

Sustainability Report 2022

Leading with Purpose



This image represents the winning novels and stories of Jarir Writing Contest of 2022.



شركة جويو للتسويق
Jarir Marketing Co.



شركة جريد للتسويق
Jarir Marketing Co.

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About this report

Welcome to Jarir Bookstore’s sustainability report. This report highlights the company’s strategy and performance relating to the economic, environmental and social aspects of sustainability.

Reporting period

The report covers the calendar year from 1 January 2022 to 31 December 2022, unless stated otherwise.

Reporting guidelines





This report has been prepared in accordance with the GRI Standards: Core option. It focuses on the sustainability issues that are most material to Jarir and our stakeholders.

Reporting boundary

The report covers 100 percent of Jarir Bookstore’s operations located in the Kingdom of Saudi Arabia (KSA) and the Arab region. Data pertaining to our external contractors, suppliers and clients are not included in this report unless stated otherwise.

Feedback

We welcome your feedback on this report and our performance through:

-  CSR@Jarirbookstore.com
-  [@Jarirbookstore](https://twitter.com/Jarirbookstore)
-  facebook.com/jarirbookstore
-  linkedin.com/company/jarir-bookstore

JARIR BOOKSTORE مكتبة جرير

Cautionary Message

This report contains statements that may be deemed as “forward-looking statements” that express the way in which Jarir intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as “plans”, “aims”, “assumes”, “continues”, “believes”, or any variations of such words that certain actions, events or results “may”, “could”, “should”, “might”, “will”, or “would” be taken or be achieved.

Jarir has made every effort to ensure the report is as accurate and truthful as possible. However, by their nature forward-looking statements are qualified to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond Jarir’s ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.

2022 Performance Highlights

145,401



Devices has been recycled through trade-in program

Diverted

38,172,546



mill.
SAR worth of electronics from landfilling

E-invoice

2023 the launch of Whatsapp E-invoice service



Recycling

27,775 kg of Plastic was recycled in 2022
418,410 kg of Carton was recycled in 2022



First

Female Board Director was appointed 2022



Saudi Nationalization Rate of

59%

88 percent of new hires are 18-30 years old.



+98%

response rate per day on social media mentions



51,152

training hours provided to employees which is 1.4x more than 2020's.



CEO Message

Dear Valued Stakeholders,

It is my pleasure to present to you our annual sustainability report. Our sustainability management approach is based on the belief that our long-term business success and the interest of our key stakeholders are intricately linked. Throughout this year, we continue to embrace corporate social responsibility initiatives and to remain true to our original purpose to influence positive change.

Jarir's sustainability strategy continues to value transparency, stakeholder engagement, good governance and minimising emerging risks and negative environmental impacts while maximising positive social and economic impacts. This year, with the help of our partners, we have succeeded in creating more responsible trade-in programs that contributed to saving and diverting more than 38,172,546 million SAR worth of electronics from landfilling. Plans of expansion continued as 3 new showrooms were opened during 2022 and the leased property area reached 94,308 square meters.

We continued our support to society and our relationship with the Ministry of Culture has evolved and extended to signing a Memorandum of Understanding with the Literature, Publishing and Translation Commission and working together for the Digitisation of paper books to support digital publications. Jarir continues to enrich Arabic content and empower novice writers - Jarir Storytelling Contest had a great number of participants in both Novels and Story courses. Jarir also continued to publish several books in cooperation with scientific entities in fields of Social Studies.

We continued focusing on representation, training and development of our resources to ensure that our employees are poised for professional development and are well equipped to serve our customers and uphold our values. In 2022, our efforts to increase female representation in the retail workforce yielded a 40% increase in female employment, and we welcomed our first female Board member. More than 51,152 hours of training were conducted as well.

Thanks to all our stakeholders, we will continue leveraging innovative initiatives that will reinforce our resilience and market leadership while contributing positively to the community. We welcome our feedback and engagement to better deliver to your needs and align overall stakeholders interests with our goals.



Sincerely,
Abdulkarim Alagil

Jarir Bookstore at A Glance

The headquarters of Jarir Bookstore is in Riyadh, the capital city of Saudi Arabia. Jarir operates through two divisions: Retail (including online sales) under the trademark of Jarir Bookstore and Wholesale. Our activities include trading in Office and School Supplies, Children’s Toys and Educational Aids, Arabic and English Books and Publications, Arts and Crafts Materials, Computer Peripherals and Software, Mobile Phones and Accessories, Audio Visual Instruments, Photography Tools, Smart Television and Maintenance of Computers and Electronic items.

Our Charter



Mission

To enable our Customers to Grow and Learn through Best Products and Services delivered with pleasurable experience and Best Value.



Values

- Exceeding expectations
- Quality
- Integrity
- Simplicity
- Humility
- Respect and appreciation
- Unity and collaboration
- Loyalty



Objectives

- To maintain leadership in service quality of service to our customers.
- To provide affordable products of superior quality to our customers.
- To be a market leader in office supplies, IT products and books. .
- To build a superior and effective management team.
- To incentivise individual initiative and provide opportunities for personal growth to our employees.
- To serve and give back to the community, as we believe it is our social responsibility.



Jarir Bookstore in numbers



2022
68
stores

3 New Showroom opened in 2022.

Serving
31
Cities

2023 Target
4+
Stores

2022 Revenue (SAR '000s)
9,391 million

2022 Net Profit (Million SAR)
970

Appealing store layout and design with an average of
+38,400 sq. ft.

5,524
Employees (with 80% of workforce dedicated to sales)

Number 1
in the Middle East for IT, electronics, office supplies and books

Centralized fully automated warehouse of
800,500 sq. ft.
integrated with ERP system

40.4 million
showroom visitors in 2022

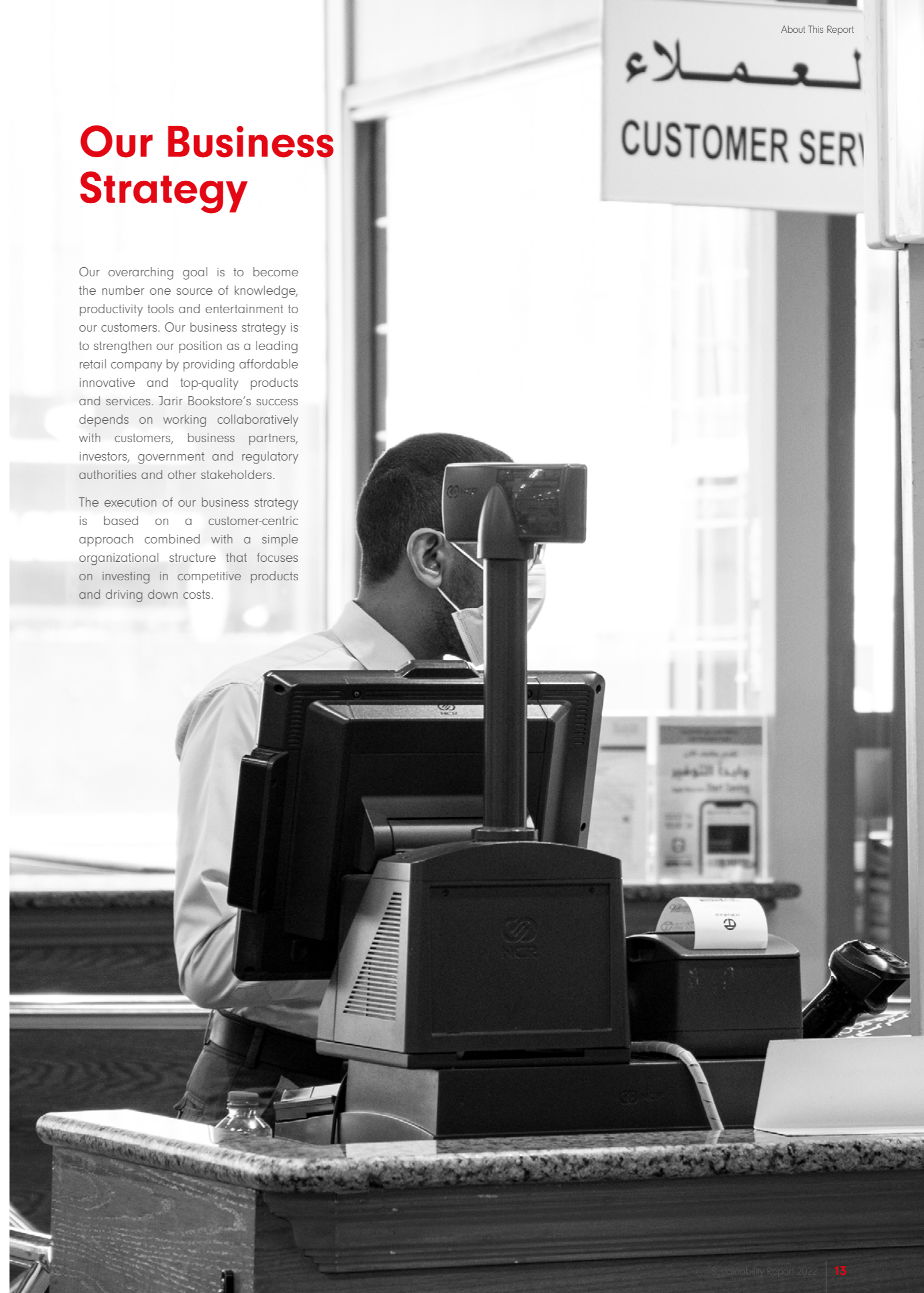
145 million
Jarir.com visits annually

Carpeted floors, low shelves and segmented
shopping experience

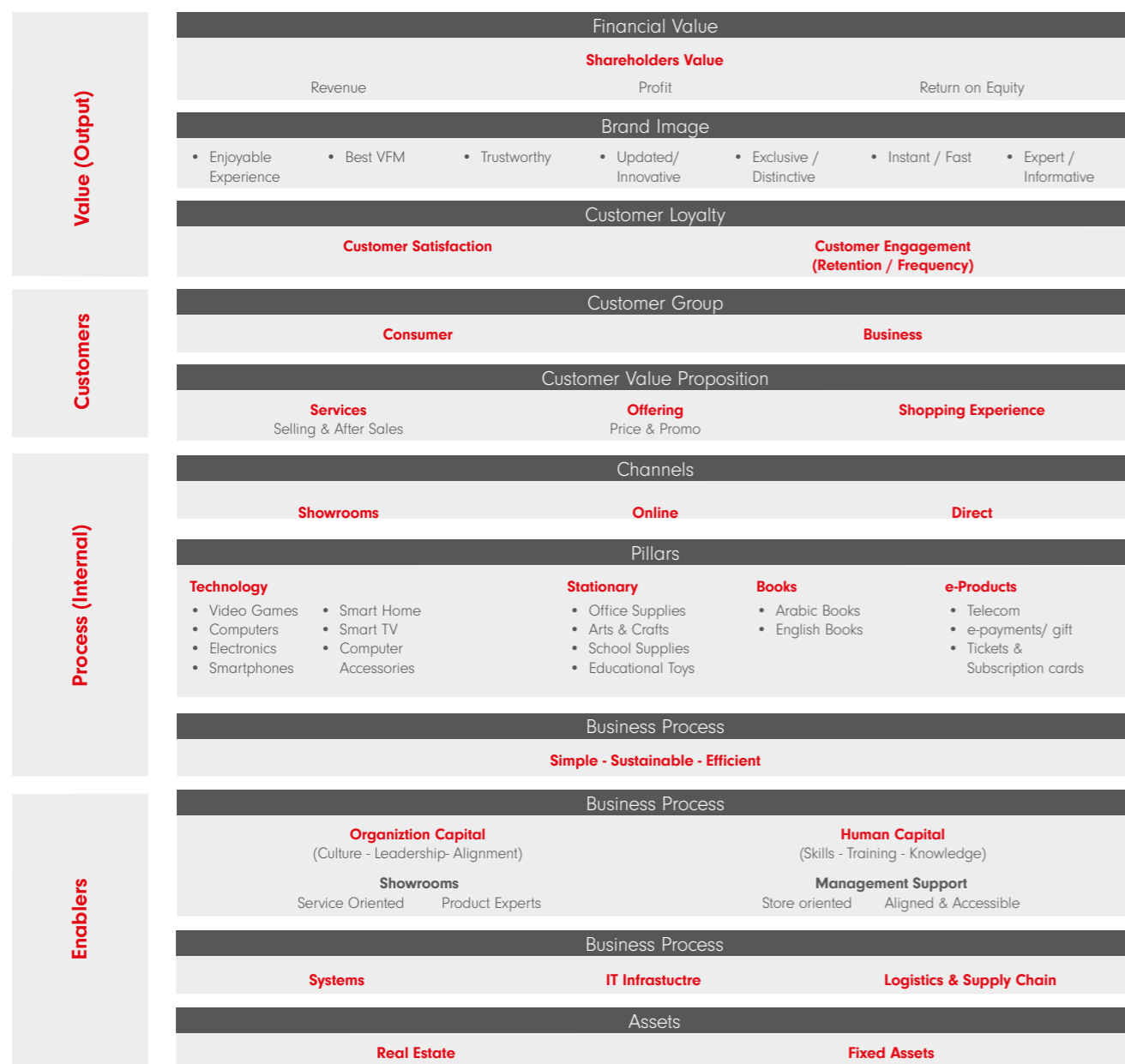
Our Business Strategy

Our overarching goal is to become the number one source of knowledge, productivity tools and entertainment to our customers. Our business strategy is to strengthen our position as a leading retail company by providing affordable innovative and top-quality products and services. Jarir Bookstore's success depends on working collaboratively with customers, business partners, investors, government and regulatory authorities and other stakeholders.

