

CATRI:ON

ESG Report

Shaping the Future of Sustainable Hospitality



2024



His Royal Highness

King Salman bin Abdulaziz Al Saud

Custodian of the Two Holy Mosques



His Royal Highness

Prince Mohammed bin Salman bin Abdulaziz Al Saud

Crown Prince and Prime Minister

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Message from our Chairman

On behalf of the Board of Directors, I am proud to present the second ESG Report for CATRION. This milestone marks a year of remarkable progress in our sustainability journey and reflects our continued commitment to integrating environmental, social, and governance (ESG) principles across our operations.

This report is a comprehensive and transparent account of the strides we have made in strengthening our sustainability agenda. It sheds light on our dedication to people, the planet, and our business, showcasing how CATRION is consistently driving progress in alignment with globally recognized frameworks such as the United Nations Sustainable Development Goals (UN SDGs) and the principles of the United Nations Global Compact (UNGC). We are equally proud of our full alignment with the ambitious goals of Saudi Vision 2030, underscoring CATRION's growing role in advancing sustainable development within the Kingdom.

Building on the foundation laid by our ESG Strategy in 2023, we have continued to integrate sustainability into our corporate culture, daily operations, and long-term strategic objectives over the course of 2024. Among our proudest accomplishments this year is our membership in the UNGC, a significant step that reinforces our commitment to global sustainability standards. Our participation in key global initiatives, such as the UN Leaders Workshop, has also allowed us to contribute meaningfully to shaping the future of sustainable business practices.

As we strive for excellence, we draw inspiration from the visionary leadership of the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz Al Saud, and His Royal Highness Crown Prince Mohammed bin Salman bin Abdulaziz Al Saud. Their relentless pursuit of a sustainable future for the Kingdom serves as a constant reminder of the collective effort required to realize the full potential of sustainable development.

I would like to extend my heartfelt gratitude to our employees, partners, and stakeholders for their unyielding commitment and support. Together, we are building a future where profitability and sustainability coexist, continuing CATRION's journey as a pioneer in sustainability for years to come.

Warm regards,

Mohammed Abdulaziz Al Sarhan
CATRION Chairman of the Board



Message from our CEO

It is with great sense of responsibility I share with you the strides we have made in our sustainability journey over the past year. This ESG Report exhibits the pivotal sustainability milestones we have reached in 2024, reflecting our ongoing efforts to incorporate sustainability into our business practices.

In 2024, we have made remarkable strides in refining our sustainability efforts across all dimensions of our operations. Our environmental initiatives have focused on tangible actions, advancing our carbon mitigation efforts, the optimization of energy consumption, and the implementation of impactful waste management and recycling initiatives. We are fully aware that the scale of environmental challenges demands bold actions, and we are committed to continuously pushing the boundaries of what is possible.

Equally important are our social sustainability initiatives, where we have focused on both strengthening our internal culture and enhancing our engagement with the communities in which we operate. We have made notable progress in attracting, retaining, and engaging employees, ensuring that our workforce reflects a diversity of perspectives and talents essential to driving innovation and success. We have also made strategic investments in the well-being of our employees, emphasizing education and health and safety. Moreover, CATRION's commitment to social responsibility extends beyond the workplace, with targeted community investments that directly benefit those who live and work alongside us.

Furthermore, CATRION has continued to prioritize food quality and safety, ensuring that the products we deliver not only meet, but exceed the highest standards of excellence. In line with these efforts, we have also made considerable progress in advancing our sustainable sourcing efforts, ensuring that our supply chain supports both environmental and ethical practices.

Our approach to governing sustainability was strengthened in 2024, with the development of a comprehensive ESG Risk Management Framework. This framework, alongside our investments in advanced technologies and AI, supports our ongoing efforts to address sustainability challenges effectively and ensure that our initiatives are aligned with the highest standards of accountability, transparency, and resilience.

As you explore this report, I encourage you to delve into the specific commitments we have made and the ambitious targets we are setting for the future. Your continued support and engagement remain essential as we move forward together to turn these goals into lasting impact.

Warm regards,

Wajdy Mohammed Al Ghabban
CATRION Chief Executive Officer



Chapter 1
Introduction

About this Report

CATRION Catering Holding Company (henceforth referred to as CATRION) is proud to present our second annual Environmental, Social, and Governance (ESG) Report, marking another significant milestone on our transformative journey towards a more sustainable future. This report showcases our continued commitment to minimizing our environmental and social impacts, while simultaneously strengthening our governance practices.

Within this report, we provide a comprehensive overview of our sustainability performance to date, focusing on key material topics that reflect both the challenges and opportunities within our industry. We also outline our sustainability initiatives and actionable targets that will guide us in accelerating our sustainable development trajectory.

Reporting period:

This report outlines the sustainability performance data, projects, and initiatives covered in the period between 1 January 2024 and 31 December 2024. It demonstrates our non-financial disclosures and activities at the organizational level that we voluntarily disclose to stakeholders.

Scope and boundary:

The report covers CATRION's operations in the Kingdom of Saudi Arabia and Cairo, Egypt. Unless specified, data from subsidiaries, clients, external contractors, and suppliers are not included.

Reporting frameworks:

This report has been developed with reference to the GRI Standards 2021. In addition, it highlights our progress on the alignment with and contribution to national and global agendas such as, Saudi Vision 2030 and United Nations Sustainable Development Goals (UN SDGs), and the principles of the United Nations Global Compact (UNGC), following our membership this year.

Internal controls and data validation:

All the data presented in this report reflect the most up-to-date, internally reviewed information unless stated otherwise. Some of the totals presented may reflect the rounding-down or rounding-up of subtotals. All data has been subject to internal validation, including data reviews by the ESG Report project team and internal subject matter experts.

Feedback:

CATRION values feedback and views it as an opportunity for continuous improvement. Therefore, we welcome your suggestions, inquiries, and comments on this ESG Report and our sustainability-related initiatives through the following channels:

Phone: +966 920022081
 Email: esg@catrion.com
 LinkedIn: CATRION



ESG Key Performance Highlights

Environmental

- Implemented an ISO 14001-certified EMS across all our units
- Recorded zero environmental non-compliance cases
- Secured four key environmental permits for CATRION Catering Units
- Established a baseline for calculating our GHG emissions and carbon footprint inventory
- Launched the KAEC solar project, generating 470,434 KWh annually
- Replaced a number of vehicles with electric and hybrid models, resulting in a 46,000 kg reduction in CO₂ emissions
- Pioneered the first- ever waste composition analysis within the Kingdom's aviation sector
- Launched CATRION's composting program and proudly registered under the Saudi Green Initiative
- Boosted recycling revenue by 100% and improved our overall recycling rate by 15% year-over-year
- Aligned with the Extended Producer Responsibility (EPR) framework
- Expanded the replacement of single-use plastics with biodegradable alternatives across additional categories, including cutlery, trays, and eco-friendly wrapping materials

Social

- Welcomed 616 new employees
- Empowered 47 women to hold managerial positions
- Achieved 35% Saudization rate
- Recruited 43 individuals recognized as People of Determination (PoD), marking a 20% increase from the previous year
- Maintained a zero- incident record of workplace discrimination
- Organized a CSR Hackathon to inspire innovative community-driven solutions
- Recorded a 24% reduction in incident rates compared to 2023
- Reduced lost-time injuries by 10% from 2023
- Successfully trained 1,991 employees on health and safety practices
- Provided 23,404 cases of medical treatment through CATRION's dedicated clinics
- Triumphed at the culinary olympics in Germany, bringing home 2 gold, 3 silver, and 2 bronze medals, an achievement that reflects our commitment to premium quality
- Became the first in the Kingdom to receive the prestigious Worldchefs recognition of honor award
- Introduced the ATP devices, which deliver near-instantaneous test results for food surface contamination
- Maintained zero incidents of non-compliance related to the health and safety impacts of our products and services
- Increased community investment by 51% compared to last year

Economic & Governance

- Achieved ISO 20400 Certification for Sustainable Procurement
- Completed a readiness assessment to align internal systems with the CDP Supply Chain Program
- Introduced enhanced supplier requirements mandating key sustainability certifications such as ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety Management
- Developed a comprehensive Local Content Strategy aimed at strengthening local supplier engagement and supporting national development goals
- Launched an AI-powered food waste management system at Alfursan International Lounge in Jeddah Airport
- Successfully designed and implemented a fully integrated online catering platform for the UNCCD COP 16
- Developed a dynamic digital dashboard that automates approximately 75% of HSSC KPIs
- Saved over 570,000 A4 sheets by digitizing critical processes including goods and meal receiving, internal forms, and approval workflows through the adoption of e-forms and automated systems



About CATRION

We are a prominent public Saudi joint stock company listed on the Saudi Stock Exchange (Tadawul) since July 2012.

CATRION was founded in 1981 as Saudi Airlines Catering Company (SACC) with a focus to provide high-quality catering services to the Kingdom's flagship carrier, Saudia. Since our rebranding to CATRION last year, we have undergone a transformation into a dynamic, diversified enterprise offering a comprehensive range of services. These include food and beverage solutions, menu development, frozen meal production, lounge management, retail, commercial services, laundry, and accommodation.



Our vision:

To be the global caterer and support services provider of choice for public and private organizations, across travel, tourism, sport, and events.



Our mission:

CATRION, rooted in Saudi hospitality, delivers top-tier catering, travel, events, and support services. We aim for excellence in innovative, sustainable solutions.



Our values and principles:

- Caring
- Smart
- Passionate
- Sustainable
- Committed
- Reliable



Strategies:

- We are committed to adhering to internationally recognized standards and local regulatory requirements
- We foster an all-encompassing safety culture
- We prioritize our stakeholder's interest
- We consistently aim to exceed customers' expectations
- We keep our competitive stance
- We invest in and nurture our human assets
- We are the preferred partner of certified suppliers

Over the course of more than four decades, CATRION has proudly served millions of customers across a wide range of industries. From partnering with Saudia and international airlines to providing catering services for lounges, trains, events, hotels, and camps. Our diverse portfolio allows us to cater to a wide variety of sectors, including aviation, healthcare, and more. Our ability to adapt to the evolving needs of our clients has enabled us to consistently deliver high-quality products and services.

Today, CATRION's operations are centered around five core key areas¹, as outlined below:



In-flight to New Heights

We provide in-flight catering services focused on passenger satisfaction, delivering exceptional culinary experiences with efficiency and quality. As Saudi Arabia aviation industry grows, we lead in both premium and private aviation catering, setting industry standards. Our airport lounges also offer gourmet meals and luxurious amenities, ensuring a refined pre-flight experience.



Integrated Hospitality (IH)

We leverage decades of expertise in our Integrated Catering & Facilities Management division, serving sectors such as healthcare, oil, gas, manufacturing, railways, and large-scale projects. We support Hajj and Umrah journeys with specialized 'cook-chill' meals and offer high-quality laundry services for uniforms and linens, ensuring strict hygiene and maintenance standards.



Retail

We operate SkySales retail outlets in major Saudi airports, offering authentic, high-quality products. Our online store and virtual app provide convenient access to our product range, maintaining consistent quality and customer service.



Culinary Experience

We craft extensive menus using state-of-the-art cooking processes and presentation techniques. By embracing modern food trends and innovative methods, we stay at the forefront of culinary excellence.



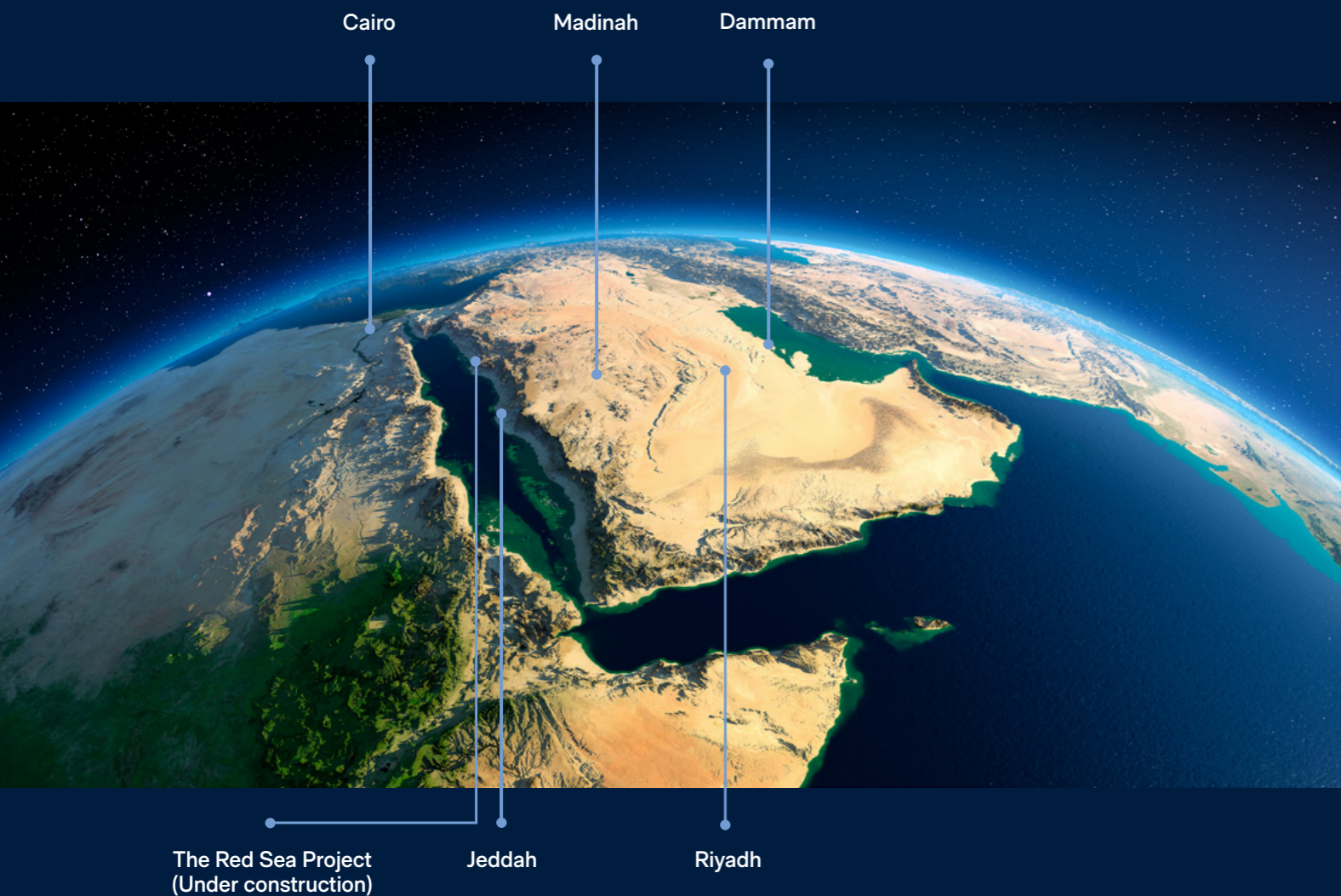
Food Laboratory and Testing

We operate specialized laboratories dedicated to testing the quality of our food using the latest microbiological analysis and testing technologies. Our team of experts conducts precise and reliable analyses of food, beverage, and environmental samples, ensuring compliance with the highest standards of safety and quality.

¹ For further information and details on our services, please visit our website on: [Our Services | CATRION](#)

Although our core operations are based in Saudi Arabia, we have extended our reach internationally, with a notable presence in Cairo, Egypt. Locally, our production facilities are strategically located at five major airports across Saudi Arabia.

Our locations include:



Since our inception, we have been committed to providing high-quality services that meet the needs of our customers and contribute to the success of our projects. As we have grown, so too has our focus on sustainability, which has become an integral part of how we operate. This evolving commitment is reflected in our mission statement and values and principles, as outlined above.

We recognize that our pivotal role in the region's food supply chain positions us uniquely to drive meaningful change, enabling us to make thoughtful decisions that positively impact sustainability practices². Whether through responsibly sourcing ingredients, optimizing waste management, adopting sustainable packaging solutions, or adhering to environmental regulations, we are dedicated to fostering a culture of sustainable growth. Equally important is our ongoing commitment to the health and safety of our employees and customers, striving always for their satisfaction. By embracing innovation, leveraging technology, and upholding ethical governance, we are well-positioned to meet the growing demands both within the Kingdom and beyond, all while continuing to evolve and expand responsibly.

². Details on how CATRION has further advanced our sustainability journey in 2024 can be found in the subsequent chapters

Diverse Contributions Spanning More Than Four Decades

1980s

- **1981:**
Launched CATRION under the auspices of Saudi Arabian Airlines at King Abdul Aziz International Airport in Jeddah, marking the beginning of a transformative journey.
- **1983:**
Expanded operations to King Khalid International Airport in Riyadh, laying the groundwork for national growth.
- **1984:**
Established a strategic presence at Cairo International Airport, broadening CATRION's international footprint.

1990s-2000s

- **1985:**
Acquired SkySales, Saudia Airlines' in-flight shopping service, enhancing our service portfolio.
- **1999:**
Inaugurated operations at King Fahad International Airport in Dammam, extending our reach to the eastern province.
- **2001:**
Expanded further by establishing a presence in Prince Mohammad bin Abdulaziz Airport, Madinah.
- **2006:**
Acquired Alfursan lounges, Saudia Airlines' premium lounges.

2010s

- **2007:**
Received a royal decree, signaling the commencement of CATRION's privatization journey.
- **2008:**
 - Successfully privatized and restructured CATRION as a limited liability company.
 - Launched non-airline support services, which later evolved into Catering & Facilities.
- **2011:**
 - Transitioned to a joint-stock company, in alignment with the vision of the Minister of Commerce and Industry.
 - Established the Central Production Unit (CPU) in Riyadh.
- **2012:**
Became a publicly listed company on the Tadawul stock exchange through a highly successful Initial Public Offering (IPO), marking a significant milestone in CATRION's corporate evolution.
- **2013:**
Launched Saudi Laundry Services (SLS) in Riyadh.
- **2014:**
 - Introduced SkySales e-commerce platform (www.Skysalesonline.Com).
 - Secured our first rail catering contract.
 - Negotiated a five-year extension of our key partnership with Saudia.

