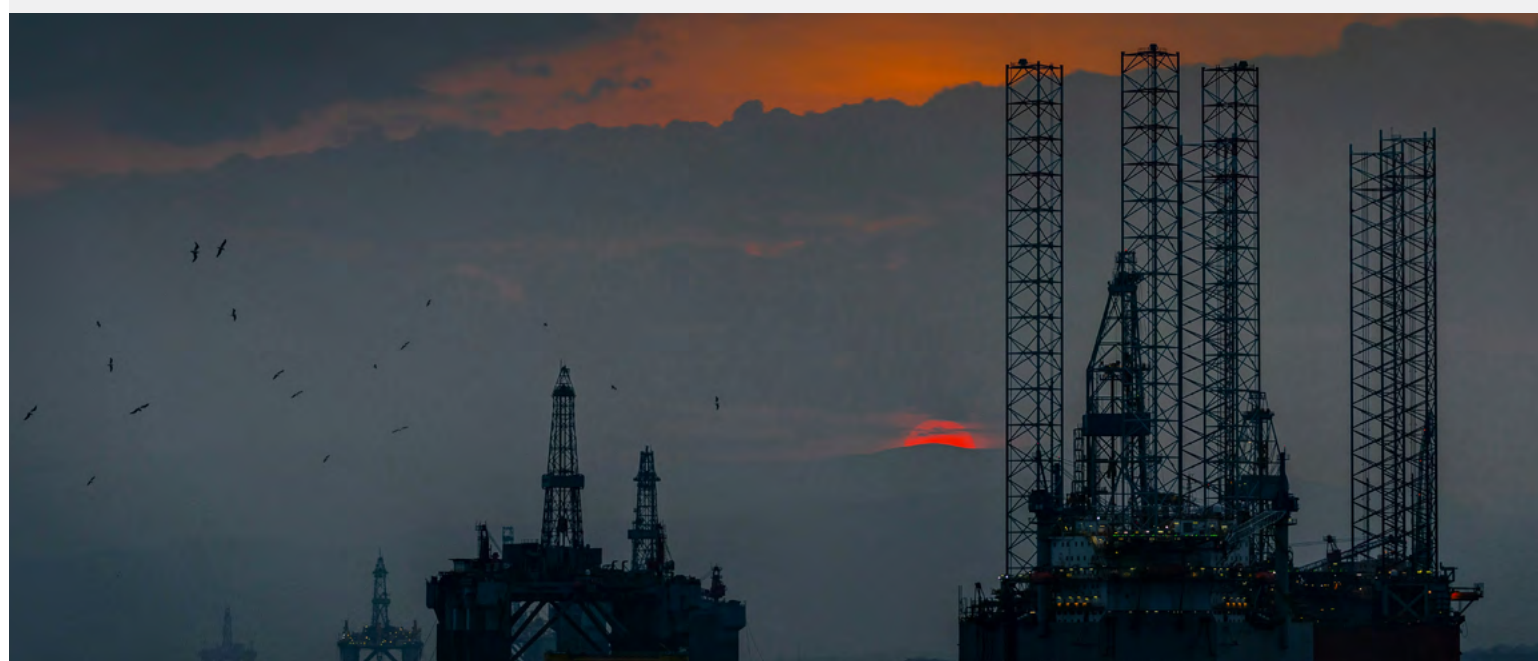
### Success Story: Enhancing Environmental Compliance: Continuous Emission Monitoring Systems at Egyptian Petrochemicals Company

**Customer:** Egyptian Petrochemicals Company  
**Project Location:** Egypt

Giza Systems was awarded the project of implementing Continuous Emission Monitoring Systems (CEMS) for the Egyptian Petrochemicals Company, marking a significant step towards achieving environmental sustainability in Egypt. The project aimed to constantly monitor emission levels of CO, NO<sub>x</sub>, SO<sub>2</sub>, CO<sub>2</sub>, O<sub>2</sub>, and flue gas rates, ensuring regulatory compliance, improving the disposal of industrial gaseous waste and mitigating pollution.

By implementing CEMS, the company gained real-time visibility into the emission levels of key pollutants, enabling proactive measures to reduce their environmental impact. It also allowed for precise analysis of emission trends and facilitated the identification of potential areas for improvement.

The scope of the project encompassed the design, supply, installation, and commissioning of four complete Continuous Emission Monitoring Systems. Under the supervision of the Egyptian Environmental Affairs Agency, Giza Systems ensured that the systems were implemented in accordance with regulatory standards and industry best practices.



#### EMPOWERING ETHICAL AND SUSTAINABLE OIL AND GAS INDUSTRY

### Success Story: Integrated Safety Platform for Sapele Gas Metering Station

**Customer:** Seflam SGL - EPC Contractor  
**Project Location:** Nigeria

Giza Systems was entrusted with the implementation of an integrated safety platform and fire & gas detection systems for the Sapele Gas Metering Station in Delta State, Nigeria. The project aimed to enhance safety measures and mitigate risks associated with fire and gas accidents in the station and its surrounding areas.

Scope of the project included:

- Implementation of an integrated, automated safety platform certified with SIL III, ensuring the highest level of safety standards.
- A unified full monitoring and control system for enhanced responsiveness during emergencies.
- Increased safety measures to prevent fire and gas accidents, safeguarding both personnel and assets.
- Availability of operational spare parts to sustain the performance of installed systems, ensuring continuous operation and maintenance.

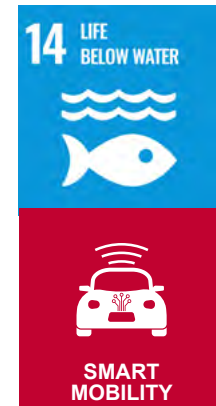


## Smart Mobility

### Driving Innovation, Redefining Mobility

We take pride in our role as pioneers in driving innovation and fostering progress in the smart mobility sector. With a steadfast commitment to sustainability and efficiency, we aim to redefine mobility solutions for the modern era.

Our comprehensive suite of solutions covers a wide range of transportation needs, including Intelligent Transportation Systems (ITS), Traffic Management Systems, Railway Solutions, Maritime Solutions, and Aviation Solutions. From enhancing operational efficiencies to prioritizing safety and security, we cater to various modes of transportation with a balanced approach.



#### ENHANCING MARITIME SAFETY

### Success Story: Suez Canal Vessel Traffic Management System

**Customer:** Suez Canal Authority  
**Project Location:** Suez, Egypt

Giza Systems was awarded the project of implementing a sophisticated meteorological system that seamlessly integrates with the Vessel Traffic Management System (VTMS) in the Suez Canal. This project aimed to not only enhance navigational safety but also promote sustainability and minimize the environmental impact of vessel traffic in the area.

The scope of the project involved the installation of sensors at regular intervals along the Suez Canal to measure and detect meteorological and hydrological changes. These sensors gathered data, which was then analyzed by the VTMS installed in a central control room. The system displayed the information on monitors, providing navigators with real-time updates to assist in safe and efficient navigation. Covering approximately 190 kilometers along the canal, the network of sensors ensured comprehensive coverage and accurate data collection.



## Urban Communities

### Pioneering Smart Solutions for Urban Transformation

Our expertise lies in the transformation of urban areas into smart communities, where operational optimization enhances residents' quality of life. By streamlining urban operations, we empower municipalities to deliver public services more effectively and efficiently. Through the integration of cutting-edge technologies, we facilitate timely service delivery, ultimately enriching the urban experience.



#### DRIVING SUSTAINABLE INDUSTRIAL CITIES

### Success Story: MODON Industrial Smart City Platform

**Customer:** Saudi Authority for Industrial Cities & Technology Zones  
**Project Location:** KSA

Giza Arabia was entrusted with the project to implement an industrial smart city platform and solutions for El Damam, a key initiative by MODON. This groundbreaking project aimed to create a sustainable and connected industrial city, aligning with the Kingdom's Vision 2030 and promoting digital transformation in industrial zones.

Through advanced technologies and real-time data analytics, MODON gained comprehensive visibility and control over various aspects of the industrial city's infrastructure. This resulted in optimized resource allocation, improved operational efficiency, and reduced overall operational costs.

The project's scope encompassed the implementation of the smart city platform across 30+ industrial cities in the Kingdom, covering 12 verticals. These verticals included smart street lighting systems, smart energy optimization systems, smart asset management systems, smart irrigation systems, smart water metering systems, smart air quality monitoring systems, smart water quality systems, smart fire alarm systems, intrusion detection systems, intelligent traffic systems, smart CCTV integration, and more. The integration of these systems, along with the deployment of LPWAN technology utilizing NB-IoT connectivity, ensured a comprehensive and connected smart city ecosystem.



#### DRIVING SUSTAINABLE INDUSTRIAL CITIES

### Success Story: North Cairo Smart Meters Project

**Customer:** Egyptian Electricity Holding Company  
**Project Location:** North Cairo, Egypt

Giza Systems undertook the North Cairo Smart Meters Project, a monumental endeavor aimed at modernizing energy management in the region. Tasked with implementing 50,000 electric smart meters, Giza Systems leveraged cutting-edge technology to revolutionize the way energy consumption is monitored and managed in North Cairo. The project involved the deployment of an Advanced Metering Infrastructure (AMI) solution, integrating smart meters utilizing G3-PLC and cellular networks to enable real-time monitoring and data transmission.

The implementation of smart meters brought forth a multitude of benefits for the customer:

- Accurate billing based on real consumption, ensuring fairness and transparency.
- Individual energy consumption monitoring, empowering consumers to make informed decisions about their usage.
- Reduction in billing time, enhancing efficiency and streamlining administrative processes.
- Centralization of prepayment capabilities, providing convenience and flexibility for consumers.
- Mitigation of power outages and expedited restoration, ensuring uninterrupted energy supply.
- Improved asset management and maintenance, prolonging the lifespan of infrastructure and reducing operational costs.



## Government – Public Services

### Smart Solutions for Smart Governance: Redefining Public Services

We are dedicated to revolutionizing the Government – Public Services sector through our innovative smart solutions. Our commitment lies in empowering governments to deliver exceptional services to citizens while seamlessly transitioning into the digital era. We offer a comprehensive range of solutions including infrastructure development, software development, cybersecurity, and smart city solutions. Our goal is to redefine efficiency and innovation in public services, paving the way for a smarter and more connected government.

Our approach is centered around making government operations smarter, more agile, and resilient to address the increasing challenges and complexities of modern governance. By leveraging our expertise and cutting-edge technologies, we enable governments to enhance their infrastructure, optimize service delivery, and safeguard critical data through robust cybersecurity measures.



#### SMART GOVERNANCE

### Success Story: Enhancing Efficiency & Sustainability Marafiq Central SCADA System

**Customer:** Marafiq Utility Company  
**Project Location:** Jubail and Yanbu, KSA

Giza Arabia undertook the project to implement the Central SCADA System for Marafiq, the prominent power and water utility company of Jubail and Yanbu. The scope included the supply, installation, and engineering of central SCADA Expert ClearSCADA, connecting 10 major sites through 282 Remote Terminal Units (RTUs). Additionally, 99 data loggers were installed to collect data from local SCADA sites and various remote locations, consolidating it into a centralized SCADA system. Integration with Marafiq’s existing SAP ERP system was enabled to generate predefined reports. Furthermore, a new data center room was set up to house the new system servers and workstations, alongside the installation of supporting systems such as fire alarm, fire suppression, and water leakage systems. The project also involved installing the latest hardware data diodes and firewalls.

#### Key benefits:

- Facilitation of Daily Operations
- Enhanced Site Performance
- Maximum System Security
- Efficient Asset Representation



## Financial Services

In the dynamic financial services sector, innovation and efficiency are crucial. Giza Systems provides comprehensive solutions aimed at maximizing performance, efficiency, and cost-effectiveness, while ensuring reliability, security, and customer satisfaction.

We empower financial institutions to enhance their operations and achieve greater efficiency, security, and reliability by leveraging cutting-edge technologies and industry best practices. Our solutions offer a range of benefits, including enhanced operational efficiency, reduced costs, increased reliability, and comfort for customers. We implement robust security measures to safeguard sensitive financial data and assist in effective disaster response. Additionally, we optimize asset utilization, leading to time and money savings, and reduced energy consumption for financial institutions.



### SMART BUILDINGS

## Success Story: Installation of Smart Building Solutions

**Customer:** Al Ahli Bank  
**Project Location:** KSA

Giza Systems was awarded the project to implement a range of Building Management System (BMS) solutions for Al Ahli Bank. This comprehensive initiative aimed to enhance the efficiency, reliability, and sustainability of the bank’s facilities through cutting-edge technology integration.

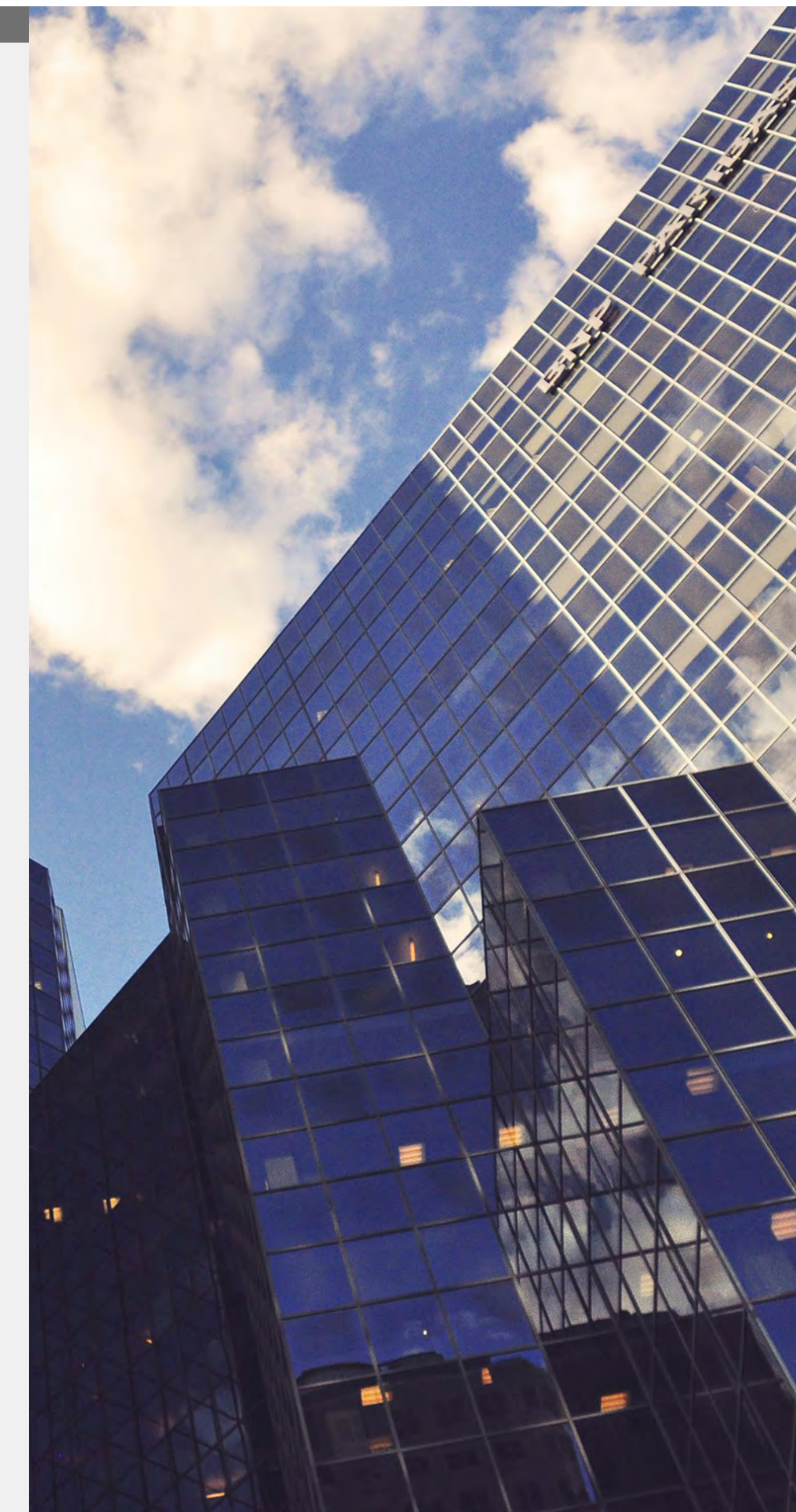
The implementation of smart building solutions brought several benefits for Al Ahli Bank, including:

- The deployment of advanced BMS solutions ensured a significant increase in the reliability of the bank’s building infrastructure, minimizing downtime and disruptions to operations.
- With the newly installed systems, Al Ahli Bank gained greater control over its assets, allowing for more efficient monitoring and management of building functions.
- The smart building solutions led to notable time and cost savings for the customer, streamlining processes and optimizing resource utilization across facilities.
- Through the implementation of energy management systems, intelligent HVAC and lighting controls, the Bank achieved substantial reductions in energy consumption.

The scope of the project encompassed the implementation of various BMS solutions, including:

- Intelligent HVAC controls were installed to optimize temperature regulation and enhance energy efficiency within the bank’s premises.
- Advanced lighting control solutions were deployed to automate lighting operations, adjusting brightness levels based on occupancy and natural light availability to minimize energy wastage.
- A comprehensive energy management system was integrated to monitor and analyze energy usage across the bank’s facilities.

Through the successful implementation of these smart building solutions, Al Ahli Bank achieved remarkable enhancements in operational efficiency, sustainability, and overall facility management.



## Manufacturing

### From Industrial Robots to IT Infrastructure, We Lead the Way in Manufacturing Efficiency

With a comprehensive portfolio tailored specifically for manufacturing, we lead the way in driving efficiency and sustainability in the manufacturing sector. Our solutions are designed to facilitate the digitalization and automation of manufacturing processes, empowering companies to optimize their operations and achieve higher levels of productivity and sustainability. From industrial robots to IT infrastructure, we provide end-to-end solutions that cover every aspect of the manufacturing value chain.

We work closely with manufacturing companies to establish a solid digital foundation for their smart manufacturing enterprise. This includes creating ideal design and Product Lifecycle Management (PLM) environments, implementing smart logistics solutions, leveraging IIoT technologies, optimizing distribution channels, and enhancing customer engagement. By integrating advanced technologies and fostering digital transformation, we help manufacturing companies streamline their processes, reduce waste, minimize energy consumption, and improve overall operational efficiency.



#### RENEWABLE ENERGY SOLUTIONS

### Success Story: Installation and Services for the Sukari Gold Mine Solar Power Plant

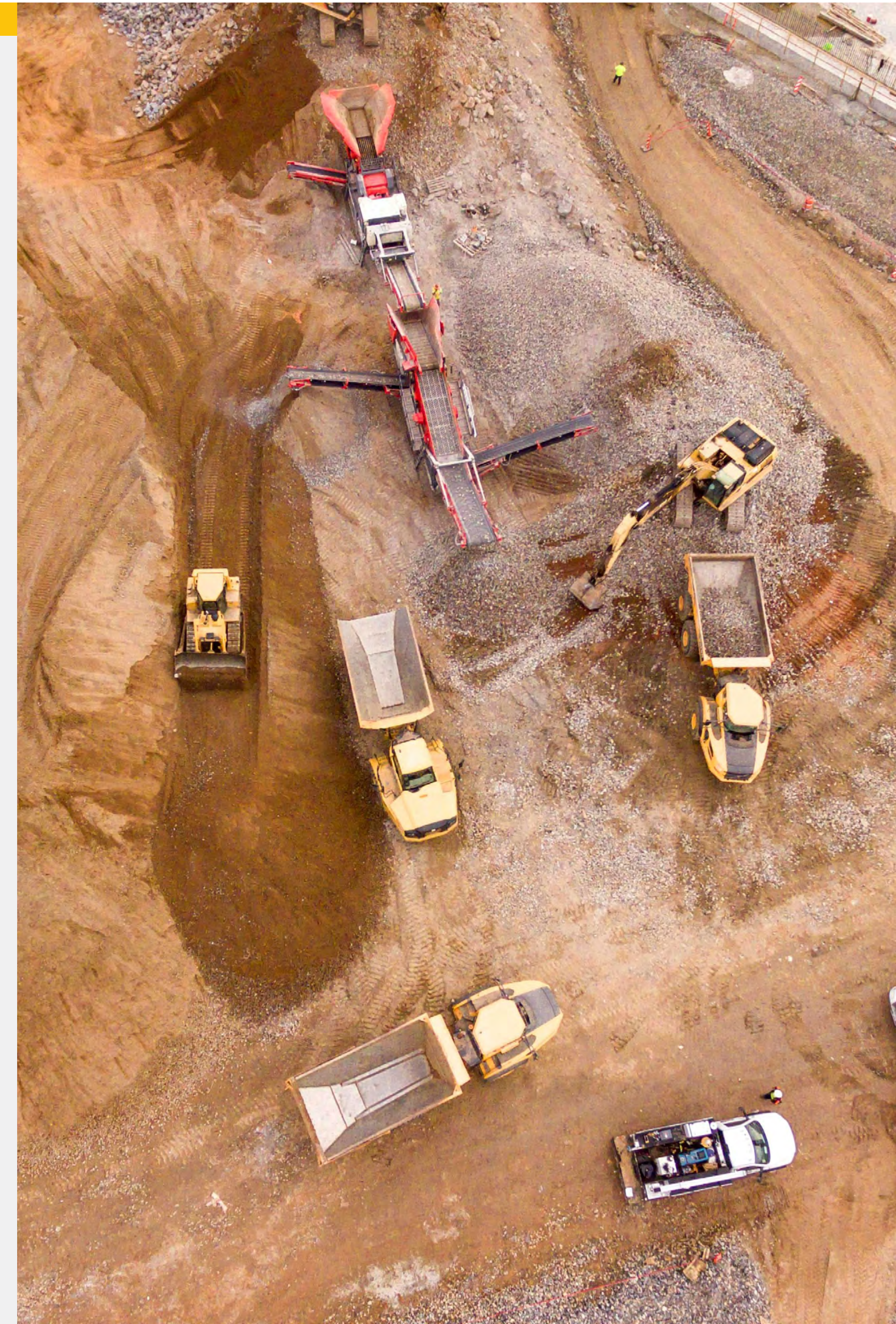
**Customer:** Centamin plc  
**Project Location:** Eastern Desert, Egypt

Centamin plc has embarked on a groundbreaking initiative to enhance the sustainability of its operations by harnessing renewable energy. In collaboration with Juwi and Giza Systems, Centamin plc has awarded engineering, procurement, and construction (EPC) contracts for the development of a 36 MW solar farm and a 7.5 MW battery-energy storage system at the Sukari gold mine – marking a significant milestone as the world's largest hybrid project at an off-grid mine.

The implementation of the Sukari Gold Mine Solar Power Plant promises a multitude of benefits for Centamin plc and the environment. By transitioning to renewable energy sources, the project aims to:

- Reduce diesel oil consumption by more than 22 million liters per year, significantly diminishing the mine's reliance on non-renewable fuels.
- Mitigate carbon emissions by more than 60,000 tons CO<sub>2</sub>e per year, contributing to global efforts to combat climate change.
- Enhance the reliability of the power system, ensuring uninterrupted operations and increased operational efficiency.
- Lower operating costs in the long term, fostering financial sustainability and resilience.

Our scope of work encompasses the installation and commissioning of the solar plant, leveraging our expertise in renewable energy solutions to deliver a state-of-the-art facility that aligns with Centamin plc's commitment to sustainability and responsible resource management.



# 4.0

## Our Social Responsibility

Building a Sustainable Future: We invest in people, recognizing that a thriving society fosters a thriving company. We prioritize the well-being and growth of our people, cultivating a diverse, inclusive and engaged workforce. Through the Giza Systems Foundation, our comprehensive CSR initiatives empower youth, enhance education, and advocate for marginalized communities. We champion ethical practices within our supply chain, while exceeding customer expectations through personalized solutions. Our unwavering commitment to data privacy and security builds trust, fostering stronger partnerships.





## 4.1 Nurturing Our People

At Giza Systems, our people are at the heart of our organization. We prioritize their personal and professional growth, as well as their overall well-being, recognizing that this nurturing approach fosters a sense of belonging and motivation to contribute to the company’s growth. To achieve this goal, we prioritize the mental, physical, and emotional health of our employees. We provide support and resources to help them thrive both personally and professionally. Additionally, we are dedicated to fostering a work environment that attracts and retains top talent, ensuring that our team members feel valued, respected, and motivated to excel.

### People First

Our commitment to “**People First**” drives us to pursue ambitious growth targets by expanding our workforce with the right skilled talent. We recognize that achieving our overarching goals depends on strategic workforce planning that ensures optimal workforce alignment and efficiency, encapsulated in our **5Rs** approach:

Right People, Right Skills, Right Time, Right Plan, Right Cost.