The execution of our business strategy is based on a customer-centric approach combined with a simple organizational structure that focuses on investing in competitive products and driving down costs.



How we Achieve our strategy



Associations and Memberships

In order to collectively improve industry standards and promote best practices, Jarir participates in several like-minded organizations. Jarir is a member in the following associations:



Awards and Recognition

We are proud of our achievements thus far and humbled by the recognition received from esteemed industry organizations. Below are highlights of awards and recognitions that Jarir Bookstore has received since 2008:

- 2008** Jarir received Saudi Top Transparency Award - BMG Financial Advisors 2008.
- 2012** Jarir ranked 1st in the strongest Executive Management in Retail - Forbes 2012
- 2013** Jarir was recognized among the top 10 Most Recognized Brand Names in The Middle East - Forbes 2013
- 2016** Jarir was recognized as no. 1 Saudi Retailer and ranked 67 among the Top 100 companies in Arab World - Forbes 2016
 Jarir CEO was awarded in Top CEO Awards 2016, for Retail - TRENDS INSEAD 2016
 Jarir won 2nd place among Private Sector Best Organization in Utilizing Social Media - his Highness Shaikh Salem Alali Alsobah Awards 2016
 A books advertising campaign titled "Newsworthy Books" won multiple awards in 2016 including Dubai Lynx, EFFIE, Cristal Award and Lories Award
- 2017** Jarir "Brand Value" is no. 7 in Saudi and no. 1 in retail, with estimated worth of SAR 5.6 billion - Brandz Top 20 Most Valuable Saudi Arabian 2017
 Jarir is the no.1 retailer in Saudi on number of Followers & Care Insight, on Twitter & Facebook - Sprinkl.com 2017
 Jarir 2017 Back to school won Gold & Silver awards in MENA Effies, in "Retail non-food" & "Youth Marketing" respectively
- 2018** Jarir "Brand Value" according to Brand Finance - Brand Directory 2018 is among top 25 Saudi Brands and top 50 in GCC. Among retailers, Jarir was the highest valued brand in both lists - Brand Finance Brand Directory 2018
 Jarir was recognized as one of the top 100 companies in the Arab world by Forbes Middle East 2018
 Jarir was recognized as the number 1 retailer in 2018 Buzz Ranking Brand Index which measures the overall brand health by taking into consideration the average of impression, quality, value, satisfaction, recommendation and reputation.
- 2019** Jarir "Brand Value" according to Brand Finance - Brand Directory 2018 is among top 25 Saudi Brands and top 50 in GCC. Among retailers, Jarir was the highest valued brand in both lists - Brand Finance Brand Directory 2018
 Jarir was recognized as one of the top 100 companies in the Arab world by Forbes Middle East 2018
 Jarir was recognized as the number 1 retailer in 2018 Buzz Ranking Brand Index which measures the overall brand health by taking into consideration the average of impression, quality, value, satisfaction, recommendation and reputation.
- 2020** Jarir was recognized as no. 1 Saudi Retailer and ranked 61 among the Top 100 companies in Arab World - Forbes 2020.
 Jarir "Brand Value" is no. 8 in Saudi and no. 1 in retail, with estimated worth of SAR 5.6 billion
 - Brandz Top 20 Most Valuable Saudi Arabian 2020. brand health by taking into consideration the average of impression, quality, value, satisfaction, recommendation and reputation.
- 2021** Jarir was recognized as the number 1 retailer in 2021 Buzz Ranking Brand Index which measures the overall brand health by taking into consideration the average of impression, quality, value, satisfaction, recommendation and reputation.
 Jarir was recognized as no. 1 Saudi Retailer and ranked 54 among the Top 100 companies in middle east - Forbes 2021.
- 2022** Jarir was recognized as the No. 1 Retail Valuable Brand in Saudi Arabia by the Brand Finance Saudi Arabia 50 2022.
 Jarir was recognized as the Most Valuable Retail Brand by the BRANDZ Top 20 Brands in Saudi 2022.



01

Committing to the Sustainable Journey

As one of the largest retail companies in the region, Jarir commits to the highest standards of corporate responsibility. At Jarir, sustainability is a crucial business objective, and we believe that contributing to sustainable development is essential to long-term growth and value creation for Jarir, our stakeholders and the world at large.



Our Sustainability Management Approach

Jarir's sustainability strategy is based on strong principles of corporate social responsibility (CSR), stakeholder engagement and positive impact generation

In addition, we believe that our rapidly changing business landscape will bring new risks and opportunities related to environmental, social and governance (ESG) issues. Our sustainability efforts aim not only to reduce negative impacts, but also to enhance current and long-term value creation for our business and key stakeholders. Therefore, our sustainability management approach is aligned with our business strategy to enhance our competitive edge in a future that is likely to be increasingly transparent, low-carbon and resource-constrained.

To achieve our vision of a sustainable future, we implement a sustainability management framework that integrates critical ESG considerations into our business decision-making processes. This framework consists of six pillars exhibited in the figure below. These pillars are further reinforced by our core values, industry best practices and internationally recognized standards.

To ensure the comprehensive integration of ESG considerations into our business practices, we have established a sustainability team consisting of members of top management and employees across different major business functions. Our sustainability team is responsible for developing strategies, setting ambitious targets and measuring progress towards our ESG goals.

ESG Communication and Disclosure

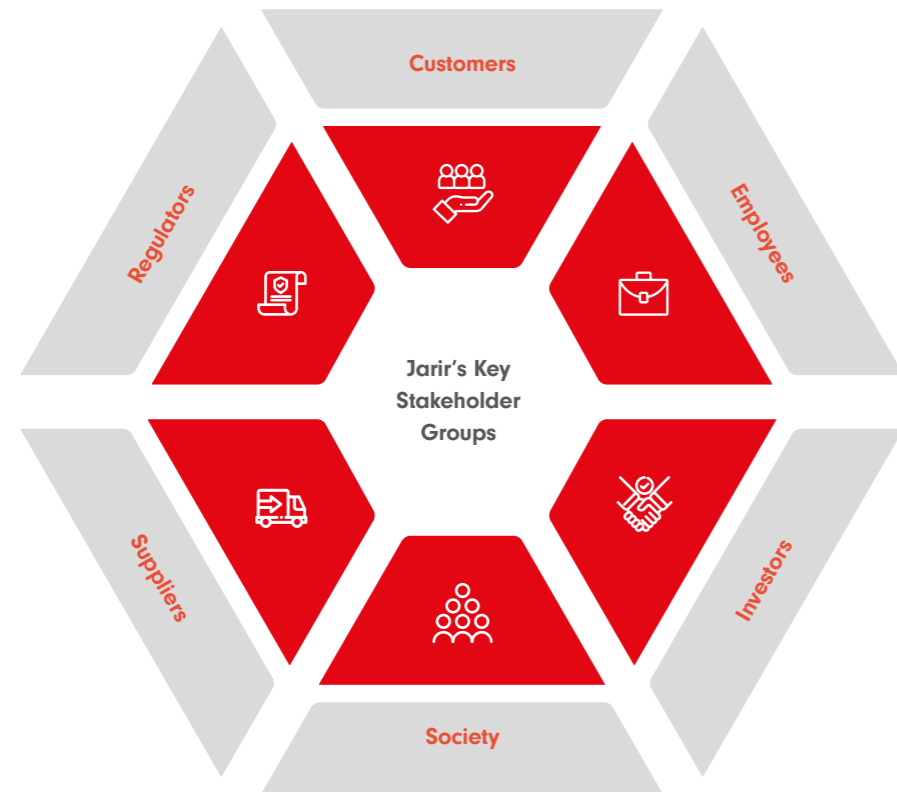
Jarir is proud of our commitments and performance regarding ESG issues and our stakeholders are increasingly interested in our journey to sustainability. Therefore, we aim to become increasingly transparent on this front. We are measuring and communicating the most material KPIs to our key stakeholders through this report, as well as other platforms. In addition, we reinforce our commitments and accountability by publicly disclosing our management strategies and targets, as well as our progress towards them. To help ensure materiality, completeness and comparability, we adhere to internationally recognized disclosure standards such as GRI and SASB. This process helps assure our stakeholders that we are a responsible resilient forward-thinking company.



Stakeholder Engagement

Stakeholder engagement is a crucial aspect of our sustainability management, as well as our general business strategy. As market leader, we have a responsibility and a business interest to understand and respond to the needs and concerns of our key stakeholders. In addition, due to their unique perspectives, we regard our stakeholders as a valuable source of ideas for improvement and innovation.

As needs and context are constantly changing, Jarir's stakeholder engagement is a continuous process. Our key stakeholder groups are determined by their ability to affect, or be affected by, our business operations and/or decision making. Accordingly, we have identified six key stakeholder groups summarized in the map below.



The table below includes a more detailed stakeholder map that also depicts modes of engagement and methods of responding to stakeholder inputs. We maintain an open dialogue with our key stakeholders through a variety of platforms (refer to table below). The results of such engagements help inform our sustainability and business agendas and help support our process of continual improvement.

Stakeholder	Methods of Engagement	Stakeholder Priorities	Jarir's Response
Customers 	<ul style="list-style-type: none"> Customer satisfaction surveys Customer contact centre Annual sustainability report Website Mystery shopper 	<ul style="list-style-type: none"> Transparency and accountability Data privacy Product and service excellence 	<ul style="list-style-type: none"> Sustainability report Social media campaigns
Employees 	<ul style="list-style-type: none"> Direct meetings Intranet Engagement workshops Website Professional development plans Employee hotline 	<ul style="list-style-type: none"> Learning and development programs Reward and recognition programs Competitive remuneration and benefits Work-life balance Employee satisfaction 	<ul style="list-style-type: none"> Performance management and evaluation Inhouse training and on the job learning Medical services and check-ups Transportation, health insurance, annual leaves, social security Open dialogue with employees over many channels
Society 	<ul style="list-style-type: none"> Direct communication Participation in local events Website Social media 	<ul style="list-style-type: none"> Local development Job creation CSR activities and initiatives Sponsorships and donations 	<ul style="list-style-type: none"> School and sports support Local procurement Local community engagement In kind contributions, sponsorships and donations
Investors 	<ul style="list-style-type: none"> Website Regular reports Website Investors relationship General assembly 	<ul style="list-style-type: none"> Sustainable profits and equities Transparency and accountability Good corporate governance and business ethics Cost reductions Risk management 	<ul style="list-style-type: none"> Sustainability report Sustainability strategy
Regulators 	<ul style="list-style-type: none"> Direct communication Meetings Annual reports Website 	<ul style="list-style-type: none"> Transparency and accountability Good corporate governance and business ethics Job creation Compliance to set requirements and standards 	<ul style="list-style-type: none"> Sustainability report Annual report Website Social media Regular meetings
Suppliers 	<ul style="list-style-type: none"> Supplier profile requests RFQs and RFPs Long term agreements/ contracts International Exhibitions 	<ul style="list-style-type: none"> Clear description of scope of work Competitive bidding Timely award of contract 	<ul style="list-style-type: none"> Timely response to inquiries and contract awards Two-way communication Share full description of scope of work

The Issues That Matter the Most

At Jarir, we focus on the ESG issues that matter the most to our business and stakeholders. Today, business contexts are shifting at unprecedented rates, and therefore, we continuously reassess and adapt to emerging global ESG risks and opportunities. ESG issues with the potential to impact or be impacted by our operations and key stakeholders are treated with utmost precedence. Our materiality process consists of the following three steps:

1. Identify

From a comprehensive and holistic universe of potential ESG issues, we narrow down to the most relevant ones through research, guidance from industry and international standards and stakeholder feedback.

2. Prioritize

Relevant ESG issues are prioritized based on stakeholder perspectives, urgency and magnitude of potential impacts.

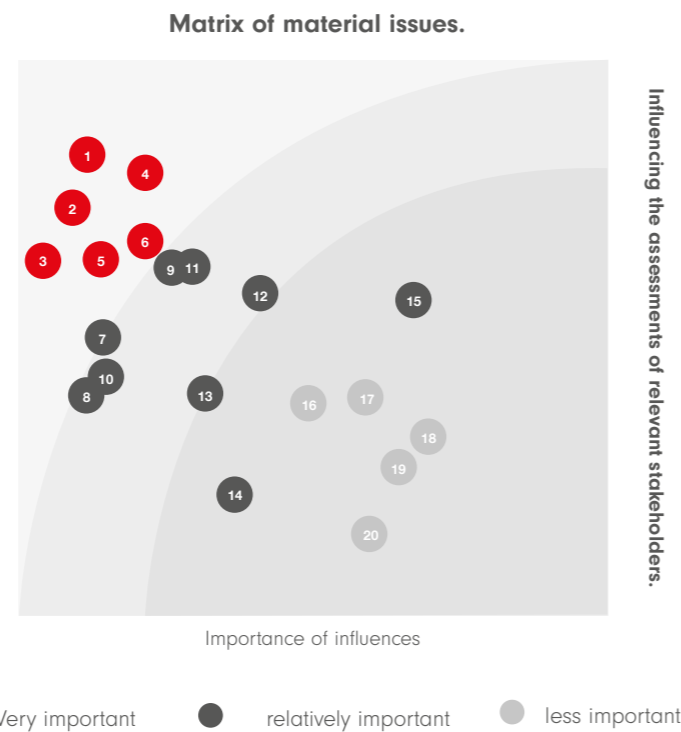
3. Review

Our sustainability team conducts a thorough review of the results in order to ensure completeness and inclusiveness.