- **2015:**
 - Revolutionized procurement with the introduction of an electronic bidding system for food items.
 - Opened SkySales retail outlets across Saudi airports, expanding our brand's presence in key locations.
- **2016:**
 - Formed a strategic alliance with Lagardère, a leading European duty-free group, strengthening our position in global travel retail.
 - Launched a cutting-edge laundry facility in King Abdullah Economic City (KAEC).
 - Introduced the Wellcome lounge concept at King Khalid International Airport, Riyadh, redefining the premium travel experience in terminals 1 and 2.
- **2017:**
Opened the first international Saudia Alfursan Lounge at Cairo International Airport, extending our premium service offerings beyond Saudi borders.
- **2018:**
Embarked on a digital transformation journey, enhancing customer experiences in lounges through technology and innovation.
- **2019:**
 - Secured a 10-year extension to our partnership with Saudia.
 - Entered the sports and entertainment sector by securing a catering and sponsorship agreement for the Dakar Rally in Saudi Arabia.

2020s

- **2020:**
 - Signed a transformative 10-year contract with Saudia to design, build, and operate the domestic alfursan lounge in Jeddah's new airport.
 - Unveiled a refreshed corporate strategic direction to guide future growth and innovation.
 - Prioritized employee well-being in response to the challenges of Covid-19, ensuring the health and safety of our people.
 - Secured a multi-year catering partnership for the Dakar Rally, cementing our position as a global catering leader.
 - Successfully obtained high-profile Business and Industry (B&I) contracts.
 - Designated as the exclusive caterer for Hajj pilgrims, providing unparalleled service to one of the world's most significant events.
- **2021:**
 - Opened the Jeddah Wellcome Lounge, setting a new benchmark for luxury and comfort in airport lounges.
 - Catered to the Dakar Rally 2021.
 - Celebrated 40 years of excellence with a series of milestone events.
 - Inaugurated the Saudia Alfursan International Lounge at King Abdulaziz International Airport in Jeddah.
 - Launched "crafted," a high-end catering and hospitality line.
- **2023:**
Transitioned from SACC to CATRION, embracing a new identity that reflects our ongoing transformation and commitment to innovation.

2024

Successfully launched the second Central Production Unit (CPU) in Riyadh at Princess Nourah University, strengthening our production capacity. In the same year, we renewed our contract with the Saudi Arabia Railways (SAR) for an additional five years, reaffirming our trusted partnership and operational excellence.

Our Value Chain: Driving Sustainability and Growth

1. Upstream Operations

Raw Material & Product Sourcing

Ingredient Sourcing

High-quality food ingredients for in-flight catering, hospitality, and culinary services.

Retail Product Procurement

Premium products for SkySales outlets and online stores.

Equipment & Supplies

Kitchen tools, packaging, and service essentials.

ESG Material topics:

- Procurement
- Materials
- Business Ethics

Stakeholders:

- Suppliers and vendors

2. Own Operations

Quality Control & Food Testing

Microbiological analysis and food safety checks.

Food Preparation & Menu Development

Cooking techniques for aviation, hospitality, and large-scale projects.

Retail Operations

Managing SkySales outlets and online platforms.

Facilities & Laundry Services

Hygiene management and laundry for uniforms and linens.

ESG Material topics:

- Environmental Compliance
- Waste
- Employment
- Occupational Health and Safety
- Food Quality and Safety
- Innovation and Technology
- Business Ethics
- Governance and Regulatory Compliance

Stakeholders:

- Employees
- Regulatory Bodies and Authorities
- Local Communities
- Partners, Subsidiaries, and Affiliates

3. Downstream

Hospitality & Catering Services

Specialized meals for Hajj & Umrah pilgrims, hospitals, and industrial clients.

In-Flight & Lounge Services

Premium meals and luxury amenities for airline passengers.

Customer Experience SkySales

End-of-Life Product Management

Donate, compost, recycle, landfill

ESG Material topics:

- Customer Health and Safety

Stakeholders:

- Customers
- Local Communities, Regulatory Bodies, Charities, etc.

Strategic Alignment with Saudi Vision 2030

CATRION's forward momentum is aligned with the inspiring goals of Saudi Vision 2030. Our diversification efforts complement the nation's ambitious blueprint for economic transformation. As we continue to grow and innovate, we remain dedicated to contributing to the Saudi Vision, enhancing our company's value, and positively impacting both our stakeholders and the broader community.

In the table below, we outline our contributions to the three key themes of Vision 2030, along with the National Tourism Strategy, which plays a central role in realizing the broader objectives of this vision.



National Tourism Strategy



Strengthen Islamic & National Identity

- Provision of Ready-to-Eat (RTE) meals for Hajj and Umrah pilgrims.
- Participation in the Hajj Hackathon 2024.



Grow & Diversify Economy

- Ensuring alignment between tourism growth and the sustainable management of operations to preserve cultural and environmental resources.
- Integration of responsible tourism practices across CATRION services, including waste reduction, energy efficiency, and eco-friendly infrastructure development.



Increase Employment

- Strengthening recruitment efforts through policy reforms and benefit improvements to attract top talent.
- Recording an 8.7% increase in women representation, bringing total female employees to over 400.
- Recording over 60% Saudi participation in the Dakar 2024 Event.



A Vibrant Society

- Provision of RTE meals for Hajj and Umrah pilgrims.
- Expansion of catering services to the healthcare sector, serving 51+ hospitals and delivering over 10 million meals annually, generating revenue exceeding SAR 70 million.
- Promotion of inclusivity through certifying CATRION's facilities under the Ministry of Human Resources and Social Development "Mowaamah" gold standard.
- Approval and implementation of CATRION's Sustainability Strategy through to 2030.
- Installation of a solar energy system (297 kWp capacity) in one facility, producing 501 MWh/year and reducing CO₂ emissions by 265 tons annually.
- Delivery of 130,000 sustainable meal packages during Dakar 2024.
- Promotion of healthy food choices through proactive menu planning.
- Contribution toward the Kingdom's Aviation Strategy and its target of serving 330 million passengers.



A Thriving Economy

- Strengthening recruitment efforts through policy reforms and benefit improvements to attract top talent.
- Recording an 8.7% increase in women representation, bringing total female employees to more than 400.
- Participation in the National Industrial Development and Logistics Program (NIDLP), achieving a 42% local content contribution in 2022.
- Adoption of digital technologies and business process automation.
- Optimization of operational costs through centralized mass food production.
- Continued support for Hajj and Umrah through large-scale RTE food provision.



An Ambitious Nation

- Execution of Corporate Social Responsibility (CSR) initiatives with a total value exceeding SAR 500,000.
- Development of an inclusive and accessible work environment, certified with the Mowaamah gold standard by the Ministry of Human Resources and Social Development.
- Investment in renewable energy through the installation of solar systems across operations.
- Implementation of water efficiency practices, including systems for water recycling and reuse.
- Adoption of energy-efficient technologies to reduce operational consumption and carbon footprint.
- Continued investment in Research & Development (R&D) to drive sustainability innovation.
- Promotion of sustainable practices across the supply chain by collaborating with environmentally responsible suppliers.
- Use of eco-friendly packaging materials, waste reduction initiatives, and active recycling programs.
- Rollout of CSR programs focused on environmental conservation, local community development, and education support.

Certifications

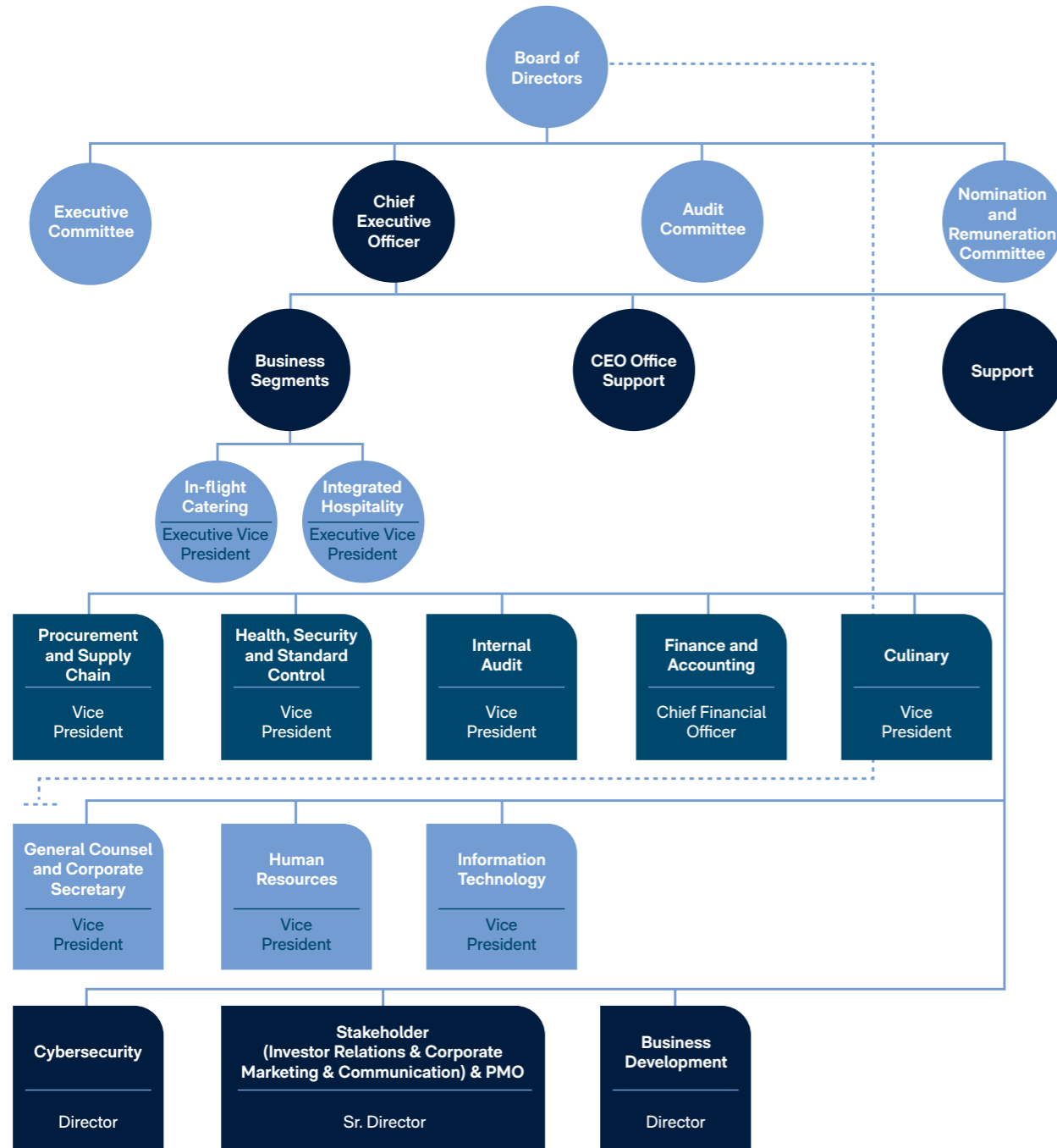
 <p>Hazard Analysis and Critical Control Point (HACCP) Certification</p>	 <p>ISO 22000 for Food Safety Management</p>	 <p>ISO 9001 for Quality Management</p>
 <p>ISO 17025 for Competence of Testing and Calibration Laboratories</p>	 <p>ISO 41001 for Facility Management</p>	 <p>ISO 45001 for Occupational Health and Safety</p>
 <p>ISO 22301 for Business Continuity</p>	 <p>Halal Certification</p>	 <p>GACA Certification</p>
 <p>Mowaamah Certification</p>	 <p>ISO 14001 for Environmental Management</p>	 <p>Food Safety System Certification 22000</p>
 <p>هيئة المحتوى المحلي والمشتريات الحكومية Local Content & Government Procurement Authority</p> <p>Local Content Baseline for 2023 Certificate</p>		 <p>هيئة الصحة للأغذية والدواء Saudi Food & Drug Authority Halal Certificate</p> <p>Saudi Food and Drug Authority (SFDA) Certification</p>



Leading with Integrity

CATRION has established a governance structure that aligns closely with our vision to be the global caterer and support services provider of choice for public and private organizations. This structure is designed to ensure efficient decision-making, uphold transparency, and maintain accountability across all levels of the company. By clearly defining roles and responsibilities, we promote smooth operations while staying true to the highest ethical standards.

Our commitment to effective governance not only drives our operational efficiency but also fosters remarkable economic resilience, which has contributed to strong economic performance over the years. It enables us to adapt, innovate, and consistently deliver value to our customers while securing long-term success and stability for CATRION.



Board of Directors

CATRION's Board of Directors (BoD) consists of nine experienced members who bring diverse expertise and integrity to the company. The Board sets the vision and strategic direction, ensuring alignment with core values, financial oversight, and risk management, all while addressing stakeholder expectations. It is responsible for overseeing business operations, setting strategic goals, supervising Executive Management, and safeguarding stakeholder interests. Furthermore, the Board plays a pivotal role in guiding CATRION's sustainability initiatives. Meeting quarterly, the Board consistently includes sustainability as a key agenda item. These meetings feature comprehensive progress reports covering ESG performance, advancements in sustainability initiatives, regulatory compliance, and upcoming sustainability projects.

To continuously improve our governance, the Board conducts an annual self-assessment to evaluate the effectiveness of both the Board as a whole and the individual committees. This process, which uses key performance indicators (KPIs) tied to our long-term strategy, is independently conducted with the help of an external consultant to maintain objectivity.

CATRION Board Members



Mohammed Abdulaziz Al Sarhan

Chairman of the Board
Non-executive



Raed Ibrahim Al Mudaiheem

Vice Chairman
Non-executive



Abdulwahab Abdulaziz Al Betari

Board Member
Independent



Dilip Nijhawan

Board Member
Independent



Fadi Majdalani

Board Member
Independent



Yousef Hamad Al Yousefi

Board Member
Independent



Olivier Harnisch

Board Member
Independent



Fahad Abdullah Moussa

Board Member
Non-executive



Joza Al Rasheed

Board Member
Independent

Board Committees

01

Audit Committee

This committee is responsible for overseeing the company's financial reporting, managing both internal and external audit relationships, and ensuring compliance with relevant laws and ethical standards. It also evaluates its security measures to safeguard our systems and data. The committee regularly reports its activities to the Board and shareholders, ensuring transparency and accountability.

02

Executive Committee

This committee works closely with the Board to support strategic planning, investment decisions, and operational oversight. It plays a key role in shaping major strategies, reviewing investment opportunities, and ensuring compliance with company policies. The committee is also tasked with enhancing CATRION's technological capabilities and vendor partnerships. Additionally, it evaluates the CEO's performance, oversees financial matters, and has the authority to investigate internal affairs as needed, all while remaining in alignment with the Board's objectives.

03

Nomination & Remuneration Committee

This committee is responsible for overseeing the composition of the Board, identifying potential members, and ensuring that the Board operates ethically and independently. It also develops compensation policies that are performance-based and reviews them periodically to ensure they remain competitive and aligned with the company's objectives.

04

Risk Management Committee

This committee aids the Board in assessing and mitigating potential risks to the company. It develops and implements risk strategies, monitors risk limits, and evaluates the long-term sustainability of the business. The committee reports on risks and ensures that adequate resources and independence are allocated to manage them effectively. It also addresses any concerns raised by the Audit Committee related to risk management.

05

Governance Committee

This committee provides the Board with guidance on governance-related matters, ensuring that we maintain high standards of corporate governance. It offers recommendations for improving governance practices, oversees compliance, and ensures that governance documents are updated in accordance with regulatory changes. The committee is responsible for setting the code of conduct and ethics principles, keeping the Board informed on emerging governance trends, and producing annual governance reports.

Executive Management

CATRION's Executive Management team comprises of ten skilled professionals, the team brings extensive industry experience to maintain CATRION's leadership in our operating sectors.

Tasked with implementing the Board's decisions, the team ensures smooth daily operations, aligning with the company's vision and mission while driving efficiency and profitability. They serve as a critical link between the Board and the rest of the company, focusing on revenue growth, profitability, and ensuring alignment with both short-term and long-term business goals. Notably, the team prioritizes clear communication, adherence to compliance standards, and maintaining organizational transparency, which fosters an ethical culture throughout the business.



Wajdy Al-Ghabban

Chief Executive Officer



Mahmoud Masoud

Chief Financial Officer



Tarek Tharwat

**Vice President,
Chief Audit Executive**



Obaidah Al-Saggar

**Vice President, Procurement
and Strategic Sourcing**



Rashed Alarfaj

**Executive Vice President,
In-Elight Catering**



Mohammed Al-Awi

**Vice President, Health,
Security, and Standards
Control**



Ashraf Nadeem

**Vice President,
Chief Information Technology
Officer**



Thomas Gugler

**Vice President,
Culinary**



Saeed Al-Mufadil

**Vice President,
Human Resources**



Frederic Huet

**Vice President,
Integrated Hospitality**

Ethical and Transparent Business Practices

At CATRION, our commitment to ethics is at the core of our values. We are dedicated to upholding the highest standards of integrity, fostering a culture where all employees understand and adhere to the principles outlined in our code of conduct and ethics. This code outlines the expected ethical conduct for all employees, managers and executives, ensuring that CATRION consistently upholds the highest standards of professionalism and integrity within all our operations. Complementing this document is a set of supporting policies that further enforce CATRION's commitment to ethical business. This includes, but is not limited to, a Whistleblowing Policy, a Data Privacy Policy, Corporate Governance Regulations Policy, Investor Relations Policy, among others. Together, these tools ensure that CATRION operates with integrity, transparency, and accountability at every level.