Through the 5Rs framework, we aim to identify and acquire top talent while investing in the development of both new and current employees. To support this, our Human Resources team has established several key initiatives:



Talent Identification & Retention



Human Capital Development



Employees' Rights & Freedoms



Occupational Health & Safety



Fostering a Sustainable & Inclusive Workplace



Prioritizing Employee Physical & Mental Well-being

These initiatives guide our efforts to build a sustainable and successful future for Giza Systems.



## Talent Attraction & Retention

We recognize the importance of nurturing a vibrant and inclusive work environment that attracts, develops and retains the best talent. It is not just about having a solid workforce for us; it is about having a team of individuals who are empowered to grow, learn, and succeed together. We believe in creating an environment where everyone's unique talents and perspectives are valued, allowing us to innovate and thrive as a collective whole. To achieve this goal, we have identified several guiding principles that will help us successfully implement our mission. Our Human Resources (HR) team is dedicated to attracting, identifying, and retaining top talent to ensure that Giza Systems continues to grow and succeed.

### Identifying and Acquiring Talent

An internal competency framework has been developed to define the key behaviors valued by our organization, reflecting our core company values. These behaviors are integrated into our performance management system, serving as the cornerstone of daily practices.

We prioritize internal opportunities, providing avenues for growth, development, and career advancement. This approach has significantly contributed to employee retention, reducing the attrition of those seeking growth opportunities outside the company. Utilizing assessment centers and exercises, we tailor personal development plans for our future leaders. We identify high-performing individuals and enroll them in a specialized development and reward program, grooming them to drive Giza Systems' future success.

To broaden our talent pool, we are committed to actively recruiting locally from different regions in which we operate. This approach strengthens the communities in which our operations are based and also fosters a sense of belonging among our people.

In addition to local recruitment efforts, we conduct targeted talent attraction campaigns in prestigious local universities and job fairs. These campaigns aim to identify and attract top talent from the local area. To further enhance our recruitment strategy, we utilize various initiatives, including employee referral programs, internship programs, and participation in networking events and conferences. These initiatives allow us to connect with potential candidates, engage with the local community, and attract the best talent to join our team.

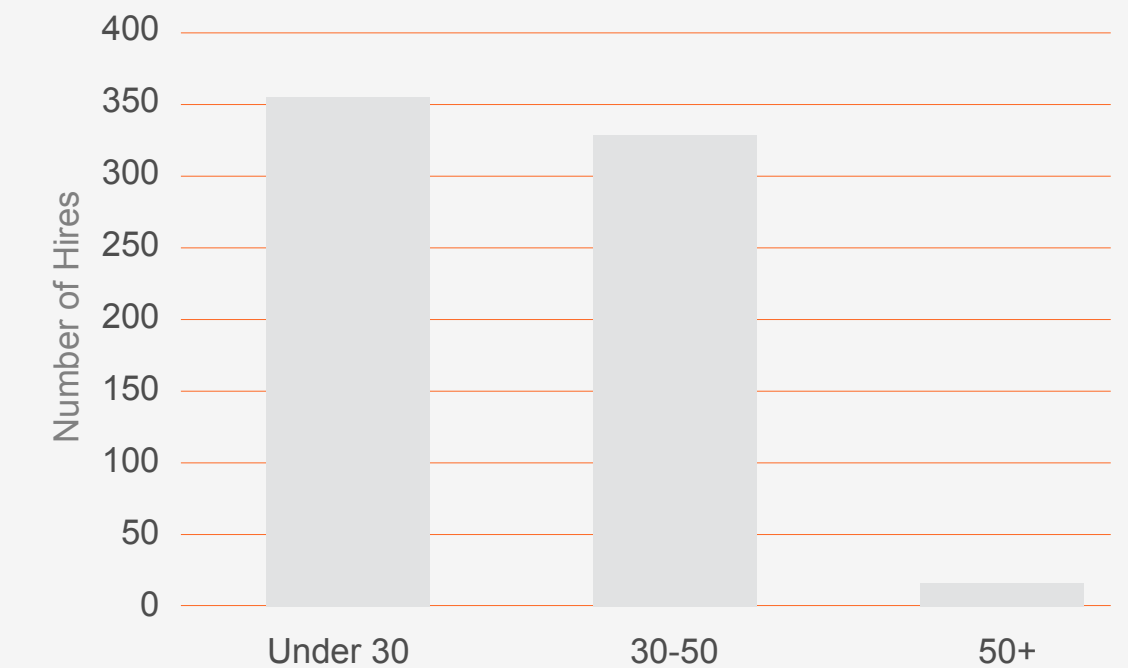
### New Hires

We take a strategic approach to recruitment, aiming to build a diverse and inclusive workforce that reflects the values and goals of our organization. The recruitment numbers for 2023 underscore our commitment to this approach. While we have achieved a significant number of new hires across different age groups, our recruitment strategy for the coming years will focus on increasing the representation of female employees and younger professionals within our workforce.



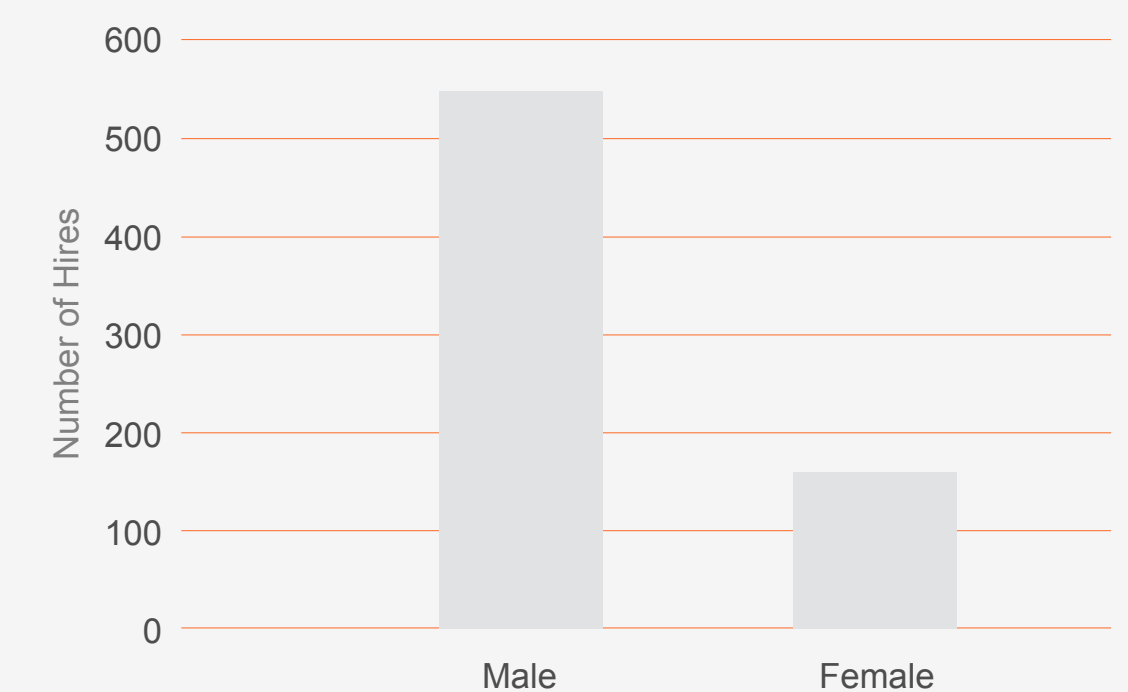
### New Hires by Age Group

Age Group	Number of Hires	Percentage
Under 30 years	354	51%
30-50 years	331	47%
50+ years	15	2%



### New Hires by Gender

Gender	Number of Hires	Percentage
Male	542	77%
Female	158	23%



### New Hires by Location

Location	Count	Percentage
Egypt	428	61.14%
KSA	264	37.72%
Kenya	4	0.57%
Tanzania	3	0.43%
Uganda	1	0.14%



### Connecting Talent with Opportunity

In 2023, Giza Systems participated in the American Chamber Employment Fair on December 15<sup>th</sup> and 16<sup>th</sup> at the Conrad Hotel. Our goal was to attract top talent and provide opportunities specifically for youth to explore career prospects within our company. At the event, we engaged with attendees to showcase our company culture, values, and the diverse range of career opportunities available. We aim to establish meaningful connections with potential candidates and cultivate a dynamic workforce that fosters innovation and drives growth at Giza Systems.

### Headway Graduate Program

In line with our commitment to youth development and education, which aligns with the objectives of COP28, Giza Systems proudly introduces the Headway Graduate Program. Tailored explicitly for fresh university graduates, this 6-month initiative is designed to cultivate growth through a holistic approach encompassing technical, non-technical, and on-the-job training. Within the program, participants have the opportunity to explore various educational tracks, each finely crafted to meet the demands of contemporary industries. These tracks include Enterprise Business Solutions, Industrial Digital Solutions, Smart Solutions, Digital Energy, and others, providing a diverse array of pathways for aspiring professionals to embark upon their journey towards success.

### Development and Retention

Once we have assembled the right talent, our ongoing challenge lies in ensuring their skill sets remain aligned with our business needs and that they remain engaged. To address this, we implement various strategies, including succession planning to identify and prepare future leaders, continuous development and implementation of career development plans, and facilitating effective mobility between different opportunities within the company to support both employee growth and our business objectives.

### Employee Turnover

While some turnover is expected and can be beneficial for organizational growth, our company had a turnover rate of 16.9% in the year 2023. This figure represents the latest changes that occurred after our acquisition by solutions by stc in October 2022. We invest in our people by focusing on training and development initiatives, providing them with the skills and knowledge they need to succeed. Furthermore, we prioritize retention strategies, such as offering competitive compensation, creating opportunities for career advancement, and fostering a positive work environment. This demonstrates our dedication to creating a workplace where employees feel valued and motivated to stay with us and grow.

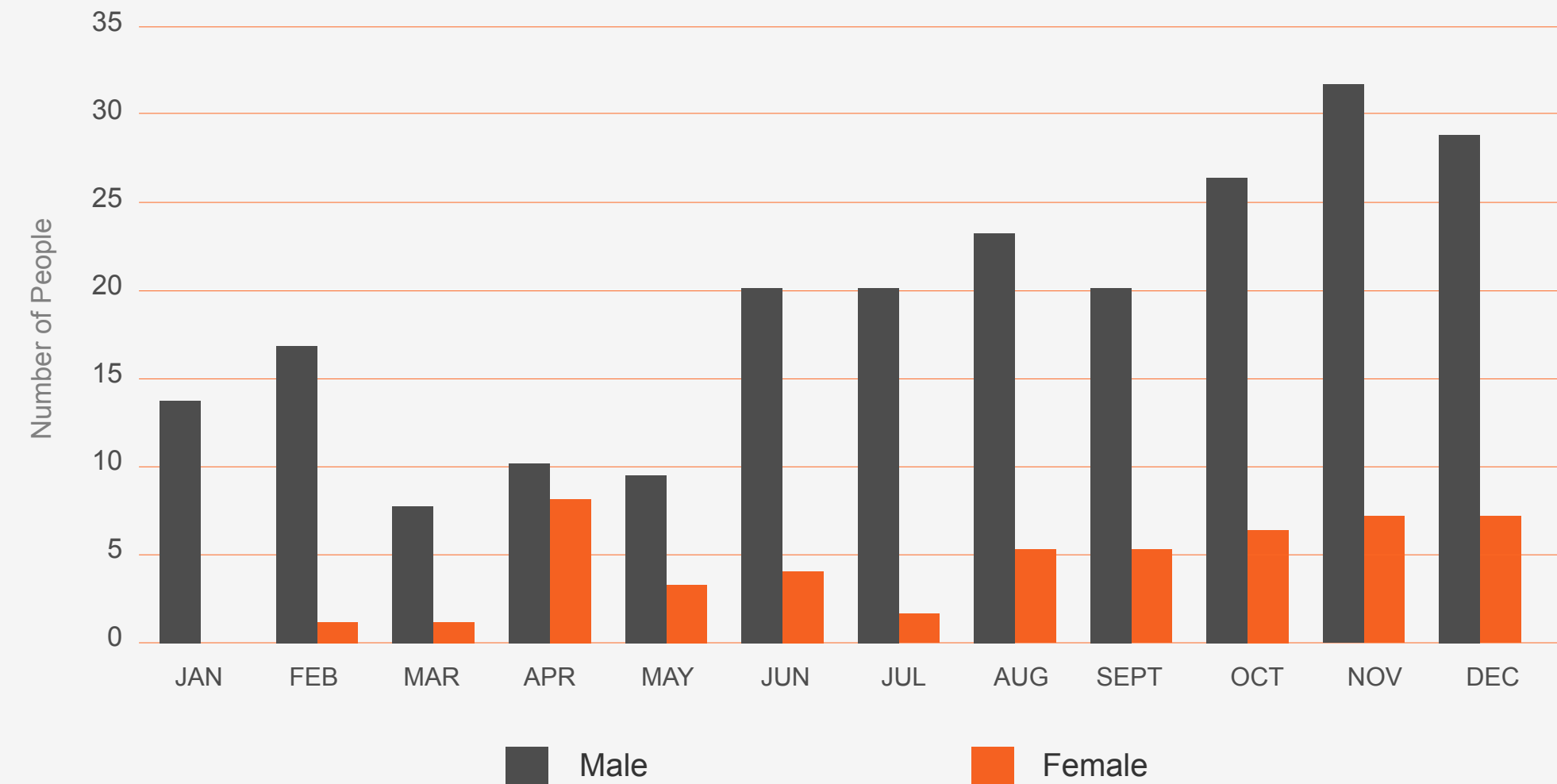


### Linking Personal Objectives to Corporate Goals

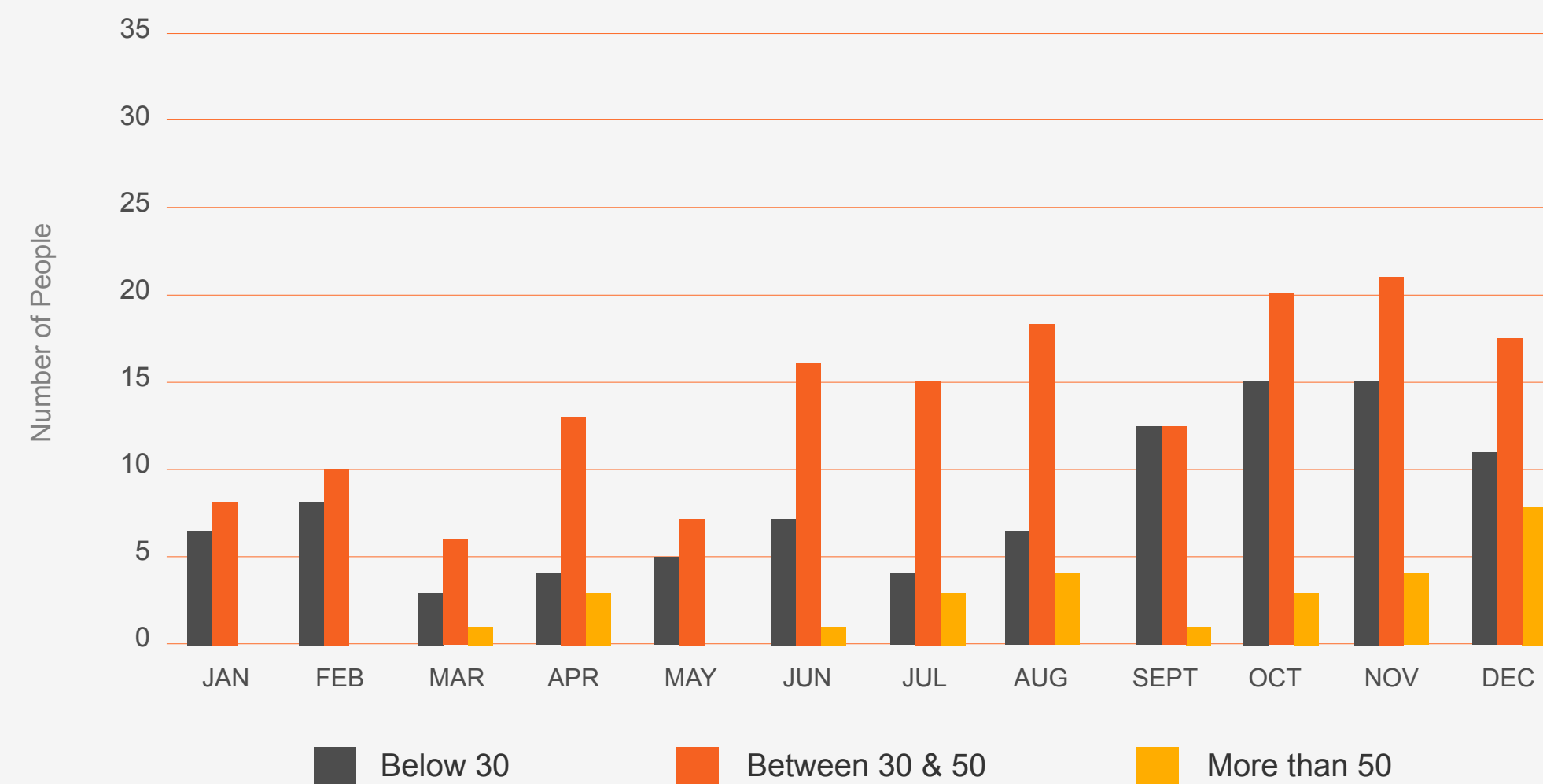
To ensure that our people's performance aligns with our organizational objectives, we are planning on utilizing a balanced scorecard methodology. This approach allows us to directly link the achievements of Giza Systems' employees to our broader organizational goals.

Through the balanced scorecard, we can set clear performance objectives that are directly tied to our company's strategic priorities. By aligning individual performance with organizational objectives, we create a cohesive and focused workforce that is committed to driving the company forward. This methodology enables us to track progress, identify areas for improvement, and recognize and reward outstanding performance.

### Employee Turnover by Gender



### Employee Turnover by Age



## Human Capital Development

In 2023, Giza Systems doubled down on its commitment to employee development through a diverse array of training programs. These initiatives ranged from technical workshops to leadership courses and industry-specific certifications, all tailored to enhance the skills and capabilities of our workforce. Our comprehensive learning opportunities included a mix of on-the-job training, mentorship programs, and financial assistance for further education, ensuring that employees remained at the forefront of their respective fields.

Our training initiatives covered a broad spectrum of topics, including Chartered Institute of Procurement and Supply (CIPS) certificates, purchasing and supply chain management courses, soft skill workshops such as negotiation techniques, and opportunities to pursue advanced degrees like Master of Business Administration (MBA) programs.

Throughout the reporting year, our HR team dedicated a total of 11,243 hours of training, of which 5,974 hours were internal training initiatives, reflecting our commitment to nurturing talent and advancing the capabilities of our people. Our training portfolio encompasses a wide range of topics, both internal and external. From internal workshops focusing on negotiation and self-development to external opportunities like MBA programs and CIPS certification, we provide avenues for continuous learning and growth.



# 11,243

**Total Training Hours in 2023**

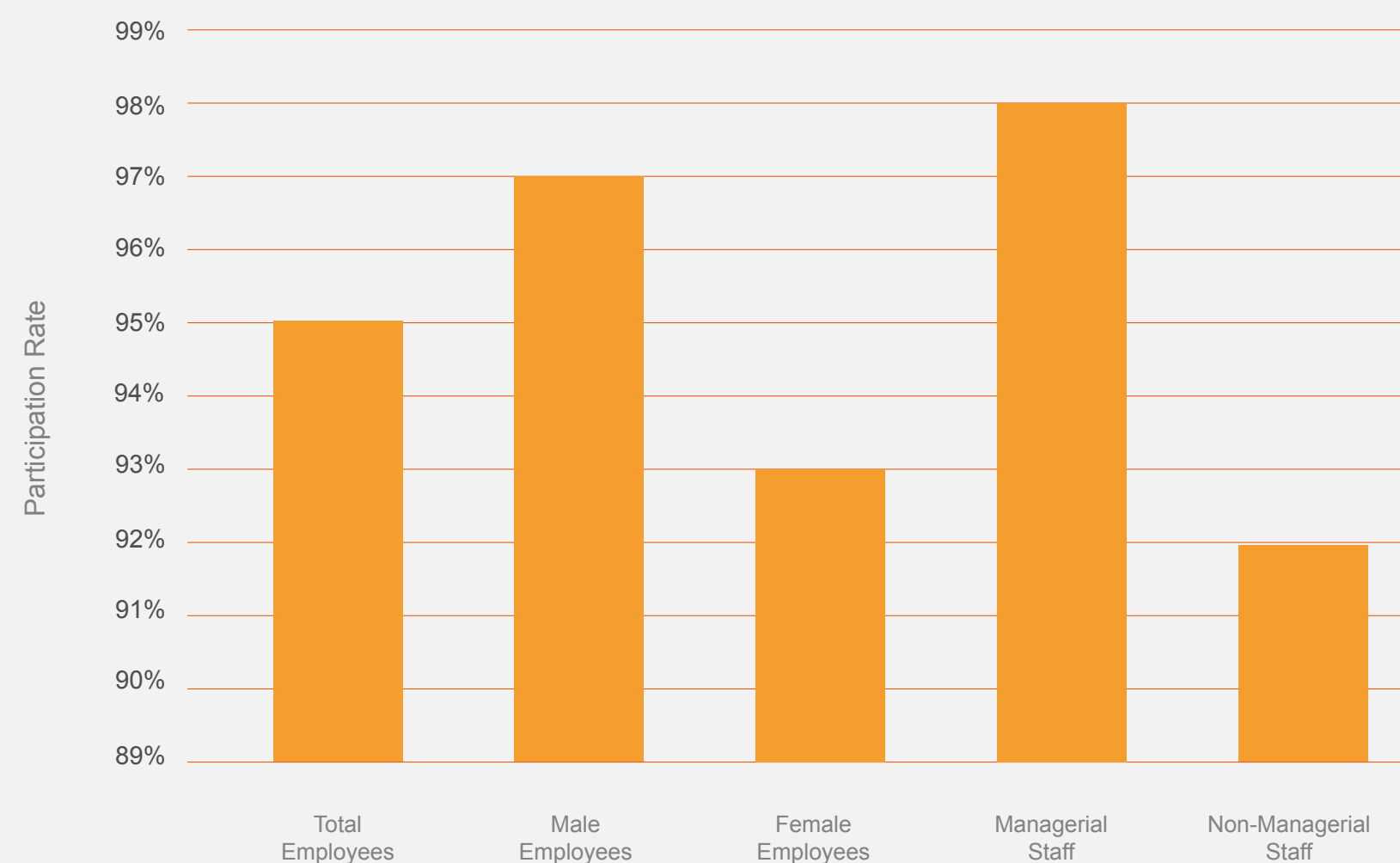
### Employee Performance and Career Development Reviews

We prioritize the professional growth and development of our team through structured performance and career development reviews, with 95% of our total employees participating in these evaluations.

Gender equity in development opportunities is a core principle at our company. The breakdown reveals that 97% of male employees and 93% of female employees engaged in these reviews, demonstrating our dedication to ensuring equal access to career advancement resources.

Furthermore, we are committed to supporting all levels of our employees through comprehensive feedback. 98% of managerial staff received detailed performance and career development insights tailored to their roles and responsibilities. Similarly, 92% of non-managerial staff benefited from structured feedback aimed at enhancing their professional skills and career trajectories within the organization.

**Participation Rate (%) in Performance and Career Development Reviews**



### Capturing and Transferring Knowledge

As technology continues to advance, it becomes even more important to keep innovating to ensure future success. At Giza Systems, our most valuable asset is the knowledge and experience of our talented workforce. Accordingly, it is crucial to document our past successes and challenges in order to ensure that we continue to build on our achievements and remain sustainable. To support this effort, our HR department has partnered with knowledge management champions to facilitate knowledge capture sessions, transfer knowledge, and develop a comprehensive knowledge database.

### Account Management and Business Partnering

To achieve excellence in the previous stages, the HR department must gain a comprehensive understanding of the unique characteristics of each department and business unit within Giza Systems. To this end, we have assembled a team of skilled HR professionals who are dedicated to supporting specific accounts, such as departments, lines of business, or subsidiaries. This team is fully focused on comprehending the specific needs of every entity, actively engaging with employees, and developing a reputation as trusted HR partners.