Refer to 2019 report

Materiality Matrix

- 1 Governance, Business Ethics, and Compliance.
- 2 Achieving operational and financial goals.
- 3 the quality.
- 4 client privacy and security.
- 5 Client safety.
- 6 Employee stability.
- 7 client experience.
- 8 Packing and classification.
- 9 Energy and climate change.
- 10 Responsible relationship with clients.
- 11 Innovation.
- 12 Responsibility for the supply chain.
- 13 Attraction, development and retain of talent.
- 14 Recycling.
- 15 Community investment and socio-economic development.
- 16 Prevention of anti-competitive practice.
- 17 Diversity and inclusion.
- 18 Sustainable procurement.
- 19 Sustainable technology.
- 20 Environmental impact of operations.



Aligning to National and International Priorities

Jarir aims to measure and report on its environmental, social and economic performance according to leading standards to achieve sustainable development, and national and international goals to ensure sustainable development.

National Goals	<p>Jarir has always been in support of the purpose of the Saudi national vision 2030, and the three main themes that underpin the vision - a vibrant society, a thriving economy, and an ambitious nation - are closely aligned with Jarir's strategy and direction to achieve sustainability.</p>	<p>Vision of Kingdom of Saudi Arabia 2030</p> 
	<p>Being in-line with the Corporate Social Responsibility Strategy in the Kingdom of Saudi Arabia is one of the goals of Jarir Bookstore, as it seeks to create a sustainable impact on the development of society, economy and the environment.</p>	<p>Corporate Social Responsibility Strategy in the Kingdom of Saudi Arabia</p> 
	<p>With the launch of National Standards of Sustainability Reporting, Jarir seeks to prepare and report sustainability reports in accordance with these standards.</p>	<p>National Standards of Sustainability</p> 
International Goals	<p>As a socially responsible Saudi company, Jarir seeks to align its endeavors for achieving sustainability with the Sustainable Development Goals. In which they have the priority and relevance to Jarir's sustainable approach, in order to achieve the greatest impact.</p>	<p>Sustainable Development Goals</p> 
	<p>Jarir aims, every year, to prepare and report Jarir's non-financial reports in the annual sustainability reports according to the Global Reporting Initiative as a major option.</p>	<p>Frameworks of preparing and introducing reports. Global Reporting Initiative</p> 

02

Shaping the future with responsible operations based on strong business traditions

As a pioneering company and a market leader in the Arab region, we built our foundation on strong business traditions and are committed to achieving sustainable growth through responsible best practices. As we have achieved significant scale over the past decades, it is becoming increasingly important to adopt an exemplary leadership role regarding business ethics and responsible operations. To maintain these commitments, we have management systems in place to ensure effective corporate governance, the highest ethical standards, transparency, strong financial performance and rigorous risk mitigation mechanisms. These mechanisms are designed to build resilience, foster continual improvement and safeguard long-term value creation for our stakeholders.



Governance and Ethics

Jarir implements strong governance mechanisms, policies and best practices that optimise value-creation for stakeholders while integrating ESG considerations into our decision-making processes, operations and supply chain. Our governance systems are designed to build trust, engage stakeholders and incorporate the highest standards of business ethics.



Board of Directors

Board diversity is a prominent subject in ESG, and Jarir realizes that and knows that it is vital element on the social side of ESG and complements Saudi 2030 vision on women empowerment and increasing their representation in workforce and extending to board membership. In March 2022, the first female board member was appointed in pursuit for a more diverse board members.

Jarir's highest governance body is our Board of Directors, which is closely involved in corporate strategic vision, operations and decision making. The Board is also responsible for resolving emerging issues as well as setting and measuring progress towards company goals and targets. The CEO acts as the interface between the Board and company operations.

Jarir's Board of Directors and management team are committed to upholding the highest standards of corporate governance and adhering to all applicable regulatory guidelines. In an effort to promote strong corporate governance, the Board ensures the proper separation of roles between the CEO and the Chairman of the Board.

The Board is supported by permanent committees such as the Audit and Remuneration and Nomination committees. Information on the composition of the board committees is exhibited in the diagram below. More information on our corporate governance practises can be found in our annual Board Report via the following link:

https://wps-media.jarir.com/wp-content/uploads/2023/04/JB_Board-Report_2022_EN.pdf



First
Female Board
Director was
appointed 2022

Business Ethics and Compliance

Jarir is committed to fostering a robust culture of strong business ethics as a foundational value of our governance management strategy.

To ensure the highest standards of business ethics and integrity, Jarir implements a strict Code of Conduct. The Code enforces ethical principles through training, awareness raising and well-defined guidance. It is applicable to all Jarir employees and defines ethical best practices for all our business activities. The comprehensiveness and universality of the Code ensure that integrity persists throughout everything we do.

The Code of Conduct provides guidance pertaining to professional practices, ethical practices, use and protection of company assets, confidentiality and employees' rights. All Employees receive a hardcopy of the Jarir Code of Conduct upon onboarding and are required to attend the Values & Code of Conduct training.

In addition, Jarir ensures that employees recognize the importance of communication and training about anti-corruption policies and procedures. In 2022, a number of 1652 employees attended anti-corruption training.



Grievance Mechanism

Jarir is committed to hearing and addressing every grievance made by any of our stakeholders. Although our first priority is to avoid any potential issues before they arise, our grievance mechanisms serve as a valuable resource for stakeholder engagement and continual improvement. Central to our grievance system is our dedicated hotline, which can be used to report potential non-compliances or unethical behaviour. All concerns raised are promptly evaluated and any potential violations are investigated by the legal department. In addition, corrective measures are put in place as necessary to avoid potential ethical transgressions in the future.



Strong Financial Performance

1. Showrooms

Jarir Bookstore has a total of 68 showrooms inside and outside the Kingdom of Saudi Arabia. Three showrooms opened during 2022: one on Al-Andalus Road in Al-Ruwais district in Jeddah, one on the waterfront in Manama in the Kingdom of Bahrain and one on Sultana Road in Al-Madinah Al-Munawara as an alternative to the showroom on Abu Bakr Al-Siddiq Street in Al-Qiblatain District.

**SAR
9.391
billion**



Sales Revenue 2022

	Riyadh	Buraydah	Uhayzah	Al-Kharj	Hail	Al Duwadimi	Jeddah	Taif	Mecca	Medina	Yanbu	Tabouk	Damam	Khobar	Dhahran	Al Jubail	Sakaka	Al Hofuf	Hafar Al Batin	Khamis Mushait	Jazan	Qatar	Abu Dhabi	Kuwait	Bahrain	The total according to the owned (and the leased)
Owned	6	0	0	0	0	0	1	0	0	1	0	0	2	2	0	0	0	2	0	0	0	0	0	0	0	14
Leased	12	1	1	1	1	1	7	1	3	1	1	1	1	1	1	1	0	1	2	1	3	1	4	1	54	
Total by city	18	1	1	1	1	1	8	1	3	3	1	1	3	3	1	1	1	2	1	2	1	3	1	4	1	68
Total	The total is 68 showrooms (inside and outside the Kingdom)																									

As an extension of Jarir's real estate activity, the leased property area (showrooms, offices and residential) reached 94,308 square meters at the end of the fiscal year 2022, compared to 82,832 square meters in 2021. During the fiscal year 2023, Jarir aims to expand by opening four more showrooms.

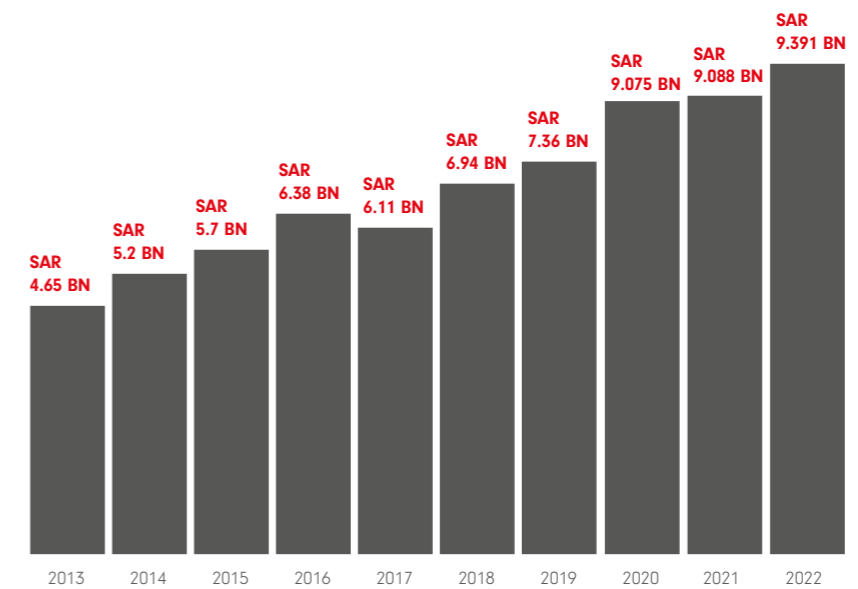
2. Company Sales

Despite the many challenges in this sector in addition to the increase in operational costs, Jarir was able to achieve a growth of 6.7% in its sales in 2022. The sales of all necessary school supplies achieved a growth rate of 111% compared to 2021.

During the year 2023, Jarir will work to enhance the sales of vouchers, continue to cater to new customers and work to increase government sales and the electronic market. Jarir will also strive to achieve better results by increasing the variety of products available in the market.




Sales Revenue (SAR)



Risk Management

Risk management in Jarir is carried out by senior management in accordance with policies approved by the Board of Directors, where the board identifies and evaluates risks, and takes precautions against them through close cooperation between Jarir's departments. The possibilities of risk occurrences are evaluated and the effects that may result from them are estimated. Necessary measures are then taken to reduce, avoid and contain the risks as much as possible to avoid any damage they may cause in the event of their occurrence.

There are many risks related to Jarir's activities, including:

 <p>Economic Risks</p>	<p>The risks to which the economy is exposed in general, whether inside or outside the Kingdom, which have an impact on spending for individuals and institutions, and what have an impact on suppliers and manufacturers.</p>
 <p>Strategic Risks:</p>	<p>Not being aware of the economic variables, making the wrong strategic decisions, or applying the strategies incorrectly, and Jarir is keen to be aware of the economic variables through studying the market and the economic situation, and using distinguished expertise to avoid any strategic risks.</p>
 <p>Operational Risks:</p>	<p>All shortcomings and failures facing the operational processes and the ability to work in a competitive environment. These risks include:</p>

1- Currency risks:

It is the risk of change in the value of financial instruments due to the change in currency exchange rates, as most of Jarir's transactions are in Saudi riyals, US dollars and euros, and subsidiaries are exposed to currency conversion risks.

2- Credit risks:

It is the inability of one party of a financial instrument to meet its obligations, which leads to the other party incurring a financial loss. To avoid credit risks, cash is deposited with banks with a high credit rating, and receivables are restricted after deducting the provision for doubtful debts.

3- Cash risks:

It is the risk of difficulty in securing the cash necessary to meet its obligations, and cash risk is managed by ensuring periodically that sufficient cash is available to meet any future obligations.

4- Human resources risks:

The ability to attract and retain qualified and distinguished human cadres, and Jarir continuously recruits and trains national cadres, and develops an incentive reward to support the continuity and efficiency of its employees.

5- Legal risks:

Risks related to legislative and legal changes in the Kingdom or the countries in which Jarir operates, whether from taxes, labour laws, and others.

6- Technical risks:

Risks of the continuity of operational processes associated with technical programs in the event of a technical defect. Jarir continues to develop and support its technical programs and alternative technical infrastructure.

Product Safety

Jarir is proud of being a preferred partner with many government organizations. This includes working together on new regulatory and environmental projects that demonstrate Jarir's commitment as an industry leader.

Jarir is committed to responsible retail and ensuring that the products we sell are safe for our customers. There is a growing concern and awareness regarding potentially hazardous substances in retail products and we aim to lead the industry in protecting consumers. We are continuously assessing and ensuring the safety of our products and eliminating or finding alternatives for anything that may pose a risk to our customers or employees. In addition, we make efforts to stay informed of any potential regulatory changes and industry trends that may impact our product safety program.

During the COVID-19 Pandemic, customers expected the products they purchased to be safe and as a company, we held the responsibility to provide assurance. We followed recommendations from both the Ministry of Health and the World Health Organisation (WHO) and took a variety of health and safety actions: we educated our team about the pandemic and encouraged practices of good hygiene.

Jarir is proud to be one of the first companies to apply the latest legal warning requirements in our packaging. Warnings related to age, fragility and other hazards have been updated to latest regulations. Jarir has also added methods of communication such as email ID and social media accounts for feedback to their packages.

Jarir continuously assesses new opportunities to enhance product safety. These efforts include actively looking for opportunities to reduce the use of chemicals throughout our corporate, retail, service and distribution operations. When selecting the

products that we use, preference is given to safer alternatives such as EPA Safer Choice chemicals. In addition, we check supplier requirements regarding the use of chemicals in products and manufacturing processes. Chemicals reported to us by our suppliers are screened against a Restricted Substance List (RSL), which specifies potentially hazardous substances.

The use and disposal of all products are subject to specific certifications and/or technical standards. A list of categories and their respective health and safety requirements are detailed in our Procurement Forms. Recycled electronics from our Service Center are sold to our recycling partner to ensure proper disposal and recycling.

In the past few years, Jarir has had a 100% compliance rate with all relevant health and safety regulations.