These principles are reinforced through our zero-tolerance approach to corruption, recognizing the serious legal and financial consequences of corrupt practices. As such, we align with the Oversight and Anti-corruption Authority (NAZAHA) Strategy for the protection of integrity and combating corruption in Saudi Arabia. In 2024, we proudly recorded zero cases of corruption, reflecting the success of our practices in safeguarding the interests of our stakeholders and employees.

In 2024, CATRION maintained zero incidents of corruption and fraud for the third year in a row, demonstrating the strength and effectiveness of our governance framework and our commitment to integrity and compliance.

We also recognize that addressing corruption goes hand in hand with managing conflicts of interest. We are committed to creating an environment where conflicts of interest are not just avoided, but actively reported and managed in accordance with our ethical standards. As such, we have established clear internal guidelines to help employees recognize potential conflicts, as well as protocols for reporting and reviewing these situations. Any conflicts of interest are disclosed in our Annual Report to ensure transparency and maintain the integrity of CATRION's operations.

Our dedication to ethics is essential to our broader goals of sustainable development and our commitment to ESG principles, recognizing *Business Ethics* as a material topic for CATRION. By focusing on responsible operations, stakeholder engagement, and transparent practices, we strengthen our ability to align strategic success with ethical, social, and environmental responsibility.



Empowering Voices

Our commitment to integrity extends beyond our whistle blowing policy, it is embedded in our professional environment, where all stakeholders are empowered to raise concerns and report unethical behavior. To facilitate this, we have established a robust whistleblowing system, offering a secure and confidential channel for reporting violations, misconduct, illegal acts, or any breaches of our code of conduct and ethics.

Reports that raise concerns or indicate potential violations are managed by our compliance and governance department, which evaluates the concerns and presents recommendations to the CEO. Depending on the nature of the report, these recommendations may involve directing relevant departments to investigate, broadening data collection, or initiating formal investigations. The department also advises on necessary actions, including notifying authorities when required, archiving unsubstantiated reports, and keeping whistleblowers informed of the progress.

Through this open and transparent reporting framework, we strive to uphold our organizational values, ensuring that every concern is handled with respect and diligence.

Risk Management³

As part of our ongoing sustainability journey at CATRION, we recognize that effective risk management is integral to building a resilient and responsible organization. We prioritize comprehensive risk management as a fundamental element of our operations, promoting sound judgment and informed decision-making across all levels. Our approach is underpinned by a well-defined and integrated risk architecture, which includes our Risk Management Framework, the Risk Management Committee (RMC), and a detailed Risk Policy. This cohesive system covers all divisions and operations within CATRION, driving proactive risk management practices to support our strategic goals and sustainability objectives.

Risk Architecture at CATRION

The foundation of our risk architecture is our Risk Management Framework, which enables us to identify, report, and address risks through strategic planning, ongoing monitoring, and robust control measures. Aligned with global best practices, our framework adheres to the standards set by the Committee of Sponsoring Organizations (COSO), ISO 31000 principles, and the Control Objectives for Information and Related Technologies (COBIT) Guidelines.

Our Board and Executive Management are responsible for ensuring this framework is embedded in our strategic planning and decision-making processes. The Executive Management team is charged with executing the necessary actions to ensure that risks remain within acceptable limits, aligned with our organizational goals.

Complementing these efforts, CATRION has also developed a comprehensive risk management policy, which serves as a guiding framework for identifying, assessing, and mitigating potential risks throughout our organization. This policy is designed to promote a proactive and integrated approach to risk management, strengthening our ability to achieve our strategic goals and remain resilient in the face of challenges.

CATRION's Risk Management Committee

CATRION has established a dedicated RMC to proactively address unforeseen or destabilizing events that could impact our strategic objectives, reputation, or operational continuity. The committee's key objective is to empower management with strategic insights that inform decision-making. By providing a clear understanding of potential risks, the RMC ensures that management is equipped with the tools necessary to mitigate these risks and make well-informed, proactive decisions to safeguard CATRION's ongoing success and sustainability. Notably, the RMC convenes quarterly to conduct thorough reviews of the current risk landscape, assessing the effectiveness of existing control measures and identifying areas for improvement.

RMC Members

- CEO - Committee Chairman
- VP - HSSC (Co-Chair of Committee)
- EVP - CFO
- EVP - IFC
- VP - Catering and Facility
- VP - Chief Audit Executive
- VP - Procurement
- VP - HR
- VP - Information Technology
- RMC Executive Secretary

The Risk Universe at CATRION

CATRION recognizes that a clear understanding of our risk environment is crucial for effective decision-making and organizational resilience. Our risk universe provides a comprehensive framework for identifying and addressing the specific risks we may face in our operations, as illustrated below.

The risk universe is organized into eight core categories:

- Strategic Risks
- Financial Risks
- Governance Risks
- Regulatory Risks
- Reputational Risks
- Operational Risks
- IT and Cybersecurity Risks
- People-related Risks

CATRION supports this framework with a robust Risk Mitigation Plan, focused on continuous monitoring and review to ensure that our risk mitigation controls remain effective. Additionally, we have developed a centralized risk register which captures, prioritizes, and tracks risks, assigning ownership and detailing controls to support proactive risk governance.

ESG Risk Management

CATRION recognizes that effective ESG risk management is essential for building a resilient and sustainable business. In 2024, we began our ESG risk management journey, and we carried out a thorough risk assessment of our operations, with a particular emphasis on sustainability risks.

As part of this journey, we developed an ESG Risk Management Framework that aligns with our existing Enterprise Risk Management (ERM) process. The framework draws upon globally recognized standards and tools, including ISO 31000 for Risk Management, the Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM Framework, and the National Framework for Risk, Emergency, and Business Continuity. Notably, this framework aims to gradually integrate ESG factors into business planning and decision-making, enabling a more holistic view of risks and opportunities.

A key output of this work was the development of CATRION's ESG risk register, which identifies and categorizes risks under the environmental, social, and governance pillars. The register helps guide internal prioritization through scenario analysis and early-stage mitigation planning, tailored to our current capacity and focus areas. It highlights a range of material ESG risks including climate change impacts, waste management, employee health and safety, community relations, regulatory compliance, and data privacy and security. Each risk is categorized and assigned to an owner, and the register includes a detailed assessment of risk severity, trend analysis, and existing controls.

Complementing the ESG risk register, we have also developed Risk Controls and Action Plans (RCAPs) for each of the identified risks, ensuring a clear roadmap for mitigation and accountability. Recognizing the evolving nature of these risks, we have adopted a proactive approach to manage and mitigate their potential impact on our operations and stakeholders.

In response to these findings, CATRION implemented several key initiatives to strengthen our organizational preparedness and reduce ESG-related vulnerabilities. These include conducting ESG-focused risk assessments and business impact analyses, enhancing our business continuity and disaster recovery preparedness, and setting clear targets for energy efficiency and carbon emissions reduction. These actions are part of a broader effort to improve operational resilience and ensure alignment with our sustainability commitments.

The oversight of ESG risk management is a shared responsibility across multiple functions. Our ESG Committee, Risk Management team, ESG team, Legal and Compliance team, and Operational and Supply Chain team work collaboratively to ensure risks are appropriately identified, managed, and monitored. Importantly, ESG risk management receives strategic oversight at the Board level, reinforcing its importance within CATRION's governance structure.

Business Continuity

We at CATRION are committed to ensuring operational resilience by proactively managing risks and safeguarding our people, brand reputation, and assets. Our Business Continuity and Risk Management Department plays a vital role in strengthening organizational preparedness, as currently in the process of developing a comprehensive business continuity plan which is set to be finalized in 2025. We adhere to internationally recognized standards, as demonstrated by our ISO 22301:2019 Business Continuity Management System certification. This certification reinforces our ability to identify potential risks, implement preventive measures, and establish effective response and recovery strategies.

³ For further details on our approach to risk management, please refer to our Annual Report 2024.



Our passion for creating unforgettable food and offering exceptional service, has established CATRION as the premier provider of hospitality and catering services in the region.

Our dedication to excellence has driven our success for over four decades.

Chapter 2 Our Sustainability Journey Continues



For the past few years, CATRION has acknowledged the fundamental importance of embedding sustainability into our business model to turn risks into opportunities. Our approach to sustainability has continuously evolved, strengthening how we integrate responsible practices across our operations. From establishing sustainability-related frameworks and identifying our ESG priorities, to implementing impactful initiatives and setting ambitious future sustainability plans, we have made significant strides. However, we recognize that our journey towards sustainable development is ongoing, one that requires constant adaptation, innovation, and a commitment to improvement.

To accelerate our transformation, we rely on external and independent sustainability experts, ensuring a process of continuous improvement that aligns with industry best practices and global standards.

The ESG Strategy

Launched last year, our ESG Strategy offers a clear and actionable roadmap that guides us forward, helping us navigate our sustainability journey while managing our impacts across all operations. The strategy is structured around four core pillars and 11 key focus areas, as outlined below, which collectively shape our approach across environmental, social, governance, and economic dimensions.



CATRION's ESG Strategy is underpinned by a robust implementation roadmap⁴, designed to drive our progress toward our sustainability ambitions. To ensure that we stay on our path of sustainable development and maintain a positive impact, we are committed to systematically monitoring the advancement and outcomes of, and tracking the progress towards, our initiatives.

4. For further details on our implementation roadmap developed last year, please refer to our 2023 ESG Report page: 36 and 37.

In 2024, this commitment has driven the execution of the initiatives outlined in our implementation roadmap, with a strong focus on waste reduction, environmental stewardship, food safety, ethical business practices, and our responsibility towards employees. Below is a summary of our progress in these areas.

Our Implementation Roadmap Initiatives Planned for 2024	ESG Pillar	2024 Progress ⁵
Implementation of waste management system	Environmental Stewardship	<ul style="list-style-type: none"> Conducted Saudi aviation's first waste analysis, marking a strategic milestone in identifying improvement opportunities in food management and waste reduction. Launched CATRION's Composting Program as one of the innovative solutions for treating organic waste, representing a turning point in advancing environmental sustainability practices within the catering sector.
Water and energy efficiency	Environmental Stewardship	<ul style="list-style-type: none"> Signed a Memorandum of Understanding (MOU) with 'Murooj' to launch a greywater recycling project, representing a key step toward reducing wastewater and promoting sustainable water management practices. Launched the King Abdullah Economic city (KAEC) solar project, generating 470,434 KWh annually and cutting CO₂ emissions by 10,864 tons. Replaced a number of vehicles with electric/hybrid models, avoiding 46,000 tons of CO₂ emissions. Integrated Extended Producer Responsibility (EPR) into our waste management practices, in alignment with Vision 2030.
Sustainable packaging	Environmental Stewardship	<ul style="list-style-type: none"> Replaced additional categories of single-use plastics with biodegradable cutlery, trays, and wrapping materials. Partnered with local suppliers to co-develop eco-packaging solutions that meet functional and environmental requirements. Launched a pilot program for collecting and composting biodegradable packaging waste at key operational sites.
Environmental impact assessment	Environmental Stewardship	<ul style="list-style-type: none"> Secured four environmental permits to support CATRION catering units. Conducted detailed energy assessments across operations to identify efficiency improvements.
Food quality and safety	Food Quality and Safety	<ul style="list-style-type: none"> Advanced sustainable agriculture through the Saudi Reef Partnership, contributing to national food security and supporting local farming communities.
Regulatory compliance	Ethical Governance	<ul style="list-style-type: none"> Maintained a record of zero environmental violations for the third consecutive year.
Business ethics	Ethical Governance	<ul style="list-style-type: none"> Strengthened ESG communications to enhance transparency and stakeholder engagement. Embedded compliance considerations into ESG Strategy to support regulatory alignment and operational excellence.
Sustainable supply chain	Food Quality and Safety	<ul style="list-style-type: none"> Secured the ISO 20400 certificate for sustainable procurement, integrating sustainability into procurement practices. Enhanced local supplier engagement and workforce localization through targeted initiatives.
Training and education	Integrity and Safety	<ul style="list-style-type: none"> Delivered over 29,300 training hours to employees, promoting knowledge-sharing, skill development, and ESG awareness.
Customer and occupational health and safety	Integrity and Safety	<ul style="list-style-type: none"> Implemented enhanced customer health and safety measures to build trust and ensure well-being. Strengthened occupational health and safety standards to foster a safe and supportive working environment.
Our people	Integrity and Safety	<ul style="list-style-type: none"> Focused on fair employment practices and inclusive recruitment to support local economic development.

5. These highlights represent key ESG achievements. A comprehensive overview of CATRION's progress in 2024 across the environmental, social, and governance dimensions is provided in the subsequent chapters of this report.

Stakeholder Engagement and Materiality Assessment

We prioritize stakeholder engagement, recognizing our significant national and regional reach, providing diverse services in the Kingdom and beyond. In line with our Stakeholder Engagement policy, we foster open, transparent, and constructive dialogue with our diverse stakeholder groups⁶, including employees, customer, suppliers, local communities, among others. This ongoing commitment allows CATRION to gain invaluable insights into our stakeholders' concerns and expectations, strengthen relationships, build trust, and maintain credibility, ultimately establishing a strong and favorable reputation across our stakeholder network.

Our ESG Priorities

To ensure our sustainability efforts are impactful and aligned with both business and stakeholder priorities, we conducted a thorough analysis of the most relevant ESG topics last year. Through our first materiality assessment⁷ conducted in line with the GRI Standards, we engaged with internal stakeholders to gather valuable insights and align on key sustainability priorities. The findings from this comprehensive assessment have been instrumental in shaping our ESG Strategy and are consistently reflected in the disclosures throughout our annual sustainability reports.

CATRION's ESG Material Topics⁸



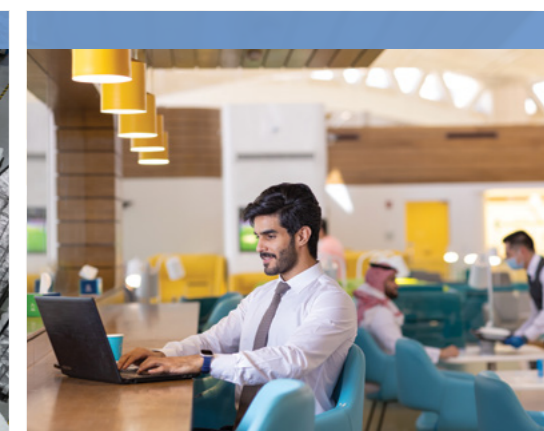
Environment

- Waste
- Materials
- Environmental compliance



Social

- Employment
- Customer health and safety
- Occupational health and safety
- Food quality and safety



Governance

- Procurement
- Innovation and technology
- Business ethics
- Governance and regulatory compliance

6. For further details on CATRION's stakeholder groups and our approach to interacting with our stakeholders' ecosystem, please refer to our 2023 ESG Report, page: 39.

7. For a detailed overview of our materiality assessment process used to identify our key ESG topics, please refer to our 2023 ESG Report, page: 40.

8. To access our materiality matrix, please refer to the 2023 ESG Report, page: 41.

Global ESG Commitment

Our aspirations are driven by a vision that extends beyond our immediate goals, ensuring that our efforts resonate with global sustainability agendas. In this regard, CATRION took a significant leap forward in our sustainability journey this year by becoming a member of the UNGC. This important milestone reflects our alignment with globally recognized principles on human rights, labor, environment, and anti-corruption and marks a deepening of our commitment to responsible business conduct and meaningful contribution to the UN SDGs.




To further reinforce this commitment, CATRION actively engaged in UN Leaders Workshop collaborative platforms that convene peers and global stakeholders to advance sustainable development in Saudi Arabia and beyond. These sessions offered rich opportunities for knowledge exchange, strategic collaboration, and policy dialogue, enabling us to both learn from leading global practices and begin shaping the ESG discourse within our sector.

Our progress has also been validated through industry benchmarking. An MSCI peer analysis of the restaurant and catering sector highlighted areas where CATRION is leading, while also identifying opportunities for further advancement. These insights are helping shape our next steps as we continue to refine our sustainability practices and elevate our long-term impact.

Aligning with National and International Agendas

Our operations, milestones, and growth opportunities are designed to enhance our company's value and create a positive and lasting impact for our stakeholders, the wider nation, and the global community. As such, we are committed to transparently disclosing how our ambitions align with the Saudi Vision 2030, while also supporting the UNGC principles and the global commitments outlined in the UN SDGs.