### Bringing Balance Between Work and Life for Our People

We have implemented several initiatives to cultivate a positive and supportive work environment. These initiatives include the introduction of a flexible working hours policy and the option for employees to work from remote locations, to accommodate individual needs. In addition, we strive to create a sense of belonging by hosting events such as "Bring Your Kids to Work" days, providing open communication channels, and celebrating important personal events.

# Fostering a Sustainable and Inclusive Workplace

## Women Empowerment

Giza Systems is deeply committed to fostering gender equality and empowering women within our workforce and management. We have implemented a series of initiatives aimed at promoting equality and enabling our female employees to reach their full potential. Moving forward, we are dedicated to further increasing women’s representation in both our workforce and management positions, with a focus on developing inclusive hiring policies that reflect our commitment to diversity and equality. Through these efforts, we aim to create a workplace where every individual, regardless of gender, has the opportunity to thrive and succeed.

Category	Female	Male	Total
C-Level	1	6	7
GM	0	10	10
Director	5	12	17
Manager	19	98	117
Staff	299	1,362	1,661
<b>Total</b>	<b>324</b>	<b>1,488</b>	<b>1,812</b>

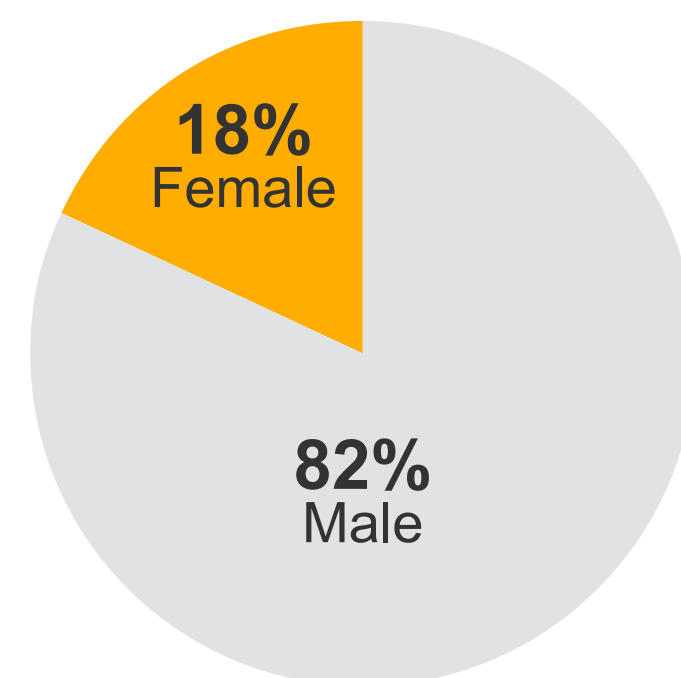


## Giza Systems Celebrates International Women’s Day

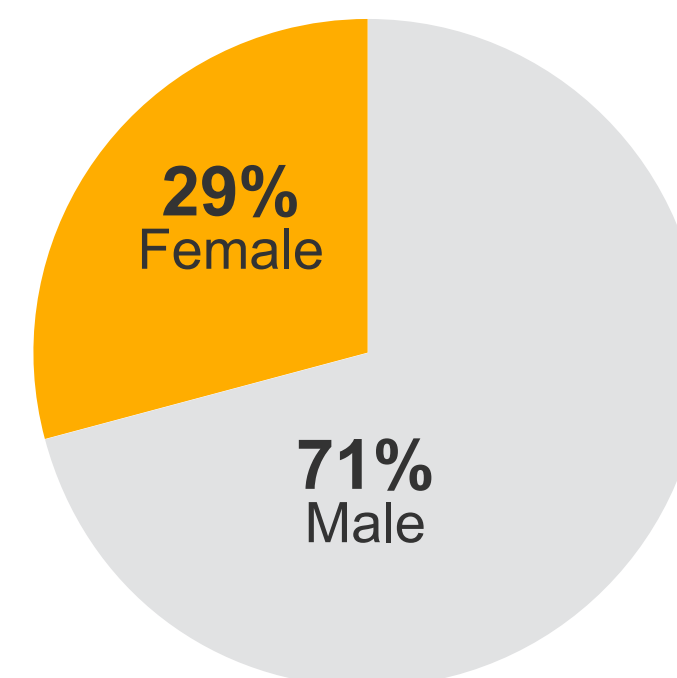
Giza Systems held an event at its headquarters in Egypt to celebrate all the inspiring women within the company. Giza Systems women from Egypt, Kenya and all Giza Systems subsidiaries shared their inspiring stories of strength and resilience inside and outside of the workplace in the hope of inspiring younger generations and empowering all women across the world.

## #EmbraceEquity

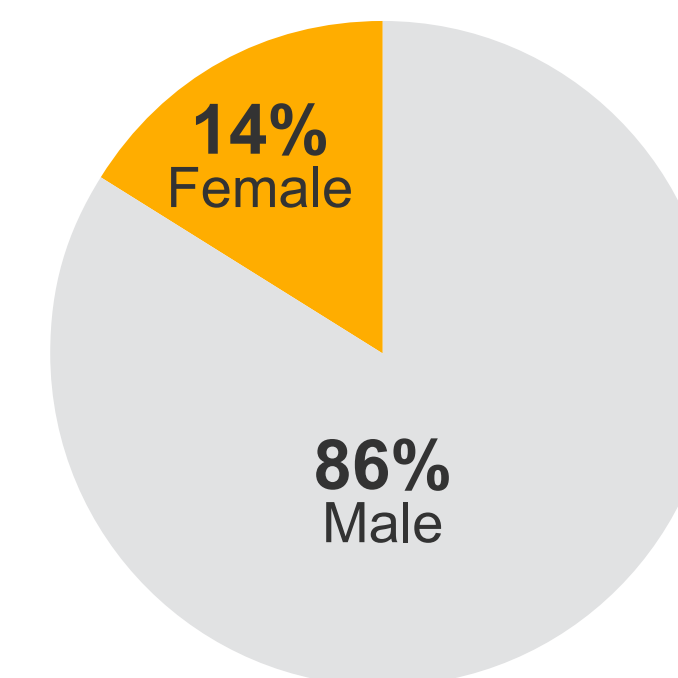
Percentage of Women in the Workforce



Percentage of Women Directors



Percentage of Women in Management

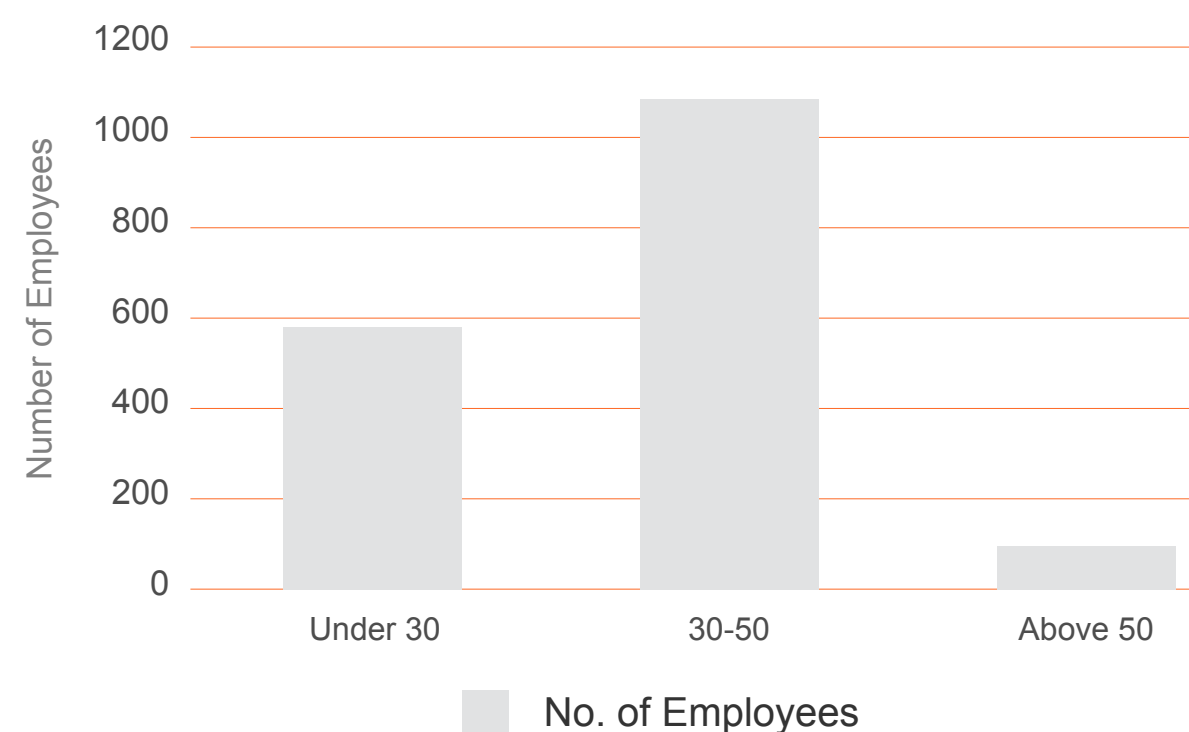


### Multigenerational Workforce

Our workforce is diverse in terms of age, with the largest proportion falling within the 30-50 age group, constituting 61% of our employees. This group serves as a cornerstone of experience, driving key projects, and ensuring operational excellence. Additionally, we have a significant number of young professionals under the age of 30, making up 33% of our workforce. These individuals bring cutting-edge ideas and tech-savviness, keeping us at the forefront of innovation. Moreover, our seasoned workforce over 50, comprising 5% of our staff, acts as mentors, sharing valuable knowledge and fostering a collaborative work environment. This age diversity within our workforce enables us to benefit from a wide range of perspectives, experiences, and skill sets. It aligns with our core values of inclusivity and collaboration, as we believe that harnessing the collective wisdom of our people from different age groups fosters creativity, drives innovation, and ensures the sustainable growth of our company.

#### Employee Breakdown by Age Group

Age Group	N. of Employees	Percentage
Under 30 years old	594	33%
30-50 years old	1,126	62%
Over 50 years old	93	5%



# Prioritizing our People's Physical and Mental Well-being

We place significant importance on the well-being of our people, and we employ a variety of approaches to ensure their happiness and satisfaction. One of our primary methods involves organizing recreational activities that aim to foster a sense of belonging among our team members. These activities play a crucial role in strengthening team bonds and enhancing morale throughout the company.

Our calendar is filled with a diverse range of activities designed to appeal to different interests and preferences. From competitive events like padel and bowling tournaments to more relaxed gatherings such as yoga retreats; there is something for everyone to enjoy. Additionally, we organize regular trips and events to provide our people with opportunities to unwind and socialize outside of the workplace. One of the highlights of our calendar is our company-wide Ramadan Iftar, where employees come together to break their fast and celebrate the spirit of togetherness. These events provide a welcomed break from work as well as serve as important opportunities for our team members to connect on a personal level, strengthening our bonds and fostering a positive work environment.

## Dahab Trip

Late January 2023, Giza Systems organized a remarkable getaway for its people, setting course for Dahab, renowned for its stunning beaches and vibrant marine life. This planned trip was a harmonious blend of sea activities and tranquil relaxation, designed to offer every participant a memorable experience.



## Bowling Tournament

During May 2023, Giza Systems took team building to the lanes, organizing an exhilarating bowling tournament for its people at the International Bowling Center in Nasr City. This event was more than just a friendly competition; it was a vibrant showcase of friendship, skill, and the spirited culture that Giza Systems fosters among its team members.



## Yoga Retreat – El Sokhna

Embracing the benefits of yoga and meditation for enhancing mental clarity, stress relief, and physical health, Giza Systems organized a yoga retreat for its people in Sokhna in June 2023. This serene gathering was aimed at promoting wellness, fostering a sense of community among colleagues, and offering a peaceful retreat to rejuvenate both body and mind.



## Ramadan Iftar

In the spirit of Ramadan, Giza Systems, hosted two memorable Iftar events for its people. The first of these gatherings took place at the Triumph Luxury Hotel in New Cairo, Egypt. The event was planned to provide a space for communal breaking of the fast and foster a sense of belonging among the employees. Similarly, in Riyadh, KSA, the company organized an Iftar that beautifully captured the essence of Ramadan while honoring the local traditions and culinary heritage of Saudi Arabia.



### Employee Well-being & Rewards Program

We prioritize the welfare of our people by offering a robust benefits package aimed at supporting their overall well-being and satisfaction. This package encompasses essential benefits like comprehensive medical coverage, life insurance, transportation allowance, and access to various banking offers to provide the ultimate financial support and convenience to our workforce.

Beyond these essentials, our people enjoy access to a range of perks designed to enhance their daily lives. From discounted internet packages and mobile bills to subsidized gym memberships, we strive to make everyday expenses more affordable for our team members. Moreover, we provide access to interest-free credit services to assist employees with their financial needs.

Recognizing the importance of downtime and relaxation, we have created dedicated spaces within our facilities where employees can unwind during breaks. These include a PlayStation lounge, library, gym, cafeteria and a prayer area, allowing our team members to recharge both physically and mentally throughout the workday. Furthermore, we believe in acknowledging and rewarding exceptional performance, and thus, we regularly honor top performers with coveted prizes such as trips outside Egypt and vouchers as tokens of appreciation.

### Better Me Program: Transforming Lives Through Health & Wellness

Our HR team launched the 'Better Me Program' as a strategic initiative to prioritize and enhance the physical and mental well-being of our people. This program offers employees the opportunity to apply for a limited number of spots in a comprehensive one-year initiative aimed at helping them achieve their fitness and health goals. Participants receive a one-year gym membership, personalized nutrition plans, and access to personal training.

The main goal of the Better Me Program is to change lives, by ensuring that employees have the resources and support needed to embark on a transformative journey towards better health and wellness. The results have indeed shown impressive progress in many of our employees' lives and health.



### Prioritizing Employee Feedback & Succession Management

We prioritize continuous learning and development as integral components of our organizational culture and future outlook. Our goal is to cultivate a stronger sense of belonging and foster greater loyalty among our people. To achieve this, we have implemented various initiatives aimed at enhancing our people's skills, refining our employee management systems, and bolstering our ability to attract top talent.

Currently, Giza Systems is in the process of developing a new and improved employee feedback system designed to be more efficient and interactive. This system will provide valuable insights and facilitate meaningful dialogue between management and employees, fostering a culture of open communication and continuous improvement. Additionally, we have revamped our succession management system to ensure effective talent pipeline development and smooth leadership transitions.

In our commitment to hiring and retaining the best talent, we have upgraded our job evaluation criteria to streamline the assessment process for new hires, ensuring alignment with organizational goals and objectives. Furthermore, we are introducing a fair and transparent performance management system that links salary increases and bonuses to both individual and organizational performance, promoting accountability and recognizing outstanding contributions. Lastly, since we are expanding our services to facilitate ESG collaboration, we are embedding ESG-related skills, capabilities, and knowledge into our hiring and talent management processes to promote integration.

In addition to investing in our people's professional growth, we prioritize their well-being by optimizing our insurance plans to provide expanded benefits, offering comprehensive coverage that meets the diverse needs of our workforce, enhancing their overall quality of life and ensuring peace of mind.





# Employee Occupational Health and Safety

Giza Systems is committed to providing a safe and healthy work environment for all employees and business partners. We recognize that our people are our greatest asset and we have both legal and moral obligations to protect their well-being. To fulfill this commitment, we have implemented a robust health and safety governance framework that adheres to the highest safety standards.

## A Comprehensive Health and Safety Policy






We have developed a comprehensive Health and Safety Policy that serves as a guiding document for our organization. This policy is supported by detailed manuals, contingency plans, training curriculums, risk assessment methodologies, and international accreditations. By establishing these guidelines, we ensure that health and safety considerations are integrated into every aspect of our operations.

## Health and Safety Targets

Giza Systems sets annual targets and objectives related to occupational health and safety. These targets are regularly updated to align with evolving industry best practices and regulatory requirements. We strive to continuously improve our Occupational Health & Safety (OH&S) performance and create a culture of safety throughout the organization.

## Our HSE Action Plan & Strategic Objectives

In order to ensure regular compliance and adherence to our health and safety policy, Giza Systems has developed a comprehensive action plan encompassing several key initiatives. These initiatives are designed to promote a safe and secure work environment for all employees and stakeholders. The key components of the action plan include:

- 
**Compliance with Legal Requirements**  
 Giza Systems is committed to upholding all legal requirements related to occupational health and safety hazards. We diligently monitor and track applicable regulations and standards, ensuring that our operations align with these requirements.
- 
**Regular Risk Assessment**  
 We understand the importance of identifying and assessing risks that may impact on the health and safety of Giza Systems' employees, as well as those who may be affected by our activities. Therefore, we conduct regular risk assessments to proactively identify potential hazards and evaluate their potential impact.
- 
**Updating & Communicating Safety Guidelines**  
 To maintain a culture of safety, Giza Systems regularly updates and communicates safety guidelines, standards, policies, and procedures to keep our people informed about the latest best practices and safety protocols.
- 
**Training & Capacity Building**  
 We invest in comprehensive training initiatives to equip employees with the necessary knowledge and skills to identify and mitigate potential OH&S risks. We also encourage active participation in safety-related activities ensuring that safety is ingrained in all aspects of their work.
- 
**Safety Measures for Contractors**  
 We apply all necessary measures to ensure their safety and well-being while they are engaged in our projects. This includes providing them with the necessary safety guidelines, training, and support to comply with our health and safety standards.

## HSE Strategic Objectives for 2023

Each year, the HSE department at Giza Systems sets strategic objectives aligned with its action plan and the company's overall strategy. In 2023, we identified several key objectives and implemented various measures and initiatives to achieve them.

2023 Strategic Objectives	Measures and Initiatives
<b>Objective 1: Measure HSE compliance rate for critical projects</b>	<ul style="list-style-type: none"> <li>• Selection and prioritization of critical projects based on risk level, complexity, location, value, and importance of customer and sector.</li> <li>• Enhanced HSE monitoring and support through deployment of HSE professionals and regular physical visits and inspections.</li> <li>• Evaluation of compliance rate for critical projects and implementation of continuous improvement measures to achieve and maintain 100% compliance.</li> </ul>
<b>Objective 2: Maintain accreditation of ISO 45001 &amp; ISO 14001 certificates for GS HQ, GS Free Zone, GA Offices in KSA &amp; GS Office in Kenya</b>	<ul style="list-style-type: none"> <li>• Partnership with DNV for rigorous auditing processes and expertise in certification standards.</li> <li>• Creation and implementation of ISO 45001 and ISO 14001 frameworks across multiple sites.</li> <li>• Regular audits, reviews, and internal assessments to ensure consistent compliance and improvement in safety and environmental practices.</li> </ul>
<b>Objective 3: Identify HSE MS gaps based on pre-qualifications from customers</b>	<ul style="list-style-type: none"> <li>• Assessment of customer pre-qualifications to identify gaps in HSE capabilities, policies, and processes.</li> <li>• Conducting gap analysis workshops, benchmarking against industry standards, and incorporating customer feedback to develop action plans.</li> <li>• Implementation of policy revisions, process improvements, capability enhancements, and regular audits and reviews to address identified gaps.</li> </ul>
<b>Objective 4: Review and update current HSE Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Thorough our review process involving gap analysis, stakeholder engagement, and benchmarking to identify areas for improvement.</li> <li>• Introduction of new indicators, enhancement of existing metrics, and implementation of a balanced scorecard approach for comprehensive performance tracking.</li> <li>• Training and communication to ensure awareness and understanding of updated indicators, regular monitoring and reporting, and continuous refinement based on feedback and evolving standards.</li> </ul>

### OHS 2023 KPIs Performance

In 2023, we tracked a comprehensive set of KPIs to monitor our occupational health and safety performance across our operations. These KPIs encompassed a wide range of metrics, including fatalities, lost workday cases, property damage, near misses, safety observations, training hours conducted, equipment inspections, among others.

Through the analysis of these KPIs, we were able to gain valuable insights into our safety performance, training effectiveness, regulatory compliance, and overall risk management practices. The data revealed a proactive approach to enhancing workplace safety, reducing incident rates, increasing safety observations, and ensuring the effectiveness of training programs.

By focusing on these critical KPIs, we were able to drive continuous improvement in our HSE performance and strengthen our commitment to creating a safe and sustainable work environment for all employees.

### Here are the highlights of our OHS performance:

OHS KPIs	2023
Fatalities	0
Lost Workday Cases (LWC)	1
Restricted Work Cases	0
Medical Treatment Cases	0
First Aid Cases	1
Property Damage	1
Fire / Explosion	0
Near Miss	6
Road Traffic Incident	1
Lost Working Days	21
Total Recordable Case	1
Lost Workday Cases Incident Rate	0.24
Total Recordable Cases Incident Rate	0.24
Total Number of Safety Observation	44
Safety Observation Closed Out	31
Emergency Drills & Exercises	2
HSE Meetings / Toolbox Talk	107
Job Hazard Analysis (JHA) / Risk / Impact Assessment (RIA)	14
HSE Audits & Inspections	18
HSE Induction	4
Number of Training Hours Conducted	490
Number of Personnel Attended Training	30
Number of Equipment Inspected	2,076
Number of Vehicles Inspected	217

### Regular Risk Impact Assessment

To proactively identify and address health and safety hazards, Giza Systems conducts regular risk impact assessments. These assessments enable us to identify significant hazards associated with our activities and evaluate their potential impact on the well-being of our people and stakeholders. Based on the findings, we enhance and update our safety measures to effectively control and mitigate these hazards, preventing injuries and promoting a healthy work environment. Our overall OH&S policy, along with other safety measures, undergoes regular review and assessment to identify and address any deficiencies, ensuring continuous improvement.

### Incident Reporting and Investigation

Giza Systems places a strong emphasis on incident reporting and investigation to ensure the effective management of safety, health, and environmental incidents. Our approach involves a well-defined mechanism that enables us to thoroughly investigate incidents, identify root and contributory causes, implement corrective and preventive actions, track their progress, and assess their effectiveness. The Incident Reporting and Investigation procedure is applicable to all incidents that occur within the company premises, sites, and projects.

### ISO 45001 Certification

In our pursuit of excellence in health and safety, Giza Systems has obtained certification for our health and safety management system in conformance with ISO 45001 Standards. This internationally recognized certification validates our adherence to the highest standards of occupational health and safety management. It demonstrates our commitment to providing a safe and healthy work environment and our dedication to continuous improvement in this area.

### Extending Health and Safety Practices

Giza Systems' health and safety management system extends to all countries of operation, including regions where strict safety practices may not be prevalent. In these areas, we introduce and apply our OH&S policies as best practices to accelerate knowledge and capacity building, aiming to achieve similar accreditations. Our commitment to safety extends to subcontractors and any other parties that may be affected by our operations, ensuring that everyone involved is protected.

### Key elements of our incident reporting and investigation process include:



#### Reporting and Communication:

All incidents, ranging from minor near misses to significant events, are required to be promptly reported.



#### Thorough Investigation:

Once an incident is reported, a thorough investigation is conducted to determine the root and contributory causes. This investigation process involves collecting evidence, interviewing witnesses, analyzing data, and applying relevant methodologies.



#### Corrective and Preventive Actions:

Based on the findings of the investigation, appropriate corrective and preventive actions are identified and implemented.



#### Action Tracking and Assessment:

To maintain accountability and measure the effectiveness of the implemented actions, a robust tracking system is in place. This system monitors the progress of each action, ensuring that they are completed within the specified timeframes. Additionally, periodic assessments are conducted to evaluate the effectiveness of the implemented actions in preventing future incidents.

## Employees' Rights & Freedoms

### Freedom of Association

Our company is dedicated to complying with all applicable laws and regulations, including those related to freedom of association, as required by the laws of the country where we operate. We are committed to fostering a work environment that allows our people to exercise their rights freely while maintaining a positive and collaborative relationship with our workforce.

### Ethical Employment Wages

We prioritize ethical and legal employment standards, and we adhere to national labor laws and regulations when setting our compensation practices. We ensure that all our people receive compensation that meets or exceeds the minimum wage requirements. To guarantee fair wages, we implement two controls for our full-time employees: we review compensation levels during the hiring process and conduct annual salary reviews to ensure they receive fair and competitive compensation. Our rigorous approach to compensation reflects our dedication to treating our people with fairness and respect.

### Parental Leave

We set the standard in championing parental leave rights for both parents. Female employees are entitled to fully paid maternity leave in accordance with Egyptian labor law, ensuring they have the necessary time to bond with their newborns. Male employees also benefit from three working days of leave to support their wives and celebrate the birth of their child.

Beyond leave provisions, we prioritize the seamless return of female employees to the workplace. Our commitment extends to fostering a supportive environment that aids in their transition back to professional life after maternity leave. This includes flexible work arrangements and access to childcare facilities.