As of 2022, Jarir complies with the health and safety standards of regulatory entities such as Saudi Arabia standard Organization (SASO), Gulf Standards Organisation, Communication and Information Technology Commission, Ministry of Information, Saudi Food and Drug Authority (SFDA), Ministry of Commerce and Investment (MCI).

100%



compliance rate with all relevant health and safety regulations

0



Incidents of non-compliance concerning product and service information and labeling



Data Privacy and Security

Jarir implements a variety of state-of-the-art information security measures to ensure that our customers receive best-in-class data protection. Whether shopping in one of our store locations, online, through our app, or using our products at home, our data practices protect our customers' confidentiality, transaction data and personal information. All our digital transitions use cutting-edge encryption technology to safeguard sensitive personal information such as customer's names, addresses and credit card numbers.

In 2022, Jarir continued its path of upgrading infrastructure and cybersecurity by achieving a conscious level that keeps pace with the tremendous developments in technology or cybersecurity.

During the year 2022, Jarir improved Load Balancer devices in order to be able to process the biggest amount of information along with activating the policy of detecting any system glitch, taking the initiative to address it, and directing it to other servers.

Towards the end of 2022, Jarir was also able to undertake a digital transformation by moving to the Microsoft 365 and changing the Windows operating system to another system that provides more protection. It also reduces cyber security attacks targeting employee devices.

During 2023, Jarir aims to continue its plan to improve cybersecurity systems and introduce new solutions that enable it to comprehensively protect all systems through additional applications aimed at providing more protection for servers and devices. The year 2023 will represent a major shift for Jarir, both in terms of digital transformation through automation of the Microsoft 365 system or in relation to cybersecurity through the adoption of solutions "CSAB" Cloud Security Access Broker which will complement Microsoft 365, in addition to activating Data Loss Invention and providing comprehensive protection for Jarir's information and data from misuse or hacking attempts.



Responsible Supply Chain

Jarir relies on a resilient and responsible supply chain to achieve ongoing business success. At Jarir, proper supply chain management is an effective tool for mitigating risk and building adaptive capacity.

We engage with suppliers and factories throughout our operations to ensure the highest standards of quality and responsibility are implemented. At Jarir, we extend our core principles to our suppliers as one of our key stakeholder groups. To reinforce supply chain responsibility, we share our Code of Conduct with our suppliers and conduct random factory inspections. The code outlines our expectations of our business partners regarding issues such as safety, human rights and environmental responsibility. In addition, we consider a variety of factors such as CSR best practices and adherence to industry standards when selecting new suppliers.

Jarir's supply chain, market share and resulting market impact has made us highly regarded by the top tech companies in the world.

Supply chains are slowly going back to normal and prices, after hitting a peak in 2021, are coming down to reasonable levels.

**Intel's Top 10 clients in EMEA
(Europe, Middle East and Africa)**

**Microsoft's Top 30
clients globally.**

**Apple's first Direct Retail partner in the
world for the iPhone distribution**

**HP Top 10 clients in EMEA (Europe,
Middle East and Africa)**

Our Contribution to Local Procurement

Jarir is proud to invest in local communities through local procurement practices and the prioritisation of local suppliers and business partners. Our local procurement practices aim to build local economic capacity and create jobs. This is part of our commitments to add value to the communities in which we operate, as well as our commitments to the Saudi National Vision 2030.

In 2022, Jarir spent 6.1 billion SAR on local suppliers, representing 75 percent of all spending.

75%
local procurement rate



**SAR
6.1 bill.**
local procurement spending



03

Working Together for Knowledge Generation and Innovation

Jarir embraces the collaborative digital community to foster innovation and challenge traditional business models. We aim to be more than a company, but also a valuable member of both digital and local communities by creating positive impact, spreading knowledge and fostering socio-economic development. We bring a new approach to delivering products and services that ease the processes of learning and educating and improve quality of life by making quality products affordable and accessible.

To maximise the value that we offer to the communities we serve, Jarir provides industry-leading affordability programs in various forms such as back to school discounts for students and teachers. In addition, we partner with the largest tech brands such as Microsoft and Apple to help provide discounted mobile devices and laptops to students and teachers in need.



4 QUALITY EDUCATION



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Investing in Our Communities

In light of the increasing interest in communal responsibility in the Kingdom, the Arab world and the world as a whole and based on Jarir's belief in the importance of the role of companies in supporting and improving the social and economic life of individuals and society, Jarir, during the year 2022 supported many community initiatives, which were represented in the following:

461,967 SAR

in donations and community investment in 2022



In 2022, Jarir made direct and indirect financial support to several community-oriented causes. Fund and support has been provided to many social issues in support with community partners of scientific, government, charity, and individual's entities. Our aim was to provide more efficient value to stakeholders in society.

192

number of titles published



In its quest to enrich the Arabic content and empower novice writers; Jarir Storytelling Contest was launched and it provided an opportunity to encourage junior writers and publish winning books in the branches of Jarir Bookstore.

Creating Positive Social Impact through CSR Initiatives

Jarir recognizes community service as one of the important pillars of life and one of the means for advancing societies. It is also considered an affirmation of the corporate responsibility for sustainability.

Thus, Jarir has worked to create a positive social impact through multiple social responsibility initiatives throughout the years that are closely related to the growth

and prosperity of the community. Jarir also maintains numerous strategic partnerships to help optimise efficiency and the positive impact for our beneficiaries. In addition,

Jarir is embodied in several partnerships and initiatives that can be summarized as follows.

Social Responsibility

In light of the increasing interest in social responsibility in the Kingdom, the Arab world and the world as a whole, and based on Jarir's belief in the importance of the corporate role in supporting and improving the social and economic life of individuals and society, Jarir, during the year 2021 supported many community initiatives, which can be summarized as follows:

• Jarir Initiatives to Enrich Arabic Content

Translation

This joint initiative comes as part of linking Jarir's commercial operations with its sustainable goals of social responsibility, to support and enrich Arabic content. It began as an idea to spread knowledge, culture and social value. Supporting Arabic content is closely related to Jarir's activity, as Jarir has been transferring knowledge to the Arabic language by translating and publishing books in Arabic. Since then, we have grown into the largest Arabic language copyright publisher in the world.

To date, over 5,700 books have been translated and more than 5,700 books have been published. Under Jarir publications, the number of publications by Jarir has reached 365, equivalent to one book published per day.

In support of Jarir's ambition to spread knowledge of the Arabic language in scientific fields, and in cooperation with the Saudi Social Studies Society, Jarir met the needs of those belonging to and interested in social studies from academics, social researchers and professionals, through a cooperation agreement between Jarir and the Society to produce selected books in the field of social studies under the scientific supervision of a specialised team formed by the Society led by the chairman of the board of directors of the Saudi Social Studies Society.



Based on the agreement, the second translated book entitled "Research Design" was launched, co-authored by two senior authors in research Methodology, John W. Cresswell and J David Cresswell. The book provides a comprehensive summary of research designing and research methodologies and has been scientifically scrutinised and reviewed by the Committee of Saudi Social studies Society; It was written by Dr Muhammad bin Suleiman Al-Wahis, Professor Dr Badria Muhammad Al-Otaibi and Dr Mona bint Abdullah Al-Gharibi. It is expected that 3 other books will be launched in 2023.

Jarir's Program to support local/social activities

Jarir Storytelling Competition

In its quest to enrich Arabic content and empower the junior writers, Jarir's storytelling competition was launched. It included two courses of storytelling: the novel's course starting from 22 thousand words and more and the story's course starting from 12 thousand words and more. The winners of the award list included authors from both courses.

In the novel's course, Ashwaq Omar won first place for her novel "Blue Hole"; Ahmed Abdullah won second place for his novel "Aqeer al-Ghylan"; Motaaz Al-Khateeb won third place with "Dusk Breeze"; Nada Mohammed won fourth for "Dandelion Seeds" and Bayan Al-Shriofi won fifth place for "28-year-old Sagging in Contradiction".



In the story course, Lama Hdad won first for "See through Nothingness"; Aliaa Abdullah won second for "An Envoy from the Future"; Aya Zein Al-Abideen won third for "Fifty Fall and Message"; Wael Saeed won fourth for "Shigoy"; Yousra Gaber won fifth for "Mirror Era" and Asmaa Shalby won sixth place for "Raheel".

Thus, the competition provided an opportunity to publish the winning books, as the prize for the first five places in the novel's course was the printing and publishing of novels in the branches of the Jarir Bookstore, and throwing an inauguration and signing of books ceremony, in addition to publishing them electronically on the Jarir Reader platform.

The prize for the first six places in the story courses was to collect the three winning stories in one volume and publish them in Jarir Bookstore, in addition to publishing the stories electronically on the Jarir Reader platform.

The participants' stories were evaluated from several aspects such as the idea, narrative structure and others through specialised committees composed of many prominent names in fiction and non-fiction literature.

those interested in developing areas of disability according to the highest international scientific standards.

The partnership between Jarir and Ministry of Culture

This year has witnessed opportunities and means of cooperation between Jarir Bookstore and Ministry of Culture including:

Signing an MOU with Literature, Publishing and Translation Commission:

To support intellectuals, empower readers, publishers and all organisations concerned and to contribute to the development and improvement of the level of services provided to those interested, Jarir signed a Memorandum of Understanding with the Literature, Publishing and Translation Commission for joint cooperation in implementing programs, projects and initiatives concerned with the fields of literature, publishing and translation, and enriching cultural content in the Kingdom. The Memorandum included the agreement of both parties of an understanding in several areas, the most prominent of

which are: the development and implementation of programs and initiatives dealing with the fields of literature, publishing and translation, the development of cultural content and cooperation on the implementation of various cultural activities.

Digitisation of paper books to support digital publications

Alongside the digital publishing initiative under the auspices of the Ministry of Culture, which aims to support the e-book industry to ensure easy access to the book to beneficiaries, enhance diversity in publishing vessels, contribute to enriching Arabic content from digital books, and support and improve the business model of the Saudi publisher, Jarir had its role in this initiative through a process of transferring books from paper to digital and handed over to publishers applying for them, as it was agreed between the authority and Jarir to convert 2,000 books from paper to digital.

Jarir's Recycling Programs

Back to School Initiative

The initiative includes the "School Bag" project, which aims to secure schoolbags and supplies for the targeted primary school students.

Jarir has contributed by supporting the "Back to School" initiative, which includes projects that support the targeted male and female students, as an incentive for them to embark on a new stage in their academic life. The initiative was launched in cooperation between the Takaful Foundation and the Ministry of Education, and with the support of SABIC, the strategic partner of the initiative.



• **Jarir`s Programs of Recycling**

Electronic Devices Recycling

Jarir looks forward to maximising the impact of many targeted programs and redoubling its efforts to save old electronic devices from landfills through electronics replacement and recycling programs, which are closely related to the growing global issue of e-waste.

To address this problem, Jarir is working on an electronics-recycling program to save discarded electronic parts extracted by specialised recycling companies.

Commercial operations have also been linked to sustainable goals, including campaigns to replace laptops, tablets, smart phones, printers, and smart watches which have contributed very effectively to the success of the electronic device recycling initiative.

With the launch of the Jarir Electronics Recycling Program in 2020, Jarir was able to transfer 22.3 million Saudi riyals of electronics from the landfill and return it to the economy, and in 2021, it was able to recycle electronic devices worth 19.4 million Saudi riyals.

In light of Jarir`s interest in this program, the value of the electronics recycled during the year 2022 increased, reaching 38,172,546 Saudi riyals of electronics.



Supporting charitable organisations and institutions:

Reading is food for the soul and the mind, and society elevates through it. Jarir is keen to have a leading and effective role in encouraging and motivating the community to practise reading. The community relies on the sense of responsibility that a party holds to inspect their needs. Therefore, Jarir is always keen to be present on these blessed occasions, and it is happy to support charitable organisations that serve in the development of society and motivate it to read.

Jarir is also determined to be always present in supporting charities, which in turn support the community with scientific and cultural books, through which it seeks to improve a healthy and educated society.



Jarir Reader (E-books Platform)

In 2013, we launched the Jarir Reader app, which allows users to easily purchase, download and read books and magazines anywhere, on multiple electronic devices. The Jarir Reader gives access to a wealth of valuable material and adds the convenience of being able to enjoy it anywhere at any time.

The Jarir Reader was designed to spread knowledge and culture and bring the joy of reading into the next generation. Jarir is the largest—and often the only—translator of major titles and best sellers into the Arabic language. By translating these works and transferring them digitally around the world, the Jarir Reader becomes one of the most powerful tools available for transferring knowledge and culture to Arabic readers on a global scale. In addition, Jarir has begun publishing audio books, and has plans to convert all Jarir e-books into audio books as well.

During the year 2022, Jarir managed to launch a new version of Jarir Reader application with improved search engines, browsing experience and a new option to listen to e-books. The new version included several developments, which brought Jarir Reader to the same level as the competing international platforms.

Several experimental marketing campaigns were also launched with the aim of studying the market, which in turn contributed to an increase in the percentage of purchasing customers out of the total customer by 33%.

In 2022, Jarir published e-books on platforms targeting public libraries and educational institutions, increasing the number of contracted publishing houses by 10%, and activating previous publishing houses which contributed to increasing the number of books published on the Jarir Reader platform by 33%. This had a great impact on making Jarir Reader the largest platform for digital books in the Arab world.