Core Pillar	Material Topic	Alignment with Vision 2030	Mapping with the SDGs	UNGC Principles
	Waste	Vibrant society Reduce all Types of Pollution		<p>Principle 7: Precautionary Approach to Environmental Challenges.</p> <p>Principle 8: Promotion of Greater Environmental Responsibility.</p> <p>Principle 9: Diffusion of Environmentally Friendly Technologies.</p>
Environmental Stewardship	Environmental Compliance	Vibrant society Reduce all Types of Pollution		<p>Principle 7: Precautionary Approach to Environmental Challenges.</p> <p>Principle 8: Promotion of Greater Environmental Responsibility.</p> <p>Principle 9: Diffusion of Environmentally Friendly Technologies.</p>
	Materials	Vibrant society Reduce all Types of Pollution		<p>Principle 7: Precautionary Approach to Environmental Challenges.</p> <p>Principle 8: Promotion of Greater Environmental Responsibility.</p> <p>Principle 9: Diffusion of Environmentally Friendly Technologies.</p>

Core Pillar	Material Topic	Alignment with Vision 2030	Mapping with the SDGs	UNGC Principles
Integrity & safety	Employment	Thriving economy		Principle 1: Support and Respect for Human Rights.
		<ul style="list-style-type: none"> Increase women participation in the labor market Enable integration of people with disabilities in the labor market Build a life-long learning journey Improve fundamental learning outcomes Improve the readiness of youth to enter the labor market 		Principle 2: Avoid Complicity in Human Rights Abuses. Principle 4: Elimination of Forced and Compulsory Labor. Principle 5: Abolition of Child Labor.
		<ul style="list-style-type: none"> Source relevant foreign talent efficiently Improve working conditions of expats 		Principle 6: Elimination of Discrimination in Employment and Occupation.
	Customer health and safety	Vibrant society:		
	Occupational health and safety	Vibrant society:		

Core Pillar	Material Topic	Alignment with Vision 2030	Mapping with the SDGs	UNGC Principles
	Food Quality and Safety	Vibrant Society:		
		Ambitious Nation:		
	Product Quality & Safety	Ambition Nation:		Principle 1: Support and Respect for Human Rights.
		<ul style="list-style-type: none"> Enhance Businesses' Focus on Their Social Responsibilities Enhance Businesses' Focus on the Sustainability of the Economy 		Principle 2: Avoid Complicity in Human Rights Abuses.
	Procurement	Thriving Economy:		Principle 4: Elimination of Forced and Compulsory Labor.
		<ul style="list-style-type: none"> Develop Promising local Companies Into Regional and Global Leaders Increase Localization of non-oil Sectors Grow SME Contribution to the Economy 		Principle 5: Abolition of Child Labor.
	Innovation and Technology	Thriving Economy		Principle 9: Diffusion of Environmentally Friendly Technologies.
		<ul style="list-style-type: none"> Enable the Development of the Tourism Sector Nurture and Support the Innovation and Entrepreneurship Culture 		
Ethical Governance	Business Ethics	Vibrant Society:		Principle 10: Work Against Corruption in all its Forms.
	Governance and Regulatory Compliance	Ambition Nation:		
		<ul style="list-style-type: none"> Enhance Businesses' Focus on the Sustainability of the Economy 		



Chapter 3
Advancing our
Environmental
Responsibility

CATRION's diverse services offerings, spanning hospitality, catering, facility management, among others, operate at the intersection of efficiency and environmental sustainability. Every ingredient sourced, every garment laundered, and every product delivered relies on the earth's precious natural resources. At CATRION, we recognize that our long-term success depends on the sustainability of these resources, and we are committed to integrating environmental stewardship into our operations.

From our large-scale catering facilities to our commercial laundry services and retail operations, we have embedded environmental sustainability into our processes. For instance, our kitchens and catering units prioritize waste minimization and energy-efficient food preparation, ensuring that quality and sustainability go hand in hand. Our laundry facilities utilize water efficient solutions to optimize consumption and minimize environmental impact. Across our retail division, we are transitioning to sustainable packaging, promoting circular economy principles, and ensuring strict adherence to environmental regulations.

Environmental compliance is also a fundamental pillar that drives our commitment to sustainability, guiding us to meet stringent environmental regulations. Beyond compliance, our approach aligns with our commitment to supporting broader national initiatives, including Saudi Vision 2030, the Saudi Green Initiative, and the national environment strategy established by the Ministry of Environment, Water, and Agriculture (MEWA)..



Pursuing our Environmental Aspirations

To uphold the highest environmental standards and minimize our ecological footprint, CATRION adheres to strict environmental compliance protocols and implements a comprehensive Environmental Management System (EMS), supported by relevant certifications and rigorous internal controls. Our integrated approach allows us to continuously monitor, evaluate, and improve our environmental performance.

In 2024, we continued to make strides in advancing our approach to manage our environmental impacts. Key highlights are illustrated below, with further details and insights provided in the subsequent pages of this section.

2024 Highlights

- Implemented an ISO 14001-certified EMS across all our units
- Recorded zero environmental non-compliance cases
- Received zero environmental complaints
- Secured four key environmental permits for CATRION catering units

Further reinforcing our approach, CATRION consistently measures and monitors our environmental footprint by establishing various environmental KPIs. In 2024, we made notable progress in meeting these KPIs, as outlined below, reflecting our ongoing commitment to sustainability and continuous improvement. By tracking these metrics, CATRION can identify areas for improvement, set progressive goals, and take targeted actions to achieve our sustainability objectives.

Environmental Performance Indicators at CATRION	2024 Performance
Closure of environmental non-conformities	96%
Closure of environmental procedures	84%
Implementation of environmental training and awareness programs	93%
Environmental qualification of employees	86%
Compliance with the indoor air quality	95%
Overall unit commitment	89%

In 2024, CATRION was honored by the Ministry of Environment, Water, and Agriculture at the International Saudi Reef Forum for its active role in implementing impactful and forward-looking sustainability initiatives. This recognition reflects the company's dedication to environmental stewardship, in alignment with national priorities and Saudi Vision 2030.

Our commitment to environmental stewardship is formalized in our Environmental Policy, which sets forth fundamental principles for sustainability across CATRION. Additionally, we have established and implemented an Environmental Management Plan, which addresses nine key environmental focus areas⁹: waste management, packaging, storage and handling of materials, discharge to water, emissions, energy efficiency, water efficiency, land contamination, and noise and odor.

To ensure we meet these principles, we have maintained rigorous internal environmental controls through the implementation of an ISO 14001-certified EMS across all units. This system enables us to evaluate our environmental objectives, set strategic targets, and implement actions that align with the requirements of the ISO 14001 Standard for Environmental Management.

⁹ For further explanation on any of the focus areas, kindly refer to our 2023 ESG Report.

Environmental Compliance at CATRION

Regulatory compliance is a cornerstone of our ESG Strategy, representing a material topic for both CATRION as a business and our stakeholders. This topic highlights the intrinsic link between our strict adherence to legal requirements and the achievement of our sustainability objectives. As such, we ensure full compliance with all relevant environmental laws, including the Saudi Environmental Law and the Saudi Waste Management Law of 2021, and the regulations set by the National Center for Environmental Compliance (NCEC), among others.

In addition, CATRION undergoes external audits conducted by the General Authority of Civil Aviation (GACA), along with regular internal audits to ensure comprehensive oversight. We also carry out a range of environmental assessments, including noise, air quality, and water sample analyses, among others. These evaluations are essential to our ongoing commitment to improvement, enabling us to continuously monitor and enhance our environmental performance while ensuring full regulatory compliance.

Environmental Assessments Conducted in 2024

4 On storage and material handling

64 Environmental inspections

4 On ambient noise

Environmental Audits and Assurances Conducted in 2024

4 Environmental internal audits

2 External assurances

2 Internal audit training programs for staff

4 Environmental emergency scenarios tested for preparedness and response capabilities



Ensuring Environmental Compliance for CATRION Catering Units

In 2024, CATRION marked an important step in our commitment to environmental sustainability by securing four key environmental permits for CATRION catering units. These permits, which cover both the construction and operational phases, play a crucial role in ensuring CATRION aligns with environmental regulations throughout its lifecycle.

Zero

Environmental non-compliance cases recorded for three consecutive years.

Zero

Environmental complaints received this year

Tackling Climate Change

CATRION aligns with global and national efforts by setting a target to achieve net zero emissions by 2050. This goal supports Saudi Arabia's ambition to reach net zero by 2060 and aligns with its Circular Carbon Economy National Program (CCE-NP). It also reinforces broader global climate change initiatives, including the United Nations Framework Convention on Climate Change (UNFCCC) and the Paris Agreement, which aim to limit the global temperature increase to well below 2°C.

In 2024, we continued to make progress in managing our GHG emissions and enhancing our energy efficiency. Key highlights are illustrated below, with further details and insights provided in the subsequent pages of this section.



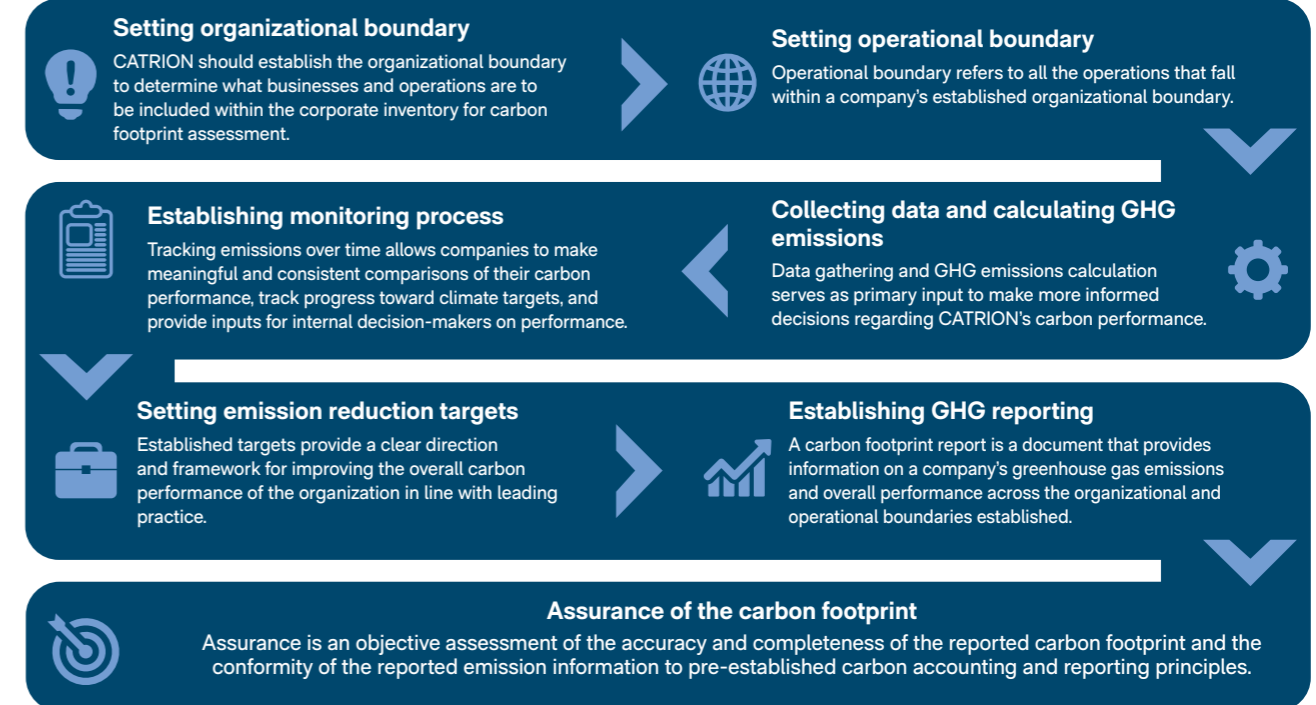
2024 Highlights

- Established a baseline for calculating our GHG emissions and carbon footprint inventory
- Launched the KAEC solar project, generating 470,434 KWh annually
- Replaced a number of vehicles with electric and hybrid models, resulting in a 46,000 kg reduction in CO₂ emissions

Minimizing our Carbon Footprint

We recognize the urgent need to minimize our carbon footprint and mitigate our impact on the environment. In alignment with our GHG Management Framework, that is illustrated below, and ESG Strategy (both of which were established last year), we have implemented several initiatives this year to minimize our GHG emissions across all aspects of our operations as a testament of our commitment to tackling climate change.

Our GHG Management Framework



To bring our GHG Management Framework to life, we established a baseline for our GHG emissions and carbon footprint inventory in 2024, supported by historical emissions reporting. This foundational step provides an accurate measurement of our current emissions, which is crucial for tracking our progress in reducing our carbon footprint and thus aligning with our broader sustainability objectives and long-term commitment to achieving net zero emissions by 2060.

Despite our advancements in managing our GHG emissions, CATRION has encountered some challenges along the way. These include issues with data availability across legacy systems, the variability in emission sources across different business lines, and the complexity of integrating sustainability tools across our operations. To overcome these hurdles, we are centralizing data into a unified system and making significant investments in digital infrastructure that will allow for seamless tracking and reporting. Additionally, we are enhancing employee awareness through targeted training programs focused on climate change and environmental sustainability, ensuring that every member of CATRION is equipped with the knowledge and skills needed to contribute to our goals.

To further strengthen our efforts, we are also collaborating with specialized third-party advisors who bring technical expertise to close any remaining gaps and ensure that our emissions reduction efforts are both effective and aligned with our long-term goal of achieving net-zero emissions by 2060.

Investing in Solar Energy

470,434 kWh

of clean energy generated annually

10,864 tons

of CO₂ emissions reduced



In 2024, CATRION reached a pivotal milestone in our sustainability journey with the launch of the solar energy project at King Abdullah Economic City (KAEC). This flagship initiative reflects our commitment to integrating renewable energy into our core operations and reducing our environmental footprint. The system now generates an estimated 470,434 kWh of clean energy each year, leading to a projected reduction of 10,864 tons of CO₂ emissions over its operational lifetime, a testament to the tangible impact of our decarbonization efforts.

Encouraged by the success of the KAEC project, we are actively developing tailored proposals to roll out similar solar energy systems at our Jeddah and Riyadh facilities. These initiatives are designed to further optimize our energy performance, reduce dependence on conventional power sources, and support national renewable energy goals in alignment with Saudi Vision 2030.

By investing in solar infrastructure, CATRION is not only advancing operational efficiency but also reaffirming our long-term commitment to sustainability. These efforts position us as a forward-looking company, driving meaningful change and contributing to a low-carbon, resilient future for the communities we serve.

Supporting the Green Transportation Shift

46,000 kg

of CO₂ emissions reduced annually



Building on the green transportation efforts initiated last year, CATRION made a significant leap forward in 2024 toward cleaner, more sustainable mobility solutions. As part of this transition, we successfully replaced a portion of our light-duty vehicle fleet with a mix of electric and hybrid models marking a key step in our journey toward low-emission operations.

This shift has already begun to deliver measurable environmental benefits, with an estimated 46,000 kg of CO₂ emissions avoided annually as a direct result of these vehicle upgrades. To ensure the long-term success and scalability of this initiative, we also invested in robust infrastructure by installing electric vehicle (EV) charging stations at both our Jeddah and Riyadh units. These charging stations provide reliable and efficient support for our new fleet, enabling smooth day-to-day operations without disruption.

CATRION's commitment to green mobility not only reflects our environmental responsibility but also aligns with broader national and global efforts to decarbonize the transportation sector. As we continue expanding our fleet transformation strategy, we remain focused on driving operational sustainability and reducing our carbon footprint across every aspect of our logistics and transport systems.

Ensuring Energy Efficiency

In tandem with our GHG emissions management efforts, boosting energy efficiency also represents an essential part of CATRION's sustainability efforts. This focus directly contributes to promoting responsible energy consumption and reducing our environmental footprint. By integrating energy-saving measures across our operations, we aim to lower our GHG emissions while enhancing our operational efficiency.

CATRION invests in advanced energy-efficient technologies and infrastructure, including led lighting systems, high-performance appliances, Heating, Ventilation, and Air Conditioning (HVAC) solutions, and smart energy management systems that optimize electricity usage in real-time.

We closely monitor and analyze energy consumption in our catering units, which allows us to identify patterns, trends, and areas for improvement. This year, our energy consumption increased by 10.4% compared to last year an insight that is guiding our efforts to implement more targeted efficiency measures and further invest in energy-saving technologies moving forward.

Energy Consumption (MWh)	2022	2023	2024
Riyadh	10,342	17,292.8	17,482.8
Jeddah	7,120	17,530 ¹⁰	19,399
Medina	5,309	5,591	7,235
Dammam	3,770.30	3,169.40	4,010.4
Total	26,541	43,583.20	48,127

What's more, our employees play a vital role in our energy efficiency efforts. As such we have enhanced our existing awareness campaign to integrate more topics related to energy efficiency. As a result, our employees will gain a holistic understanding of the importance of energy conservation, and it will encourage them to adopt energy-saving behaviors in their daily activities.



Enhancing Energy Efficiency with Nitrogen Freezing Technology

In 2024, CATRION has entered into a strategic agreement with gulfcryo for the installation of five nitrogen freezing tunnels at its new Central Production Unit (CPU) in Riyadh. Notably, rapid nitrogen freezing is energy efficient because it quickly reduces food temperature, minimizing processing time and energy consumption. This rapid process also preserves food quality by preventing ice crystal formation, thereby reducing spoilage and waste. As a result, it lowers the carbon footprint compared to traditional freezing methods.

This initiative will support the production of 45 million frozen meals annually, significantly enhancing operational efficiency and reducing our environmental footprint. By incorporating advanced freezing technology, CATRION is reinforcing its commitment to sustainability and reducing our carbon footprint.

10. The value has been restated from the previous year to reflect an updated calculation methodology.

Embracing Circularity

Circular Economy¹¹ is a key pillar of CATRION's Waste Management Framework and ESG Strategy. Our goal is to enhance resource efficiency, reduce consumption, and minimize waste. We focus on optimizing the use of materials and ensuring they are reused, ultimately creating value while reducing our environmental impact. By embedding recyclability and efficiency into our operations, we drive sustainable growth and contribute to long-term environmental preservation.

In 2024, CATRION continued to make strides in advancing our circular economy practices, focusing on waste management, recycling, and sustainable packaging. Key highlights are illustrated below, with further details and insights provided in the subsequent pages of this section.



2024 Highlights

- Pioneered the first-ever waste composition analysis within the Kingdom's aviation sector
- Launched CATRION's composting program and proudly registered under the Saudi Green Initiative
- Boosted recycling revenue by 100% and improved our overall recycling rate by 15% year-over-year
- Aligned with the Extended Producer Responsibility (EPR) framework
- Expanded the replacement of single-use plastics with biodegradable alternatives across additional categories, including cutlery, trays, and eco-friendly wrapping materials

Implementing Effective Waste Management Practices

We fully acknowledge the substantial role our service lines play in waste generation, spanning various categories such as food, packaging, plastics, cooking oil and grease, beverages, and other general solid waste, including textiles, glass, and metals. Recognizing the importance of sustainable waste management in mitigating our environmental impact, we are actively exploring innovative solutions to minimize waste across our operations and enhance our circular economy practices.

