ALSAYER GROUP

SUSTAINABILITY REPORT

2024 - 2025

Towards 2030

Towards a Greener Tomorrow

بِسْمِ اللَّهِ الرَّحْمَٰنِ الرَّحِيمِ

IN THE NAME OF ALLAH, THE COMPASSIONATE, THE MERCIFUL

H. H. SHEIKH SABAH KHALED AL-HAMAD AL-SABAH
Crown Prince Of The State Of Kuwait

H.H. SHEIKH MESHAL AL-AHMAD AL-JABER AL-SABAH
Amir Of The State Of Kuwait

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CHAIRMAN'S MESSAGE (2-4, 2-16, 2-22)
MR. FAISAL BADER AL-SAYER

Towards 2030, Towards a Greener Tomorrow

In an ever-evolving world, ALSAYER Group remains steadfast in its commitment to trust, integrity & excellence, values that have guided us for over seven decades. As we look ahead, our focus turns towards shaping a sustainable and inclusive future for generations to come. The journey "Towards 2030, Towards a greener Tomorrow" represents not just a continuation of our legacy, but a renewed pledge to accelerate positive change and contribute to a greener, more resilient world.

Building on our foundation of Heritage, Leadership & Growth, we continue to evolve, driven by responsibility, innovation & collaboration. Through close partnerships with our customers, suppliers, and stakeholders, ALSAYER Group delivers value across diverse sectors including automotive, heavy equipment, and specialized trading, while championing environmentally responsible and socially conscious practices.

Our mission is to continue to build strong sales in all the markets in which we operate, guided by our local knowledge, our deep awareness of the power of customer satisfaction & the time-tested values of honesty, trust, and personal integrity. Using our extensive understanding of local conditions, we offer international manufacturers strong representation within the Kuwaiti market. We recognize the value that franchise ownership brings and remain committed to expanding our agencies, both within Kuwait and internationally, by adopting the highest management standards and ethical business practices.

At the same time, we are dedicated to providing our customers with the highest-quality products, supported by the most advanced sales and service technologies. This pursuit of excellence goes hand-in-hand with our sustainability goals, enhancing customer experience while minimizing our environmental impact through innovation and digital transformation.

Our Sustainability Strategy aligns with the Kuwait National Development Plan (KNDP) and the United Nations Sustainable Development Goals (SDGs). These global and national frameworks inspire us to take bold actions, reducing our environmental footprint, empowering communities & fostering ethical conduct through strong governance and compliance systems.

As ALSAYER Group advances towards 2030, our commitment to sustainability deepens. We define success not only by our business performance, but by our ability to create shared value for society and the planet. Guided by our enduring principles and forward-looking vision, we stand ready to lead the transition toward a greener tomorrow, one built on trust, innovation & collective progress.

> **Our goal is to lead ALSAYER Group towards a sustainable and inclusive future by 2030, driven by innovation, integrity and responsibility**

CEO'S MESSAGE (2-4, 2-16, 2-22)
MR. MUBARAK NASER AL-SAYER

Towards 2030, Towards a Greener Tomorrow

It is with great pride and optimism that I share the inspiring journey of ALSAYER Group in sustainability—one that reflects our steadfast commitment to building a greener tomorrow. For more than 72 years, ALSAYER has stood as a symbol of excellence in Kuwait's automotive market, guided by integrity, innovation, and environmental responsibility. As we look ahead towards 2030, our vision is clear: to drive meaningful change that safeguards our planet for future generations. Since our inception, ALSAYER Group has recognized that true progress goes beyond business success—it lies in creating long-term value for people, communities, and the environment. Long before sustainability became a global imperative, we embraced eco-friendly initiatives as an integral part of our operations, striving to balance growth with environmental stewardship.

Our long-standing partnership with Toyota Motor Corporation, a global leader in sustainable mobility, has been instrumental in shaping our environmental strategy. Together, we have introduced innovative solutions that promote cleaner, more efficient transportation—bringing hybrid and electric vehicles to Kuwait's roads and inspiring a nationwide shift toward eco-conscious mobility.

Beyond vehicles, our sustainability efforts extend to every aspect of our operations. We continue to invest in energy-efficient infrastructure, adopting renewable energy solutions, optimizing logistics, and integrating smart technologies to reduce emissions and resource use. These initiatives not only strengthen our environmental performance but also set new industry benchmarks for responsible business practices. At the heart of our sustainability vision lies community engagement. Through environmental campaigns, awareness programs, and partnerships with local organizations, we empower individuals to take part in building a greener, more sustainable Kuwait.

Our collective actions—tree planting, waste reduction, and education—reflect our belief that true change begins with shared responsibility.

Our achievements in sustainability have earned recognition both locally and internationally, including awards from Toyota Motor Corporation for our leadership in environmental excellence. These milestones reinforce our determination to continue advancing sustainability across all our business divisions.

As we move Towards 2030, ALSAYER Group remains committed to leading the transition toward a low-carbon, inclusive, and resilient future. Together—with our partners, customers, and communities—we are driving forward towards a greener tomorrow.