Jarir also introduced the initiative “Book of the Month” in the Jarir Reader applications. The declared book of the month, often world-wide bestsellers, will be available for free for 30 days for all consumers of the application. Jarir received great feedback on this initiative. In 2022, most books that were titled “Book of the Month” were self-development books, with some fictional books as well.

Work will be done during 2023 to increase the growth rates achieved during the year 2022 in sales and the number of books published on the Jarir Reader platform, and publishing Jarir Bookstore books on more global platforms such as Google and Apple, and continuing to produce and launch the audio version of more than 50% of the most prominent publications of Jarir Bookstore.

Emphasis will also be placed on producing and publishing audiobooks for Jarir Bookstore’s publications, and continuing to maintain the leading position in terms of the number of published books by increasing the number of contracted publishing houses, working to speed up publishing books in other language on the Jarir Reader platform.

Jarir Publication

Jarir Publication began as an idea to spread knowledge, culture and social value.

In 1999, Jarir Publications was established as a CSR initiative and translated its first book into Arabic. After achieving projected sales and receiving positive industry acknowledgements, we continue to translate best sellers and publish books at a rate of one per day. The spirit of establishing Jarir Publications was to spread knowledge, culture and social value. Our contribution to social development originated in the topics of the books selected to be published, which focus on personal development, education and children’s literature. We have since expanded our positive social impact through innovative new products and the initiatives described below.

Since then, we have grown into the largest Arabic language copyright publisher in the world. To date, over 5,700 books have been published (a rate of about one every 24 hours), all of which have been translated into Arabic. Jarir Publication has developed a unique and innovative method of translation that focuses on preserving the

original flow, thought process, structure and visual identity. These accomplishments help bring knowledge to Arabic readers around the world.

Jarir Publication has been recognized by the Saudi Responsible Competitive Index as a self-funded Social Responsibility Initiative that achieves sustainable year-on-year growth and adopts the highest standards for the protection of intellectual property rights and copyrights.

Since its launch, Jarir Publication has fostered immensely positive social and cultural impacts. Top Arabic and Saudi Islamic scholars frequently quote Jarir Publication’s books; validating Jarir’s crucial contribution to the spread and progression of culture, knowledge and social self-awareness.

In 2022, Jarir Publications succeeded in publishing 192 new titles.



“The Jarir Reader is one of the most powerful tools available for transferring knowledge and culture to Arabic readers on a global scale”



Digitalization and Service Transformation

In 2022, there has been a slight decrease in online sales compared to the total retail sales in 2021. Jarir is an innovative company, and as technology and digitalization have fundamentally transformed the retail industry, we have adapted our business models accordingly to offer a growing range of digital services and evolved the way we interact with our customers.

During the year 2022, the e-commerce sector for individuals (B2C Ecommerce) achieved a growth in the sales by 50% compared to 2021, a growth of customers by 30% and a remarkable development in the repurchase rate, as Jarir continued its efforts to develop the e-commerce sector in general and e-commerce for individuals (B2C Ecommerce) in particular, as the implementation of the e-commerce systems development project has been completed to keep pace with the company's future plans to ensure the continuity of supporting the company's growth and expansion plans.

The customer delivery experience was also developed and improved by reducing the time required to process customer requests by 22% compared to last year, and this was accompanied by a growth in the delivery of requests to customers' addresses on the same day (Same Day Delivery) by 45%, which had a great impact on the growth of the proportion of requests received from Jarir Bookstore showrooms (Click & Collect) of the total requests by 80%.

As a continuation of Jarir's efforts to provide a distinguished service that exceeds the expectations of its customers, Jarir performed a lot of projects during 2022 which aimed to improve the reliability of the smartphone application, by achieving a percentage of 99% of customers who did not suffer from any problem using the application, which had a great impact on the increase of the conversion rate in the application by 142%.

In addition to the above, Jarir launched the new version of the e-commerce system, website and application, which guarantees

high reliability, especially in seasons, speed of response and an increase in the number of requests. The new version also included greater speed in implementing projects and high ease in obtaining the newest and latest technologies. Instalment payment methods such as "Tamara" was also launched as a successful experiment in online instalment payments, which contributed to a steady increase in e-commerce sales.

In support of the company's expansion plans, the website and e-sales were launched in Kuwait, Qatar and Bahrain.

During the year 2023, Jarir aims to continue working on developing the customer experience through continuous updating to personalise the experience on the site, application, and means of communication with customers through the use of programs and tools supported by artificial intelligence in order to achieve the aspirations of customers.


Jarir.com has accomplished numerous accolades, reached major milestones and exhibited significant growth. Highlights of Jarir.com's recent accomplishments are outlined below.

- Ranked #1 among retailers' ecommerce websites in Saudi Arabia.
- Jarir is the no.1 destination for all global launches for Apple, Huawei, Samsung, HP, etc.
- First to launch the MADA payment method.
- Ranked #1 among retailers' ecommerce websites in KSA
- 145 Million Jarir website visits annually

Ranked #1
among retailers' ecommerce websites in KSA.

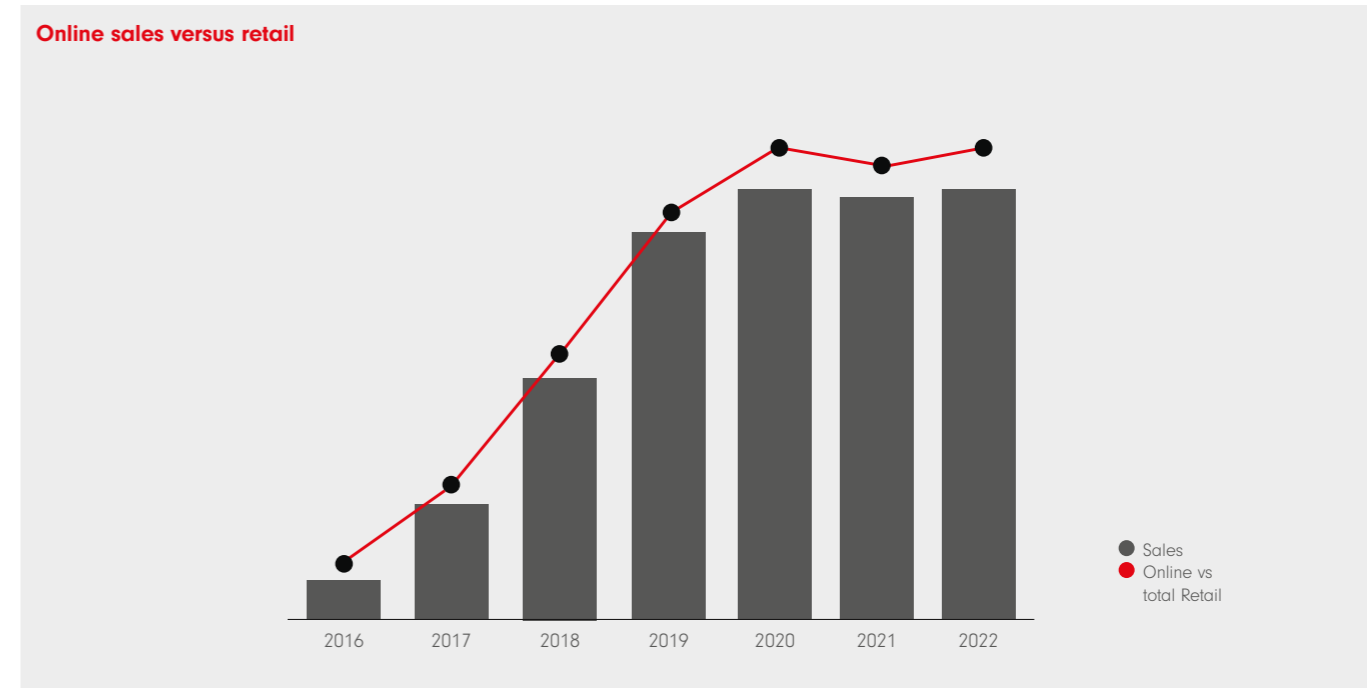


Jarir is the **No.1** destination for all global launches for Apple, Huawei, Samsung, HP, etc.



Ranked #1 among retailers' ecommerce websites in KSA.

145m Jarir.com Visits Annually.

04

Putting our customers at the centre of everything we do

Jarir puts the best interests of our customers first. We focus on making high quality products and services accessible across our communities to help spread education, culture and the growth and prosperity of our customers. Throughout our operations, privacy and data protection best practices remain at the forefront of our efforts.



Customer Experience



Jarir was keen during the year 2022 to improve the customer experience. As a continuation of its efforts to provide a distinguished service that exceeds the expectations of its customers, the reliability of the smartphone application has improved and had a great impact on the increase in the number of requests.

Jarir develops and implements various projects and initiatives resulting from continuous business planning and

development efforts in areas that are important to our customers.

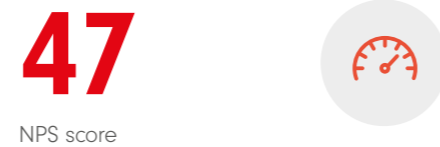
Our customers can feel at home at our showrooms and read books off the shelves in the relaxing comfort of our sitting areas.

In an effort to upgrade our customer experiences, Jarir replaced all banners in showrooms with screens to improve interactivity and efficiency while also reducing paper waste.

Jarir is committed to accommodate customers with disabilities and we have improved the accessibility of our facilities with accessible gates, elevators and toilets at every showroom.

Customer Satisfaction Rate

Jarir builds trust and consistently exceeds expectations through unrivaled customer experiences. To ensure continued success in customer experience and satisfaction, we launched the Net Promoter Score (NPS), a survey tool assessing all customer-facing channels. The NPS helps us analyse customer feedback to correct issues at their root cause as well as implement corrective and preventative measures. The NPS tool also helps optimise our strong areas. Projects and initiatives that resulted from the NPS survey include the introduction of new payment methods, Online Order Placement by salesmen, customer experience assessments, the evaluation of new couriers.



Mystery shopper

In order to ensure that our high customer experience standards are consistent, we regularly conduct mystery shopper exercises. During such exercises, undercover representatives pose as normal shoppers to assess the customer experience as well as employees' behaviour in their natural environments. These mystery shopper exercises are taken very seriously and help ensure that

every customer is treated with the care and respect one would provide for a supervisor. Through 201 visits conducted in 2022, the Mystery Shopper programme was able to engage and evaluate more than 1,206 employees.



Customer Care

Feedback from our customers is an important resource for the continual improvement of customer experiences. In addition to the NPS, we implement a multi-faceted system of tracking, addressing and responding to all customer feedback.

In Jarir's pursuit for better customer service and reduced paper consumption, Jarir launched E-invoice via WhatsApp service which allows customers to receive a digital invoice copy on WhatsApp upon their checkout in our stores. This service enables customers to save a digital copy of the invoice for easier after-sales services.

Along with WhatsApp invoice Jarir requests customers evaluation of the service level provided to them. This measure keeps Jarir's sales team very close to customer feedbacks and opens a new channel of feedback the complements and replace email and suggestion box communications.

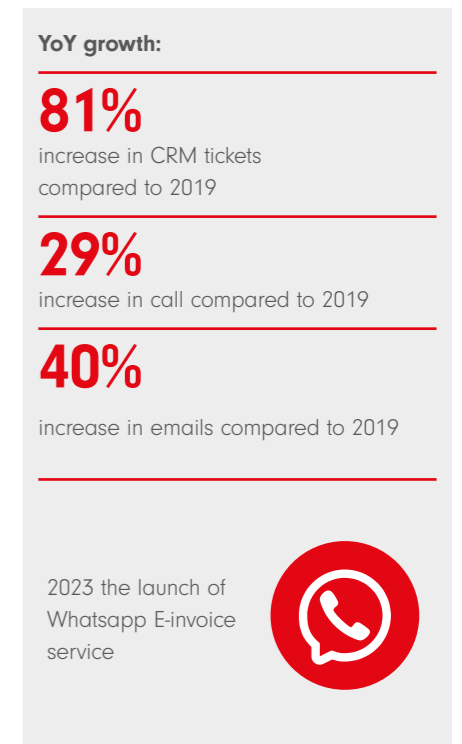
Jarir's customer care system consists of customer surveys, showroom customer service representatives, after-sales services, contact center agents and customer relation agents. Their roles are outlined in the figure below, and together, these tools and agents handle issues at every level of the customer experience.

Jarir's Contact Center manages our unified customer service hotline, all incoming emails and social media interactions. The Customers Care also collects data on Jarir's customer care performance regarding customer requests, complaints, follow-ups, resolutions, and other customer care metrics. Our Customer Care and Contact Centers also manage CRM Tickets to resolve customers' complaints and requests that can be issued by showrooms and social media channel representatives or via email or telephone. The growth exhibited in the table above was driven by new effective customer service policies that have been deployed in recent years.

In addition to our representative teams, we also have suggestion boxes in all of our showrooms. Suggestions are reviewed daily. Each suggestion is reviewed by an Area Manager and the results are reported to Showroom Operations. Each suggestion receives a response and, if necessary, corrective actions and improvements to our operations. Each month, the results and recommendations are compiled into a monthly scorecard to be reviewed by senior management and internal marketing professionals.

The results of these customer care measures are continuously monitored and assessed to optimise client satisfaction.

Customer care



Customer Engagement

Our customers are the driving force of our business success. Therefore, we continuously engage with our customers to better understand their needs, enhance customer experience, express appreciation and foster long-term relationships with our brand. In addition, we continuously engage with our customers through showroom events, social media campaigns and various creative experiences for our customers to enjoy.