Central to this commitment is our Waste Management Framework, which was established last year and is illustrated below. This framework serves as a strategic roadmap for guiding our waste management endeavors and our approach to sustainable waste reduction and resource optimization. In addition to this, a significant advancement in 2024 was our adherence to Extended Producer Responsibility (EPR) framework, which ensures that we take responsibility for the waste generated by our products throughout their lifecycle.

11. A circular economy focuses on reducing waste by reusing, recycling, and regenerating materials. It aims to create a closed-loop system that promotes sustainability and minimizes environmental impact.

CATRION Waste Management Framework

Purpose

To drive responsible and efficient handling of waste generated through operational activities and throughout the business.

Vision

To ensure a future where waste is minimized through responsible consumption, leading to a cleaner and more sustainable environment.



Objectives

- To ensure full compliance with all applicable waste management regulations and standards, fostering a culture of awareness, responsible waste handling, and environmental stewardship.
- To improve the awareness and knowledge of waste management leading practices across CATRION's operational activities and overall business practices.
- To improve the efficiencies of resources and increase conservation efforts to reduce CATRION's consumption and demand, embed circular economy, and to mitigate food and general waste generation.
- To establish a robust data collection system for waste management that enables accurate tracking, analysis, and informed decision-making.

Waste Management Framework



Governance & Compliance

- Compliance training
- Governance
- Quality and safety
- Internal reviews and evaluations
- External assurance



CATRION Awareness

- Workforce leadership
- Training and capacity building
- Awareness campaign
- Awards and recognition



Circular Economy

- Food waste
- General waste
- Hazardous waste
- Composting
- Resource efficiency
- Packaging
- Sustainable procurement



Monitoring, Reporting, & Verification

- Waste audits
- Key performance indicators (KPIs)
- Waste data collection system
- Appoint data owners
- Benchmark
- Data reporting



Enablers

- Maximize resources and improve efficiency
- Quality, safety, and sustainability of products



Service

- Customer awareness
- Customer satisfaction



Corporate

- Governance of waste management
- Health and safety compliance

Acknowledging the significance of effective waste management initiatives and reduction solutions, we aim to bring our Waste Management Framework to life by forging multiple strategic initiatives focused on reducing the amount of waste directed to landfills. These initiatives include impactful projects such as conducting the first-ever waste analysis in Saudi Arabia's aviation industry, launching our composting program, integrating sustainable packaging solutions, and continuing our food donation efforts all of which underscore our dedication to waste reduction. Also, we have also signed a MOU with 'Murooj' to launch a greywater recycling project, representing a key step toward reducing wastewater and promoting sustainable water management practices.

In 2024, we further strengthened our commitment to sustainability by focusing on enhancing our recycling efforts. This focus has delivered remarkable results: we successfully increased our overall recycling rate by 15% and boosted recycling revenue by 100%. These achievements were driven by improved contract structures and the expansion of waste streams, including oils, electronics, batteries, and more. Through these efforts, we have maximized our waste diversion capabilities, reinforcing our commitment to sustainable operations and contributing to our overarching environmental goals.



CATRION's Composting Program

As part of our commitment to advancing sustainable waste management and supporting national environmental objectives, CATRION launched a pioneering composting program in 2024, registered under the Saudi Green Initiative (SGI). This initiative represents a significant step forward in promoting a circular economy within the Kingdom, aimed at minimizing waste and optimizing resource recovery.

The program is currently in its first phase of implementation and is designed to convert waste into nutrient-rich compost. Initial rollout is focused on three key locations CATRION's Jeddah and Riyadh units, as well as Prince Nourah University which will serve as strategic hubs for future expansion across the company's operations.

Operational efficiency is a core feature of the program. With an expected annual output of 100 to 120 tons of compost, the system requires only 5.5 hours per week for input, offloading, and routine cleaning. Notably, the composting units are equipped with advanced safety and environmental features, including an emergency stop switch, energy-saving mode, and integrated odor control mechanisms ensuring safe, reliable, and environmentally responsible operations.

Strengthening Environmental Impact through Food Donation: Collaborating with Ikram Charity

4.33 million **3,112,417**

Food Items Delivered

People Benefited

In 2024, CATRION deepened our commitment to community well-being and environmental responsibility through a strengthened partnership with Ikram Charity association, a nationally recognized organization dedicated to reducing food waste and supporting those in need.

This year marked a significant evolution of the initiative. Following the signing of an MoU, CATRION began providing surplus food items from our catering operations directly to ikram. These donations meet strict hygiene and food safety protocols, verified through dedicated laboratory testing and compliance with national food safety standards to guarantee suitability and safety for consumption.

To operationalize this effort, CATRION has implemented robust standard operating procedures across our units, emphasizing proper food handling, temperature control, and secure transportation. These systems are supported by a dedicated team of Ikram employees working around the clock in close coordination with CATRION's operational teams to ensure seamless redistribution.

As a result of this well-structured approach, over 4.33 million food items were safely delivered to vulnerable communities in 2024. The initiative now operates across major catering units in Riyadh, Jeddah, Dammam, and Madinah. Notably, the estimated investment in operating this initiative exceeded 4,127,000 SAR, reflecting CATRION's commitment to creating measurable social and environmental value.

As part of our expanded efforts, CATRION was honored to contribute to one of the most sacred sites in the Kingdom by delivering surplus food to the holy mosque in Makkah. This meaningful extension of our partnership with Ikram reflects our shared values of compassion, service, and sustainability. By supporting worshippers and workers at the Holy Mosque, we reinforced our commitment to social responsibility in a way that resonates deeply with the spiritual and cultural fabric of Saudi society.

This partnership has been formally recognized by Ikram Charity charity, who presented CATRION with an honorary plaque in appreciation of our contributions. The agreement was signed in the presence of CATRION's CEO, underscoring the strategic importance of this initiative to the company's leadership and sustainability agenda.

This initiative directly advances CATRION's sustainability goals by addressing two key pillars: environmental responsibility and social impact. By redistributing surplus food, we significantly reduce food waste, a critical environmental challenge, while also ensuring that nutritious meals reach those who need them most. This circular approach to resource use not only minimizes our environmental footprint but also reinforces our role as a responsible corporate citizen, committed to driving inclusive, community-centered impact across Saudi Arabia.



Waste Monitoring in Action

CATRION continuously evaluates waste-related data generated across our catering units, in-flight catering services, and other operations. Our operational departments in Jeddah, Riyadh, Madinah, and Dammam closely monitor and track waste data, with a particular focus on solid waste, cartons, and oil. As part of our ongoing efforts, we have maintained consistent waste data collection across our four catering units, as highlighted hereafter. Notably, our recycling and composting initiatives have resulted in a significant increase in the proportion of waste diverted from disposal compared to last year. This progress highlights our growing commitment to sustainable waste management and continuous improvement.



Building on this foundation and our data-driven approach, CATRION made a significant stride in 2024 by pioneering a groundbreaking waste analysis across both domestic and international flights. This initiative marks the first-ever waste analysis in KSA's aviation industry.

This achievement is the direct result of the effective implementation of our Waste Management Framework, alongside the continuous introduction of initiatives aimed at reducing waste and improving resource efficiency throughout our operations.

CATRION Waste Management Dashboard – by unit (tonnes)

Waste Management Performance for 2022	Jeddah	Riyadh	Dammam	Madinah	Total
Waste generated (tonnes)	5,934	4,661	1,899	1,807	14,301
Waste diverted from disposal (tonnes)	344	610	49	57	1,060
Waste directed to disposal (tonnes)	5,590	4,051	1,850	1,750	13,241
Waste Management Performance for 2023¹²					
Waste generated (tonnes)	6,888	5,169	2,200	2,020	16,277
Waste diverted from disposal (tonnes)	648	672	51	78	1,449
Waste directed to disposal (tonnes)	6,240	4,497	2,149	1,942	14,828
Waste Management Performance for 2024					
Waste generated (tonnes)	7,407	5,591	2,301	2,180	17,479
Waste diverted from disposal (tonnes)	1,198	1,231	89	104	2,622
Waste directed to disposal (tonnes)	6,206	4,360	2,212	2,076	14,857

12. Revisions have been made to the 2023 data compared to the previous year's reporting, following a recalculation of values to enhance accuracy and alignment with updated methodologies.

Advancing our Sustainable Packaging Journey

In the context of circular economy, sustainable packaging emerges as a significant opportunity for CATRION to demonstrate our dedication to the principles of circular economy and our overall environmental ambitions. By implementing sustainable packaging practices, CATRION adopts a proactive approach to close the loop in our product lifecycle, reducing the demand for new materials and lowering the volume of waste generated throughout the products life.

Building on the achievements of 2023, we made substantial progress in 2024 by enhancing our sustainable packaging initiatives. This year, we expanded the adoption of biodegradable and compostable packaging materials across a broader array of services, including flight catering, lounges, and select retail channels.

In addition to expanding the use of sustainable materials, we introduced innovative packaging solutions to further minimize our environmental impact. This included replacing additional categories of single-use plastics with biodegradable alternatives, such as cutlery, trays, and sustainable wrapping materials. We also partnered with local suppliers to create custom eco-packaging solutions that meet both functional needs and environmental standards. To further our waste diversion efforts, we launched a pilot program for collecting and composting biodegradable packaging waste at key operational sites, contributing to the circular economy and significantly reducing landfill waste.

We also refined our packaging lifecycle assessment process, enabling a more comprehensive evaluation of the environmental impacts of our packaging materials. This enhancement allows us to pinpoint areas for improvement, enabling informed, data-driven decisions as we explore future packaging innovations.

As a result of these integrated and coordinated efforts, CATRION anticipates a reduction in plastic consumption by approximately 6% over the next year marking a meaningful step toward our sustainability goals and commitment to responsible resource management.





Chapter 4 Investing in People

CATRION recognizes that our social circle, employees, valued customers, and the communities around us, is the cornerstone of our success, propelling us forward at every turn. In appreciation of their vital role, we are committed to fostering an environment that supports growth, strengthens relationships, and creates lasting positive impact for all of them.

CATRION's operations are founded on a strong culture of responsibility. We are committed to creating meaningful employment opportunities by fostering an inclusive and dynamic workplace where our people can develop and thrive. Our commitment to health and safety extends across every aspect of our work, from maintaining strict safety protocols in our facilities to ensuring that our products meet the highest standards for customer well-being. Beyond our internal operations, we actively support local communities, investing in initiatives that drive social and economic progress for people that we are honored to serve.

Material topics



Cultivating Responsible Employment

CATRION understands that our success is driven by our employees. They are the heartbeat of our company, driving progress, enhancing operational excellence, and fueling sustainable growth. Recognizing their vital role, we are committed to fostering a supportive and inclusive workplace culture, investing in continuous learning and career development, offering competitive benefits, and enhancing employee engagement through open communication and meaningful participation.

In 2024, we continued to make progress in attracting, retaining, and developing our workforce. Key highlights are illustrated below, with further details and insights provided in the subsequent pages of this section.



2024 Highlights

- Welcomed 616 new employees
- Empowered 47 women to hold managerial positions
- Achieved 35% Saudization rate
- Recruited 43 individuals recognized as People of Determination (PoD), marking a 20% increase from the previous year
- Maintained a zero-incident record of workplace discrimination
- Organized a CSR Hackathon to inspire innovative community-driven solutions

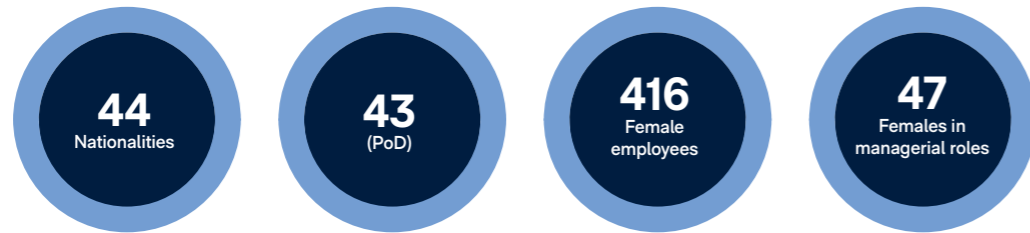
The CATRION Family

Our CATRION family is a dynamic and diverse community, bringing together over 4,800 employees, each contributing unique perspectives, skills, and dedication. Our workforce is a rich blend of experience and fresh talent, with 1,496 young professionals infusing energy and innovation, 2,948 experts providing deep industry knowledge, and 398 wise leaders shaping our strategic vision.

Employment at CATRION	2022	2023	2024
Total number of employees	4,546	5,007	4,842
Employment Type			
Full-time	4,546	5,007	4,842
Part-time	0	0	0
Age Group			
Number of employees in the age group 18-30	1,530	1,687	1,496
Number of employees in the age group 31-50	2,671	2,928	2,948
Number of employees in the age group 50+	345	392	398

Diverse and Inclusive Workplace

We take great pride in our commitment to diversity and inclusion, fostering a workplace that values and empowers individuals of all genders, backgrounds, and nationalities. This commitment extends across all levels of our company, from employees to leadership¹³, ensuring an inclusive culture where diverse perspectives drive innovation and growth.



CATRION is proud to report a record of zero discrimination cases among our staff in 2024

Our commitment to gender diversity is exemplified by the presence of 416 female employees across our operations. This dedication extends to leadership, where 11.4% of our female workforce hold managerial positions demonstrating our belief in inclusive leadership. By ensuring a diverse range of voices at the decision-making level, we cultivate a dynamic and forward-thinking organization that benefits from varied insights and experiences.

- KPI**
 - Female participation in the workforce
- Target**
 - Achieve a 10–15% increase by 2025
- Objective**
 - Promote gender diversity and inclusion across all departments.

total Number of Employees	2022	2023	2024
	4,546	5,007	4,842
Gender			
Female	365	434	416
Male	4,181	4,570	4,426

In addition, we employed 43 individuals recognized as PoD, which represents a 20% increase compared to last year. CATRION is committed to fostering an inclusive and supportive work environment that prioritizes their well-being, and this is reflected in our Gold Status Mowaamah Certification, awarded by the Saudi Ministry of Human Resources and Social Development in recognition of our efforts to integrate PoD employees into the Saudi labor market. Notably, CATRION ensures that PoD employees have access to tailored facilities, including flexible work arrangements, accessible communication channels, inclusive training and development programs, and career pathway support.

13. For further information on our diverse and extensive leadership's background, please refer to our Annual Report 2024.

Saudization

We are proud to contribute to the national employment and workforce objectives set forth in Saudi Vision 2030. With a current Saudization rate of 35%, we remain focused on empowering local talent across all levels of our organization. Furthermore, CATRION is proud to maintain a high green status under the Nitaqat Program¹⁴, reflecting our ongoing efforts to attract, develop, and retain local talent across various roles within CATRION.

- KPI**
 - Saudization rate
- Target**
 - Achieve a 36% Saudization rate by 2025
- Objective**
 - Strengthen national workforce participation and support Vision 2030 goals.

Empowering Saudi Youth: CATRION's Participation in the "Tamheer" Program

As part of our commitment to national workforce development, CATRION actively participates in the "Tamheer" Program¹⁵, a government initiative aimed at enhancing the employability of Saudi graduates. Through this initiative, CATRION offers young professionals practical, hands-on experience in real-world business settings.

By equipping participants with essential skills and exposure to professional environments, the program acts as a springboard for career growth and future employment opportunities both within and beyond the company.

Talent Attraction, retention, and engagement

As part of our ongoing commitment to cultivating a performance-driven culture, CATRION takes deliberate and strategic actions to attract, develop, and retain top talent.

Our approach begins with a deep focus on attracting individuals who not only possess the necessary technical expertise but also align with our values and culture. We seek out innovative and driven professionals who are eager to contribute to our vision, bringing fresh perspectives and diverse ideas that drive creativity and innovation across all levels of the organization. To achieve this, we leverage our strong employer brand, offering competitive benefits¹⁶, a collaborative work environment, and opportunities for growth and advancement. Guided by our HR manual, we ensure that candidate assessments are based solely on their qualifications, professional experience, and mindset ensuring a fair and meritocratic selection process.

14. The Nitaqat Program mandates that companies meet specific quotas for hiring Saudi nationals, thereby promoting Saudization and contributing to sustainable economic development by reducing reliance on expatriate labor.

15. The Tamheer program is a national initiative in Saudi Arabia designed to provide on-the-job training for Saudi graduates. Managed by the Human Resources Development Fund (HRDF), Tamheer aims to equip recent graduates with practical experience in real work environments.

16. For further information on CATRION's employee benefits package, please refer to the 'Employee Benefits' sub-section in this report.

To ensure efficiency, compliance, and workforce optimization at CATRION, we have established a set of KPIs to be achieved by 2025. These indicators are aimed at enhancing and guiding our employment practices, serving as measurable goals that align with our commitment to effective talent management and continuous improvement.

KPI	Target	Objective
Recruitment Efficiency (Time-to-Fill)	90% efficiency rate	Streamline the hiring process and reduce time to fill vacancies.
Hiring Process Automation	90% automation	Minimize manual tasks and improve overall efficiency in recruitment workflows.
Quality of the Hiring Process	80% satisfaction rate	Enhance hiring quality based on feedback from hiring managers and new hires.
Workforce Utilization Rate	90% utilization rate	Optimize workforce allocation to improve productivity.
Job Description System Completion	100%	Ensure role clarity and support structured career pathways.



CATRION Shines at King Abdulaziz University (KAU) Career Fair, Connecting with Saudi Arabia's Brightest Talents

As part of our commitment to youth empowerment and talent development, CATRION participated in the 2024 KAU Career Fair. This initiative reflects our ongoing efforts under the ESG Strategy, particularly in supporting education, employability, and social responsibility.