### Human Rights

Giza Systems has established a comprehensive policy that affirms its commitment to upholding human rights in compliance with the UN Guiding Principles on Business and Human Rights, other universally recognized standards, as well as the laws and regulations in the countries where it operates. The policy extends to the company's

activities as well as to our suppliers and partners. The supplier code of conduct incorporates human rights considerations, encompassing topics such as child labor, forced labor, diversity and non-discrimination, ethical trade practices, and adherence to ethical standards. To guarantee compliance, the organization has implemented a whistleblowing mechanism that enables the confidential reporting of any violations of these standards.

### Security Personnel Training on Human Rights

Security guards at Giza Systems provide the ultimate safety for our people as they are the first line of response to any injuries, disputes or issues of that sort at Giza Systems. Hence, we have prioritized the professional development of our security and facility teams. As part of this commitment, we provided Communication Skills Training in Arabic for our facility team members. Additionally, all new hires within our organization are required to obtain a First Aid Certificate upon joining Giza Systems. Moreover, defensive driving courses have been regularly provided to all our drivers over the past years, ensuring their ongoing professional development and safety awareness.



### Empowering Differently-abled Individuals in the Workforce

We prioritize the inclusion of differently-abled individuals in our hiring processes and provide them with continuous support and growth opportunities throughout their employment journey. Our efforts include providing accessible workplaces, ongoing training, and support programs to ensure that all employees, regardless of ability, can thrive and contribute meaningfully to our company's success.

### Employee Grievance Policy

Giza Systems implements a stringent Employee Grievance Policy designed to address a wide range of issues, including breaches of the company's Code of Conduct, safety concerns, and allegations of discrimination or harassment. This policy provides a clear and structured process for employees to voice their concerns and seek resolution in a fair and transparent manner.

The policy outlines specific steps for reporting, investigating, and resolving grievances, ensuring that all complaints are taken seriously and addressed promptly. To maintain trust and integrity, the policy guarantees that grievances are handled with the utmost discretion and confidentiality, protecting the privacy of all employees involved.

Additionally, we prohibit retaliation against anyone who files or participates in a grievance review. This guarantees a safe and supportive environment for all employees, fostering a culture of openness and trust.

### Diversity and Non-Discrimination Policy

Our Diversity and Non-Discrimination Policy reaffirms our commitment to creating a workplace where every individual is treated with respect and fairness, free from discrimination and bias. Our policy explicitly forbids any act of discrimination based on gender, race, color, age, religion, or disability. We promote equal opportunities for all employees in recruitment, training, promotion, and compensation.

Regular training and awareness programs are conducted to educate our employees about the importance of diversity and non-discrimination, promoting understanding and reducing unconscious bias. Clear procedures are in place for reporting and addressing any instances of discrimination or harassment, ensuring that complaints are investigated promptly and appropriate actions are taken. Our Executive Leadership and Human Resources are fully committed to upholding and advancing our Diversity and Non-Discrimination Policy, thereby setting the tone for inclusion and ensuring our practices reflect our values.



## 4.2 Empowering Communities

Embedded within our company’s DNA is a comprehensive vision of CSR and sustainability, which forms an integral part of our overarching company strategy. This vision guides our actions at every level of the organization, from our executives to every employee. United in our dedication to giving back to society and driving impactful change, we prioritize initiatives that align with our CSR goals.



### Giving Back to our Community

Our employee volunteering initiatives reflect our commitment to giving back and making a difference. Here are some examples of our employees’ efforts:



#### Libya and Morocco Relief Efforts

In collaboration with the Red Cross, we extended crucial assistance to Libya and Morocco following devastating earthquakes, offering essential food supplies and medical aid to affected communities. Our efforts aimed to support these communities in rebuilding their lives and overcoming challenges posed by natural disasters.

#### Annual Blood Drive for 57357 Children’s Hospital

Employees participated in Giza Systems’ annual blood drive with the goal of supporting the 57357 Children’s Hospital. Through mobilizing employees to participate in blood donation, we contributed to the hospital’s vital efforts in saving lives and providing essential support to children fighting cancer.

#### Clothes Donation Initiative for “Meshwar”

We initiated a clothes donation drive, collaborating with “Meshwar,” a local organization committed to assisting underprivileged individuals and families. With the support of our employees, we collected a diverse array of clothing items. These donations were then distributed to those in need, providing essential warmth and comfort to vulnerable populations.



#### Giza Systems’ Plant Day Initiative

In 2023, Giza Systems employees came together for a Planting Day, where they worked to plant over 100 pots, contributing to a greener and better tomorrow.

To ensure the effective execution of our CSR initiatives and commitment to sustainable development, we have established dedicated entities to oversee these efforts. Giza Systems Foundation has served as our CSR arm in Egypt since 2013, spearheading initiatives aimed at uplifting communities and fostering positive change. Additionally, our recent establishment of Akili Africa Foundation in Kenya underscores our commitment to creating value in communities across West, East, and Central Africa.

Through these foundations, we channel our resources and efforts towards projects that make a tangible difference in people’s lives. From supporting education and healthcare to promoting environmental conservation and social welfare, our foundations are catalysts for positive change, driving sustainable development and uplifting underserved communities.



**Giza Systems has raised over 8.6 million Egyptian pounds for our CSR projects, with a significant contribution of 6.5 million from our own funds.**

## Giza Systems Foundation

To create shared value in our communities, we have established the Giza Systems Foundation, one of the very few non-profits in Egypt leveraging technology and its applications, as a catalyst for development, to impact education, youth, marginalized groups, and our environment.



### Empowering Communities

At the heart of GSF's mission is the empowerment of marginalized communities. Through projects like Nitrous, Graphene, and Eden Project, GSF works tirelessly to support our three main communities: persons with disabilities (PwDs), marginalized women, and underprivileged children. By providing access to resources, education, and opportunities, GSF aims to create a more inclusive and equitable society.

### Harnessing Technology for Social Development

GSF recognizes the transformative power of technology in addressing societal challenges. By leveraging innovation and technical expertise, GSF strives to bridge the digital divide and facilitate the development of communities. Aligned with the United Nations' Social Development Goals, GSF harnesses technology to drive positive change and make a meaningful impact on society.

**“ Giza Systems Foundation proudly upholds its commitment to corporate sustainability and responsible business practices as a signatory of the United Nations Global Compact since 2016 ”**

## Our Vision

**Our vision at GSF is to employ technology to support the advancement of society as a whole. We believe that technology has the power to transform lives and communities, and we are committed to harnessing its potential for the betterment of all.**

## Our Mission



### Openness

Empowering people by respecting and appreciating what makes them different and demonstrates the act of inclusiveness and accepting, understanding one another's needs and embracing all individuals to make meaningful contributions.



### Integrity

Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; encourages self and others to take responsibility towards the community and the environment.



### Ownership

Holding self and others accountable to meet commitments, being proactive to make changes to stay effective.

Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence.



### Empathy

Showing empathy and understanding to the needs of others and having the will/drive to help people live better lives.

## Our Pillars of Impact

With a steadfast commitment to social impact, GSF aims to employ technology to support four main pillars that are central to our mission.

Pillar of Impact	Supported SDGs
<p><b>Impact Education</b></p> <p>Education is the foundation of empowerment and opportunity. GSF leverages technology to revolutionize education and expand access to quality learning opportunities for all.</p>	
<p><b>Empower Youth and Women</b></p> <p>Empowering youth and women is essential for building thriving communities and driving sustainable development. GSF uses technology to create pathways to economic empowerment, entrepreneurship, and leadership opportunities for youth and women. By providing access to digital skills training, mentorship programs, and online resources, GSF equips individuals with the tools they need to unlock their full potential and contribute to society.</p>	
<p><b>Reduce Inequalities</b></p> <p>Inclusion and equality are fundamental values at GSF. We are committed to reducing inequalities and creating a more accessible and inclusive society for all. Through innovative assistive technologies, accessible digital platforms, and advocacy initiatives, GSF strives to break down barriers and empower the most unprivileged and marginalized groups to fully participate in all aspects of life.</p>	
<p><b>Environmental Sustainability</b></p> <p>GSF harnesses technology to promote environmental awareness, conservation, and sustainable practices. From smart energy solutions to waste management systems, GSF works to protect natural resources, mitigate climate change, and create a greener and more sustainable future.</p>	

### Empowering Marginalized Women: Project Graphene



Project Graphene emerged in 2020 as a beacon of empowerment for marginalized women in Egypt. The project’s primary objective is to enhance the technological literacy of these women, equipping them with essential fabrication skills and promoting the use of upcycled materials in their products.

At the heart of Project Graphene are three core areas of focus:

- **Interpersonal Skills:** We place a strong emphasis on enhancing interpersonal skills among marginalized women. Through workshops and training sessions, participants develop confidence, empathy, and teamwork abilities, empowering them to navigate professional and personal challenges with resilience.
- **Technical Skills:** We empower women with technical proficiency in sustainable design, product design, digital design, and digital fabrication. By providing hands-on training and access to cutting-edge technology, participants gain the knowledge and expertise needed to create innovative, eco-friendly products.
- **Leadership & Social Entrepreneurial Skills:** Beyond technical expertise, the project fosters leadership and social entrepreneurial skills among marginalized women. Through mentorship programs and leadership workshops, participants learn how to effectively lead teams, advocate for social change, and develop sustainable business models.

**Our Results :**  
The impact of Project Graphene extends far beyond the individual participants. By empowering marginalized women with technological literacy and entrepreneurial skills, the project creates a ripple effect that positively impacts society at large. Participants not only generate sources of income for themselves and their families but also contribute to tackling global pollution and climate change issues through the use of upcycled materials in their products.



**Azza Ismail**

**Age:** 47  
**Occupation:** Stay-at-home Mother

**Hobbies:** Sewing and baking

**Tech used:** Inkscape program  
laser cutter - Adobe Illustrator  
at home training programs

Mrs. Ismail is a southern Shandawil island resident. In order to help her husband with the expenses, she used to bake goods and sew clothes for her neighbors. Sewing was something she always loved doing; and she wanted to improve her skills, especially in pattern making.

When Mrs. Ismail joined the Graphene hackathon in June 2021, her life remarkably improved. Laser cutting technology sped up and perfected her sewing skills, reaching new qualitative designs with her adoption of a designer’s mentality. Graphene ensured that she received all her courses from the comfort of her own home to make the Graphene purses.

Today, Mrs. Ismail has adopted new upcycling ways of thinking and tutors the concept and various applications to her neighbors. As an example, she now upcycles her neighbors’ old “abayas” (gowns) transforming them into children’s pajamas and dresses, which has increased her self-dependency and household income by simply using the resources around her.

Mrs. Ismail is currently working on her new passion and branded her project “Gadded Hedoomak” (Renew Your Clothes).

### Driving Innovation for Accessibility: Project Nitrous



Since its inception in February 2018, Project Nitrous has been at the forefront of innovation, leveraging cutting-edge technology to transform the lives of people with disabilities (PwDs). With a mission centered around “Innovation that Changes Lives,” Nitrous has pioneered the creation of hundreds of customized assistive devices, revolutionizing the way individuals with disabilities navigate everyday challenges.

But Nitrous is more than just a provider of assistive tools; it’s a catalyst for community empowerment and self-reliance. Beyond the tangible impact of its assistive devices, Nitrous has fostered a supportive ecosystem where individuals with disabilities come together to share knowledge, resources, and experiences. This sense of community not only facilitates access to innovative solutions but also provides invaluable emotional and psychological support, empowering individuals to achieve greater levels of independence and self-dependency. Furthermore, Project Nitrous conducts three main activities throughout the year, which are: Community Events, Nitrous Hackathons, and Nitrous Competitions.

#### Our Results:

Nitrous project, which is funded by the Drosos Foundation, serves as a launchpad for PwDs to develop their own assistive tools, fostering their technical and interpersonal skills. From customized assistive devices to user-friendly digital platforms, these resources enhance independence and elevate quality of life.

We extend our support to PwDs interested in venturing into entrepreneurship, leveraging the project’s technical expertise to transform ideas



**Abdou Farahat**

**Age:** 26  
**Occupation:** Azhar University Graduate

**Hobbies:** PlayStation  
Abdou loves gaming, technology and helping people. He wanted to create an assistive tool that enables people with disabilities to hold a PlayStation’s joystick.

Coming from “Beheira” city in Egypt, Abdou had always dreamed of helping PwDs in Egypt overcome their challenges. Being a fellow wheelchair-bound community member himself, he knew the mental and physical struggles everyone goes through on a daily basis.

In 2018, Abdou’s journey started with Project Nitrous. Being involved in Nitrous community from the very beginning and learning the tech side and business model strategies, Abdou joined several competitions and hackathons. However, his projects did not qualify for the grand prize. Despite the disappointments, Abdou believed in his own capabilities.

This year, his “Rafiki”, a mobile application idea that helps educate children in an easy and fun manner, won the 2021 competition; and Abdou’s project is in the process of being developed.

e-Nable, Etba3ly and Enactus joined forces with Giza Systems Foundation and Drosos to ultimately boost and fast-track the performance of the 3D printed prosthetics initiative for the entire community.

### Building the Future's Brilliant Minds: Project Eden



Founded in 2018, the Eden Project is a transformative program that aims to empower children in marginalized communities in Egypt by developing their technological skills and bridging the digital divide through tech education. Our goal is to empower educators and students alike with tailored resources, ensuring equitable access to quality education regardless of background, gender, or circumstance.

In pursuit of our objectives, the project has achieved three key milestones:

- Empowering teachers with essential educational tools to design and implement effective lesson plans.
- Fostering student engagement in the learning process and facilitating their mastery of educational tools.
- Expanding the project's scope to encompass more schools and educational facilities.

#### Our Results:

Partnering with Dell Technologies, the Eden Project and the Recycled Container LABS project have established computer learning LABS powered by solar energy. These innovative learning spaces are equipped with the necessary tools and resources to facilitate digital education.

To empower teachers with essential educational tools, the Eden Project implemented a comprehensive teacher training initiative in Sohag, Fayoum, and Luxor. A total of 38 educators received advanced digital resources and training on utilizing various tools such as Quizzes, Kahoot, Padlet, Jamboard, and Gamlap to create interactive and engaging lessons. They also received instruction on using PowerPoint and Microsoft Office to craft dynamic presentations.

Furthermore, educators were exposed to educational technologies and pedagogical approaches such as Learning in the Digital Era, Learner-Centered Approach, SEL Model, Learner Needs, Design Thinking, Gamification, and Interactive Learning, enriching their pedagogical toolkit and enabling them to create innovative and impactful learning experiences.

Students were provided with tablets and VR kits, enabling them to access educational applications and engage in immersive learning experiences. Students also received training on effectively utilizing these devices to augment their learning experiences and foster greater engagement in the classroom.



### Ahmed Awad School - Luxor

Age: 7 - 18

Occupation: Students & teachers

Tech used: Tablets, Virtual Reality (VR) glasses, Internet access, critical thinking and problem solving solutions

In order to tackle technology illiteracy in communities, the Foundation visited Ahmed Awad School in a small countryside village called Esna, located in Luxor. Esna is a community that relies mainly on agriculture with limited access to educational facilities.

Initially, the school owners anticipated that this initiative would experience a slow beginning. However, after the "Operation Esna Program" started, students along with their teachers learned critical thinking skills enabling them to come up with solutions and create simple prototypes that benefit their families and society.

As a result of the training program, teachers started coming up with tech ideas to make the classroom more interactive and fun, using gamified puzzles and multiple choice question applications to customize their own quizzes and enhance the education level. Moreover, to ensure the sustainability of the know-how they had gained, students received their own tablets and VR education sets. Internet access was set up to allow for connectivity access and enable the sustainability of their tech journey.

Using the available resources, the students were able to adopt a problem solving mindset. One student made an electric circuit to fix his mother's refrigerator lamp and another student created a Quran holder prototype for the mosque in their village.

Today, their inventions are continuously improving; and they are developing ideas on how to improve their community.

### Empowering Social Innovation: Our Accelerator Program



At Giza Systems Foundation, we turn passion into action by unlocking the potential of social impact startups through our Accelerator Program. Designed to supercharge the growth of innovative ventures, our program offers a comprehensive suite of support services and resources. This includes training, mentorship, and connections to investors, all aimed at nurturing entrepreneurial talent and driving positive social change. The program empowers these businesses with the skills to succeed financially and make a positive social or environmental impact. It fosters a collaborative ecosystem for long-term success and establishes us as a central hub for social entrepreneurship.

#### Tailored Training and Coaching

We offer practical workshops for startups at any stage, covering essential skills such as leadership, product-market fit, marketing strategies, legal aspects, and finance.

Our program focuses on socially and environmentally driven businesses, teaching them how to measure impact, maintain profitability, and achieve positive social and environmental outcomes.

#### Investment Readiness and Mentorship

Our Accelerator Program provides startups with investment readiness training and investor matchmaking opportunities, equipping them with the knowledge and connections needed to secure funding and scale their ventures. Additionally, participants benefit from one-to-one expert advisory sessions and strategic mentorship matchmaking, where they receive personalized guidance and insights from industry and impact experts.

#### Exposure and Networking

Participating startups gain exposure to investors through networking meetups and pitch events, giving them the opportunity to showcase their ventures and attract potential funding. Additionally, our program offers a multitude of perks and services aimed at supporting startups on their journey, from access to workspace and technology resources to legal and administrative support.



### Earning by Learning: Ants Project

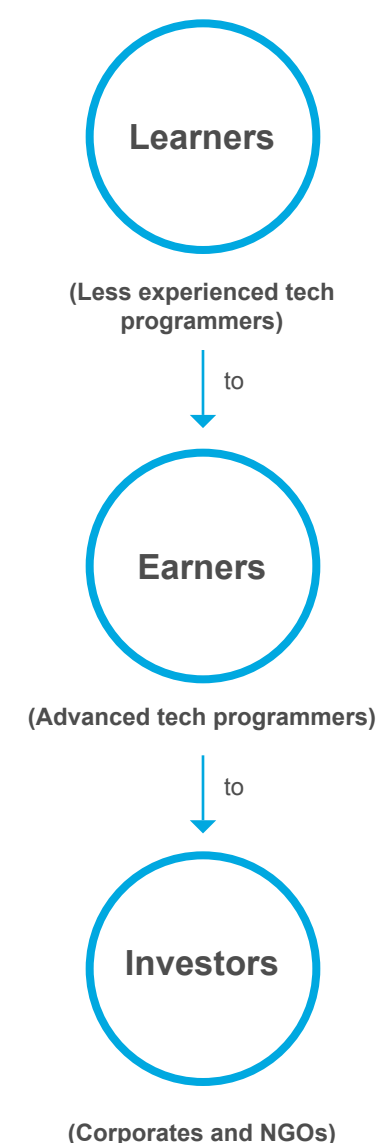


Ants is an innovative initiative under the Giza Systems Foundation that revolutionizes education and earning opportunities in the digital age. As an “Earning by Learning” platform, Ants utilizes cutting-edge technologies like blockchain, decentralized finance (DeFi), and cryptocurrencies to create a dynamic and financially rewarding digital experience for learners, earners, and investors.

At the heart of Ants’ mission is hands-on learning in the digital world. Participants engage in real-life projects guided by experienced mentors, gaining valuable expertise and earning financial rewards for their contributions. Earners on the Ants platform are rewarded based on their project contributions, fostering a collaborative environment where active participation is incentivized. Investors benefit from the collective expertise of learners and earners, receiving high-quality deliverables at a lower cost compared to traditional contracting models.

Ants creates a win-win situation for all stakeholders. Learners gain hands-on experience and financial rewards, earners contribute their skills while earning rewards, investors access high-quality deliverables at competitive rates, and customers benefit from innovative and efficient solutions.

#### Ants connect:



**Eslam Mohamed**

**Age:** 26  
**Occupation:** Full stack software developer

**Hobbies:** Reading, gaming, learning  
**Tech Used:**  
**Backend:** PHP,Laravel,Nodejs  
**Frontend:** JavaScript, React  
**Database:** MySQLDatabase: MySQL

With a passion for software programming, Eslam was one of Ants’ very first earners. After developing his skills on the Ants platform, Eslam became a team leader then quickly advanced to become a mentor.

With the substantial development in his skills, particularly in building platforms for NGOs, Eslam was offered several job opportunities in software companies in the MENA region.

Ants’ customers are Wataneya and Misr Al Kheir.



Example of a previously developed platform:  
[tanmwy2030.mekeg.org](http://tanmwy2030.mekeg.org)

### Bridging Gaps, Empowering Futures: Solar Community Hubs



Dell Technologies is expanding this global initiative for the first time in Egypt by joining forces with key partners: Giza Systems Foundation, Misr El Kheir, Computer Aid International, Ibrahim Badran Foundation, VMware, and MetLife Foundation.

Each partner has made a unique contribution to the successful deployment of this program, from need assessment to the project management and implementation perspective by Giza Systems Foundation with the expertise and experience of Computer Aid International to the educational and health support that Misr El Kheir Foundation and Ibrahim Badran Foundation will provide.

This holistic approach aims to drive digital inclusion, create opportunities, and bridge the gap between technology and education. As part of this project, initiatives are in place to provide and create a more equitable, safe, and secure learning environment for the children of marginalized communities.

Having these labs will also allow students to access improved teaching methods with enhanced learning outcomes, providing them with 21st-century skills with the sustained application. This initiative is designed as well to provide designated healthcare services to children in the most unprivileged villages of Fayoum and Sohag governorates.

This global project will continue to provide all the necessities for underprivileged children to develop and succeed while supporting Egypt’s 2030 vision.

## Akili Africa Foundation



Building on the continuous success and significant impact of the Giza Systems Foundation (GSF), we have established Akili Africa Foundation as our dedicated Corporate Social Responsibility (CSR) arm in Africa. Akili Foundation is committed to creating meaningful value in local communities, driving sustainable development, and fostering positive change across the continent.

Since 2020, Akili Foundation was registered as the CSR branch of Giza Systems in Kenya. Giza Systems Foundation in Egypt now oversees Akili Africa Foundation’s management, sharing its extensive expertise in social work. This strategic collaboration between GSF and Akili Africa Foundation enabled Akili to leverage the know-how of the teams and valuable insights gained, as well as capitalize on proven practices. Central to their approach is conducting comprehensive needs assessments to gain a deep understanding of community challenges, stakeholders, and opportunities. The foundation is dedicated to developing sustainable solutions and empowering local communities by tailoring programs to address specific needs.

Through their collaborative efforts, GSF and Akili Africa Foundation are dedicated to making a lasting impact by leveraging their expertise, resources, and shared vision. By combining their knowledge and experiences, they aim to create innovative and sustainable solutions that effectively address the pressing social issues faced by marginalized communities in Kenya. Akili Africa Foundation explored some key projects in Kenya. The aim of our visit was to assess the situation of these projects and to see how we can support them in the future. Some of the key projects that Akili Africa Foundation explored are:

- **The Single Mother Association of Kenya (SMAK):** Founded in 1991, SMAK aims to empower single mothers by improving their socioeconomic status through education, skills training, and a robust support network. Recognizing the importance of early intervention, SMAK also provides support for young girls aged 13 to 17, offering accommodation for 10 girls over a two-year period.
- **Mama Fawzia Orphanage:** This orphanage in Kenya provides a nurturing environment for orphaned children, offering essential care and support from infancy through to 18 years old. We focus on developing the children’s skills, building proper infrastructure and providing solar power, and establishing sustainable food sources through activities like farming and poultry farming.
- **SOS Children’s Villages:** An international organization with five villages across Kenya, SOS Children’s Villages provides shelter and care for orphaned or abandoned children. Each village consists of several homes, each led by a dedicated mother who cares for a group of children.
- **Amani Kibera:** A youth-led, community-based organization dedicated to improving living conditions in Nairobi’s Kibera slum. Amani Kibera promotes peace, health, education, and livelihood opportunities through partnerships and initiatives for children, youth, mothers, and other marginalized groups.
- **Futbol Mas Organization:** Operating under Amani Kibera, this community organization uses football and play as tools to provide equal opportunities and build resilience among children.

With a strong emphasis on community engagement and adaptability to local contexts, the Akili Africa Foundation is committed to empowering individuals and communities, ensuring a sustainable and impactful development trajectory across Africa, enabling them to build brighter futures.

## The Oasis Project



In May 2023, our team conducted a comprehensive needs assessment field visit to better understand the challenges faced by local communities in Kenya. This insightful visit revealed critical issues and provided a clear direction for where our resources could make the most significant impact. With these findings in hand, we initiated the Oasis Project pilot phase under the auspices of Akili Africa Foundation (AAF).