In addition to improving our customer's experience, Jarir has launched its electronic invoices (e-invoice) via WhatsApp. The purpose of the launch is to help customers go through a smoother journey with Jarir in addition to other several intentions that are purely customer-driven, such as, not dealing with lost invoices, rating their experience through a survey that will be sent along with their invoice, capturing the satisfaction of our customers, and many more. Jarir acknowledges the significance of helping

the environment and how important it is to the community and the country as it is one of the main pillars for Vision 2030. The launch of electronic invoices will have a noteworthy impact on the environment, which Jarir takes seriously.

Furthermore, Jarir is focused to serve its part in multiple initiatives that will relate to the community both directly and indirectly. Among those initiatives, are the celebration of both Father's and Mother's day. Jarir

acknowledges parents and their significant role to the community, and their part in building the upcoming generations. Therefore, Jarir launched major campaigns that shows the gratitude that Jarir holds for the true guardians of our upcoming generation.

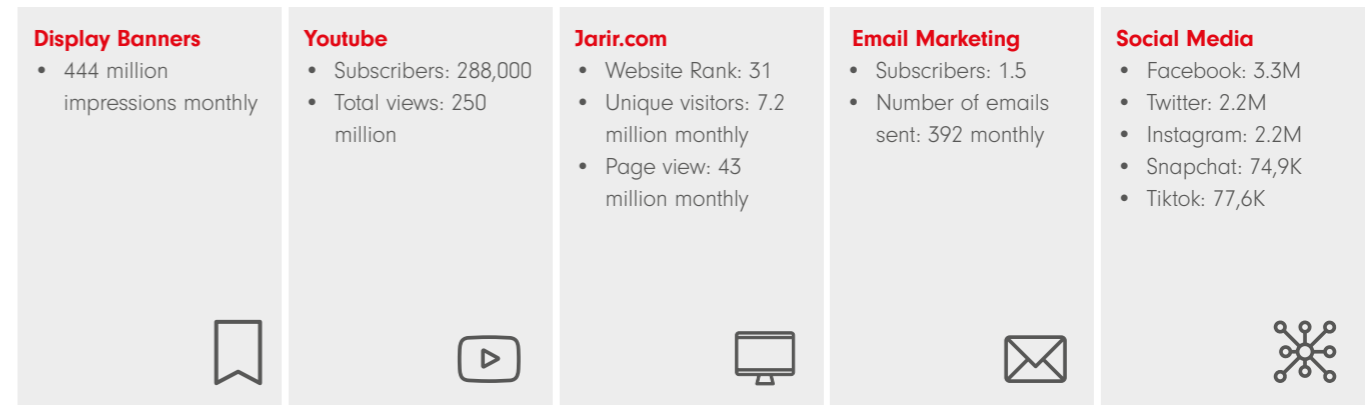
that shows the gratitude that Jarir holds for the true guardians of our upcoming generation.

4.3.1 Social Media Outreach

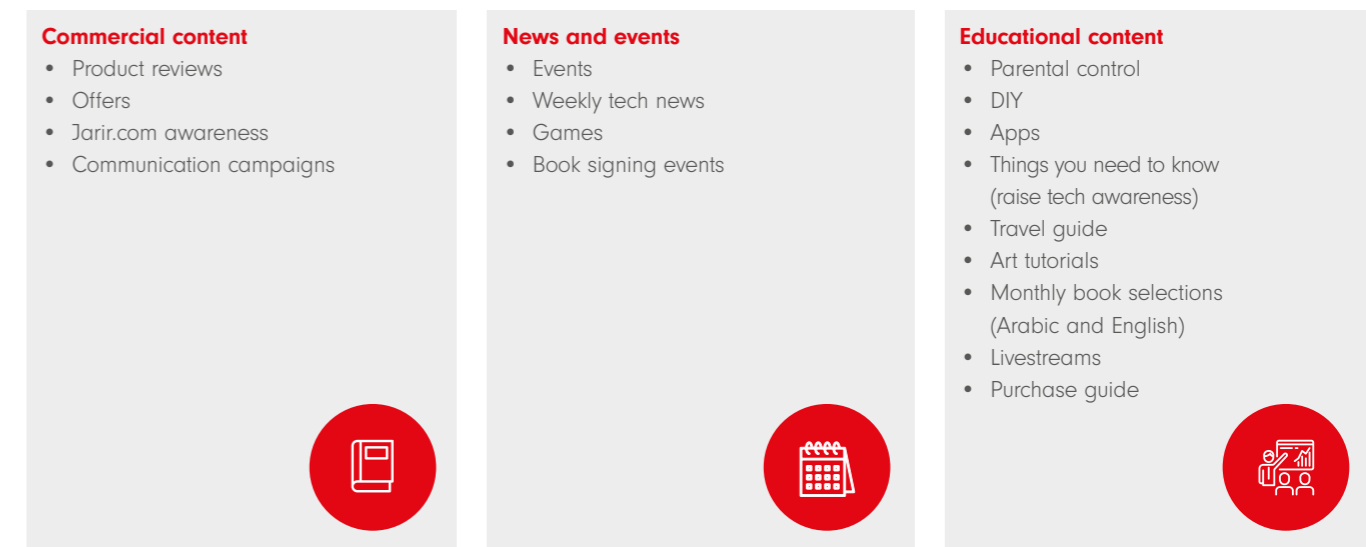
Jarir leverages social media platforms. Jarir also manages to remain relevant and engaged with our customer base. We enhance our social media presence through social media campaigns, contests and content such as educational videos. In addition, we use social media to maintain an ongoing dialogue with our customers.



In 2022, Jarir achieved a 100% response rate per day on social media. Our social media presence is outlined in the figures below.



Jarir continues to produce videos and publish produced and published 453 YouTube videos covering the following areas:



05

Valuing, Inspiring and Rewarding Talents

“Our employees are our key assets and they are the engineers who build our dreams into reality”
 - Abdulkarim Al-Agil
 CEO

Jarir is a family and is always committed to the personal and professional development of our people as both a core responsibility and a strategic business objective. Properly motivating and rewarding the talents of our employees helps us attract and retain top talent and create long-term value for our business. At Jarir, loyalty is a two-way street and as our employees drive business value, we foster employee longevity through supporting wellbeing and career development. We believe investing in our employees is an investment in the future of Jarir.



Human Resources Development

Jarir attracts and employs talent, and is keen to attract and train Saudis to improve their practical abilities and skills, and establish company values and production standards.

As the total number of employees in Jarir reached 5,697 employees by the end of 2021, they are a mixture of 28 different nationalities, and the percentage of Saudis in Jarir reached about 59% of the total employees, and the percentage of Saudis in some showrooms reaches 70% of the showrooms' employees, and Jarir is classified within the platinum scope according to the program Ministry of Labour and Social Development "Nitaqat" (Scopes).

During the year 2022, 2,026 individuals

were employed. Within the framework of Jarir's keenness to involve women in the labour market in line with the Kingdom's 2030 vision.

In the field of training and qualifying during 2022, Jarir continued to establish a culture of customer service through the program to exceed customer expectations and several training courses were held, with a total of 51,152 training hours provided to employees.

Jarir also continued to train university students, out of its belief in corporate social responsibility, and some trainees were recruited after graduation.

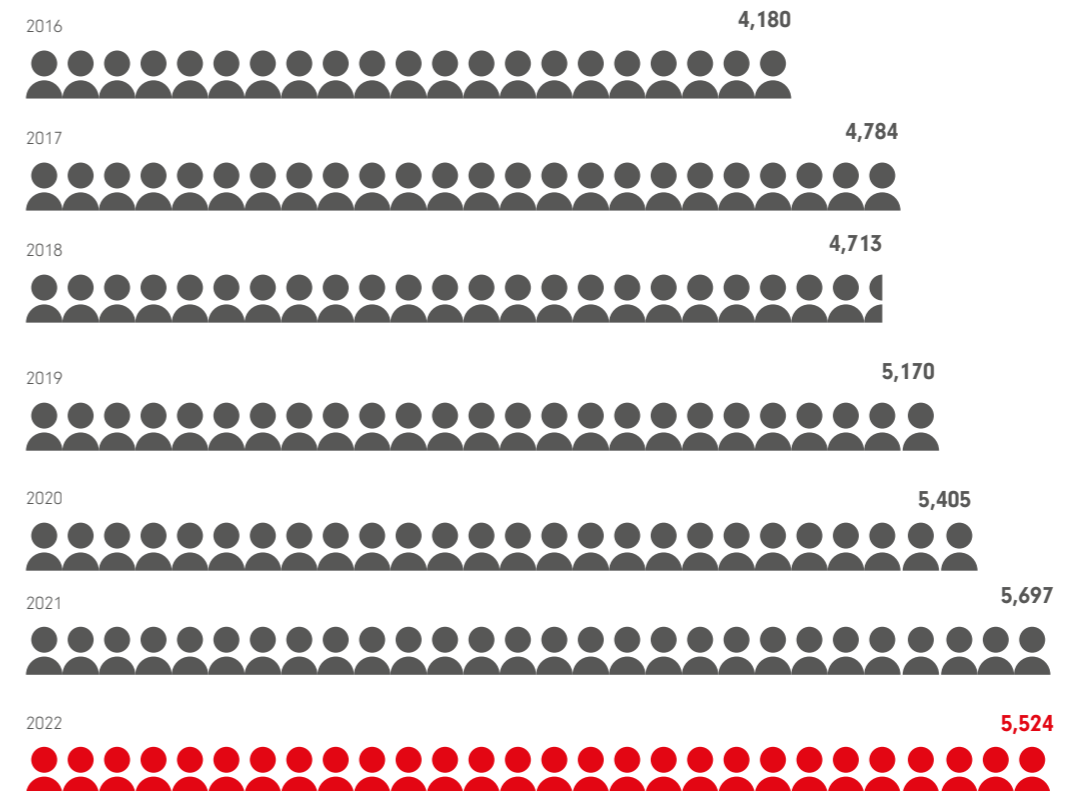
During the year 2023, Jarir aims to continue to attract distinguished Saudi cadres, intensify training courses to raise the level of

Jarir employees, and focus on developing showroom managers.



First
 Female Board Director was appointed 2022

Total Workforce (2016-2022)



Employer of Choice

Jarir is committed to be an employer of choice and recruiting and developing the best workforce possible. In order to attract the most talented individuals, we offer competitive pay, benefits and performance incentives.

Jarir offers opportunities based on merit and we value diversity and inclusion. To retain and develop the best employees, we implement industry-leading employee engagement initiatives and reward good performance with career and advancement opportunities. We also help our employees reach their fullest potential through financial incentives, career development and training opportunities.

Diversity, Inclusion and Equal Opportunity

Jarir believes that diversity fosters innovation and we embrace the value of an inclusive work environment. Jarir proudly employs a workforce of 28 different nationalities, 59% of which are Saudi nationals. Youths (< 30 years old) represent 85% of our workforce and we are proud to provide younger generations with meaningful work. We currently employ close to 600 females, representing 11% of our head office and showrooms. We also appointed our first female Board member and we seek to increase the percentage of female employees in an effort to fight discrimination and promote equal employment opportunities regardless of gender, religion, race or ethnic background.

Employee Engagement and Satisfaction

High levels of employee engagement and satisfaction are crucial to our long-term success. To ensure our employees are being properly engaged and satisfied, we conduct an annual employee satisfaction survey. This survey helps us gain insight into employee perspectives and make sure they are being properly fulfilled and motivated to their fullest potential in their careers. Employees are encouraged to provide honest feedback to enable senior management to best address issues and accommodate their needs in their actions plans.

On a regular basis, our efforts to understand and serve the needs of our employees, we further engage them through entertaining experiences and motivate them with various incentive programs. Examples of entertaining engagement activities include our Annual Sports Programs (Basketball, Cricket and Football), weekly department breakfasts (every Thursday) and "Istrahe," which is a quarterly party for each showroom. These programs are designed to improve morale and build relationships between our employees.

To motivate and develop our employees, we offer an Employee of the Month Program, coaching programs and regular meetings on a weekly, annual, and ad hoc basis. All employees also receive regular performance reviews where their performance is evaluated, feedback is collected, and career goals and objectives are put in place.

To show our appreciation and further boost morale, we offer flexible work hours, telecommuting when feasible, and enable a work/life balance that allows employees to spend time with their families and enjoy good weather. At least twice a year, Jarir provides its employees with an unannounced half day leave to encourage them to enjoy good weather with their families or enjoy outdoor activities.



youth employment



different nationalities represented in workforce

Benefits and Compensation

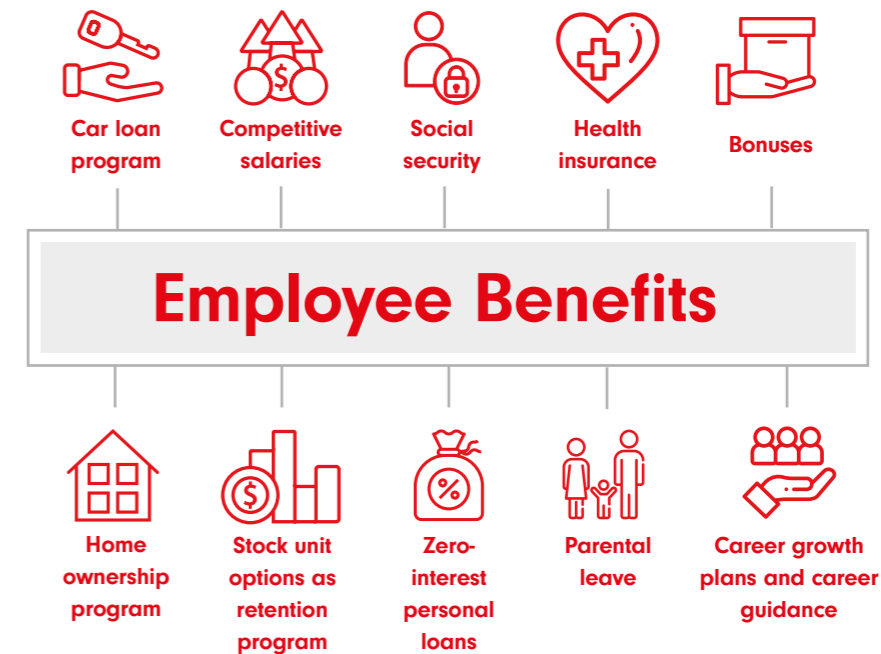
Offering competitive compensation and benefits is central to achieving our goal to grow and develop the best and happiest workforce in the industry. All Jarir employees receive competitive salaries, medical insurance, annual bonuses, monthly sales incentives (if applicable), 30 days paid annual leave and exam leave. Our full-time employees enjoy these benefits in addition to job training, 5-day work weeks and the

option to participate in our Phantom Stock Program. In addition, Star employees receive career guidance and growth plans.