Engagement:

We engaged with approximately 150 students and recent graduates, offering guidance, answering inquiries, and introducing them to CATRION's career development pathways.

Opportunities Presented:

We showcased CATRION's Cooperative Training Program, tailored to align with students' academic disciplines. In addition, we provided information on how to register through our official career portal to stay informed about job openings, training programs, and internship opportunities, including the Tamheer Program.

Outcomes:

While there was no immediate recruitment during the event as most attendees were still pursuing their studies, our team offered CV writing tips, interview preparation advice, and career guidance, equipping fresh graduates with tools to navigate the job market more confidently.

Applying these principles, CATRION had the pleasure of welcoming 616 new employees in 2024. Following the exceptional hiring activity driven by the Red Sea Project in 2023, recruitment returned to a more typical pace this year, resulting in a 25.3% decrease in new joiners compared to last year.

Number of New Hires	2022	2023	2024
Total number of new employees	1,332	825	616

Gender

Female	146	123	68
Rate of female hired	40%	28%	17%
Male	1,186	693	548
Rate of male hired	28%	15%	12%

Age Group

Total number of new hires in the age group of 18-30	701	468	324
Percentage of new hires in the age group of 18-30	46%	53%	22%
Total number of new hires in the age group of 31-50	608	400	275
Percentage of new hires in the age group of 31-50	23%	45%	9%
Total number of new hires in the age group of 50+	23	15	17
Percentage of new hires in the age group of 50+	7%	2%	4%

Employees Leaving Employment

Total number of employees leaving employment	417	352	750
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Gender

Female	59	49	65
Turnover of female employees	16%	11%	16%
Male	358	303	685
Turnover of male employees	9%	7%	15%

Age Group

Number of employees that left that belonged to the age group of 18-30.	132	153	284
Percentage of employees that left that belonged to the age group of 18-30.	9%	9%	19%
Number of employees that left that belonged to the age group of 31-50.	241	173	395
Percentage of employees that left that belonged to the age group of 31-50.	9%	6%	13%
Number of employees that left that belonged to the age group of 50+	44	26	71
Percentage of employees that left that belonged to the age group of 50+	13%	7%	18%



Modernizing Recruitment with the Talent Hub Initiative

In 2024, CATRION's HR department launched the Talent Hub Initiative as part of its ongoing commitment to modernizing and streamlining recruitment and onboarding processes. This forward-thinking project was initiated in response to two key challenges: inefficient recruitment workflows and the limitations of manual data management, which often resulted in errors and hindered effective tracking and reporting.

To overcome these challenges, the HR team adopted a structured and collaborative approach, leveraging Microsoft PowerApps to develop a tailored digital solution. The process began with a comprehensive needs assessment, involving consultations with key stakeholders to pinpoint pain points and define specific requirements. These insights informed the solution design, which focused on automating core steps such as job postings, application tracking, interview scheduling, and onboarding workflows.

In collaboration with the IT department, the talent hub platform was then built with a strong emphasis on user experience and system compatibility. Extensive testing ensured the platform's functionality and reliability. To support a successful rollout, dedicated training sessions were conducted for HR personnel and hiring managers, ensuring a smooth transition to the new system.

The implementation of the talent hub has delivered tangible improvements across HR operations. Notably, it reduced the recruitment cycle time by 20% and significantly minimized manual data entry, resulting in greater process efficiency. In parallel, the platform enhanced data accuracy, enabling more reliable reporting and informed decision-making through improved analytics.

Looking to the future, the HR department aims to build on the platform's success by introducing advanced features such as AI-powered candidate screening and digital document verification. Plans are also in place to extend automation to include performance management and employee development processes. To ensure continued relevance and effectiveness, regular training and upskilling sessions will be offered, alongside the integration of user feedback for continuous improvement. As CATRION continues to grow, the talent hub is also being prepared for scalability, with the potential to support both organizational expansion and global recruitment initiatives.

Employee Benefits

CATRION recognizes the critical importance of offering compelling benefits as a key strategy to attract top talent and uphold employee satisfaction. In addition to competitive salaries, bonuses, and performance-based incentives, we offer a wide range of benefits to our permanent staff members. These include life insurance, healthcare coverage, disability and invalidity protection, and various leave options, all aimed at providing employees with peace of mind and supporting their well-being.

Looking ahead, CATRION is committed to further enhancing work-life balance and employee satisfaction. To this end, we are planning to introduce flexible work arrangements and tailored benefits that address the diverse needs of our workforce. These initiatives will empower our employees to better manage their professional and personal lives, fostering a more inclusive and supportive work environment.

CATRION Benefits	2022	2023	2024
Number of full-time employees who are provided the benefit of life insurance ¹⁷	4,518	5,007	4,842
Number of full-time employees who are provided the benefit of health care	4,533	5,007	4,842
Number of full-time employees who are provided the benefit of disability and invalidity coverage	38	36	43
Number of full-time employees who are provided the benefit of stock ownership	4,546	5,007	4,842
Number of full-time employees who are provided the benefit of parental leave	974	1,207	1,264

17. All our employees are directly enrolled in our medical and life insurance coverage from the moment they join CATRION.



Training and Development

Once we have attracted top talent, CATRION ensures that we provide the resources, training, and support needed for employees to succeed. Aligning with our Training Policy, we offer continuous learning and development opportunities to help employees enhance their skills and accelerate their professional growth.

At CATRION, our Employee Training Framework¹⁸ is designed to address both compliance and long-term professional growth. The first component, mandatory trainings, is essential for ensuring that all employees complete the necessary programs to obtain certifications mandated by regulatory bodies and clients. The second component, career development trainings, offers a broad spectrum of programs that focus on enhancing technical expertise, soft skills, and leadership capabilities. These initiatives are crafted to elevate employees' performance in their current roles while preparing them for future opportunities, fostering a culture of continuous learning and readiness for advancement within CATRION.

This year, CATRION rolled out a diverse portfolio of training programs across key focus areas such as executive development, female empowerment, community engagement, and more, as detailed in the table below. Each initiative was thoughtfully designed to align with our strategic priorities, underscoring our commitment to nurturing individual growth while advancing organizational excellence.

Training Category	Details	Impact
Executive Training	Upskilling for 17 senior executives in partnership with prestigious institutions such as Harvard Business School, Institut Européen d'Administration des Affaires (INSEAD), Cambridge Judge Business School, and Wharton School of Business.	Equips leadership with tools to tackle emerging challenges.
		Strengthens leadership pipeline for sustainable growth.
Culinary Training & Specialized Programs	59 culinary staff underwent advanced training in culinary techniques, international cuisine, and food safety.	Enhances service quality in airport lounges and onboard services.
	Year-round training in regulatory certifications like GACAR 68.	Fosters compliance with regulatory standards and supports operational excellence.
Female Development	194 female employees trained, with a 20% increase over the previous year.	Drives gender inclusion and strengthens leadership diversity within CATRION.
	15.6% of trainees promoted from transactional roles to senior positions.	Provides career advancement opportunities for women.
Community Services	53 external trainees participated in professional skill development programs.	Contributes to CATRION's CSR goals. Fosters strong community ties through skill-building initiatives.
Saudization & Local Talent	1,312 Saudi employees received training in 2024, reflecting a 19% increase from previous years.	Directly supports Vision 2030 by enhancing national workforce capabilities and fostering local talent development.

CATRION Partners with King Abdulaziz University to Drive Innovation and Sustainability

18. For further details on CATRION's training framework and its key focus areas, please refer to our 2023 ESG Report, page: 85.



Elevating Culinary Excellence Through the CORE Program



At the heart of CATRION's commitment to service excellence lies the CORE Program our Culinary Academy's flagship training course, crafted specifically for our internal culinary team. Launched in 2024, this transformative program has already empowered over 60 employees through an intensive 3 to 4-month journey designed to elevate culinary expertise and instill world-class operational standards.

A Rigorous Journey of Mastery and Growth

Throughout the program, participants engage in a comprehensive curriculum covering culinary fundamentals, kitchen safety, advanced plating techniques, nutrition, food science, and sustainable food practices.

The CORE Program also integrates leadership development, team building, and modern dietary approaches ensuring that every participant is not only a culinary professional but also a confident team player and innovative thinker. These capabilities are applied directly to real-world CATRION operations, from large-scale catering to exclusive VIP events, where precision, passion, and consistency are paramount.

Program Enhancements and Participant Outcomes

The evolution of the CORE Program reflects both its increasing relevance and impact. Among the standout competencies gained by 2024 graduates are:

- Reinforcement of culinary foundations
- Sustainability knowledge for culinary professionals with hands-on application
- Certifications in Food Safety Level 3 and HACCP Level 2
- Individual certifications through Worldchefs and City & Guilds
- Enhanced supervisory skills, communication, and team-building abilities
- Strong emphasis on professionalism and international culinary standards

All participants are valued members of CATRION's Culinary Team. Feedback from post-program surveys has been overwhelmingly positive, with graduates expressing high satisfaction and a strong desire for continued development opportunities.

Sustainability at the Core

Sustainability is a foundational principle embedded across all Academy programs. CORE participants receive dedicated training on:

- Resource Optimization – Emphasizing minimal waste during food preparation, local sourcing, and eco-conscious kitchen practices.
- Waste Reduction – Promoting portion control, proper storage methods, and the creative repurposing of surplus ingredients.
- Climate-Conscious Planning – Designing menus that prioritize local and seasonal produce, reduce transportation-related emissions, and support regional agriculture.

Upon completion, graduates earn the Sustainability for Culinary Professionals certification from Worldchefs Academy and the Food Safety & HACCP certification from Highfield Academy reinforcing their readiness to contribute to both culinary excellence and environmental stewardship.



Elevating Culinary Excellence Through the CORE Program

Celebrating achievement

Graduates are formally recognized in a dedicated ceremony, underscoring CATRION's strong culture of achievement and professional development. The CORE Program stands as a testament to CATRION's investment in our people nurturing talent, elevating standards, and shaping the future of sustainable culinary service.

Looking ahead

Building on the success of the CORE Program, CATRION Culinary Academy is charting an ambitious future. Plans for 2025 include applying for accreditation by the Technical and Vocational Training Corporation (TVTC) as a higher training institute, with offerings such as:

- A 2-year culinary arts diploma with airline & catering specialization
- A 1-year culinary arts associate diploma program
- A 3-month culinary fundamentals certificate program, already approved for Human Resources Development Fund (HRDF) support for Saudi nationals

The effective implementation of these initiatives led to the completion of a total of 29,465 training hours by CATRION's employees, reflecting a 12.5% increase compared to 2023. This achievement represents 3,822 training seats filled across a broad spectrum of programs, reinforcing our steadfast commitment to empowering our workforce and continuously expanding the depth and impact of our development efforts.

Number of Training Hours that CATRION's Employees Have Undertaken	2022	2023	2024
By Gender			
Males	25,002	23,399	26,315
Females	2,055	2,802	3,150
By Role			
Senior Management	171	515	1,567
Middle Management	2,341	2,742	3,736
Staff (Professional, Operational and Administrative)	24,545	22,944	24,162
Total Employees that Received Regular Performance and Career Development Reviews			
By Gender			
Males	4,046	3,458	3,593
Females	335	160	165
By Role			
Senior Management	45	30	33
Middle Management	244	157	181
Staff (Professional, Operational and Administrative)	4,092	3,431	3,544



Succession Planning Project at CATRION

CATRION is dedicated to ensuring the long-term success and stability of the company by proactively planning for future leadership transitions. As part of this strategic initiative, CATRION's HR department launched the succession planning project in 2024, aiming to build a robust leadership pipeline that supports the company's growth and adaptability. The primary objective of the project is to identify and develop high-potential employees for key leadership roles, positioning the organization for sustained success in the future.

Approach

CATRION's approach to succession planning is both comprehensive and forward-thinking, addressing current talent needs while preparing for future leadership challenges. The first step in the process involved the assessment and identification of existing talent and leadership potential. Through a thorough evaluation of employee performance, competencies, and leadership capabilities, we identified high-potential individuals and tailored our development initiatives to align with both individual aspirations and organizational goals.

Following the identification of potential leaders, CATRION implemented a range of leadership development programs aimed at nurturing these individuals. These programs include mentorship opportunities, specialized training workshops, and leadership coaching, designed to equip employees with the skills and experiences necessary to thrive in leadership roles. To ensure continuous growth and alignment with organizational needs, monitoring and evaluation mechanisms were also put in place. These systems track the progress of identified successors and assess the effectiveness of the development programs, allowing for ongoing adjustments to guarantee the success of our future leaders.

Outcomes

The succession planning project has already delivered significant benefits to CATRION:

- Reduced turnover costs by promoting internal talent already familiar with company culture and operations.
- Minimized recruitment and onboarding expenses through internal employee development.
- Increased organizational stability with a strong pipeline of well-prepared leaders ensuring leadership continuity during transitions.
- Enhanced talent retention, as clear career advancement opportunities boost employee loyalty and engagement.
- Better positioning for growth, allowing the company to seize opportunities and stay ahead in a dynamic industry while maintaining smooth operations and adapting swiftly to market changes.

Next steps

Building on the success of the initial phase, CATRION is committed to expanding the succession planning program across additional departments and key roles. The company will continue to assess and refine the program, using feedback and data to make improvements that align with evolving business needs. By closely monitoring KPIs, CATRION will measure the program's effectiveness and track the impact on leadership development. Moving forward, the program will be extended to cover more critical positions, ensuring the company's leadership readiness in the long term and positioning CATRION for future success.

Boosting Employee Engagement

In addition to our commitment to developing our workforce, CATRION places a strong emphasis on employee engagement and well-being, fostering a culture where employees feel valued and appreciated. By prioritizing work-life balance, offering flexibility, and promoting diversity and inclusion, we create a workplace where people want to stay and contribute to our collective success.

To ensure strong engagement and maintain open communication, CATRION implements a variety of strategies that consistently connect with, and support, our employees. Regular surveys, such as the Employee Engagement Survey, Medical Insurance Feedback Survey, and New Joiner Satisfaction Survey, provide invaluable insights, enabling us to address concerns and continuously refine our initiatives. Our comprehensive onboarding and induction programs are designed to ensure that new employees feel welcomed and integrated, establishing a sense of belonging from day one.

Looking ahead to 2025, we are taking a more holistic approach to employee engagement by launching a dedicated social survey that explores the extracurricular interests and personal passions of our people. This initiative will enable us to craft more meaningful, inclusive programs that not only enrich our workplace culture but also support employee well-being, connection, and a stronger sense of community across the organization.

Additionally, we organize social events and team gatherings to further strengthen relationships, celebrate milestones, and enhance our positive and vibrant work culture. In 2024, highlights included a company-wide Iftar that brought employees together in the spirit of unity, exclusive gatherings for management that encouraged cross-functional dialogue, energizing sports events such as football tournaments that sparked friendly competition and team spirit, among others. These initiatives not only encourage collaboration but also help maintain an environment where employees are motivated and engaged.

Through these efforts, CATRION is dedicated to continuously improving employee satisfaction, ensuring a work environment that not only supports professional growth but also nurtures well-being, collaboration, and a sense of community.

Empowering Local Communities

Aligning with the aspirations of the Saudi Vision 2030, we believe that true success is measured not just by business growth but by the positive impact we leave on the communities around us. As a responsible corporate citizen, our commitment to social responsibility extends beyond our internal operations, reaching deep into the heart of local communities across Saudi Arabia.

Aligned with our commitment to supporting local communities, we actively cultivate partnerships and engage in initiatives that empower our employees to contribute meaningfully to society.



Hackathon for Social Responsibility: Sparking Innovation for a Better Tomorrow

As part of our ongoing commitment to CSR, CATRION hosted a CSR Hackathon aimed at engaging the local community and inspiring innovative thinking. This dynamic event provided a platform for individuals and teams to develop creative, actionable solutions to address pressing social and environmental challenges. Participants tackled real-world issues with passion and purpose, presenting ideas that have the potential to create tangible impact. Beyond innovation, the hackathon exemplified our belief in grassroots empowerment and collaboration, highlighting the power of local talent in driving meaningful social change.

Bridging the Digital Divide with Ertiqā Charity

In a strategic effort to promote environmental sustainability and digital inclusion, CATRION partnered with Ertiqā Charity to facilitate the redistribution of electronic devices. This initiative supports the reuse and responsible recycling of electronics, diverting valuable resources from landfills and directing them toward underserved communities. By breathing new life into used technology, we are helping to bridge the digital divide, empowering students and families with tools for education and connectivity and contributing to a circular economy.

Growing together: Saudi Reef Partnership for Sustainable Agriculture

CATRION joined forces with Saudi reef, the National Agricultural Development Company (NADEC), and other key partners through a MOU to promote sustainable agriculture and strengthen food security. This collaboration focuses on sourcing locally grown products for airline menus, reducing dependency on imports, and adding economic value to national agricultural outputs. By investing in innovative, eco-conscious farming methods, the initiative supports the Kingdom's vision for a more resilient food system while unlocking new growth opportunities for local farmers and producers. Together, we are cultivating a future where agriculture thrives sustainably and locally.

Embedding Health and Safety in Our Culture

Aligned with our Safety Management System (SMS)¹⁹, we are dedicated to fostering a safe and healthy environment across our operations. We uphold stringent safety protocols and continuously invest in training, advanced resources, and technologies to maintain the highest standards of workplace safety. Our holistic approach includes strict compliance with international health and safety regulations and the implementation of proactive internal controls. By embedding a culture of safety and accountability, we not only protect our employees but also reinforce our commitment to the well-being of our customers ensuring their trust and confidence in every interaction with CATRION.

In 2024, we continued to make progress in driving our health and safety efforts. Key highlights are illustrated below, with further details and insights provided in the subsequent pages of this section.