The pilot project is dedicated to serving children without parental care residing at the Mama Fawzia orphanage. Our vision is to create a holistic and sustainable model that equips these children with the skills and resources necessary for self-sufficiency in the future. This ambitious initiative comprises several key components:

**Skills Development:** We are committed to providing educational programs and training opportunities that empower the children, equipping them with essential life skills and vocational expertise.

**Infrastructure Renovation:** To ensure a safe and healthy living environment, we are upgrading the orphanage facilities. These renovations will create a nurturing space where the children can thrive, both physically and emotionally.

**Food Security:** We are establishing sustainable food sources through activities like farming and poultry raising. This initiative aims to secure a stable and nutritious food supply, fostering self-reliance and improving the overall health of the children.

**Renewable Energy:** By installing solar panels, we aim to reduce the orphanage’s reliance on the grid, and generate clean, sustainable energy.



## 4.3 Responsible Supply Chain Management

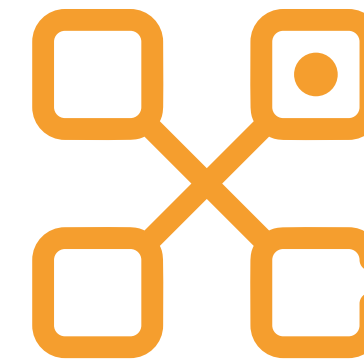
Giza Systems remains dedicated to fostering a responsible and sustainable supply chain that maintains the highest standards of ethics, environmental responsibility, and social well-being.

Recognizing the importance of addressing ESG impacts, we uphold the utmost standards of ethical behavior in our business operations and expect the same from our suppliers.

Our Supplier Code of Conduct serves as a testament to our commitment to maintaining and promoting responsible business practices. We have established clear requirements that suppliers must adhere to in several key areas. These requirements are built around two key focus areas:

- 1 Ethical business practices, addressing essential social and governance aspects
- 2 Environmental health and safety, encompassing environmental stewardship and supplier safety.

### Integrity and Compliance Standards



#### Protecting Integrity & Anti-Corruption

We place a strong emphasis on protecting integrity and preventing corruption. Suppliers are expected to actively combat all forms of corruption, extortion, embezzlement, and improper advantage. Additionally, they must strictly adhere to all regulations and directions related to national anti-corruption efforts in the country of operation.

#### Protecting Human Rights

Child and forced labor are strictly prohibited within our supply chain. Suppliers must comply with restrictions on the employment of minors, ensuring that no child labor is involved in any aspect of their operations. Similarly, the use of forced or compulsory labor is strictly prohibited. All work must be voluntary, and workers should not be subjected to deposits, forced to sign promissory notes, or face any form of enforced labor.

#### Diversity and Non-Discrimination

Suppliers are required to fight all forms of discrimination and promote equal opportunities for all employees, regardless of their background or characteristics.

#### Adhering to Fair Trade Practices

Suppliers must refrain from engaging in any unfair or unlawful trade or commercial practices. This includes collusive bidding, price discrimination, or any other anti-competitive or anti-monopolistic trade practices.

### Environmental and Safety Standards



Giza Systems places a paramount importance on environmental stewardship and occupational health and safety throughout our supply chain.

#### Environmental Stewardship

We firmly believe in minimizing our environmental footprint and promoting sustainable practices. We expect our suppliers to share this commitment and actively contribute to our collective efforts.

To ensure compliance with environmental regulations, we require our suppliers to conduct their business operations in a manner that safeguards the environment and adheres to ethical and sustainable practices. We encourage them to adopt environmental management systems that align with ISO 14001 or equivalent recognized standards. This includes the development and utilization of products or services that prioritize low energy consumption and demonstrate a commitment to reducing GHG emissions.

#### Supplier Health and Safety

Similarly, we expect our suppliers to prioritize occupational health and safety by implementing programs that ensure a safe working environment. Emphasizing comprehensive risk assessments and hazard recognition and elimination, we encourage the adoption of internationally recognized standards such as ISO 45001 or equivalent systems to enhance health and safety practices.

## Supplier Evaluation and Integration of ESG Criteria



Our ESG commitment guides our supplier assessment and development processes, ensuring alignment with our sustainability goals. We have established a formalized process to identify potential sustainability risks in our supply chain prior to supplier selection. This includes evaluating ESG and business relevance factors, enabling us to proactively address any potential risks and minimize associated impacts.

### New Suppliers Environmental & Social (E&S) Screening

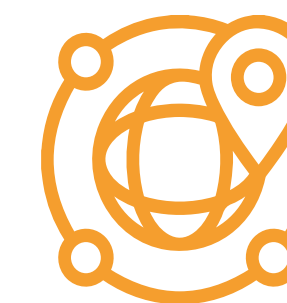
We have also developed a robust due diligence process to ensure that all new suppliers meet our social and environmental criteria. Our screening is part of our pre-qualification policy, which includes, but not limited to:

- Adherence to national laws and regulations encompassing HSE, labor, taxes, etc.
- Establishment of a robust governance structure
- Implementation of a stringent control environment through comprehensive audit and ERP systems.
- Attainment of international standards certifications to validate operational excellence.
- Certification in ISO9000 to ensure quality management systems.
- Accreditation in ISO14001 & OHSAS18001 for environmental and occupational health and safety management.
- Commitment to anti-discrimination practices.
- Provision of social insurance coverage for employees.
- Establishment of a grievance mechanism for addressing concerns raised by both employees and customers.

### Advancing Supplier Social and Environmental Assessments

In 2023, Giza Systems launched a significant initiative to strengthen our supplier evaluation process. After successfully implementing primary ESG screening criteria for new suppliers, our procurement management developed a comprehensive plan to advance Supplier Social and Environmental Assessment due diligence processes and further enhance E&S audits. This initiative is aimed at ensuring sustainable compliance with our selection requirements and achieving comprehensive supplier evaluations by 2024.

## Global Expansion and Supplier Allocation



### Global Expansion and Supplier Allocation

As we continue to prioritize sustainable practices in our supply chain, Giza Systems has made significant strides in expanding our supplier base both locally and globally in 2023:

- Giza Systems has actively expanded its supplier network to include 638 local suppliers and 290 foreign suppliers.
- Local suppliers accounted for a spend of \$150,980,274, representing 68% of the total budget, while foreign suppliers received an allocation of \$ 72,528,094 accounting for 32% of the budget.

We strive to ensure that all suppliers, regardless of their location, adhere to our Supplier Code of Conduct.

### Internal Controls

Given the large number of suppliers and contractors Giza Systems interfaces with, we have established two key policies under an overarching procurement strategy, which was designed to maintain internal control and enhance the efficiency of our procurement function.

The first policy is our procurement policy, aimed at achieving the right balance between agility and control in procurement activities. This policy guides both internal and external procurements, ensuring that the procurement department and all lines of business operate efficiently and effectively.

Complementing this, Giza Systems has implemented a vendor payment policy designed to ensure consistency and fairness in financial transactions with our wide network of suppliers and contractors.

Country	Company	Local Suppliers	Budget Allocation (USD)	Foreign Suppliers	Budget Allocation (USD)
Egypt	EEC	3	76,358	0	0
	GS	190	25,928,157	94	40,102,118
	GSFZ	65	1,503,798	61	3,064,464
	GSJL	1	130,323	2	340,616
KSA	GA	344	122,868,574	102	
Other (Kenya, Uganda & Tanzania)	GSSK	22	319,645	16	164,919
	GSST	12	152,003	11	117,775
	GSU	1	1,416	4	9,525
<b>Total</b>		<b>638</b>	<b>150,980,274</b>	<b>290</b>	<b>72,528,094</b>

## 4.4 Customer Care and Satisfaction

Our organization operates across nine diverse industries, offering a wide array of solutions and services tailored to meet the unique needs of our customers. With a keen focus on sustainability and ESG principles, our solutions are designed not only to align with our customers’ sustainability objectives but also to enhance their overall ESG focus.

At the core of our business philosophy lies a steadfast commitment to ensuring the safety, usability, and responsible application of technology in all our offerings. Central to this commitment is our dedication to delivering unparalleled customer care and satisfaction. To achieve this, we have implemented rigorous protocols and established dedicated teams solely focused on managing customer interactions, ensuring a seamless and positive experience at every touchpoint.

Our customer care protocols follow a multi-level approach, beginning with comprehensive surveys designed to gauge customer satisfaction and identify areas for improvement. Following a thorough analysis of survey data, we develop tailored improvement plans aimed at enhancing future interactions and retaining existing customers. These plans address root causes, assign ownership for each issue, and outline specific action steps to be implemented by our Customer Operations managers and Quality Control teams.

From a customer-centric perspective, our focus is two-fold. First, we proactively understand our customers through

“Know Your Customer” (KYC) initiatives by creating Customer Journey Maps. This ensures we grasp their needs and objectives to help them achieve their strategic goals.

Second, during project operations, our commitment to customer satisfaction extends beyond reactive responses. When issues arise, we adopt a proactive, customer-centric approach. Our Regional Customer Experience Managers collaborate with the project delivery team and management to develop a tailored recovery plan. This plan outlines immediate actions to address the root cause of the issue and ensure long-term project success and customer satisfaction. We transparently present the plan to the customer, inviting their feedback to ensure it fully addresses their needs. Through ongoing follow-up and open communication, we work together with the customer to implement the recovery plan and achieve a successful resolution. This comprehensive approach fosters trust and strengthens our commitment to long-term client satisfaction.

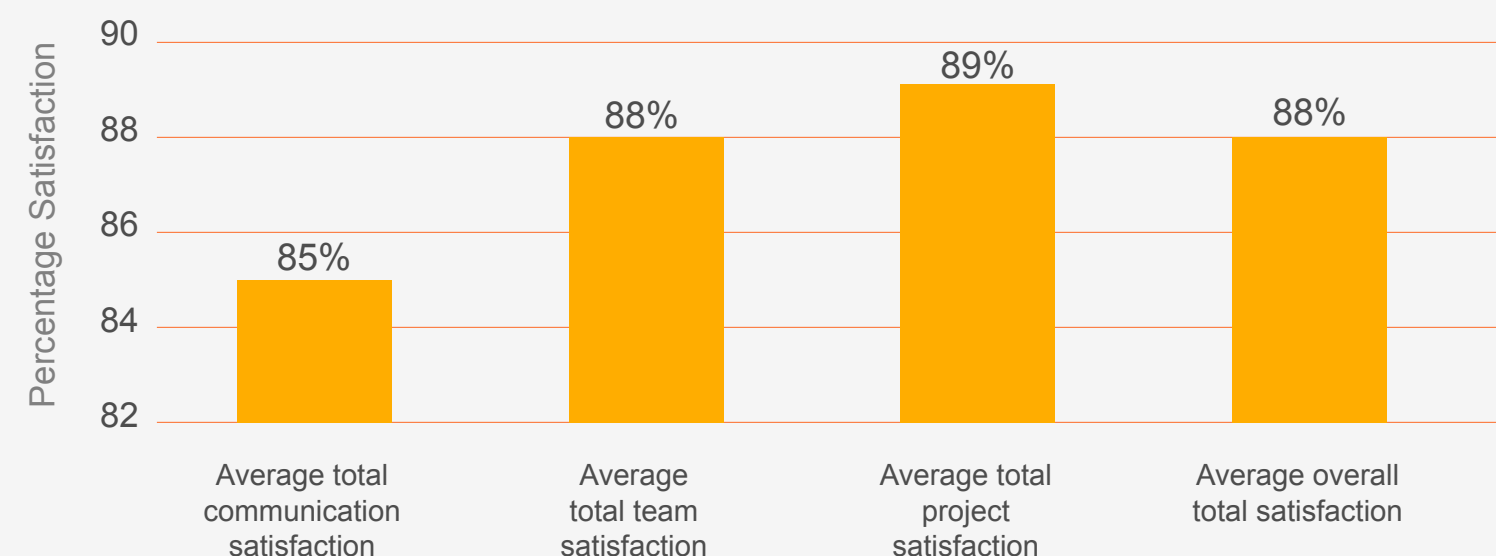
As a leading systems integrator specializing in digital transformation enablement, cloud services, and space virtualization, our overarching goal is to deliver high-quality, industry-specific technology solutions tailored to our customers’ unique needs and capabilities. We are unwavering in our commitment to continuous improvement, continuously refining our solutions and services to not only meet but exceed our customers’ expectations. With our ISO 9001 certification, we assure the quality and reliability of our offerings, reinforcing our commitment to excellence in all aspects of our operations.



### Customer Project Survey

Metric	Description
<b>Average overall project satisfaction</b>	We measure our customers’ satisfaction with the project, ensuring that their overall experience meets or exceeds their expectations.
<b>Average total project satisfaction</b>	This category delves into various areas such as the overall execution of the project, delivery according to agreed specs and schedule, adherence to professional standards, and market best practices. We ensure that every aspect of the project is executed to the highest standards.
<b>Average team satisfaction</b>	We assess our customers’ satisfaction with our project team, looking into areas such as the competency and professionalism of the team, collaboration, flexibility, and response time for problem resolution. Our goal is to provide a seamless and efficient experience for our customers.
<b>Average total communication satisfaction</b>	Effective communication is key to the success of any project. We measure our customers’ satisfaction with communication throughout the project lifecycle, including clear explanation of processes, timely updates, and useful communication of any issues that may arise.

The results indicate a high level of satisfaction among our customers



These results highlight our commitment to delivering exceptional service and maintaining strong customer relationships. They affirm our dedication to excellence in every aspect of our projects. Moreover, they demonstrate our unwavering focus on effective communication, seamless teamwork, and ensuring overall project satisfaction.

We understand that successful project outcomes are not just about meeting deadlines and specifications but also about fostering collaborative relationships, providing clear and timely communication, and ensuring that our customers are satisfied every step of the way. By prioritizing these aspects, we are able to deliver successful projects as well as build lasting partnerships based on trust, reliability, and mutual respect.

## 4.5 Cybersecurity and Data Protection

Safeguarding data privacy, security, and protection is paramount. We employ a proactive approach to continuously strengthen our cyber resilience, ensuring the protection of Giza Systems' information assets and the confidentiality of both customer and employee data. Recognizing the ever-evolving landscape of cybersecurity threats, we remain vigilant in addressing potential risks to data safety. This includes not only internal threats but also vulnerabilities posed by third-party contractors, which are often targeted by cybercriminals.

To mitigate the risk of cyber and data threats, we have implemented a comprehensive set of preventive measures across our organization. These measures encompass multiple policies aimed at safeguarding both our data and that of our customers from potential cyberattacks. By adhering to stringent cybersecurity protocols and remaining proactive in our approach, we uphold our commitment to maintaining the highest standards of data security and protection.



### Data Classification and Retention Policy

Giza Systems' Data Classification Policy is designed to ensure the protection of all information within the possession of Giza Systems and its affiliated companies. The policy aims to safeguard digital and physical information from unauthorized access, use, modification, and deletion. By implementing a consistent data classification system, the policy aims to support business activities, minimize information security costs, and mitigate risks such as loss of customer relationships, public confidence, operational disruption, excessive costs, and competitive disadvantage. The policy ensures the protection of information throughout its lifecycle, regardless of its form or origin, and helps Giza Systems comply with regulations regarding the protection of confidential information. Additionally, the policy facilitates smooth business operations by providing clear guidelines for information handling and minimizes the risk of unauthorized disclosure, use, modification, and deletion of sensitive information. By maintaining the security and confidentiality of information, Giza Systems can uphold customer trust, public confidence, and its competitive edge in the market.



### Incident Reporting Policy

Giza Systems' Incident Reporting Policy ensures the timely reporting of Information Security Incidents to mitigate potential risks and minimize the impact on the company, its employees, and its stakeholders. The policy categorizes incidents into three categories (A, B, and C) based on their severity and potential impact, enabling a structured and efficient response to each incident type. Every Giza Systems user is obliged to report realized or suspected information security incidents, including those with potential impacts on human life or health (Category A), physical loss, damage, or theft of Giza Systems' computer equipment (Category B), and loss, damage, or disclosure of Giza Systems' sensitive data (Category C). By adhering to this policy, Giza Systems can effectively respond to incidents, protect its assets and sensitive information, and maintain the trust and confidence of its customers and partners.



### Email Usage Policy

Giza Systems' Email Usage Policy ensures secure and appropriate use of the company's email system, aiming to protect confidential information and minimize data loss or leakage risks. The policy applies to all users and covers account management, usage guidelines, content, security measures, email monitoring, and mail disclaimers. Key points include using only company-approved email domains, adhering to standard email signatures, keeping email access information confidential, and ensuring that email communication does not harm the company's reputation or customer relationships. Security measures include encrypting sensitive attachments, not clicking on links from unknown senders, and enforcing password protection on devices. Additionally, the policy outlines monitoring procedures and includes a disclaimer for all external emails sent from the company's system.



### IT Acceptable Usage Policy

This policy on general use, security, and unacceptable use aims to ensure the protection of company data, maintain network security, and prevent unauthorized activities. While users have a reasonable level of privacy, they must understand that data created on corporate systems remains the property of Giza Systems, and management ensures its confidentiality. Authorized individuals may monitor equipment, systems, and network traffic at any time. Employees are responsible for exercising good judgment regarding personal use, and sensitive information must be encrypted during transfer. Giza Systems reserves the right to audit networks and systems periodically to ensure compliance with this policy. Security measures include keeping passwords secure, changing them regularly, and securing PCs, laptops, and workstations with password-protected screensavers. Loss of equipment must be reported immediately. Unacceptable use includes engaging in illegal activities, disrupting production services, and violating local or international laws. Examples of unacceptable use include unauthorized access to data or systems, introduction of malicious software or viruses, unauthorized modification or destruction of data, and sending unauthorized mass emails, chain letters, or spam.



### Mobile Device Security Policy

This policy regarding devices such as laptops and accessories procurement, usage, and security aims to ensure the effective management and protection of company assets and data. The procurement of laptops and accessories is the sole responsibility of the IT department, and purchases made directly by users or on project budgets are strictly prohibited. Corporate agreements define standard laptop models based on business solution requirements. Users are responsible for the security of their laptops, including using password protection and ensuring constant surveillance while traveling. IT retains records of laptop details and is responsible for hardware and software maintenance. Loss of laptops must be reported immediately, and laptops must be protected from unauthorized access and virus infections. The policy also covers smart devices connected to the Giza Systems email system, emphasizing the importance of password protection, reporting suspicious incidents, and prohibiting the use of personal devices for business communication without IT supervision.



**Password And Access Control Policy**

This policy ensures the security of its systems and data through regular password changes and complexity guidelines. System-level passwords, including root and application administration accounts, must be changed every 90 days, while user-level passwords must be changed every 45 days. Administrator-level passwords must also be changed every 90 days and immediately after an employee leaves the company. Passwords must be unique upon creation, consist of 8 alpha-numeric special characters, and not be readable when typed. SNMP community strings must be uniquely defined, and passwords must not be reused within 12 generations. Internal user accounts lockout after 10 failed login attempts, and external user accounts accessing Internet-facing applications must meet the same requirements, with a password change frequency of up to 180 days if complex password construction and lockout mechanisms are enforced. Password-protected screensavers must restart after 15 minutes of inactivity, and Giza Systems must inform customers of any changes in employees' access credentials. Additionally, two-factor authentication is mandatory for all remote access, and multi-factor authentication is enforced for all access to Cloud services utilized by third parties.



**Media Sanitization Destruction Policy**

This policy ensures the secure disposal of physical and electronic media used to process, store, and transmit confidential, classified, and sensitive data. Physical media such as hard drives, diskettes, tape cartridges, CDs, and print-outs are disposed of either by shredding using cross-cut shredders, placing them in locked shredding bins for on-site cross-cut shredding by a private contractor, or through incineration witnessed by authorized personnel. Electronic media like hard drives, tape cartridges, CDs, and flash drives are disposed of through methods such as overwriting (at least 3 times), degaussing, or physical destruction to ensure data eradication. IT systems used for processing or storing FBI CJI and sensitive data are not released until the equipment has been sanitized and all stored information cleared using one of the approved methods mentioned above.



**Comprehensive Cybersecurity Solutions**

In addition to policies, Giza Systems offers cybersecurity solutions to its customers. Giza Systems provides a comprehensive cybersecurity solution, incorporating a range of technologies, tools, risk management strategies, and best practices to ensure the safety and security of our customers' data. Our solutions are meticulously designed to safeguard networks, devices, and data from unauthorized breaches and malicious attacks.

Some of these solutions are as follows:

- Setting up cybersecurity firewalls
- Integrating cybersecurity Network Upgrade and Antivirus System
- Install enhanced security management system
- Install alarms and cybersecurity hardware
- Ensure compatibility with cybersecurity solutions and compliance with standards

By offering these cybersecurity measures to our customers, Giza Systems ensures our customers while maintaining the confidentiality, integrity, and authenticity of information across networks and systems. Implementing cybersecurity measures is crucial for ensuring the reliability of operations across various infrastructures that are essential for basic services. These measures enhance security as well as contribute significantly to achieving the SDGs. Specifically, SDG 9, by laying the groundwork for building resilient infrastructure, promoting inclusive and sustainable industrialization, fostering innovation, and increasing access to ICT technologies.



**Information Security Awareness Training Program**

To ensure robust security measures across our organization, we have launched a comprehensive Information Security Awareness Training Program for all staff members.

This training program covers major aspects of information security, including Data Security, Internet and Social Media Security, Credentials, Social Engineering and Cybersecurity. By addressing these key areas, we aim to equip our employees with the knowledge and skills necessary to identify and mitigate security threats, ensuring the integrity and confidentiality of our information systems.

The program is designed to be engaging and informative, utilizing a variety of training methods such as interactive modules, real-world scenarios, and practical exercises. To enhance its effectiveness, we have implemented real-time reporting capabilities that provide insights on user engagement and adherence. These reports allow us to monitor participation, track progress, and identify areas where additional training may be needed.



**Strengthening Our Cybersecurity Posture**

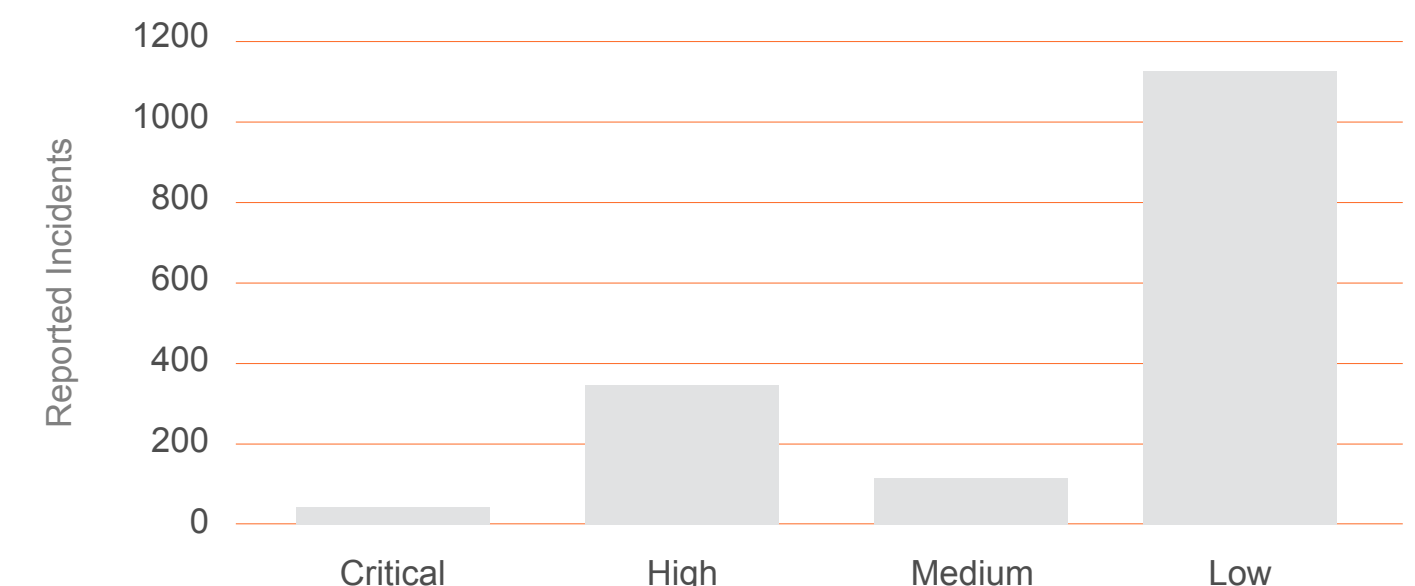
Giza Systems is actively working towards eliminating all causes of cybersecurity incidents. Our Security Operations Center (SOC), led by Jafeer (one of our subsidiaries), provides comprehensive security monitoring and Attack Surface Management (ASM). The SOC team collaborates closely with our IT department to ensure effective incident response and risk remediation, reinforcing our commitment to maintaining a secure and resilient digital environment.