Eligible Jarir employees receive 10 weeks of maternity paid leave and 3 days of paternity leave. In addition to paid maternity leave, new mothers are also eligible for an additional month of unpaid maternity leave. To further accommodate our maternal employees, we offer new mothers one hour

of personal time per day for a period of up to 2 years after giving birth.

Additional employee benefits include zero-interest personal loans and the offer to participate in our Stock units Options (Long term 5-year program), Home Ownership Program and car loan program.



Attraction and Retention

The ability to attract and retain the most talented employees is one of our top priorities and a prerequisite to developing our industry-leading workforce.

During 2022, 2,026 employees were employed. In light of Jarir's keenness to involve women in the labour market in line with the Kingdom's 2030 vision, Jarir paid attention to employing women, as the number of female employees reached close to 600 by the end of 2022.

High rates of retention not only create business value and reduce recruitment costs, but also have significant benefits to employee morale, corporate culture and the quality dependable careers of our employees. We are very proud of our consistently low turnover rates for our senior and middle managers.



new hires



of new hires were between the ages 18-30

Training and Development

At Jarir, we are the sum of our employees and we consider investments in the training and development of our workforce to be an investment in the future value of Jarir. We use training and development resources to ensure that our employees are poised for professional development and are well equipped to serve our customers and uphold our values.



51,152

training hours provided to employees



12.3

average training hours per employee

In 2022, we delivered 51,152 training hours to our employees. This represented an average of 12.3 hours of training per employee, which is 2.5x more than 2020's 4.8 hours per employee.

As evidenced by our 2022 performance, we recently increased our focus on employee training and shifted training focus towards cross-selling both products and knowledge. In addition, we provide training to allow advancing employees to take on more

responsibilities, refine professional skills and stay abreast of new industry and regulatory developments.

There are several training programs offered to Jarir employees. First, each new employee receives introductory onboarding training where they learn about Jarir policies, operations and their personal responsibilities within the company. In addition, all employees receive TSL training twice per year. For our showroom managers

(Massars), we provide a Showroom Managers Program as well as evaluations with feedback from supervisors. For those moving up within the company, we offer a fast track (2-year) management trainee program as well as a Development & Leadership Program to prepare employees for new professional challenges and responsibilities. No matter what your role and future is at Jarir, we equip our employees with what they need to achieve success.

Health and Safety

At Jarir, we foster a culture of health and safety to help ensure the physical and mental wellbeing of our stakeholders. To achieve our ongoing target of zero health and safety incidents, we implement industry best practices as well as internal policies and procedures designed to maximise health and safety throughout our operations.

To ensure that our employees are well prepared to safeguard health and safety, Jarir provides the appropriate training and awareness campaigns. Our approach to health and safety is to prevent incidents before they occur. As such, we have

dedicated health and safety personnel and a Compliance Team to provide working conditions that are optimised for health and safety.

Our most important resource is our people,

and to help ensure their health and wellbeing we have recently established the Jarir Employees' Medical Services program to provide medical services as necessary.

Benefits of Jarir's medical services program:



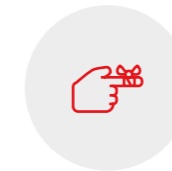
Save Time



Convenient



Zero Deductible



In-Home Treatment



Prescriptions & Medical Refill

To protect the safety of Jarir stakeholders, we implement several safety programs, policies and procedures designed to prevent all avoidable incidents and promptly respond to unavoidable incidents. Regular safety procedures include fire drills

and fire safety training supported by the Services and Maintenance Department and Training Departments, preventive electrical maintenance at all locations, safety awareness signage and guidance when and where necessary, providing personal

protective equipment when necessary and conducting periodic audits against Jarir safety standards for all applicable locations. To compliment these procedures, Jarir has drafted a manual for potential fire, health, safety and environmental incidents.

Health and Safety Programs

To protect the safety of Jarir stakeholders, we implement several safety programs, policies and procedures designed to prevent all avoidable incidents and promptly respond to unavoidable incidents. Regular safety procedures include fire drills and fire safety training supported by the Services and Maintenance Department and Training Departments, preventive electrical maintenance at all locations, safety awareness signage and guidance when and where necessary, providing personal protective equipment

when necessary and conducting periodic audits against Jarir safety standards for all applicable locations. To compliment these procedures, Jarir has drafted a manual for potential fire, health, safety and environmental incidents.

Jarir also implements programs to ensure compliance with all regulatory requirements. Jarir thoroughly reviews all health and safety incidents and non-compliances to ensure the continual improvement of our management processes. When necessary, we implement

corrective measures and develop new or improved preventative measures.

Jarir considers comfort in the workplace to be a key aspect of employee wellbeing. As such, we implement measures to improve comfort such as providing a comfortable temperature, daylight exposure, ergonomic furniture and increasing the presence of plants in our office

Emergency Response Team (ERT Training) & Installation of Required Safety Posters

2022 Preventive Maintenance Program To Ensure Efficiency and Safety of Equipment in the following areas in all locations

- Generator
- Fire Fighting
- Air Conditioning Units
- Plumbing (Including Leaks)
- Electrical Safety

2022 Electrical Safety & Cost Control Programs in all locations

- Plugs, Outlets, Breakers, Servers (Safety)
- Water Saver Installation (Water Saving)
- Photocell (Flood Light Electricity Savings)
- Water Boiler (Safety)

Jarir also implements programs to ensure compliance with all regulatory requirements. Jarir thoroughly reviews all health and safety incidents and non-compliances to ensure the continual improvement of our management processes. When necessary, we implement

corrective measures and develop new or improved preventative measures.

Jarir considers comfort in the workplace to be a key aspect of employee wellbeing. As such, we implement measures to improve comfort such as providing a comfortable

temperature, daylight exposure, ergonomic furniture and increasing the presence of plants in our offices.

Nationalization

Jarir is committed to generating meaningful employment and prioritising local talent. As of year-end 2022, 60 percent of our workforce consisted of Saudi nationals. That value was even higher for members of senior management, which consisted of 80% percent Saudi nationals. Our goal is to gradually increase nationalisation rates by continuing to prioritise local candidates.



Jarir's Massar, Post Graduate Internship Program and Management Training are our flagship nationalisation programs for recruiting local candidates.



06

Managing Environmental Impacts

Jarir is committed to minimising negative environmental impacts throughout our operations and supply chain. Further, we believe the changing global environment will bring new emerging business risks and opportunities. Therefore, our commitment to environmental responsibility is aligned with our business strategies to adapt to new environmental circumstances and foster a transition to a sustainable future. We operate under the understanding that innovating business models for resource efficiency and impact minimisation will ultimately drive long-term value creation, risk mitigation and market differentiation.

Jarir aims to be a catalyst for a better world. As such, we have identified four key areas where we feel we can make the greatest environmental impact: fight climate change and reduce carbon emissions through energy optimisation and sourcing renewable energy; reduce the environmental footprint of our customers through sustainable products; extending the life of technology through e-recycling programs; and strict adherence to all applicable environmental regulations.



وزارة التعليم
Ministry of Education

تكاافل
TAKAFUL

- تزهلي ولادي
- تزهلي بلادي
- ظهري ولادي
- ظهري بلادي

Environment Responsibility

Jarir's commitment to the environment is based on the Company Objectives which falls under serving and giving back to the community, as we believe it is our social responsibility.

This Company Objective is translated into the following Policy & Programs;

- Jarir shall comply with any government Rules & Regulations with respect to environmental preservation.
- Jarir shall continuously include environment conservation programs.
- Jarir shall search for products with minimal environmental footprints shall be offered to the market.
- Jarir shall consistently include Environment on Company Trainings and Organizational Development with its people.
- Jarir shall support community environmental projects.



Materials

Jarir strives to be a lean company and to continuously improve the resource efficiency of our operations. To progress towards this ambition, we implement several programs and initiatives to reduce, reuse and recycle materials.

Our largest waste stream is paper products, and therefore, this is the primary focus of our waste reduction efforts. Such efforts and measures include but are not limited to reusing warehouse boxes; recycling paper and cardboard; measuring and managing printing paper through a PMS Printing Management Service; and seeking to procure only forest and recycled content certified paper products.

Going forward, Jarir continues to develop procedures, measures and initiatives to improve paper efficiency through our waste reduction initiatives. In addition to our efforts to reduce waste as shown in the graph below:

Plastic Recycled



27,775 kg cardboard was recycled in 2022

Cartoon Recycled



418,410 kg cardboard was recycled in 2022

Marketing signage in showrooms



All paper boards, flyers, banners and posters in showrooms have been replaced with 618 LED displays which eliminates the use of 3,300 printed 100x70 cm paper per year.

Sell and reuse of recyclable items and proper disposal



Selled items for recycling such as Non-Led lights and old forklift batteries. In addition, the proper disposal of Copier Toners and the reuse of carpet, palletes, benches and boxes in Jarir's Distribution Center.

Reduced single use of plastics



installed water filters to reduce the use of single-use plastic water bottles and opt to recycle and refurbish all materials in lieu of landfilling whenever possible.

Jarir is committed to go to the next level of environmental concern, and in line with this goal, there are some ongoing developments that have been implemented.

Septic tank to ministry line

Instead of a truck hauler, water waste disposal is run through the national Municipality (Baladiya) line whenever possible.

Clear plastic bags for garbages

Instead of huge black plastic bags and in compliance with government regulations, they have been replaced with clear recyclable plastic.

Vehicle preventive maintenance

To ensure efficient fuel consumption and less pollution emission, regular maintenance of all company vehicles processes have been implemented.

Plants in offices

To assure better health and environment, environment-friendly plants have been placed around offices.

Migration to IP phones

All phones in all buildings around the kingdom have been replaced from Analog to IP Phone which resulted in the total removal of telephone cabling.

Electronic Recycling and Trade-Ins

Jarir believes in a circular economy and recognizes the growing global issue of e-waste. In an effort to address this issue, we have an electronics recycling program in place that diverted 38,172,546 SAR worth of electronics from landfilling in 2022 and returned it back into the economy.

The program salvages the parts of discarded electronics to be shipped and sold outside of Saudi Arabia by our contracted partner. In 2022, Jarir was able to recycle 38,172,546 SAR worth of electronics from landfilling.

We further our efforts to keep older electronics out of the landfill through our trade-in program. This program allows customers to get value through trading in used products that are still in good condition and use the value towards upgrading their laptops and mobile devices. This helps give a second life to used products while increasing the affordability of new products. This program helped recycle 145,401 devices.



145,401

electronic device has been recycled through trade-in program partnership



38,172,546

SAR worth of electronics from landfilling



Energy and Climate Change

Jarir understands that climate change is one of the greatest threats to humanity. As an industry leading corporation, we have an ethical responsibility to minimise carbon emissions. Further, we have a responsibility to all our stakeholders to implement business strategies to remain competitive in a low-carbon future. Such strategies will also make us well positioned, cut energy costs and adapt to emerging risks and regulations. As such, energy management and emissions reduction are amongst our top environmental priorities.

To achieve our energy and climate goals, we continuously monitor our performance, assess new risks and opportunities and use the results to further improve energy management.

Renewable Energy

Renewable energy production is becoming increasingly efficient and cost effective, making it both environmentally and financially beneficial. The business case is especially attractive for onsite solar PV in the middle eastern retail industry, which is characterized by an abundance of sunshine and roof space.

Energy Efficiency and GHG Emissions

Optimising energy consumption is a core aspect of our strategies to reduce greenhouse gas as well as reduce energy costs. In an effort to increase the energy efficiency of our operations, we have made a series of upgrades to our showrooms, warehouses and main offices. Such measures include transitioning all showrooms to LED lighting (100% achieved) and reducing electricity consumption (measured in KWh) by 40 percent in 2019. These showroom LED programs have resulted in an average of 43% savings on electricity consumption. In addition, as the LED lights usage project expands, it continuously has been implementing LED use to buildings, parkings and housings replacing over 15,000 bulbs; replacing AC units with models that are 12 percent more energy efficient; and planning to implement automated energy management technologies such as motion sensors and light timers. In addition to these efforts, Jarir is continuously monitoring our performance and assessing new opportunities to improve energy efficiency.