19. To know more about our safety management system (SMS), kindly refer to our 2023 ESG Report, page 93..



2024 Highlights

- Achieved ISO 45001 Certification for Occupational Health and Safety
- Recorded a 24% reduction in incident rates compared to 2023
- Reduced lost-time injuries by 10% from 2023
- Successfully trained 1,991 employees on health and safety practices
- Provided 23,404 cases of medical treatment through CATRION's dedicated clinics
- Triumphed at the Culinary Olympics in Germany, bringing home 2 gold, 3 silver, and 2 bronze medals, an achievement that reflects our commitment to premium quality
- Became the first in the Kingdom to receive the prestigious Worldchefs Recognition of Honor Award
- Introduced the ATP devices, which deliver near-instantaneous test results for food surface contamination
- Certified 10 lead trainers on food safety
- Upgraded to FSSC 22000 Version 6 at key IFC and CPU sites
- Achieved a 100% score in Lufthansa's Food Safety Audit at the DMM unit
- Maintained zero incidents of non-compliance related to the health and safety impacts of our products and services

Health and Safety Training

We recognize that a strong health and safety culture is built on the continuous growth and development of our employees in these critical areas. Our commitment lies in delivering comprehensive training programs that equip our workforce with the necessary knowledge, skills, and awareness to identify potential hazards and make informed decisions to safeguard their well-being and that of their colleagues. Our training covers a wide range of essential topics, including safety induction, awareness on the SMS, emergency response planning, firefighting, spill prevention, among others. Through regular training sessions, we not only enhance our employees' understanding of health and safety protocols but also empower them to actively uphold and strengthen our safety culture. In 2024 alone, as part of these ongoing efforts, our Health, Security & Standards Control (HSSC) department successfully trained 1,991 employees on essential health and safety practices. From crisis management to day-to-day safety protocols, employees received specialized training tailored to their roles, further reinforcing our commitment to building a safer and more resilient workforce and ensuring that health and safety remain integral to our operational success.

Further reinforcing our commitment, we achieved a key milestone set in last year's report by successfully certifying 20 employees as ISO 45001:2018 Lead Auditors in 2024. This accomplishment reflects our dedication to strengthening internal capabilities, aligning with global best practices, and ensuring ongoing compliance with international health and safety standards.

Health and Safety Risk Management

CATRION's approach to health and safety is centered around a robust risk management system²⁰. Aimed at fortifying our organizational resilience and ensuring the well-being of our valued employees, this system proactively detects, evaluates, and mitigates operational risks at CATRION.

Our risk assessment process utilizes a variety of reliable methods to identify potential workplace hazards. These include regular site inspections and detailed task analyses. We also rely on manufacturer guidelines, incident reports, historical records, and findings from both internal and external audits to gain a comprehensive understanding of risk factors.

In addition, we actively engage our workforce through structured consultations and encourage a culture of open communication where employees are empowered to report hazards without hesitation.

Work-related Fatalities and Injuries	2022	2023	2024
Total number of employee fatalities as a result of work-related injury	0	0	0
Total number of high-consequence work-related injuries (excluding fatalities)	86	55	61
Rate of high-consequence work-related injuries (excluding fatalities)	1%	1%	1.12%
Total number of recordable work-related injuries	98	55	64
Rate of recordable work-related injuries	1%	1%	0.74%
Total number of hours worked by employees	14,884,800	16,525,292	17,293,537

Customer Health and Safety

At the heart of CATRION's success is our commitment to delivering the highest quality in catering services and ensuring our customers' health and safety. In line with our Food Safety Management System (FSMS)²¹, we ensure that every meal we serve meets our customers' expectations, with their health and safety being of paramount importance.

This year, CATRION took significant strides to elevate our approach by bringing together the Food Safety Advisory Committee. This body, made up of esteemed representatives from the Ministry of Health, leading academic institutions, and industry experts, engaged in thoughtful discussions on emerging trends, shared invaluable insights on best practices, and worked collaboratively to align and drive sector-wide improvements in food safety standards.

In 2024, CATRION maintained zero incidents of non-compliance related to the health and safety impacts of our products and services.

20. To know more about how the risk management system works, kindly refer to our 2023 ESG Report, page 95.

21. To know more about our FSMS, kindly refer to our 2023 ESG Report, p: 97.

Culinary Excellence Journey: From Source to Service



1. Stringent Food Sourcing

Our path begins with our commitment to sourcing the highest quality raw ingredients and products from trusted suppliers who adhere to strict food quality control standards.

In line with this commitment, we place a strong emphasis on incorporating local, organic, and seasonal ingredients into our menus, ensuring that every dish is crafted with the freshest, most flavorful produce while promoting sustainable practices.

Notably, a wide array of fruits, vegetables, bakery items, dairy, poultry, and seafood featured on our menus are grown and produced right here in Saudi Arabia. These locally sourced products are regularly delivered across all CATRION units, underscoring our dedication to maintaining the highest standards of quality and sustainability throughout our supply chain.



2. Menu Optimization and Nutrition

The journey continues in our catering units, where we prioritize food quality, safety, culinary excellence, and optimal nutrition. CATRION's menu planning team, consisting of a diverse group of international chefs with rich culinary expertise, crafts menus that reflect a blend of Middle Eastern, Western, and Asian influences. This global approach allows us to offer a wide range of options, ensuring that every dish meets the highest standards of quality and caters to the diverse tastes of our customers.

To further enhance our offerings, we have introduced a remarkable innovation this year the piloting of the Menu Builder System. This AI-powered tool revolutionizes our meal planning process, optimizing both cost efficiency and portion control. Fully integrated with our catering ERP platform, the system ensures accurate portioning, minimizes food waste, and upholds the highest standards of quality and safety.



4. Quality Assurance and Testing Protocols

As we progress in our journey, our primary focus intensifies on delivering our customers with the peace of mind and assurance of the highest standards in hygiene and food quality to ensure their safety and satisfaction. Notably, every product we offer is subjected to stringent testing protocols, ensuring that safety and excellence are at the forefront of our service. Central to this process is our central laboratory, accredited with ISO 17025:2017 for laboratory testing and sampling by the Saudi Accreditation Center (SAC), coupled with other private and designated laboratory licenses from the SFDA. This year, our central laboratory has expanded its testing capabilities, now offering 46 accredited tests, including advanced PCR-based methods. These innovations have significantly reduced turnaround times for pathogen detection, ensuring even quicker responses to potential safety concerns.

Moreover, CATRION's dedication to food safety and quality assurance extends beyond traditional methods this year, with a strong emphasis on automation and digitization. A prime example of this is the introduction of Adenosine Triphosphate (ATP) devices²², which deliver near-instantaneous test results for surface contamination. With the ability to provide data in less than 15 seconds, these devices enable immediate corrective actions, enhancing our proactive approach to quality control and minimizing risks.



3. Food Handling and Storage

Once these top-quality ingredients reach our catering units, our culinary teams apply their expertise to prepare them with precision and care. During the critical stages of food handling and storage, CATRION adheres to the stringent protocols of FSSC 22000. Notably, this year, we have expanded our commitment to food safety by securing additional ISO 22000 accreditations across our Jeddah, Riyadh, Dammam, Medina, and at our CPU units.



5. Staff Training and Education

As ingredients move through our catering units, they are transformed under the skilled hands of our chefs and culinary experts, who are constantly upskilling their expertise through continuous training sessions.

At the core of this commitment is our Culinary Academy, which plays a vital role in upskilling current staff, nurturing future culinary leaders, and infusing modern techniques into every dish across CATRION.

The academy offers a well-rounded curriculum²³ that blends the richness of traditional Saudi cuisine with international culinary standards, all while aligning with national priorities such as Vision 2030. Our strategic partnership with Worldchefs in 2024 further elevates the academy's impact, connecting us to a global network of over 12 million culinary professionals, including top Michelin-starred chefs, and amplifying Saudi Arabia's growing presence on the global culinary stage. A proud milestone was achieved at the 2024 Worldchefs Congress in Singapore, where the academy became the first in the Kingdom to receive the prestigious worldchefs recognition of honor award an acknowledgment of our forward-thinking approach and commitment to premium quality and excellence.

In tandem with our pursuit of culinary excellence, CATRION's dedication to food safety remains a top priority. Building on the foundation laid last year where we achieved the Highfield UK accreditation, we continued to offer certified food safety courses this year to both employees and external stakeholders. Notably, in 2024, our in-house trainers have conducted advanced programs for inspection teams in Makkah and Aseer municipalities, strengthening local food safety oversight and ensuring public health is well-protected. Internally, our monthly toolbox talks, translated into three languages, have reached over 6,400 employees, covering essential topics such as HACCP best practices, allergen management, safe food handling, among others.



6. Customer Experience – Beyond Our Catering Units

Finally, our culinary journey culminates in the delivery of our high-quality catering services to our customers. In line with our Customer Experience (CX) and satisfaction policy, we place strong emphasis on customer satisfaction and engagement, ensuring every experience is personalized, responsive, and aligned with our clients' expectations. To achieve this, CATRION offers tailored customer consultations providing embassies, corporate customers, and event planners with bespoke menu designs, curated tastings, and themed presentations. We also maintain continuous feedback loops through post-event surveys and digital platforms, allowing us to quickly adapt and enhance future offerings. To further strengthen customer relationships and showcase our evolving creativity, we also regularly host in-house tasting events, where guests can explore new culinary concepts and connect with our latest innovations.

In 2024, we proudly achieved an 85% Customer Satisfaction Rate marking a 3% increase from the previous year and reflecting the impact of our ongoing commitment to quality and service excellence. Looking ahead, CATRION is preparing to launch a dedicated Customer Complaint Support Platform in 2025. This platform will streamline issue resolution, enhance responsiveness, and reinforce our commitment to providing a seamless and satisfying customer experience at every touchpoint.

22. Adenosine triphosphate (ATP) devices are tools used to detect biological contamination, such as bacteria, viruses, and other microorganisms, on surfaces. ATP is a molecule found in all living cells, and when it is present on a surface, it indicates the presence of biological material

23. For further details on our CORE Program, the Academy's Flagship Course, please refer to the 'training and development' sub-section in this report.



Holistic Service Quality at CATRION

CATRION is dedicated to maintaining the highest quality standards across all our operations, including retail, laundry, healthcare, among others. Our commitment is guided by a comprehensive and integrated quality management process, ensuring consistency and excellence in every aspect of our business.

Reflecting this dedication, 2024 marked a pivotal year for the IH Business Segment at CATRION, where we achieved substantial growth, reinforcing our commitment to quality excellence across diverse sectors. Through strategic diversification, we have expanded our service portfolio, strengthening our ability to consistently deliver superior quality and value across multiple industries.

Key milestones include:

- 01. Remote Sites Expansion:** We expanded our hospitality services to 11 new rigs, extending our presence into the mining, oil, and gas sectors. This expansion strategically positions us in high-demand regions, ensuring we focus on profitable projects while adhering to our rigorous quality standards. Our approach is designed to optimize both service delivery and operational efficiency, maintaining the excellence we are known for.
- 02. Healthcare Segment Growth:** In 2024, CATRION secured 10 new contracts in the healthcare sector, including a landmark agreement with Saudi German Hospital, set to commence operations in January 2025. This expansion represents a significant milestone, underscoring our ongoing commitment to providing top-tier services to both public and private healthcare institutions, ensuring the highest levels of care and operational excellence.
- 03. Railway Service Enhancements:** Our strengthened collaboration with the Saudi Railways Organization (SRO) and other private rail carriers has resulted in significant improvements in on-board sales and station lounge services. These initiatives not only enhance the passenger experience but also position CATRION as a leader in railway catering and hospitality, ensuring that the same standard of excellence permeates across all sectors.

CATRION's IH Business Segment has a strong commitment to premium quality has directly contributed to an impressive 95% client retention rate in 2024, reflecting the trust and satisfaction we have consistently earned from our clients.



Eco-friendly Laundry Services at CATRION

At CATRION, our Laundry Business Unit has become a true testament to innovation and sustainability. As one of the fastest-growing and most technically advanced sectors within our IH Division, the unit provides a wide range of premium laundry and linen services to diverse sectors, including luxury hotels, hospitals, airline ground handlers, and industrial clients. Our state-of-the-art facilities, including two expansive production plants and two remote distribution centers, are designed to meet the high demands of our customers while upholding sustainability at the core of our operations.

A highlight of our success is the exceptional achievement in managing the Red Sea Project laundry, where we have consistently ensured top-tier linen quality for some of the most exclusive resorts. This is just one example of our ongoing commitment to excellence. With a daily processing capacity that exceeds 64 tons far surpassing the theoretical 42.5 tons at our Jeddah production unit we have positioned ourselves as leaders in operational efficiency.

Commitment to Sustainability

Equally impressive is our commitment to environmental stewardship. By adopting innovative wash technologies, we have successfully reduced water consumption from 8 liters per kilogram of laundry to just 3.5 liters per kilogram. Notably, this represents a 30% reduction that significantly decreases our utility usage and lowers our environmental impact. Our business unit's energy conservation efforts are equally noteworthy. Using upgraded chemical dosing systems, we now operate at lower temperatures, cutting energy needs while maintaining the impeccable quality and cleanliness of our garments.

Our dedication to reducing our carbon footprint is further exemplified by the installation of rooftop solar arrays, which have minimized our reliance on fossil fuels and contributed to a greener, more sustainable operation. In tandem with these efforts, we have enhanced our waste management protocols by segregating plastic, cloth, and hazardous materials, ensuring responsible disposal and a more sustainable approach to operations.

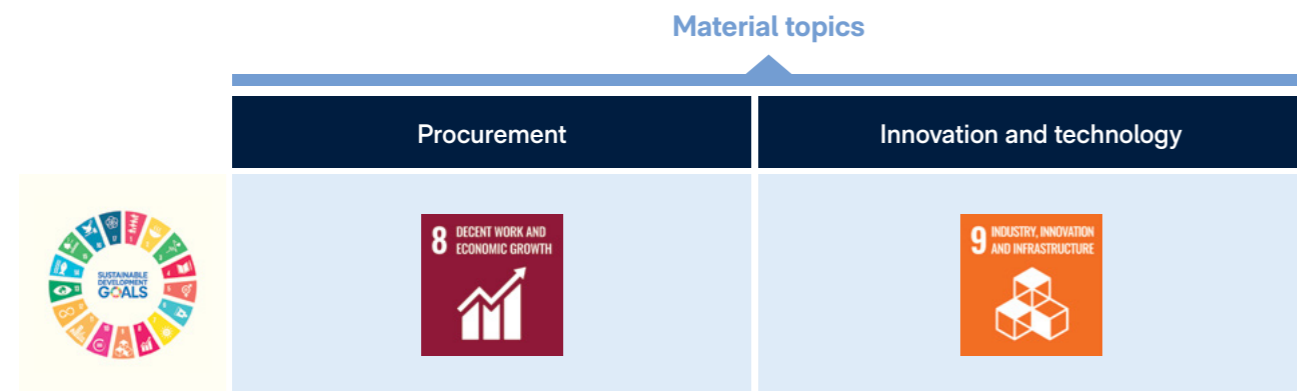
Our journey is far from over. As we continue to innovate, adapt, and refine our approach, CATRION's Laundry Business Unit remains committed to delivering premium quality services sustainably.



Chapter 5 Strengthening Operations

Our objective extends beyond mere growth; we are dedicated to optimizing the shared value we generate for our stakeholders, both in the present and the future. We are deeply committed to refining and strengthening our operations, while aligning our economic initiatives with a forward-thinking approach to environmental and social sustainability.

In alignment with our ESG Strategy, CATRION's ongoing investments in sustainable procurement, innovative solutions, and advanced technologies are strategically integrated to not only maintain our competitive edge but also reinforce our unwavering dedication to sustainability. These efforts are designed to ensure that we continue to drive long-term value while contributing to a more sustainable future.



Pursuing Responsible Procurement

We acknowledge the crucial role our suppliers play in our success and are committed to developing a sustainable supply chain network that aligns with our dedication to circularity in our operations. This approach not only strengthens CATRION's resilience but also generates valuable opportunities and long-term benefits for our clients, communities, the natural environment, and the nation as a whole. These advantages range from promoting responsible sourcing practices to enhancing local economic contributions, seamlessly complementing our strategic expansion objectives.



2024 Highlights

- Achieved ISO 20400 Certification for Sustainable Procurement
- Completed a readiness assessment to align internal systems with the CDP Supply Chain Program
- Introduced enhanced supplier requirements mandating key sustainability certifications such as ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety Management
- Developed a comprehensive Local Content Strategy aimed at strengthening local supplier engagement and supporting national development goals

CATRION prioritizes integrity, transparency, and a strong commitment to environmental and social responsibility in our relationships with suppliers. These principles are clearly outlined in our Procurement Policy Manual (PPM). This manual ensures that all supplier interactions are aligned with defined principles and standards, promoting a culture of trust, accountability, and responsible business practices throughout the supply chain.

This year, we took significant steps to further enhance procurement efficiency and improve supply chain transparency and traceability. Key initiatives included the digitization of procurement documentation and the automation of supplier onboarding processes. As part of this, we deployed a digital Supplier Management Platform to centralize supplier documentation, track compliance status, and monitor certifications such as ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety Management, ensuring that we maintain the highest standards across our supply chain.

This year, CATRION collaborated with 454 local suppliers. While this reflects a 13% decrease compared to the previous year, this reduction reflects our strategic efforts to consolidate our local supplier base to secure more competitive pricing and enhance service quality. Looking ahead, we remain committed to expanding our local supplier base and further integrating sustainability principles throughout our procurement practices.

Employment at CATRION	2022	2023	2024
Total number of suppliers	373	521	454

Sustainable Supply Chain

CATRION is committed to fostering sustainable and responsible relationships with our suppliers. By selecting partners who align with our core values of environmental stewardship, social responsibility, and ethical business practices, we aim to protect our reputation and mitigate operational risks. In 2024, we further strengthened our efforts to integrate ESG considerations into our procurement processes, ensuring the long-term sustainability of our supply chain.