Towards the end of 2023, a Cybersecurity and Data Protection assessment was carried out with the help of Solutions GRC teams. Based on this assessment, plans are being finalized for compliance programs with Saudi ECC (Essential Cybersecurity Controls) and Data Governance NDMO (National Data Management Office) standards.

During the reporting year, we experienced a range of incidents with varying levels of severity. Low severity incidents accounted for 71.5% of the total. These primarily included very minor, low-impact events such as repeated failed login attempts, failed brute force attacks, and attacks blocked by firewalls.

On the other hand, critical and high severity incidents involved more serious threats. These included detected hacking tools, disconnected servers (no logs sent to SIEM), and user-compromized credentials after clicking malicious links.

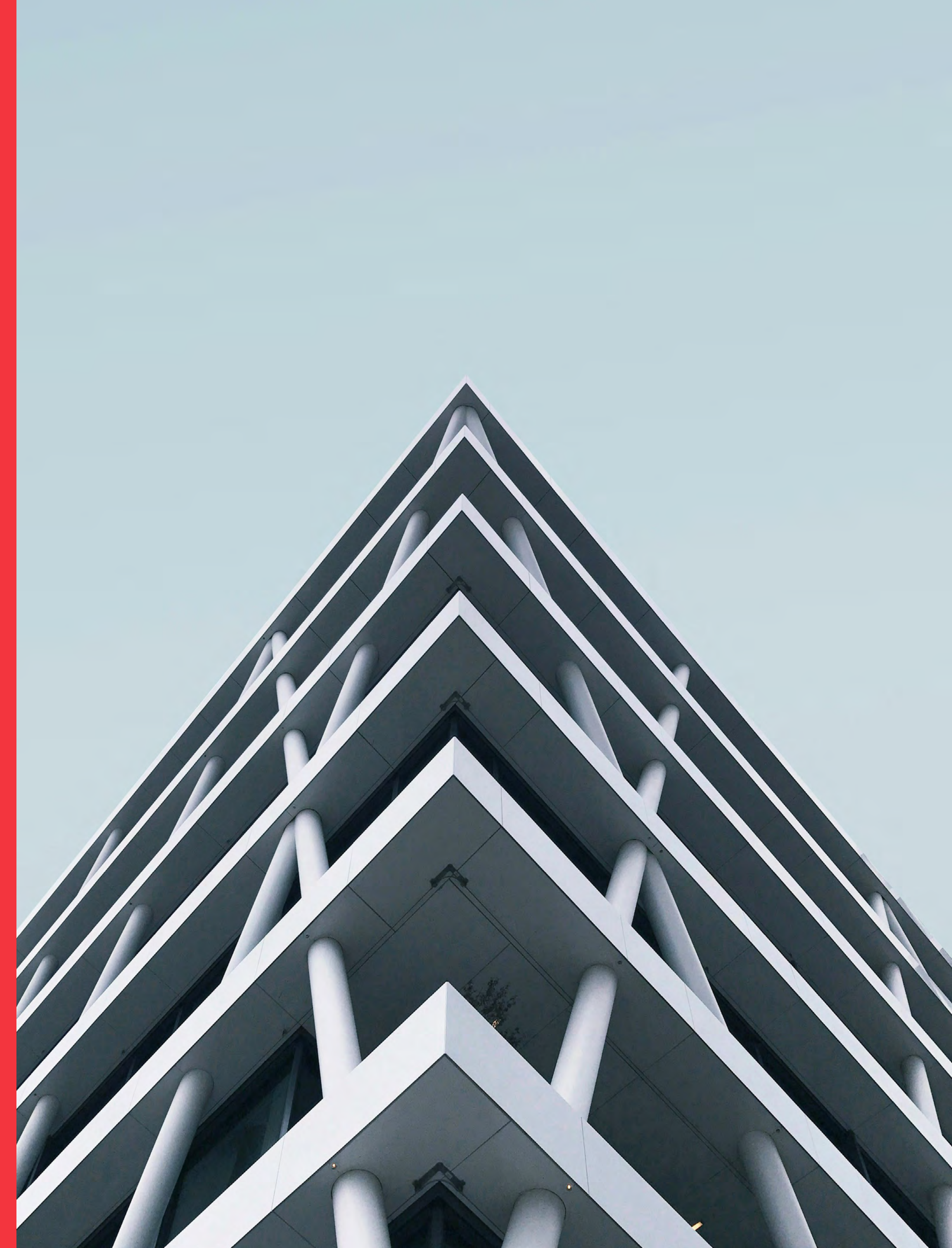
Despite these challenges, we are proud to report that there were zero breaches or losses of customer data privacy throughout the reporting year. This achievement underscores our commitment to maintaining the highest standards of data security and protecting our customers' information.



# 5.0

## Resilient Governance

Guided by a commitment to ethical business conduct and compliance with legal and regulatory standards, our governance structure is supported by our committed executive leadership, ensuring accountability and transparency in all our endeavors. By adhering to established standards through our dedicated governance departments, we strive to foster a marketplace environment built on integrity and fairness, further supported by our well-defined company policies.





## 5.1 Executive Leadership & Corporate Governance

At the heart of our Group lies a robust governance framework designed to promote transparency, accountability and the highest standards of ethical conduct. This effective approach has been a key driver behind our continuous success, ensuring the ultimate protection of the rights of our diverse stakeholders while guiding our strategic direction and operational excellence.

Our strong leadership team is led by Omer Alnomany, CEO of solutions by stc. With his extensive experience and visionary leadership in steering the board’s strategic initiatives, he ensures that our operations are aligned with our long-term goals, providing strategic guidance that drives our company forward. Under his leadership, the board diligently oversees the financial and operational management, ensuring efficient and effective use of our resources.

Integral to this framework are our Board of Directors and various Board Committees, which provide strategic oversight, strategic decision-making, and effective monitoring of the Group’s performance. This diverse composition includes a diverse blend of industry experts, independent directors, and executive leaders, all of whom bring a wealth of experience and expertise to the table.



**Omer Alnomany**

### Board of Directors

#### “Strong Governance Structure for Sustainable Success”

We prioritize strong governance as a foundation for our sustainable success. Our Board of Directors consists of six carefully selected, accomplished individuals with diverse backgrounds and extensive expertise in the industry. Together, they provide strategic guidance and ensure that our organization operates with the highest standards of integrity, transparency, and accountability.

No.	Description	Position	Election Date
1	<b>Omer Alnomany</b> CEO - solutions by stc	Chairman	24/8/2023
2	<b>Saleh Al Zahrani</b> CTO - solutions by stc	Vice Chairman	29/10/2022
3	<b>Shehab EINawawi</b> Former GS CEO & Chairman	Member	27/11/2023
4	<b>Abdulrahman Al Rubaia</b> CFO - solutions by stc	Member	29/10/2022
5	<b>Saud AISheraihi</b> Products & Solutions VP - stc	Member	13/4/2023
6	<b>Tarek Mansour</b> Partner at Sharaqa Consulting LLC	Member	13/4/2023

#### Risk Mitigation

Risk mitigation is a critical aspect of our governance framework. We have a comprehensive system of internal controls, auditing processes and risk management protocols set to ensure effective assessment and management of all potential threats facing the Group.

#### Regulatory Compliance

We place a strong emphasis on regulatory compliance, adhering to all the regulations and guidelines set forth by relevant authorities in countries of operations. Our board ensures that we meet all legal and regulatory requirements, maintaining the highest levels of integrity and ethical conduct in our business practices.

## 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.

## Saud Abdulaziz AlSheraihi

### Vice President of Products and Solutions at stc

Saud Abdulaziz AlSheraihi is a board member at Giza Systems Group, also he is currently holding the position of Vice president of Products and Solutions at stc, Enterprise Business Unit.

Saud has more than sixteen years of experience in customized Telecom/ ICT projects. Specialized in digital transformation and developing digital business for different sectors such as healthcare, education, smart cities, transportation leveraging existing technologies and solutions in addition to emerging technologies such as IoT, 5G, AI...

Saud helped organizations in realizing new ICT business through exploring new markets and new value to existing clients by thorough industry analysis, working very closely with those clients and industry leaders to develop suitable digitization solutions that addresses their challenges in coordination with internal and external stakeholders.

Saud holds a Master's Degree in Business Administration "Marketing" from University of Leicester, UK, 2014 and also a Bachelor Degree in Electrical Engineering "Communications" from King Saud University, Riyadh, Saudi Arabia, 2004.

## 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.

## Abdulrahman 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 17+ yrs. of total experience in finance roles in solutions by stc.

## Shehab EINawawi

### Former GS CEO & Chairman

Shehab EINawawi 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 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.

## Tarek Mansour

### Partner at Sharaqa Consulting LLC

Tarek Mansour is a board member at Giza Systems Group and a partner at Sharaqa Consulting LLC. Most recently, he served as a board member of Sawari Venture Fund - North Africa. Tarek joined Sharaqa Consulting LLC in 2020 and has played a crucial role in expanding the firm's services and client base. Through his leadership and efforts, Sharaqa Consulting has provided services to GIZ, AXA Insurance, and ADES Group.

Since his involvement, Sharaqa Consulting has experienced continued growth, expanding its reach in management consulting, accounting, and tax advisory services. In recognition of his contributions, he has served on various boards.

Tarek is passionate about social responsibility and giving back to the community. He has been involved in organizations such as AIESEC Egypt and Enactus Egypt, promoting leadership and economic ideals among youth. Tarek's commitment extends beyond professional achievements; he has mentored numerous startups and entrepreneurs through Endeavor International and the Cairo Angels Network.

His dedication to social good is evident in his work with the Egyptian National Competitiveness Council and other NGOs. He holds a BA in Economics from the American University in Cairo, is a California CPA, and completed an executive program at IMD.

Tarek holds a Bachelor's Degree in Economics - The American University in Cairo.

## Board's Functions and Duties

- 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 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 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.

## 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 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.

## Board ESG Oversight

The Board of Directors at Giza Systems takes on a vital role in overseeing sustainability efforts within the organization. As part of their responsibilities, the board is responsible for developing and reviewing all related policies and ESG strategies in addition to overseeing the sustainability reporting process. This commitment ensures that Giza Systems operates in a manner that aligns with sustainable practices and creates a positive impact on the environment, society, and all stakeholders involved.



## Our Management Team

Complementing the strategic efforts of our Board of Directors is our Management Team, the driving force behind the successful operations of Giza Systems. This executive team is composed of seasoned professionals responsible for ensuring a seamless execution of our strategic vision and an efficient management of our daily operations.

The management team is responsible for overseeing the day-to-day business operations, ensuring that every aspect of our business runs smoothly and effectively. Their roles encompass a wide range of functions, from operational management and financial oversight to strategic planning and implementation. Each member of the team plays a critical role in aligning our operations with our long-term goals, fostering innovation, and maintaining the highest standards of operational excellence.



**Osama Sorour**  
Chief Executive Officer

Osama Sorour is the Chief Executive Officer of Giza Systems Group.

He leads 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 then got 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 and ever since has been overseeing Giza Systems' various companies to usher in new technologies for the emerging future landscape.

In 2022, Osama assumed the role of 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, Osama Sorour which involves mentoring and inspiring youth.



**Mohamed Sedeek**  
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.



**Wessam Ghazy**  
Chief People & Corporate Services Officer

Wessam Ghazy is the Group Chief People and Corporate Services Officer leading People and Culture, Marketing Communications and Legal and Corporate Affairs across the Giza Systems group.

Most recently, 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.



**Ashraf Attia**  
Chief Commercial Officer

Ashraf Attia is the 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.



**Ihab Samaan**  
Chief Operations Officer

Ihab Samaan is the 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.



**Mohamed Sayed Abdel Gawad**  
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.



**Waleed Saleh**  
Chief Audit Executive

Waleed Saleh is the 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.



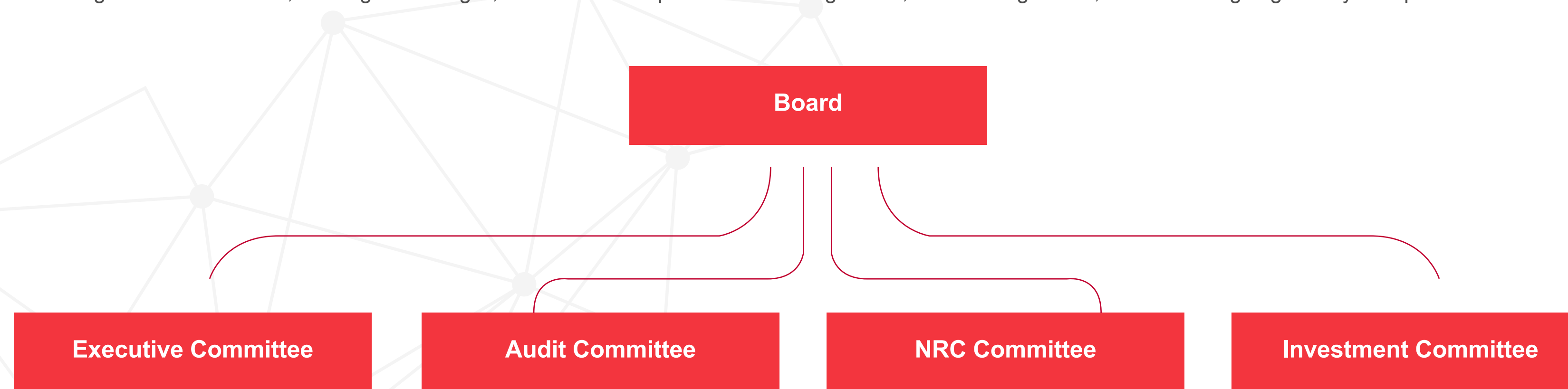
**Sarah Eltawansy**  
Strategy & Sustainability Director

Sarah Eltawansy is the Strategy & Sustainability Director and she will be the Delegated Chief Strategy Officer of Giza Systems Group as of 2024. She is a seasoned professional in organizational strategic and cultural transformation with over twenty years of experience in the domains of Strategic Planning, Sustainability, Executive Coaching, Change Management, Continuous Improvement and Project Management. She has experience in various sectors including Banking, Finance, Healthcare, Information Technology, and Education. Throughout her career she worked with c-suite executives, directors, managers, project managers and front-line staff to help drive value, optimize operations, enable significant business transformation, and operationalize strategic priorities. She has been passionate about helping others in technical and behavioral challenges.

Sarah has a demonstrated history of introducing organizations to the state-of-the-art best practices greatly increasing efficiency, quality of service and strategic directions working in Egyptian, multinational, and Canadian Federal government organizations such as IBM, Bank of Canada, CGI, Export Development Canada, Central Bank of Egypt, and Agricultural Bank of Egypt. Sarah is currently responsible for Strategy Development, Strategy Execution, Market Intelligence, Strategic Research, Sustainability, and Merger and Acquisition functions.

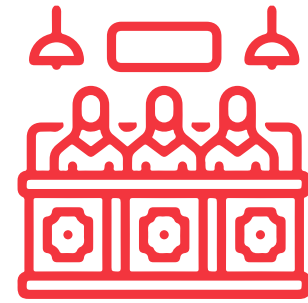
### Giza Systems Board Committees Overview

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.



This table highlights the members and their respective positions in each committee at Giza Systems:

Name	Executive Committee	Audit Committee	NRC Committee	Investment Committee	Position
Omer Alnomany	●				Chairman
Saud AISheraihi	●				Vice Chairman
Youssef EIMarshad	●				Member
Osama Sorour	●				Member
Abdulrahman Al Rubaia		●			Chairman
Rajeh Albogamy		●			Member
Youssef Khalil		●			Member
Saleh Al Zahrani			●		Chairman
Emad AIMutairi			●		Member
Maha Maalouf			●		Member
Shehab EINawawi				●	Chairman
Khaled AISudairy				●	Member
Maher Althiyabi				●	Member
Moutaz Alharbi				●	Member



### The Executive Committee

The Executive Committee holds a crucial position within our organization, playing a pivotal role in shaping our strategic direction and overseeing our day-to-day operations.

#### Committee Mandate

Responsible for developing and supervising the organization's strategic plan, ensuring alignment with the vision and objectives.

Overseeing day-to-day operations, ensuring efficient management and adherence to organizational goals.



### The Audit Committee

Ensuring financial integrity and compliance is of high importance at Giza Systems, and our Audit Committee is instrumental in this procedure. Comprising a minimum of five members, including financial and accounting experts, this committee oversees internal and external audit functions, evaluates internal control systems, and reviews financial statements.

#### Committee Mandate

The Audit Committee oversees both internal and external audit functions, ensuring thorough examination of financial records and compliance with auditing standards.

Evaluates the effectiveness of internal control systems to mitigate financial risks and ensure operational efficiency.

The committee reviews financial statements before submission to the board, ensuring accuracy, transparency, and compliance with accounting standards.

Recommends appointments of external auditors, ensuring independence, competence, and adherence to regulatory requirements.

Ensures compliance with legal and regulatory requirements, safeguarding the organization's reputation and integrity.

The Audit Committee has also initiated the development of an internal audit function, further strengthening our risk management and operational efficiencies.



### The Nomination & Remuneration Committee

The Nomination and Remuneration Committee at Giza Systems plays a critical role in establishing a performance-driven framework for board and executive compensation. The committee conducts regular reviews and evaluations of the board's structure and effectiveness, ensuring alignment with governance best practices.

#### Committee Mandate

The NRC establishes a comprehensive framework for board and executive compensation, aligning it with the organization's performance objectives and market standards.

Conducts periodic reviews and evaluations of the board's structure and effectiveness, identifying areas for improvement and recommending necessary changes or appointments.

Assesses the qualifications and independence of board members and executive roles, ensuring that individuals possess the necessary skills and expertise to fulfill their responsibilities effectively.

Ensures that board and executive compensation practices adhere to governance best practices, maintaining the organization's reputation and integrity.



### The Investment Committee

The Investment Committee, a newly introduced entity within our company, assumes a pivotal role in effectively managing our investments and significant financial projects.

#### Committee Mandate

One of the primary responsibilities of the Investment Committee is to carefully assess potential investment opportunities. Through comprehensive analysis and due diligence, the committee evaluates the viability, profitability, and potential risks associated with each opportunity.

Strategic resource allocation is another key aspect of the committee's responsibilities. By considering our financial health, market conditions, and long-term objectives, the committee ensures that resources are allocated in a manner that maximizes value and supports our strategic goals. This includes determining the allocation of funds to different investment projects, prioritizing initiatives based on their potential impact, and monitoring their progress.

Furthermore, the Investment Committee plays a vital role in risk assessment and management. By thoroughly analyzing the risks associated with each investment, the committee identifies potential challenges and develops strategies to mitigate them. This proactive approach helps safeguard our financial stability and enhances our ability to capitalize on opportunities while minimizing potential downsides.



## 5.2 Business Ethics and Code of Conduct

### Code of Conduct

We are committed to maintaining a consistently high standard of ethics and professionalism in all our interactions and collaborations. To ensure this, we have implemented a comprehensive Code of Conduct Policy that governs our conduct and fosters a work environment conducive to learning and development. Our code aligns with all applicable legal and regulatory requirements, providing clear guidelines for employees, managers, and directors.

Our Code of Conduct encompasses the following key areas:

#### Company's Obligations towards Employees:

We prioritize the well-being, safety, and fair treatment of our people. Our code sets out guidelines to ensure a respectful and inclusive work environment, fair compensation, and opportunities for growth and development.

#### Employees' Obligations towards the Company:

We expect all employees to act in the best interests of the company. The code outlines expectations regarding loyalty, confidentiality, conflict of interest, and the protection of company assets and intellectual property.

#### Dealing with the Media:

We recognize the importance of transparent and responsible communication with the media. Our code provides guidelines on engaging with the media, ensuring accurate and timely information sharing, and protecting the reputation of the company.

#### Anti-Money Laundering & Terrorism Financing:

We are committed to combating financial crimes and ensuring compliance with anti-money laundering and terrorism financing regulations. Our code emphasizes the importance of due diligence, reporting suspicious activities, and cooperating with relevant authorities.

#### Complaints and Reports of Violations:

We maintain a robust system for reporting and addressing any violations of regulations or ethical concerns. Our code encourages employees to report violations in a safe and confidential manner, without fear of retaliation, and ensures that appropriate actions are taken to address such issues.



**Our organization's code of conduct is designed to be transparent, comprehensible, and user-friendly.**

**We believe in leaving no room for confusion, and as such, we have incorporated real-life examples, hypothetical scenarios, and a question-and-answer section to provide clarity on each point. Our approach is values-driven, and we take pride in upholding high standards of conduct throughout our organization.**

### **Anti-Corruption and Bribery Policy**

At Giza Systems, we maintain a zero-tolerance approach towards bribery and any form of corrupt behavior, irrespective of intent or perceived business benefit. The executive team holds the responsibility for implementing and overseeing this policy, while the Legal and HR departments are tasked with providing regular training to all staff members. Our policy covers a wide range of activities, including donations, gift-giving, vouchers, and any actions aimed at obtaining a business advantage or reward. It is imperative that all expenditures related to hospitality, gifts, or payments to third parties fully complies with our financial regulations and authorization protocols.

### **Conflict of Interest Policy**

We highly value the trust and integrity that underpin our relationships with our employees. We are steadfast in our commitment to safeguarding the rights and interests of our people, while simultaneously expecting them to act in the best interests of the company. To achieve this, we have implemented a comprehensive Conflict of Interest Policy that guides our actions and behaviors. Our policy is rooted in the principles of honesty, transparency, and ethical conduct.

The primary purpose of our Conflict of Interest Policy is to proactively identify and address any potential conflicts of interest that may arise among our employees. By doing so, we aim to achieve the following objectives:

#### **Protect the Integrity of Decision-Making Processes:**

We recognize the importance of unbiased decision-making processes within our organization. Our policy ensures that conflicts of interest are identified and appropriately managed to maintain the integrity and objectivity of our decision-making procedures.

#### **Preserve the Integrity and Reputation of our People:**

We are dedicated to upholding the professionalism and reputation of our employees. The policy serves as a guide for employees to navigate situations that may present conflicts of interest, helping them maintain their integrity and protect their professional standing.

#### **Build and Maintain Trust and Confidence:**

We understand that trust and confidence are vital components of our relationship with stakeholders. By actively addressing conflicts of interest, we aim to build and sustain the trust and confidence of our stakeholders in Giza Systems, reinforcing our commitment to ethical conduct.

### **Whistleblowing Policy**

The whistleblowing policy has been established to eliminate unethical conduct in the workplace by encouraging employees, contractors, business partners, suppliers, customers, and other stakeholders to report any concerns they may have regarding illegal, unethical, or inappropriate behavior within the organization. The policy encompasses concerns related to various aspects of the company's operations, including, but not limited to:

#### **Confidentiality and Reporting Channels:**

Giza Systems actively encourages individuals to come forward and report concerns honestly and without fear of retaliation. We have implemented various whistleblowing channels to ensure confidentiality, including drop boxes located on each floor of GS premises and its subsidiaries, or sending an email to [whistleblowing@gizasystems.com](mailto:whistleblowing@gizasystems.com). To ensure that employee concerns are thoroughly addressed, Giza Systems' management requires whistleblowers to provide sufficient and clear information about the issues raised. It is important to note that inadequate or inaccurate information may be disregarded. All concerns reported through the whistleblowing channels will be treated with the utmost confidentiality while conducting a thorough investigation process.

#### **Prohibition of Retaliation/ Safeguarding Whistleblowers:**

Giza Systems strictly prohibits any form of retaliation against whistleblowers who report concerns in good faith. The company emphasizes a safe environment for reporting, where individuals can freely express their concerns. Any employee found engaging in retaliatory behavior will be subject to disciplinary action, up to and including termination.

#### **Thorough and Impartial Investigation Process:**

The company ensures that investigations are carried out impartially and objectively by the appropriate level of management, such as Legal, Compliance, Internal Audit, or an external third party if necessary. This approach aims to maintain transparency and fairness throughout the investigation process. Based on the findings after the investigation, appropriate actions will be taken.

#### **False Reporting:**

Giza Systems places great importance on combating false reporting, as it can compromise the integrity of the whistleblowing process. Any individual who knowingly makes a false report will face disciplinary action, including the possibility of termination.

## 5.3 Sustainability Governance Framework

To ensure the effective implementation and integration of ESG practices throughout our organization, we have established a robust Sustainability Governance Framework. This framework serves as the foundation for embedding sustainability into every aspect of our operations, aligning our ESG strategy with our business objectives and values.