Due to both considerable growth and the new methodology to calculate and estimate electricity consumption, there was a slight increase in energy consumption and intensity. However, we are committed to long-term improvements to our operational energy management. In addition, Jarir started monitoring fuel consumption by having a tie-up with a petrol company (Aldrees) and adopting automatic monitoring systems in 2020. This has allowed Jarir to start its record in petrol and diesel consumption.

In addition, Jarir continually works on reducing the environmental footprint of our business and by limiting greenhouse gas emissions. We aim to monitor and verify emissions that will lead to effective emissions reductions. In 2020, Jarir started monitoring fuel consumption by having a tie-up with a petrol company provider and adopting automatic monitoring systems. This has enabled us to calculate the Carbon footprint of Road Transport and Purchased Electricity.

Water Consumption

Jarir operates in a water scarce region and understands that water scarcity is likely to be exacerbated by global trends such as climate change and increasing demand. Therefore, we are committed to continuously monitor, manage and improve our water consumption rates. In 2018 and 2019, we installed water efficient faucets and fixtures in our facilities and showrooms. To further improve water efficiency, we recycle greywater and use it to irrigate landscapes, and will monitor the resulting demand reductions going forward. Jarir continuously assesses new cost-effective opportunities to improve water efficiency and plans to install rainwater tanks on new buildings to capture and use rainwater.

Jarir complies with all building codes related to water efficiency such as water pressure controls on all buildings.

Environmental Awareness

Jarir believes that a transition to a sustainable world requires a collective effort, and such an effort will require spreading environmental awareness and education. Our vision to spread environmental awareness is aligned with the Saudi Vision 2030.

In line with the target of Jarir, with respect to Environmental Programs, Jarir looks into completing a lot of targeted programs such as, attain the targeted 100% LED Lights replacement in all Showrooms, Buildings and Housings, to implement paper recycling, 100% of reusable paper and launch paperless programs, to introduce the usage of Solar Panels and more.

As Jarir is recognized for its environmental awareness efforts by the Conformity and Quality department of the Saudi Standards, Metrology and Quality Organization (SASO), it aims to explore further to comply with other SASO Regulations on Appliances, Equipment, Vehicle and Machines.

APPENDIX A

Performance Data

Responsible business operations

Board of Directors	2017	2018	2019	2020	2021	2022
Executive members of the Board of Directors	37.5%	37.5%	37.5%	37.5%	37.5%	25%
Non-executive members of the Board of Directors	25%	25%	25%	25%	25%	37.5%
Female members of the Board of Directors	0%	0%	0%	0%	0%	12.5%
Male members of the Board of Directors	100%	100%	100%	100%	100%	87.5%
Independent members of the Board of Directors	37.5%	37.5%	37.5%	37.5%	37.5%	37.5%
Non-independent members of the Board of Directors	62.5%	62.5%	62.5%	62.5%	62.5%	75 %
Ethics	2017	2018	2019	2020	2021	2022
Training on anti-corruption (number of employees)	628	256	240	158	918	1652
Business ethics concerns raised	0	0	0	0	0	0
Code of conduct and company values training courses conducted	39	12	156	29	137	86
Number of employees attended code of conduct and values training	535	153	5043	259	1526	1987
Grievances	2017	2018	2019	2020	2021	2022
Number of grievances filed in the reporting period	4	17	17	46	39	-
Number of these grievance addressed or resolved	4	17	17	46	39	-
Economic Performance (SAR '000s)	2017	2018	2019	2020	2021	2022
Revenues	6,941,935	7,361,723	8,424,51	9,305,811	9,088,300	9,391,000
Marketing and Labeling	2017	2018	2019	2020	2021	2022
Data Privacy	2017	2018	2019	2020	2021	2022
Total number of substantiated complaints received concerning breaches of customer privacy	0	0	0	0	0	0
Total number of identified leaks, thefts, or losses of customer data	0	0	0	0	0	0
Local Procurement	2017	2018	2019	2020	2021	2022
Total number of suppliers engaged	1,090	1,252	1416	1447	1259	1409
Total number of local suppliers engaged	361	384	427	417	380	390
Total procurement spending (billion SAR)	5.74	6.22	7.26	7.97	7.56	8.18
Procurement spending on local suppliers (billion SAR)	1.22	3.07	4.46	5.61	5.57	6.1
Percentage of spending on local suppliers	21%	49%	61%	71%	73%	75%

Working together

	2017	2018	2019	2020	2021	2022
Number of titles published	216	353	358	219	288	192
Donations and sponsorships (SAR)	201K	66K	837K	25M	3M	462K

Customers

Sales per region	2017	2018	2019	2020	2021	2022
Central KSA	2,302,340,667	2,351,242,318	2,707,993,435	2,700,184,600	2,833,850,554	3,348,871,925
Eastern KSA	1,107,765,162	1,124,062,763	1,030,418,321	1,053,177,502	1,336,182,871	1,490,318,493
Western KSA	1,175,712,743	1,225,573,656	1,343,072,954	1,293,951,045	1,359,625,905	1,755,386,496
Southern* KSA						14,653,860
Remote KSA	1,199,477,439	1,467,030,565	1,759,385,450	1,939,011,397	1,960,378,359	2,295,328,406 **
KUWAIT	98,343,277	115,109,298	111,827,839	96,011,477	109,810,109	102,097,2254
QATAR	305,114,059	292,679,477	301,363,574	352,243,785	354,840,778	356,709,8399
UAE	49,811,821	42,472,270	48,346,133	38,822,915	25,481,298	15,162,875
Bahrain	-	-	-	-	-	12,470,880

* Southern is reported separately for the first time. it used to be part of remote.

** Starting 2022 Remote is defined by these cities only: Taif, Madinah, Yanbu, Tabuk, Hafer Albatin, Hail, Buraidah and Onaizah.

Customer Satisfaction	2017	2018	2019	2020	2021	2022
NPS	-	46	46	43	47	47

YoY Growth	2017	2018	2019	2020	2021	2022
CRM Tickets	22,888	31,063	39,909	71,426	50,907	59,709
Calls	374,251	540,750	609,462	784,719	749,060	704,261
Emails	34,891	36,074	83,051	116,356	87,563	84,252
	2017	2018	2019	2020	2021	2022
Social Media Replies	192,791	178,453	182,947	264,101	400,871	423,260

People

Workforce Overview	2017	2018	2019	2020	2021	2022
Total workforce(excluding trainees, students and outsourced staff)	4,784	4,713	5,170	5,405	5,554	5,524
Senior management employees	11	11	11	8	7	9
Middle management employees	113	110	116	117	116	119
Non-management employees (staff)	4660	4592	5043	5280	5431	5369

Workforce by Age and Gender (excluding trainees, students and outsourced staff)	2017	2018	2019	2020	2021	2022
Employees age 18-30	2,548	2,562	2,875	3,009	3051	2850
Employees age 31-50	2,025	1,956	2,094	2,200	2301	2452
Employees age 51+	211	195	201	195	202	222
Male employees	4,753	4,679	5,128	5,012	4,974	4947
Female employees	31	34	42	393	580	577

Nationalities	2017	2018	2019	2020	2021	2022
Number of nationalities	25	27	26	26	26	28

Employee Engagement	2017	2018	2019	2020	2021	2022
Employee satisfaction score	87%	90%	73%	-	-	-

*Employee satisfaction score has not been released on the date of issuing this report.

New Hires and Turnover	2017	2018	2019	2020	2021	2022
Total New employee hires:	2,403	1,951	2346	1534	2103	2026

Total new employees by age	2017	2018	2019	2020	2021	2022
Age 18-30	2,120	1,789	2076	1334	1857	1732
Age 31-50	279	158	255	198	241	290
Age 51+	4	4	4	2	5	4
Employee turnover (voluntary and involuntary)						
Age 18-30	68%	69%	62%	37%	24%	59%
Age 31-50	12%	11%	12%	10%	14%	14%
Age 51+	6%	10%	6%	11%	14%	9%
Male	40%	42%	38%	24%	34%	35%
Female	69%	55%	47%	29%	49%	53%
Senior management	0%	0%	0%	22%	13%	13%
Middle management	5%	7%	4%	7%	9%	1%
Non-management employees	41%	44%	39%	25%	36%	38%
Employee turnover (voluntary and involuntary) (%)	40%	43%	38%	25%	35%	37%
Employee turnover (voluntary)						
Age 18-30	37%	45%	39%	31%	27%	51%
Age 31-50	10%	10%	12%	8%	13%	13%
Age 51+	6%	9%	8%	11%	13%	8%
Training	2017	2018	2019	2020	2021	2022
Total training delivered (hours)	3708	19476	64136	31594	65,734	51,152
Total training delivered (hours) by employment category:						
Senior management employees	12	33	48	6	-	-
Middle management employees	162	729	1840	118	-	-
Non-management employees	3534	18714	62048	31470	-	-
Total training delivered (hours) by gender:						
Male employees	1223	6478	61648	29068	-	-
Female employees	39	42	400	2526	-	-
Average training per employee (hours)	0.8	4.1	12.4	4.8	11.8	9.26
Average training hours delivered (hours) by employment category:						
Senior management employees	1.1	3	4.3	2	-	-
Middle management employees	1.4	6.6	15.8	4.5	-	-
Non-management employees	0.8	4.1	12.3	5.4	-	-
Average training hours delivered (hours) by gender:						
Male employees	0.8	4.2	12	4.7	-	-
Female employees	1.3	1.2	9.52	5.4	-	-
Nationalization (KSA)	2017	2018	2019	2020	2021	2022
Nationalization of senior management (%)	73%	73%	73%	80%	77%	77%
Nationalization among total workforce (%)	54%	53%	53%	59%	59%	59%
Total number of national employees	2,363	2,298	2646	2999	3300	3247
Number of female national employees	26	26	33	387	574	573

Environment

Energy	2017	2018	2019	2020	2021	2022
Total petrol consumption (liters)*	NA	NA	NA	42,612	-	-
Total diesel consumption (liters)*	NA	NA	NA	455,316	-	-
Electricity consumption within the organization (KWH)**	11446956	12040464	12566568	14908461***	-	-
Energy intensity (KWH/SQ FT)	0.41	0.43	0.45	0.52		

* Jarir started monitoring fuel consumption by having a tie-up with a petrol provider company and adopting automatic monitoring systems in 2020.
 ** Electricity consumption previously reported as a monthly average, whereas all numbers reported herewith were redone to report total annual energy consumption.
 *** The increase is related to using a new Methodology that has been set to starting from 2020.

GHG Emissions	2017	2018	2019	2020	2021	2022
Direct GHG (Scope 1) (tCo2e)	NA	NA	NA	1,294.77	-	-
Indirect GHG (Scope 2) (tCo2e)	6,366.35	6,696.44	6,989.04	8,291.50	-	-
Total GHG (tCo2e)	NA	NA	NA	9,586.27		

* Indirect GHG Emissions (scope 2) have been reported retrospectively on the previous years mentioned in the table above.

Water Consumption*	2017	2018	2019	2020	2021	2022
Water consumption (cbm)	195,357	205,667	212,330	208,769	-	-
Retrospective actual consumption	46,885	49,360	50,960	50,104	-	-

* Jarir estimated its water consumption to its best of its abilities. Bills are received on a yearly basis and in some cases the water bill is shared with several tenants in buildings.

Recycling	2017	2018	2019	2020	2021	2022
Paper and Cartoon	-	-	-	-	-	418,410 kg
Plastic	-	-	-	-	-	27,775 kg
Electronic Devices	-	-	-	-	-	145,401 device

APPENDIX B

GRI Content Index



This report has been prepared in accordance with the GRI Standards: Core option. For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. This service was performed on the English version of the report.

GRI Standard	Disclosure	Page number and/or direct answer
GRI 101: Foundation 2016		
General Disclosures		
GRI 102: General Disclosures 2016	102-1	Name of the organisation Jarir Marketing Company
	102-2	Activities, brands, products and services 10
	102-3	Location of headquarters Riyadh, Saudi Arabia
	102-4	Location of operations 12
	102-5	Ownership and legal form Jarir Marketing Co SJSC is a Saudi Arabia-based joint stock company engaged in the wholesale and retail trade. The Company's subsidiaries include United Company for Office Supplies and Stationeries WLL, Jarir Trading Company LLC, United Bookshop, Jarir Bookstore and Jarir Egypt Financial Leasing Co SAE.
	102-6	Markets served 12
	102-7	Scale of the organisation 12
	102-8	Information on employees and other workers 49,50,55
	102-9	Supply chain 31
	102-10	Significant changes to organisation and its supply chain N/A
	102-11	Precautionary principle or approach 17
	102-12	External initiatives 21
	102-13	Membership of associations 14
	102-14	Statement from the most senior decision maker of the organisation 9
	102-16	Values, principles and norms of behaviour 10
	102-18	Governance structure 23
	102-40	List of stakeholder groups 18,19
	102-41	Collective bargaining agreements Trade unions are not allowed in Saudi Arabia
	102-42	Identifying and selecting stakeholders 18
	102-43	Approach to stakeholder engagement 18,19,20
	102-44	Key topics and concerns raised 20
	102-45	Entities included in the consolidated financial statements Financial statements include the activities of Jarir. No other entity is included
	102-46	Defining report content and topic boundaries 4,6
	102-47	List all material topics 20
	102-48	Restatements of information None
	102-49	Changes in reporting None
	102-50	Reporting period 2022
102-51	Date of the most recent report 2021	
102-52	Reporting cycle 6	
102-53	Contact point of questions regarding the report 6	
102-54	Claims of reporting in accordance with GRI Standards 6, 66	
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102-56	External assurance This report has not undergone external assurance.	

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