To strengthen our sustainability efforts, we continued to enforce our Supplier Code of Conduct, which clearly outlines expectations regarding ethics, anti-corruption, and responsible business practices. A significant milestone this year was the achievement of ISO 20400 Certification for Sustainable Procurement. This globally recognized standard embeds ESG criteria into procurement decisions, ensuring that sustainability remains a key priority throughout our supply chain, aligning our practices with international best practices. Alongside this, we introduced the Supplier Environmental and Social Assessment Policy, formalizing the process of evaluating and monitoring our suppliers' environmental and social performance. Supported by a dedicated system, this policy tracks key sustainability metrics, such as KPIs and targets, and has been piloted with a select group of suppliers. We aim to expand this policy to include all strategic suppliers by 2025.

As part of our ongoing environmental commitment, CATRION is dedicated to joining the Carbon Disclosure Project (CDP) Supply Chain Program²⁴ by 2025. In 2024, we made significant progress toward this goal by completing a readiness assessment to align our internal systems with CDP Reporting Standards. Additionally, we conducted supplier engagement workshops to raise awareness and build capacity for meeting future disclosure requirements. These actions ensure that our supply chain remains transparent, accountable, and aligned with global best practices in environmental sustainability.

A crucial aspect of our Sustainable Procurement approach is the integration of sustainability performance as a key selection criterion during the technical evaluation of potential suppliers. This ensures that environmental and social considerations are factored into every procurement decision.

Environmental Due Diligence

CATRION is committed to ensuring that our suppliers align with internationally recognized sustainability standards, particularly in environmental management. As part of this commitment, we prioritize suppliers who hold an Environmental Management System (EMS) certification, specifically ISO 14001, which demonstrates their ability to manage environmental impacts effectively and sustainably. In addition, for certain projects, we require suppliers to hold project-specific certifications tailored to the scope and nature of the work. This ensures compliance with specialized environmental standards based on the needs of each project.

In 2024, we took a significant step towards enhancing sustainability in our supply chain by beginning a phased rollout of new requirements for sustainability certifications, such as ISO 14001 and ISO 45001. This initiative was initially piloted with key suppliers in high-impact categories, resulting in improved transparency. By 2025, we plan to extend these requirements to all strategic suppliers, ensuring that sustainability is a central focus across our entire supply chain.

Social Due Diligence

Our approach extends beyond environmental considerations to include a strong focus on social matters when selecting suppliers. We are committed to ensuring that our suppliers comply with internationally recognized social standards, placing particular emphasis on labor rights and workplace safety. To uphold these standards, suppliers must meet certain criteria during the evaluation and onboarding process.

One of the key criteria is compliance with ISO 45001, a certification that ensures suppliers maintain high standards of occupational health and safety. Additionally, we require suppliers to submit their labor and human rights policies to demonstrate their commitment to fair and ethical practices in the workplace. Suppliers must also align with SA8000, an international standard that focuses on workplace conditions, fair treatment, health and safety, working hours, and compensation. This holistic approach ensures that our supply chain remains socially responsible, promoting fair labor practices while supporting our broader sustainability goals.

24. The CDP Supply Chain Program is a global initiative that enables companies and public-sector organizations to engage with their suppliers on environmental issues such as climate change, deforestation, and water security. Through the program, participating organizations (known as CDP supply chain members) request environmental data from their suppliers using CDP's standardized questionnaires

Quality and Food Safety

We also focus on quality excellence and responsible business practices. We strategically select suppliers who meet stringent food safety standards, ensuring the integrity and safety of our products. A key requirement for our collaboration with agricultural suppliers is that they must obtain the Saudi Good Agriculture Certificate, which ensures adherence to national agricultural best practices and promotes food safety and quality throughout all stages of production, processing, and distribution.

Reporting and Monitoring

To enhance our commitment to responsible sourcing and maintain a high standard of sustainable practices across our supply chain, we have initiated a strategic alignment between our procurement, ESG, and data management teams. This collaboration streamlines data collection and reporting processes, ensuring that we consistently track and monitor sustainability metrics. A key aspect of this effort involves the introduction of advanced traceability tools designed to track the origin and sustainability credentials of key materials, particularly for high-impact categories. These tools provide valuable insights into the environmental and social attributes of the materials we source. Additionally, we conduct thorough due diligence and screening procedures, including background checks and risk assessments, to identify and address any ethical or compliance-related concerns. For high-risk or critical suppliers, we may request third-party audits or self-declarations to verify their adherence to our ethical standards. To ensure ongoing compliance, we maintain continuous monitoring through regular engagement and performance reviews, reinforcing our commitment to upholding ethical practices and sustainability across the entire supplier relationship.

Strengthening Local Content through Strategic Local Sourcing

In alignment with Vision 2030 and CATRION's overarching commitment to sustainability, we have implemented a strategic shift in our sourcing practices transitioning from international to locally sourced products across several critical categories. This move not only reinforces our role as a responsible corporate citizen but also ensures greater agility, resilience, and transparency within our supply chain.

Throughout the year, we have prioritized the localization of essential product categories to support national economic growth and food security. Products that have undergone localization include shredded mozzarella cheese, soft drinks, sparkling and still water, tenderized chicken breast, frozen whole eggs, olive oil in glass jars, Osietra caviar, and seabass fillets. These products represent core components of our catering operations, and localizing their sourcing has allowed us to reduce dependency on external markets, minimize transportation emissions, and create value within the Kingdom.

This initiative also contributes to improving our supply chain responsiveness and aligns with the principles of sustainable procurement by minimizing risk and enhancing traceability. By focusing on local alternatives that meet our rigorous quality and safety standards, we are also supporting the growth and competitiveness of domestic industries.

Moreover, CATRION has proudly obtained the Local Content Certificate, a recognition that reflects our tangible progress in integrating local value into our procurement strategies. This achievement strengthens our position as a leader in sustainable hospitality and demonstrates our proactive role in national economic empowerment.

As part of CATRION's ongoing commitment to sustainability and national development, we have made a strategic shift this year from international sourcing to prioritizing locally produced goods and suppliers. This transition not only strengthens our responsible procurement practices but also supports local businesses and enhances supply chain resilience. As a result of this transition, several key product categories including dairy, beverages, proteins, and core kitchen staples have undergone localization.



Embracing Technological Progress

Innovation and technology are both under a core pillar of our ESG Strategy, driving the adoption of cutting-edge technologies to enhance efficiency, optimize processes, and achieve sustainable results. We recognize the transformative impact of digital transformation in elevating customer experiences and fostering a culture of continuous improvement. By investing in research-driven solutions and collaborating with industry leaders, CATRION strengthens our role as a key contributor to the national vision for a future powered by technology, innovation, and sustainable economic growth.



2024 Highlights

- Launched an AI-powered food waste management system at AlFursan International Lounge in Jeddah Airport
- Successfully designed and implemented a fully integrated online catering platform for the UNCCD COP 16
- Developed a dynamic digital dashboard that automates approximately 75% of HSSC KPIs
- Saved over 570,000 A4 Sheets by digitizing critical processes including goods and meal receiving, internal forms, and approval workflows through the adoption of E-forms and automated systems

Digital Innovation and Artificial Intelligence

In alignment with Saudi Arabia's National Strategy for Data and Artificial Intelligence, CATRION is committed to proactively enhancing our operations through digital innovation and AI integration. Since 2023, digital innovation has been instrumental in driving efficiency, optimizing performance, and enhancing sustainability across our value chain. This year, we advanced significantly in integrating AI, data analytics, and automation to unlock new avenues of revenue and operational excellence ultimately redefining how we serve our clients.

01 Environmental Efficiency

Implementing AI-powered food waste management at AlFursan International Lounge in Jeddah Airport CATRION utilized AI technology to capture and analyze food waste in real-time by type and weight, improving waste tracking, recycling efficiency, and sustainability awareness among staff. This system supports data-driven decisions on menu planning and inventory management, significantly reducing overall waste.

Introducing automated sustainable waste management solutions in kitchen operations CATRION automated waste disposal at the source through advanced piping and storage systems, boosting efficiency, enhancing hygiene, and reducing manual handling while eliminating cross-contamination risks.

02 Health, Safety, and Facility Management Automation

CATRION developed a dashboard that automates 75% of HSSC KPIs, centralizing risk, security, and quality data. This automation supports faster, data-driven decision-making, ensuring enhanced compliance and safety. Deploying computer-aided facilities management (CAFM)

CATRION implemented a CAFM system to centralize maintenance requests, track asset lifecycles, and streamline audit scheduling within the HSSC Department. This resulted in a 7% reduction in maintenance and operational costs through better asset utilization.

03 Other AI & Data-Driven Innovation and Smart Assistant Ecosystem

Launching a QMS AI Chatbot CATRION introduced an ai-powered QMS chatbot that enables staff to quickly access quality protocols, training materials, and documentation, enhancing efficiency in QMS-related tasks tasks.

Optimizing ramp traffic management through machine learning CATRION enhanced ramp traffic management by leveraging predictive analytics to improve forecasting accuracy for both aviation and non-aviation traffic, optimizing planning, scheduling, and resource allocation.

Environmental Efficiency

Designing future units with integrated digital sustainability features CATRION integrated automated energy and waste controls, solar panels, EV charging stations, and greywater recycling systems into new facility designs, promoting operational sustainability from the ground up.

Health, Safety, and Facility Management Automation

Digitizing medical service workflows CATRION automated patient intake, health certificates, and internal health services, ensuring faster turnaround times, consistent records, and a seamless healthcare experience for employees.

Other AI & Data-driven Innovation and Smart Assistant Ecosystem

Introducing Amer AI Assistant for IT Automation CATRION introduced the amer AI assistant, automating IT Service Requests requests and approval workflows via Microsoft Teams, accelerating internal support and streamlining employee interactions.

Environmental Efficiency

Reducing paper use across core processes CATRION saved approximately 570,000 A4 sheets this year, by digitizing goods and meal receiving, internal forms, and approval requests using e-forms and automated workflows. This initiative significantly contributed to reducing our environmental footprint.

Other AI & Data-driven Innovation and Smart Assistant Ecosystem

Deploying the CATRION AI assistant we launched the CATRION AI assistant to provide employees with instant access to policies, SAP navigation, onboarding content, and training resources, reducing reliance on manual support and promoting a self-service culture.

Environmental Efficiency

Piloting an AI-powered menu builder system CATRION piloted an AI-powered tool integrated with the catering ERP System. This innovative tool focuses on optimizing meal planning, portion control, and reducing food waste, ultimately enhancing operational efficiency and sustainability.

Digital Transformation at UNCCD COP 16: A Seamless Catering Solution

A standout achievement in 2024 was CATRION's successful development and deployment of a fully integrated online platform for the United Nations Convention to Combat Desertification (UNCCD) COP 16²⁵. Tasked with delivering food and beverage services to thousands of international delegates across more than 100 locations, CATRION had just three weeks to build a digital solution that could manage the full catering lifecycle securely, efficiently, and at scale.

In record time, our IT and Cybersecurity Teams co-developed the UNCCD COP 16 online platform, fully integrated with our catering ERP System. The platform was designed to cover the entire customer journey, from order placement and Real-Time Logistics Tracking to secure online payments, approval workflows, and final delivery coordination. The result was a fast, intuitive, and secure interface that met the demanding needs of a world-class event.

During the conference, CATRION successfully served over 65,000 meals across 100+ locations, all managed through the newly launched platform. This high-speed digital solution not only ensured operational continuity and accuracy but also delivered measurable results:

- **Operational Agility:** Developed and launched within three weeks, demonstrating exceptional internal coordination and technical capability.
- **Scale and Reach:** Enabled the seamless distribution of 65,000 meals with no delays or service disruptions.
- **Security and Reliability:** Maintained full compliance with international cybersecurity protocols, recording zero data breaches throughout the event.
- **Financial Impact:** Generated significant financial returns within just 15 days of operation, reflecting the platform's value and efficiency.

25. The 16th Conference of the Parties (COP16) under the United Nations Convention to Combat Desertification (UNCCD) took place in December 2024 in Riyadh, Saudi Arabia. This event aimed to address the escalating threats of land degradation and drought, with nearly 200 countries committing to prioritize land restoration and drought resilience through a people-centered approach.



Cybersecurity Practices

As CATRION continues our journey of digital transformation, we remain acutely aware of the increasing cybersecurity risks posed by various threats. In alignment with the IT Department's Vision, the Cybersecurity Department dedicated 2024 to reinforcing CATRION's cyber resilience, complying with both the National Cybersecurity Authority (NCA) standards and the Personal Data Protection Laws (PDPL), as well as aligning with international best practices.

The department focused on safeguarding confidentiality, integrity, and availability across all technological layers, ensuring that each cybersecurity initiative aligns with the company's overall business goals and risk management strategies. In support of this commitment, CATRION rolled out several key cybersecurity improvements²⁶ this year. These included updated policies that incorporate data protection best practices, the deployment of advanced security tools like next-generation endpoint protection and real-time network monitoring, and a proactive approach to ensuring compliance with international standards. Additionally, we enhanced third-party risk management by embedding stringent cybersecurity requirements into our procurement processes for vendors and service providers, further reinforcing our dedication to securing the company's digital infrastructure.



Elevating Cybersecurity Awareness Across CATRION

In Cybersecurity Awareness month 2024, CATRION launched a comprehensive series of awareness and engagement activities designed to strengthen the cybersecurity culture across the company. These initiatives not only aimed to educate employees on the latest cyber threats but also fostered a proactive, security-first mindset among the entire workforce. These initiatives include:

- **Internal Awareness Campaigns:** CATRION spearheaded a dynamic digital campaign across internal platforms, delivering weekly tips, infographics, and educational videos on identifying and mitigating common cybersecurity risks. This campaign effectively reached employees across all levels, reinforcing the importance of vigilance and personal responsibility in cybersecurity.
- **Interactive Training Sessions:** Employees participated in engaging workshops focused on essential cybersecurity topics such as phishing attacks, password security, and safe data handling practices. These hands-on training sessions equipped employees with the tools and knowledge to protect themselves and CATRION's digital assets from potential threats.
- **Simulated Phishing Exercises:** To test and strengthen employee response to phishing threats, CATRION conducted realistic phishing simulations. These exercises provided valuable insights into employee behavior, while also serving as an interactive learning experience that improved readiness for real-world email-based attacks.
- **IT and Security Team Collaboration:** In a bid to make cybersecurity more accessible, CATRION organized live Q&A sessions and open forums where employees could interact directly with Cybersecurity Professionals. These discussions not only demystified complex security concepts but also empowered staff with the practical knowledge needed to protect both personal and company data.

The activities launched were highly impactful, enhancing both knowledge and practical application of cybersecurity best practices.

26. For further details on CATRION's cybersecurity advancements and key 2024 achievements, please refer to our Annual Report 2024.



Chapter 6 Index

GRI Content Index

Statement of use CATRION has reported the information cited in this GRI Content Index for the period between 1 January 2024 until 31 December 2024 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI Standard	Disclosure	Page number(S), direct answers, and reasons for omissions, if applicable
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GRI 204: Procurement Practices 2016	204-1 Proportion of Spending on Local Suppliers	85
GRI 205: Anti-Corruption 2016		
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	306-5: Waste Directed to Disposal	56
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	403-3 Occupational Health Services	74
	403-4 Worker Participation, Consultation, and Communication on Occupational Health and Safety	74
	403-5 Worker Training on Occupational Health and Safety	74
	403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked By Business Relationships	73-79
	403-8 Workers Covered by an Occupational Health and Safety Management System	All employees
	403-9 Work-Related Injuries	75
	GRI 404: Training and Education 2016	
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GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of Governance Bodies and Employees	62
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GRI 414: Supplier Social Assessment 2016		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	84
GRI 416: Customer Health and Safety 2016		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	75-79
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Glossary

Abbreviation	Full Form
A4	Standard Paper Size (210mm X 297mm)
AI	Artificial Intelligence
ATP	Adenosine Triphosphate
BoD	Board of Directors
CAFM	Computer-Aided Facilities Management
CATRION	Catrion Catering Holding Company
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
CFO	Chief Financial Officer
COBIT	Control Objectives For Information and Related Technologies
COSO	Committee of Sponsoring Organizations
CORE	Culinary Operations and Resource Excellence
CX	Customer Experience
ESG	Environmental, Social, and Governance
EV	Electric Vehicle
EVP	Executive Vice President
ERP	Enterprise Resource Planning
EPR	Extended Producer Responsibility
FSMS	Food Safety Management System
FSS	Food Safety System
GACAR	General Authority of Civil Aviation Regulations
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
HACCP	Hazard Analysis and Critical Control Points
HR	Human Resources
HSSC	Health, Safety, Security, and Compliance
IH	Integrated Hospitality
IFC	In-Flight Catering
ISO	International Organization For Standardization
IT	Information Technology
KSA	Kingdom of Saudi Arabia
KPI	Key Performance Indicator

Abbreviation	Full Form
KAEC	King Abdullah Economic City
MOU	Memorandum of Understanding
MSCI	Morgan Stanley Capital International
NADEC	National Agricultural Development Company
NAZAHA	Oversight and Anti-Corruption Authority
OHSMS	Occupational Health and Safety Management System
PoD	People of Determination
QMS	Quality Management System
RMC	Risk Management Committee
RSG	Red Sea Global
SAP	Systems, Applications, and Products
SASB	Sustainability Accounting Standards Board
SFDA	Saudi Food and Drug Authority
SACC	Saudi Airlines Catering Company
SMS	Safety Management System
SGI	Saudi Green Initiative
TCFD	Task Force On Climate-Related Financial Disclosures
UNCCD COP 16	United Nations Convention to Combat Desertification - Conference of Parties 16
UNGC	United Nations Global Compact
UN SDGS	United Nations Sustainable Development Goals
VP	Vice President



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