At the heart of this framework is our Sustainability team, which plays a pivotal role in driving our sustainability agenda. This team is tasked with overseeing and coordinating our ESG initiatives, ensuring that sustainability is well integrated in everything we do.

A key function of our Sustainability team is the implementation of our ESG strategy across the business. This involves working closely with different departments and business units to incorporate sustainability into their workflows and ensuring that every business unit aligns with our sustainability goals.

Strengthening relations with external stakeholders is another critical aspect of our sustainability governance. The Sustainability team actively engages with a diverse range of stakeholders, including investors, customers, regulators, suppliers and community members. This engagement helps us understand the evolving expectations and priorities of our stakeholders, allowing us to address their concerns effectively.

### Sustainability Department Mandate

We have established a dedicated Sustainability department to guide the organization towards long-term environmental, social, and economic sustainability. This department collaborates with key functions essential to our sustainability management.

Led by our CSO, the department is responsible for ensuring compliance with relevant laws and regulations pertaining to ESG issues.

The department is responsible for leading our sustainability efforts and ensuring that ESG topics are well integrated into decision-making processes at all levels. Working closely with our CEO and other key internal and external stakeholders, the department develops and implements a comprehensive sustainability strategy, in addition to identifying key sustainability priorities, setting targets and goals, and monitoring our progress towards achieving them.

This fosters a culture of sustainability through appropriate governance, prioritized projects, selective partnership and long-term value creation and resilience.

### Sustainability Management Structure at Giza Systems

	ESG Related Roles
<b>Top Management &amp; C-Suite</b>	<ul style="list-style-type: none"> <li>• Incorporate ESG considerations into strategic decision-making processes.</li> <li>• Serve as ESG ambassadors, advocating for ESG principles both internally and externally.</li> <li>• Develop ESG strategy, set targets, and provide direction for implementation.</li> <li>• Allocate necessary resources, capabilities, and incentives to support ESG initiatives.</li> <li>• Monitor progress towards ESG targets and provide support to teams to achieve them.</li> </ul>
<b>Sustainability &amp; Strategy Office</b>	<ul style="list-style-type: none"> <li>• Lead the development and implementation of the ESG strategy.</li> <li>• Act as a liaison between the Sustainability team and top management.</li> </ul>
<b>Sustainability Team</b>	<ul style="list-style-type: none"> <li>• Develop and refine ESG strategy and targets.</li> <li>• Monitor and report on targets, initiatives, and roadmap progress.</li> <li>• Enhance internal sustainability awareness and capacity building.</li> <li>• Manage external communications, including reporting.</li> <li>• Oversee stakeholder engagement.</li> <li>• Stay updated on relevant laws and regulations.</li> </ul>
<b>Sustainability Champions</b>	<ul style="list-style-type: none"> <li>• Serve as the overall ESG representative, touchpoint, and promoter within their department.</li> <li>• Collaborate with other departments to contribute to ESG targets and initiatives, ensuring their realization.</li> <li>• Collect linked ESG KPIs and ensure data quality.</li> <li>• Monitor the status and progress of planning initiatives.</li> <li>• Report on status and action plans to the Manager of Sustainability.</li> </ul>
<b>All Employees</b>	<ul style="list-style-type: none"> <li>• Collaborate with other departments to implement ESG initiatives effectively.</li> <li>• Share ideas for improving ESG practices within the company.</li> <li>• Act as advocates for ESG principles with both internal and external stakeholders.</li> </ul>

## Key Responsibilities



### Giza Systems Sustainability Champions: Leading ESG Integration

In 2023, our Sustainability department initiated the establishment of the Sustainability Champions program with the objective of having a champion in each key department. These champions represented areas such as Innovation, Project Management, Finance, Operations, Commercial, Procurement, Marketing & Communications, Human Resources, Giza Systems Foundation, and HSE. The aim was for these champions to dedicate 20% of their time to ESG initiatives and to serve as active advocates for sustainability throughout Giza Systems, embedding sustainability practices within their departments and across the organization.

### Sustainability Champions' Key Roles & Responsibilities



#### Sustainability Driver

Acts as the primary touchpoint and advocate for sustainability within their department.

Facilitates the creation of sustainability awareness within their team, ensuring the message is communicated effectively and resonates with team members.



#### Target Enabler

Assists in embedding sustainability into daily activities and operations.

Sets and monitors ESG Targets for their department, designs the roadmap, defines initiatives, and tracks progress.

Gathers and shares sustainability success stories from their team to inspire and motivate others.



#### Connector

Fosters collaboration and supports colleagues to engage with other teams to achieve sustainability targets.

Actively shares ideas for sustainable improvements, fostering a culture of continuous enhancement and innovation.

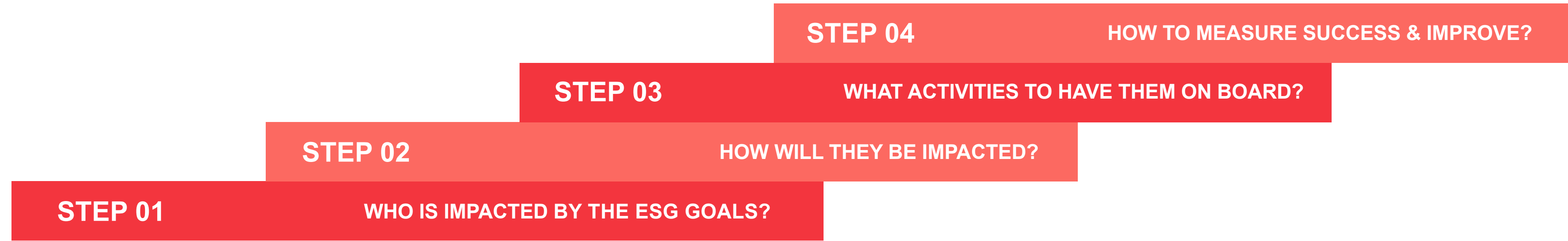
The presence of Internal Champions was instrumental in driving ESG integration. Guided by our leadership team, we established a governance framework that emphasized clear roles and responsibilities, ensuring the successful implementation of sustainability initiatives.

Throughout the year, our Sustainability Champions worked diligently to integrate ESG considerations into their departmental strategies and operations.

Collaborating with their colleagues, they incorporated sustainability metrics into decision-making processes, ensuring that ESG factors were consistently taken into account.

### ESG Capacity Building Framework

In 2023, Giza Systems established an ESG capacity-building framework, recognizing the critical role ESG factors play in our company’s performance and long-term success. This framework serves as a structured approach to embed ESG principles into our core operations and decision-making processes, ensuring a bottom-up integration across the Group. It was built on four key steps that include all stakeholders impacted by our ESG efforts, ensuring they are well-informed and equipped with the required ESG know-how.



Stakeholder Group	Intended Outcome & Impact	Engagement Activities	Measure Improvement Frequency
<p><b>Top Management</b></p>	<ul style="list-style-type: none"> <li>Accelerate the top management knowledge and awareness of the critical importance of sustainability</li> <li>Embed ESG into strategic decision-making</li> <li>Evaluate the company's strategy based on the strategic sustainability needs</li> <li>Receive regular updates on the company's ESG efforts</li> <li>Explore key emerging sustainability or ESG trends that might be relevant to Giza Systems</li> <li>Foster increased engagement on ESG matters</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face internal sustainability workshops for our Sustainability Board and Committee</li> </ul>	<p>Quarterly meetings</p>
<p><b>C-Suite</b></p>	<ul style="list-style-type: none"> <li>Accelerate the top management knowledge and awareness of the critical importance of sustainability</li> <li>Embed ESG into strategic decision-making</li> <li>Evaluate the company's strategy based on the strategic sustainability needs</li> <li>Receive regular updates on the company's ESG efforts</li> <li>Explore key emerging sustainability or ESG trends that might be relevant to Giza Systems</li> <li>Foster increased engagement on ESG matters</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face internal sustainability workshops for our executive leaders</li> </ul>	<p>Monthly meetings</p>
<p><b>Middle Management</b></p>	<ul style="list-style-type: none"> <li>Discuss sustainability management frameworks and approaches to be applied to their departments</li> <li>Enhance managers' understanding of sustainability topics</li> <li>Engage managers with sustainability topics relevant to their functions</li> </ul>	<ul style="list-style-type: none"> <li>Co-design face-to-face and online learning sessions</li> <li>Preliminary research on sustainability tools and standards</li> <li>Meetings with managers to determine the best approach, create learning plans, and set training frequency</li> </ul>	<p>Embed ESG into strategic decision making</p>
<p><b>Our People</b></p>	<ul style="list-style-type: none"> <li>Empower our people with the required ESG knowledge</li> <li>Embed a robust ESG culture within Giza Systems</li> <li>Provide general awareness of sustainability topics, including:                             <ul style="list-style-type: none"> <li>- Environmental pillar awareness</li> <li>- Social pillar awareness</li> <li>- Governance pillar awareness</li> <li>- Deliver targeted technical sustainability training for select employees</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face and online workshops, seminars and webinars</li> <li>Circulate relevant learning materials across employees</li> <li>Internal and external events</li> <li>Conducting regular assessments</li> <li>Active learning through industry case studies and best practices</li> <li>One-to-one sessions</li> </ul>	<p>On regular basis throughout the year</p>
<p><b>Our Community</b></p>	<ul style="list-style-type: none"> <li>Cultivate positive community relations</li> <li>Embed an ESG culture in the communities where we operate</li> <li>Promote environmental stewardship</li> <li>Implement responsible social practices, community engagement, and development initiatives</li> </ul>	<ul style="list-style-type: none"> <li>CSR activities and initiatives</li> <li>Participate in conferences and events that prioritize environmental sustainability to protect and preserve natural resources and foster positive impact on society</li> </ul>	<p>On regular basis throughout the year</p>

Looking forward, we are planning to accelerate the efficiency of our ESG capacity-building framework in collaboration with the Learning and Development team, which will involve several strategic steps:

**1 Assessment and Benchmarking:**

Conducting a thorough assessment of current ESG maturity level and benchmarking against industry standards and best practices.

**2 Goal Setting and Strategy Development:**

Establishing clear and dynamic ESG goals and integrating them into the organization's overall strategy.

**3 Training and Awareness:**

Providing ongoing training and resources to our people at all levels to build ESG knowledge and skills.

**4 Monitoring and Reporting:**

Implementing robust monitoring and reporting mechanisms to track progress, measure impact, and communicate results to stakeholders.

**5 Continuous Improvement:**

Regularly reviewing and updating the ESG framework to ensure it remains relevant and effective in addressing evolving challenges and opportunities.

**6 Decision Making:**

Ensuring that decision making is based on ESG relevant facts and data, enabling us to make the right decisions towards our planet and communities with appropriate governance structure.



# 6.0

## Future Outlook

Having outlined and highlighted our 2023 ESG and sustainability performance, Giza Systems has established the baseline towards further growing and enhancing our impact. We are dedicated to amplifying our impact, enhancing accountability, and fostering a culture of innovation as we pave the way for a more sustainable future.





## 6.1 Forward-looking Statement

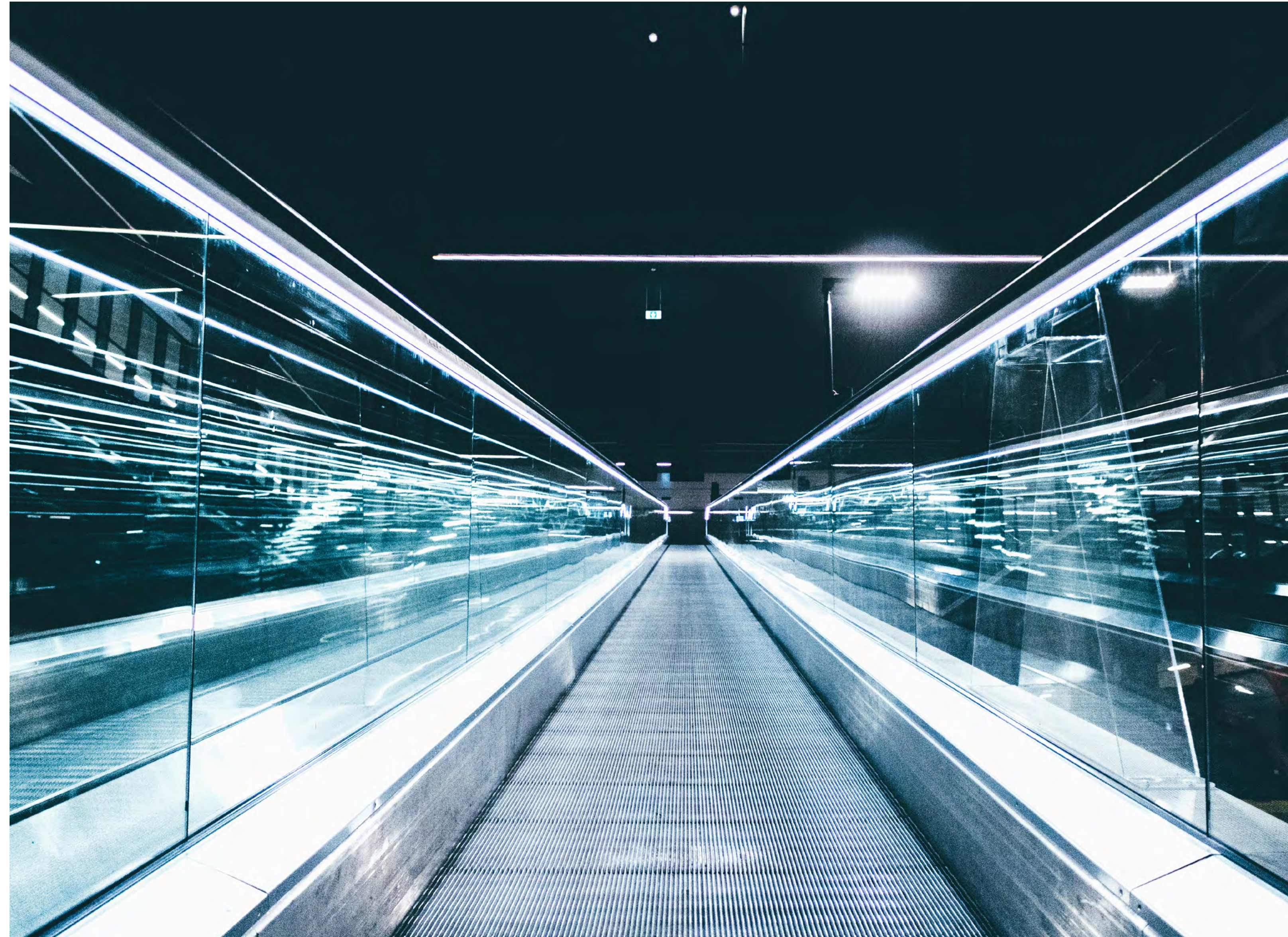
Our first Sustainability Report marks a significant milestone in our journey towards sustainability, reflecting our unwavering commitment to creating a positive impact on society and the environment. As we forge ahead, we acknowledge our pivotal role in driving essential societal changes. Looking forward, our next objective is to enhance our data collection efforts progressively, enabling us to more accurately measure our impact and articulate targeted actions. By 2024, we aspire to adopt rigorous sustainability reporting standards and integrate new initiatives into our roadmap, further reinforcing our steadfast dedication to sustainability.

As part of our sustainability strategy, we are dedicated to continue developing sustainable investment solutions, innovative products, and services. By offering these solutions, we aim to meet the needs of our customers, contributing to a more sustainable future. We also believe in the importance of raising awareness of sustainability among our customers, our people and our community. Through education and engagement, we aim to foster a culture of responsibility and environmental stewardship. Moreover, achieving more environmental certifications and effectively managing our internal carbon and ecological footprint is at the forefront of our efforts. By implementing measures to mitigate our environmental impact, we contribute to the protection and preservation of natural resources, addressing global challenges such as climate change and biodiversity loss, in order to work towards a more sustainable future for all.

At the heart of our sustainability strategy, we emphasize transparency and accountability in corporate governance to ensure ethical business practices and decision-making processes. By leveraging our strong governance structures, including diverse and competent boards that oversee and drive ESG initiatives, we are committed to maintaining the highest standards of integrity. We believe that by operating with integrity, we can build trust with our stakeholders and create a lasting positive impact on our business and society while driving sustainable growth.

As part of our commitment to our society, we are focused on developing harmonious communities and sustaining our success in our CSR programs. Through these initiatives, we aim to make a positive impact on the communities in which we operate and contribute to their long-term prosperity.

Finally, we recognize the importance of investing in our greatest asset – our people. That is why we continue training and developing our people, empowering them to drive positive change within our organization and beyond. By investing in our people, we are investing in the future success of our business and the sustainability of our planet.



7.0

**Appendices**

## Independent Assurance Letter



IdealRatings, Inc.  
50 California Street, Suite 1500  
San Francisco, CA 94111

### To the Board of Directors of Giza Systems (GS)

#### Introduction and Objectives of the Engagement

We are pleased to present to you this ESG Limited Assurance Letter, prepared by IdealRatings, Inc. (the ‘Assurance Provider’), which highlights the results of our assurance engagement on Giza Systems (the ‘Reporting Organization’) 2023 sustainability report as of December 31st, 2023.

This engagement aims to assess and enhance GS’s value creation framework by conducting a company-wide assessment of its ESG practices. The objective is to establish baseline performance indicators, identify areas of progress, align with the core business strategy, and ensure adherence to relevant reporting principles and standards.

#### Scope, Subject Matter, and Limitations

The subject matter of this assurance engagement is the ESG performance data and information reported by Giza Systems for the period between January 1st, 2023, and December 31st, 2023. The scope of our assurance covers the following key aspects:

1. Reviewing the reporting procedures and quality of reported indicators.
2. Ensuring compliance with the Global Reporting Initiative (GRI) 2021, sector-specific KPIs, and alignment with the UN Global Compact and Sustainable Development Goals.
3. Evaluating the materiality process and the quality of reporting on material topics and related risks.
4. Verifying the accuracy and completeness of reported data, including greenhouse gas emissions (Scope 1, 2, and selected Scope 3).

It is important to note that our assurance engagement comes with specific restrictions and exclusions. Our role did not involve verifying forward-looking statements, testimonials, opinions, success stories, or aspirations. Furthermore, our assurance does not extend to data and information beyond the reporting period.

#### Responsibilities of the Reporting Organization

The provision of the reported data and information in the sustainability report is the sole responsibility of the management of Giza Systems. Giza Systems is responsible for preparing the report in line with the GRI standards, and for calculating the selected KPIs based on appropriate methodologies.

#### Responsibilities of the Assurance Provider

Our responsibility as the Assurance Provider is to conduct an independent limited assurance engagement and express a conclusion based on the work performed. Our responsibilities include:

##### 1. Assurance Procedures:

Meeting with key relevant personnel to assess reporting principles and standards application.

Verifying completeness and accuracy of disclosures and data indexes.  
Reviewing internal calculations, documentation, and data verification.

##### 2. Conclusion and Recommendations:

Forming an independent conclusion based on procedures and data obtained.  
Providing recommendations to enhance future reporting, including alignment with long-term ESG goals.

As this is the baseline report, our primary objective was to ensure that the company achieved a sufficient and necessary level of comparability for indicators from year to year. We placed greater emphasis on verifying the consistent application of defined terms within this specific report, aligning them with the company’s own terms, and adhering to national directives and global practices.

#### Conclusion

Based on the procedures and the work performed, we have not identified anything that causes us to believe that the reported data and information of Giza Systems for the period January 1st, 2023 to December 31st, 2023 have not been prepared, in all material respects, in accordance with the relevant reporting principles, standards, and frameworks mentioned in the [About this report](#) section.

For and on behalf of IdealRatings, Inc.

Mohamed Donia  
Co-Founder & CEO  
IdealRatings, Inc

## UN Global Compact Index

UNGC Principles	GSI Commitment	Reference
<p><b>Human Rights</b></p> <p><b>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights</b></p> <p><b>Principle 2: Businesses should make sure that they are not complicit in human rights abuses</b></p>	<p>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:</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>• Human Rights, p.67</li> <li>• Employee Grievance Policy, p.68</li> <li>• Diversity and Anti-discrimination Policy, p.68</li> <li>• Business Ethics and Code of Conduct. p.89</li> <li>• Responsible Supply Chain Management, p.75</li> </ul>
<p><b>Labour</b></p> <p><b>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</b></p> <p><b>Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor.</b></p> <p><b>Principle 5: Businesses should uphold the effective abolition of child labor.</b></p> <p><b>Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.</b></p>	<p>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.</p> <p>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.</p> <p>Our policies strictly prohibit all forms of child and forced labor. This commitment is clearly articulated in both our Employee and Supplier Codes of Conduct, as well as our Human Rights Policy. We ensure that these standards are upheld throughout our operations and supply chain.</p>	<ul style="list-style-type: none"> <li>• Employees Rights and Freedoms, p.67</li> <li>• Human Rights, p.67</li> <li>• Business Ethics and Code of Conduct. p. 89</li> <li>• Responsible Supply Chain Management, p.75</li> </ul>

UNGC Principles	GSI Commitment	Reference
<p><b>Environment</b></p> <p><b>Principle 7: Businesses should support a precautionary approach to environmental challenges.</b></p> <p><b>Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility</b></p> <p><b>Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies</b></p>	<p>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.</p> <p>We also engage in environmental awareness programs to educate our employees, partners, and communities about the importance of sustainability.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>• Our Management Team, p.84</li> <li>• Energy &amp; Carbon Management, p.38</li> <li>• Sustainable Waste Management, p.41</li> <li>• Water Management, p.42</li> <li>• Innovative Solutions for a Sustainable Tomorrow, p.43</li> <li>• Driving Change: Our Impact, p.45</li> </ul>
<p><b>Anti-Corruption</b></p> <p><b>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery</b></p>	<p>Giza Systems maintains a zero-tolerance policy towards corruption and bribery, implementing stringent measures to ensure transparency and integrity in all our business dealings.</p>	<ul style="list-style-type: none"> <li>• Anti-Corruption and Bribery Policy, p.90</li> </ul>

## GRI Content Index

Statement of use		Giza Systems has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023.		
GRI 1 used		GRI 1: Foundation 2021		
Applicable GRI Sector Standard(s)		None		
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	Location, links and/or direct answer	OMISSION	
			Reason	Comments
General Disclosures				
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	About This Report, p.4		
	2-2 Entities included in the organization’s sustainability reporting	Giza Systems At a Glance, p.7		
	2-3 Reporting period, frequency and contact point	Contact Point: <a href="mailto:Sustainability@gizasystems.com">Sustainability@gizasystems.com</a>		
	2-4 Restatements of information	None		
	2-5 External assurance	External Assurance, p. 99		
	2-6 Activities, value chain and other business relationships	Giza Systems At a Glance, p. 7		
	2-7 Employees	Fostering a Sustainable and Inclusive Workplace, p. 61		
	2-8 Workers who are not employee		Not applicable	We do not rely on non-employee workers in our operations; therefore, we do not have any further information to report on this matter.
	2-9 Governance structure and composition	Executive Leadership and Corporate Governance, p. 81		
	2-10 Nomination and selection of the highest governance body	The Nomination and Remuneration Committee (NRC), p. 88 & 89		
	2-11 Chair of the highest governance body	Executive Leadership and Corporate Governance, p. 81		
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance Framework, p. 91		
	2-13 Delegation of responsibility for managing impacts	Giza Systems Sustainability Champions, p. 92		
	2-14 Role of the highest governance body in sustainability reporting	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 surrounding key ESG topics.		
	2-15 Conflicts of interest	Conflict of Interest Policy, p. 90		
	2-16 Communication of critical concerns	We have established robust mechanisms to ensure that critical concerns are promptly communicated to the Board of Directors. These mechanisms include regular reports from our risk management team, direct communication channels for urgent concerns, and we also have the executive and audit committees responsible for overseeing critical concerns across the company.		
		2-17 Collective knowledge of the highest governance body	Sustainability Governance Framework, p. 91	

<b>GRI 2: General Disclosures 2021</b>	2-18 Evaluation of the performance of the highest governance body	The Nomination and Remuneration Committee (NRC), p. 88 & 89		
	2-19 Remuneration policies	The Nomination and Remuneration Committee (NRC), p. 88 & 89 The remuneration policies of the board are set by our Nomination and Remuneration Committee. As per the committee charter, board remuneration is linked to the performance of the board. Regular reviews are conducted to ensure the effectiveness of all remuneration policies.		
	2-20 Process to determine remuneration	The Nomination and Remuneration Committee (NRC), p. 87 & 88		
	2-21 Annual total compensation ratio		Confidentiality constraints	GS does not publicly disclose this information
	2-22 Statement on sustainable development strategy	Message From Our Chairman, p. 5 Message From Our CEO, p. 6 Integrating ESG in our Corporate Strategy, p. 21		
	2-23 Policy commitments	Employees Rights and Freedoms, p. 67		
	2-24 Embedding policy commitments	Business Ethics and Code of Conduct, p. 89		
	2-25 Processes to remediate negative impacts	Employee Grievance Policy, p. 68		
	2-26 Mechanisms for seeking advice and raising concerns	Whistleblowing Policy, p. 90		
	2-27 Compliance with laws and regulations	No significant instances of non-compliance occurred during the reporting year.		
	2-28 Membership associations	Giza Systems Foundation proudly upholds its commitment to corporate sustainability and responsible business practices as a signatory of the UNGC since 2016. In parallel, GSI is seeking to become a UNGC signatory by 2024.		
	2-29 Approach to stakeholder engagement	Stakeholder Engagement, p. 28		
2-30 Collective bargaining agreements	Giza Systems respects all employment and labor relationship regulations outlined in the Egyptian Labor Law.			
<b>GRI 3: General Disclosures 2021</b>	3-1 Process to determine material topics	Materiality Assessment, p. 29		
	3-2 List of material topics			
	3-3 Management of material topics	Environmental Management, p. 36 Energy & Carbon Management, p. 38 Sustainable Waste Management, p. 41 Water Management, p. 42 Innovation Solutions for a Sustainable Tomorrow, p. 43 Employee Occupational Health and Safety, p. 65 Human Capital Development, p. 60 Fostering a Sustainable and Inclusive Workplace, p. 61 Employees' Rights and Freedoms, p. 67 Responsible Supply Chain Management, p. 75 Customer Care and Satisfaction, p. 77 Cybersecurity and Data Protection, p. 78 Executive Leadership and Corporate Governance, p. 81 Business Ethics and Code of Conduct, p. 89		

Market presence				
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.		
Indirect economic impacts				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Innovative Solutions for a Sustainable Tomorrow,		
	203-2 Significant indirect economic impacts	Innovative Solutions for a Sustainable Tomorrow, p. 43 Nurturing Our People, p. 57 Empowering Communities, p.69		
Procurement practices				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Responsible Supply Chain Management, p. 75		
Anti-corruption				
GRI 3: Material Topics 2021	3-3 Management of material topics	Anti-Corruption and Bribery Policy, p. 90		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption			
	205-2 Communication and training about anti-corruption policies and procedures			
	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption or bribery were recorded during the reporting year.		
Anti-competitive behavior				
GRI 3: Material Topics 2021	3-3 Management of material topics	Adhering to Fair Trade Practices, p. 75		
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.		
Energy				
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy & Carbon Management, p. 38		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	2023 Energy Consumption, p.40		
	302-2 Energy consumption outside of the organization			Information unavailable/incomplete As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	302-3 Energy intensity			Information unavailable/incomplete As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	302-4 Reduction of energy consumption			Information unavailable/incomplete As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	302-5 Reductions in energy requirements of products and services			Information unavailable/incomplete As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.



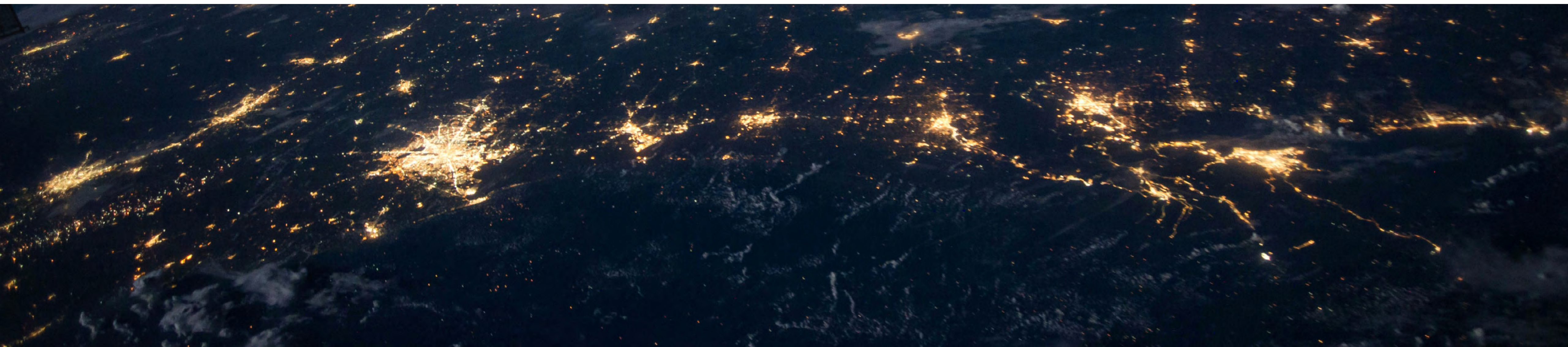
Water and effluents				
GRI 3: Material Topics 2021	3-3 Management of material topics			
	303-1 Interactions with water as a shared resource	Water Management, p. 42		
GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts			
	303-3 Water withdrawal		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	303-4 Water discharge		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	303-5 Water consumption	Water Consumption in 2023, p. 42		
	Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	Carbon Footprint Assessment, p.38		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Carbon Footprint Assessment, p.38		
	305-2 Energy indirect (Scope 2) GHG emissions	Carbon Footprint Assessment, p.38		
	305-3 Other indirect (Scope 3) GHG emissions	Carbon Footprint Assessment, p.38		
	305-4 GHG emissions intensity		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	305-5 Reduction of GHG emissions		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	305-6 Emissions of ozone-depleting substances (ODS)		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
			Periodic Environmental Monitoring, p.39	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	We measure exhaust stack emissions on a periodic basis to ensure compliance with relevant environmental laws and regulations. The measurements provided cover a specific assessment period during 2023 but serve as an average for our overall emissions monitoring.		

Waste				
<b>GRI 3: Material Topics 2021</b>				
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Sustainable Waste Management, p.41		
	306-2 Management of significant waste-related impacts			
	306-3 Waste generated		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
	306-4 Waste diverted from disposal	Sustainable Waste Management, p.41		
	306-5 Waste directed to disposal		Information unavailable/incomplete	As this effort is ongoing, we aim to incorporate this in our upcoming sustainability reports.
Supplier environmental assessment				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Responsible Supply Chain Management, p.75		
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria			
	308-2 Negative environmental impacts in the supply chain and actions taken			
Employment				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Fostering a Sustainable and Inclusive Workplace, p.61		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	New Hires, p.58		
		Employee Turnover, p.59		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Giza Systems' Employee Well-being and Rewards Program, p.64		
	401-3 Parental leave	Parental Leave, p.67		
Labor / Management Relations				
<b>GRI 402: Labor/Management Relations 2016</b>	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		

Occupational Health and Safety				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics			
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Employee Occupational Health and Safety, p. 65		
	403-2 Hazard identification, risk assessment, and incident investigation			
<b>GRI 403: Occupational Health and Safety 2018</b>	403-3 Occupational health services			
	403-4 Worker participation, consultation, and communication on occupational health and safety			
	403-5 Worker training on occupational health and safety			
	403-6 Promotion of worker health			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			
	403-8 Workers covered by an occupational health and safety management system	All our employees are covered by an occupational health and safety management system.		
	403-9 Work-related injuries	Employee Occupational Health and Safety, p.65		
	403-10 Work-related ill health			
Training and education				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics			
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Human Capital Development, p.60		
	404-2 Programs for upgrading employee skills and transition assistance programs			
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Performance and Career Development Reviews, p.60		
Diversity and equal opportunity				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Fostering a Sustainable and Inclusive Workplace, p. 61		

<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees			
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	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.		
<b>Non-discrimination</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Whistleblowing Policy, p. 90 Human Rights, p. 67 Employee Grievance Policy, p. 68		
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination were reported during the reporting year.		
<b>Freedom of association and collective bargaining</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Employees Rights and Freedoms, p. 67 Responsible Supply Chain Management, p. 75		
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	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 for our suppliers.		
<b>Child labor</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Employees Rights and Freedoms, p. 67		
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Responsible Supply Chain Management, p. 75		
<b>Forced or compulsory labor</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Employees Rights and Freedoms, p. 67		
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Responsible Supply Chain Management, p. 75		
<b>Security practices</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics			
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	Security Personnel Training on Human Rights, p. 67		

Local communities				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics			
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Empowering Communities, p. 69		
	413-2 Operations with significant actual and potential negative impacts on local communities			
Supplier social assessment				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics			
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Responsible Supply Chain Management, p. 75		
	414-2 Negative social impacts in the supply chain and actions taken			
Customer privacy				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Cybersecurity and Data Protection, p. 78		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints concerning breaches of customer privacy and losses of customer data have been received during the reporting year.		



## Glossary

**3D Modeling** The process of creating a digital representation of an object or environment using three-dimensional computer graphics software, allowing for visualization, simulation, analysis, and communication of designs, concepts, and spatial relationships in fields such as architecture, engineering, and entertainment.

**African Agenda 2063** A strategic framework for the socio-economic transformation of the continent over 50 years, aiming to achieve inclusive and sustainable development, unity, and integration, driven by African solutions and leadership.

**Carbon Dioxide (CO<sub>2</sub>) Equivalent** measure used to compare the emissions from various types of greenhouse gas (GHG) based on their global warming potential (GWP)

**DCS System (Distributed Control System)** A centralized control system used in industrial processes such as manufacturing, power generation, and chemical processing, comprising multiple control units distributed throughout a facility to monitor and manage processes, coordinate tasks, and optimize production efficiency through real-time data acquisition, control, and communication.

**Digital Twin** A virtual replica of a physical asset, process, or system that uses real-time data and simulation to mimic its real-world counterpart, enabling analysis, optimization, and prediction of performance, maintenance, and potential issues, fostering innovation and efficiency across various industries.

**Direct (Scope 1) GHG Emissions** Greenhouse gas (GHG) emissions from sources that are owned or controlled by the organization

A GHG source is any physical unit or process that releases GHG into the atmosphere.

**Egypt Vision 2030** A national agenda aimed at achieving sustainable development through economic diversification, social justice, improved quality of life, and environmental sustainability by 2030

**Energy Indirect (Scope 2) GHG Emissions** Greenhouse gas (GHG) emissions that result from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organization

**Enterprise Risk Management (ERM)** A strategic framework and process used by organizations to identify, assess, prioritize, and manage risks across all aspects of their operations, aiming to enhance decision-making, optimize opportunities, and protect value by aligning risk appetite with business objectives and stakeholders' expectations.

**Full-time Employee** Employee whose working hours per week, month, or year are defined according to national law or practice regarding working time

**Fugitive Combustion** Unintentional gas or vapor releases from industrial equipment, storage tanks, pipelines, or other sources in industrial environments, known as fugitive emissions, can exacerbate air pollution, climate change, and public health concerns like respiratory issues.

**Global Reporting Initiative (GRI)** An independent international organization that has developed a comprehensive sustainability reporting framework and guidelines for

organizations to report their economic, environmental, and social impacts. The GRI Standards provide a globally recognized framework for organizations to measure and communicate their sustainability performance transparently and comparably.

**Greenhouse Gas (GHG)** Greenhouse gases are gases present in the Earth's atmosphere that absorb and emit radiation within the thermal infrared range. These gases are responsible for trapping heat and contributing to the Earth's climate, which results in a rise in temperatures. Carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), fluorinated gases, and water vapor are the most common greenhouse gases.

**Indirect (Scope 3) GHG Emissions** Indirect emissions that occur throughout a company's value chain, including both upstream and downstream activities such as purchased goods and services, employee commuting, business travel, waste disposal, and use of sold products, representing a significant portion of a company's total carbon footprint and requiring comprehensive assessment and management to address effectively

**ISO (International Organization for Standardization)** An independent, non-governmental international organization that develops and publishes voluntary consensus-based standards for various industries, aiming to promote innovation, quality, safety, efficiency, and sustainability, facilitating global trade and collaboration.

**Local Community** Individuals and organizations, including (but not limited to) residents of neighboring communities, local business owners/operators, local social or special interest groups, NGOs, and more who make up our local communities.

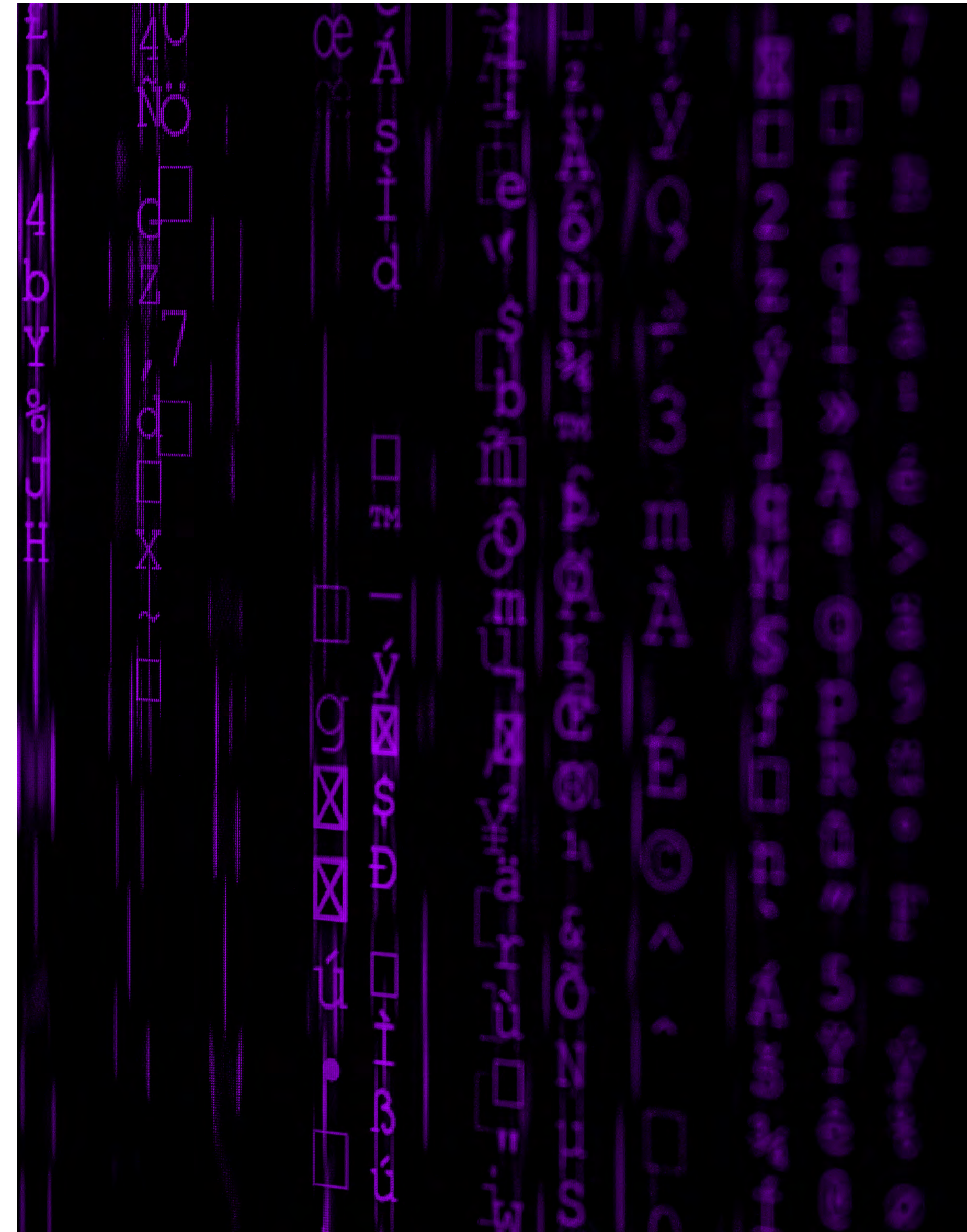
**Local Supplier** Organization or person that provides a product or service to the reporting organization, and that is based in the same geographic market as the reporting organization (that is, no transnational payments are made to a local supplier)

**Materiality Assessment** A process used by organizations to identify, prioritize, and evaluate environmental, social, and governance (ESG) issues that are significant or "material" to their business operations, stakeholders, and long-term sustainability, informing strategic decision-making, risk management, and reporting practices.

**Materiality Map** A tool that identifies and prioritizes the environmental, social, and governance (ESG) issues that are most significant to a company and its stakeholders, guiding strategic decision-making and reporting.

**National Climate Change Strategy 2050** This strategy outlines a comprehensive plan developed by a country to address the challenges of climate change, aiming to mitigate greenhouse gas emissions, adapt to the impacts of climate change, promote sustainable development, and build resilience across various sectors and communities, with a vision towards a low-carbon, climate-resilient future by 2050.

**Non-Renewable Energy Source** Energy source that cannot be replenished, reproduced, grown or generated in a short period through ecological cycles or agricultural processes



## Glossary

**NOx (Nitrogen Oxides)** Chemical compounds formed during combustion processes, primarily from vehicle engines and industrial activities, contributing to air pollution, smog formation, acid rain, and respiratory health issues.

**Occupational Health and Safety Management System** Set of interrelated or interacting elements to establish an occupational health and safety policy and objectives, and to achieve those objectives

**Occupational Health and Safety Risk** Combination of the likelihood of occurrence of a work-related hazardous situation or exposure, and the severity of injury or ill health that can be caused by the situation or exposure

**Occupational Health Services** Services entrusted with essentially preventive functions, and responsible for advising the employer, the workers, and their representatives in the undertaking, on the requirements for establishing and maintaining a safe and healthy work environment, which will facilitate optimal physical and mental health in relation to work and the adaptation of work to the capabilities of workers in the light of their state of physical and mental health

**PLC System (Programmable Logic Controller)** A ruggedized industrial computer used to automate electromechanical processes in manufacturing plants, machinery, and other systems by executing programmed logic instructions, controlling machinery and equipment, and facilitating real-time monitoring and control of processes.

**S&P Global** The S&P Global Standard encompasses a set of guidelines, methodologies, and metrics established by S&P Global to evaluate and benchmark the performance of companies across various sectors. These standards are primarily focused on financial health, creditworthiness, and ESG (Environmental, Social, and Governance) factors. It covers the components of financial market intelligence, including credit ratings, indices, research, and data analytics, to empower investors, companies, and governments to make informed decisions.

**SASB (Sustainability Accounting Standards Board)** An organization that develops and disseminates sustainability accounting standards for companies to use in disclosing material, decision-useful information to investors about environmental, social, and governance (ESG) factors.

**Saudi Vision 2030** A strategic framework aimed at diversifying Saudi Arabia's economy, reducing its dependence on oil, and enhancing public sector services in areas such as health, education, infrastructure, recreation, and tourism by 2030

**Scope of GHG Emissions** Classification of the operational boundaries where greenhouse gas (GHG) emissions occur. Scope classifies whether GHG emissions are created by the organization itself, or are created by other related organizations, for example, electricity suppliers or logistics companies. There are three classifications of Scope: Scope 1, Scope 2 and Scope 3

**SCADA Systems (Supervisory Control and Data Acquisition)** Computer-based control systems that monitor and manage industrial processes, such as manufacturing, infrastructure, and utility systems, by collecting data in real-time, providing visualization, and enabling remote control and automation for improved efficiency, safety, and reliability.

**SOx (Sulfur Oxides)** Chemical compounds emitted from the burning of fossil fuels containing sulfur, such as coal and oil, by industrial facilities, power plants, and ships, leading to air pollution, acid rain, and respiratory ailments, as well as environmental damage.

**Stakeholder Engagement** The process by which an organization involves individuals, groups, or organizations that may affect or be affected by its actions, ensuring their perspectives are considered in decision-making

**Stationary Combustion** The burning of fuels in stationary sources such as power plants, industrial facilities, residential heating systems, and commercial boilers

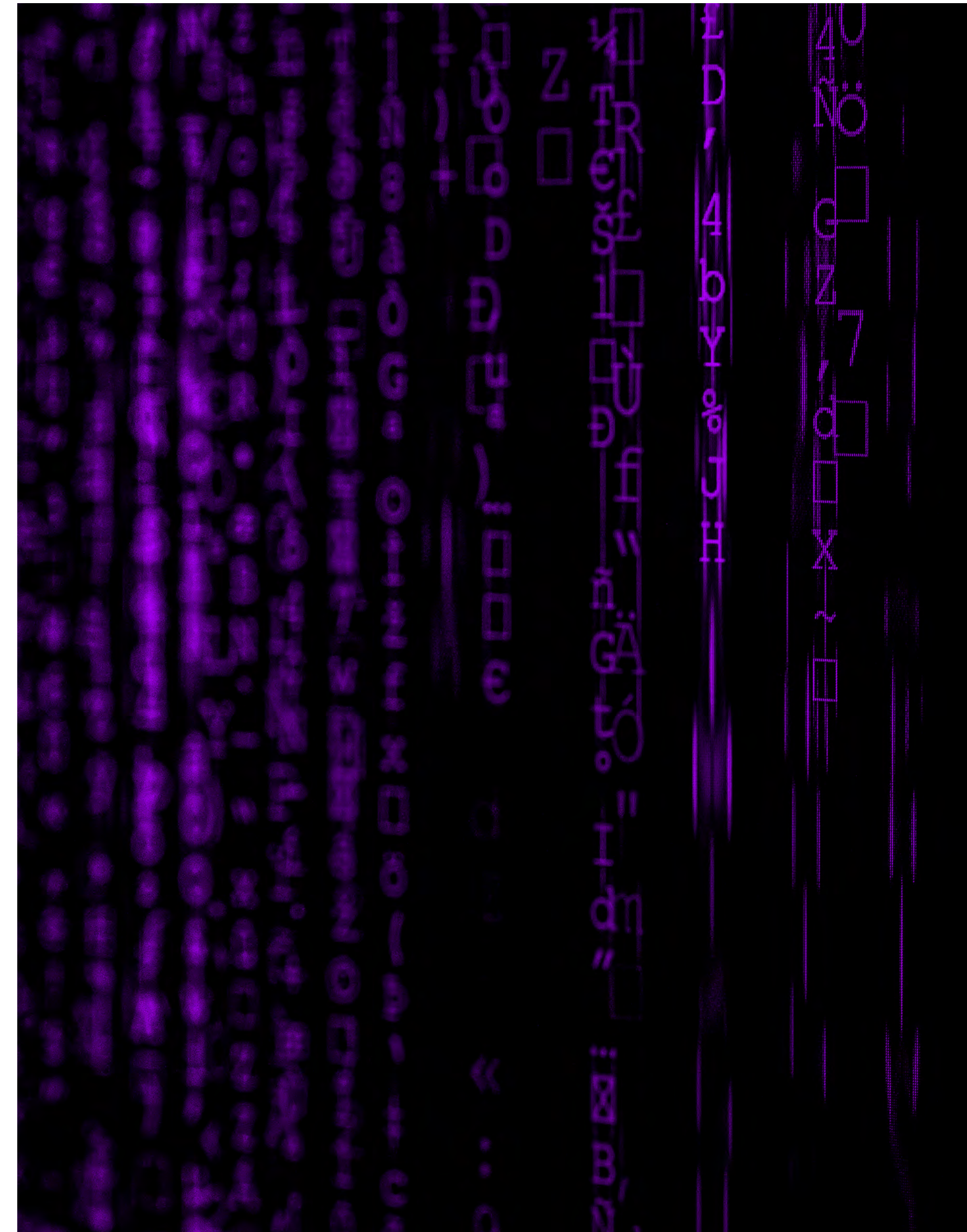
**Suppliers** Giza Systems' suppliers include vendors, manufacturers and contractors who are registered with Giza Systems and seek to provide goods and services to Giza Systems.

**TCFD (Task Force on Climate-related Financial Disclosures)** An industry-led initiative established to develop voluntary, consistent climate-related financial risk disclosures for use by companies in providing information to investors, lenders, insurers, and other stakeholders, enabling better assessment of climate-related risks and opportunities within financial reporting.

**United Nations Sustainability Development Goals (UNSDGs)** These are a set of 17 interconnected goals adopted by the United Nations General Assembly in 2015 as part of the 2030 Agenda for Sustainable Development. The SDGs provide a blueprint for addressing global challenges

**United Nations Global Compact (UNGC)** A voluntary initiative launched by the United Nations in 2000 to encourage businesses and organizations worldwide to adopt sustainable and socially responsible policies and practices. The Global Compact asks companies to align their operations and strategies with ten universally accepted principles

**Value Chain** A series of activities and processes that a company performs to create and deliver a product or service, each adding value at different stages from raw material acquisition to final delivery to the customer.





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