> **"Towards 2030, Towards a Greener Tomorrow" we strive to create lasting value for our customers, communities, and the planet.**

MESSAGE FROM CHAIRMAN OF THE SUSTAINABILITY COMMITTEE (2-4, 2-16, 2-22)

MR. MOHAMED NASER AL-SAYER

Towards 2030, Towards a Greener Tomorrow

At ALSAYER Group, we firmly believe that building a sustainable future requires collaboration, accountability, and shared purpose. As we move Towards 2030, our journey towards a greener tomorrow is guided by the conviction that meaningful impact can only be achieved when all stakeholders—employees, customers, suppliers, and communities—are actively engaged and empowered.

Our employees are the cornerstone of our success and the driving force behind our sustainability goals. We foster a culture built on inclusivity, diversity, and continuous learning, ensuring that every team member is equipped and inspired to contribute to positive change. Through targeted training, leadership development, and well-being initiatives, we are cultivating a workforce that champions innovation and environmental responsibility.

Our customers remain at the heart of our operations. We aim not only to deliver exceptional products and services but also to provide sustainable mobility solutions that support a cleaner, healthier future. Through our growing range of hybrid and electric vehicles, we help our customers make environmentally conscious choices while enjoying safety, quality, and reliability.

We extend our sustainability commitment across our supply chain by partnering with suppliers who share our values of ethical conduct, social responsibility, and environmental stewardship. By promoting responsible sourcing and transparency, ALSAYER Group ensures that sustainability principles are embedded in every stage of our operations.

Equally important is our dedication to the communities we serve. We continue to invest in initiatives that address education, healthcare, environmental conservation, and social empowerment—creating tangible benefits for society and aligning with the United Nations Sustainable Development Goals (SDGs).

Our efforts have been recognized regionally and globally through accolades such as the ARABIA CSR Award, and our participation as a signatory member of the United Nations Global Compact reinforces our commitment to its ten principles on human rights, labor, the environment, and anti-corruption.

As we advance Towards 2030, ALSAYER Group remains deeply committed to strengthening partnerships, fostering innovation, and leading by example. Together with our stakeholders, we are paving the way towards a greener tomorrow—one built on trust, collaboration, and lasting positive impact.

> **We are committed to driving sustainability through active stakeholder engagement, innovation & responsible business practices across all operations**

HONORING OUR VISIONARIES AND THEIR **ENDURING LEGACY**

1954 - 2024
تـراث • ريـادة • ازدهـار
Heritage • Leadership • Growth

As ALSAYER Group celebrates seven decades of progress, we pause to honor the visionary leaders who laid the foundation for our journey yet are no longer with us today. Their dedication, foresight, and unwavering belief in Kuwait's potential continue to guide our purpose and values. Though they are greatly missed, their legacy lives on in every step we take towards innovation, responsible growth, and a greener future. The principles they established remain the cornerstone of our progress, inspiring us to uphold their mission and carry their dream forward for generations to come.

CELEBRATING SEVEN DECADES OF PROGRESS AND A GREENER TOMORROW (2-22))

ALSAYER Group marked its 70th anniversary with a distinguished ceremony, commemorating seven decades of growth, resilience, and continuous innovation since its establishment in 1954. ALSAYER Group's 70th anniversary serves as a strategic moment to reaffirm the organization's commitment to sustainable progress and national development. Over the past seven decades, the Group has grown from a modest automotive operation in Kuwait's Al Qibla area into a diversified enterprise spanning mobility solutions, services, heavy equipment, tires, lubricants, animal feed, insurance, and, with recent expansion, real estate, education, and healthcare.

This milestone highlights the Group's strong reputation, long-standing partnerships, and deep-rooted connection to Kuwait's social and economic landscape. It also reinforces a message of appreciation to customers, partners, ministries, and stakeholders whose trust has shaped the Group's journey and continues to fuel its ambition for the future.

Looking forward to 2030, ALSAYER Group has renewed its strategic direction with an emphasis on innovation, sustainable mobility, green technologies, and responsible growth. The Group is committed to accelerating its transition to low-carbon operations, improving environmental performance, empowering national talent, and aligning with global sustainability frameworks.

Anchored in its core pillars of **Heritage – Leadership – Growth**, ALSAYER Group continues to build on its legacy with clarity and purpose. The 70-year journey stands as a foundation for driving positive change, supporting Kuwait's economic advancement, and contributing to a greener, more resilient future for the communities it serve.

EXCELLENCE IN SUSTAINABILITY

KEY HIGHLIGHT MATRIX (2024-2025) (2-22)

	2016-2017	2018-2019	2020-2021	2022-2023	2024-2025
RENEWABLE ENERGY (MWh)	628	1,760	3,464	3,756	3,862
CO_2 EMISSION REDUCTION ($MTCO_2$)	389	1,091	2,350	2,529	2,573
DIRECT IMPACT GOVERNMENTAL ECONOMIC SAVINGS (KD)	25,120	108,800	180,960	196,040	206,024
NET PROMOTER INDEX (NEW SALES) (%)	NA	90	95	90	94.75
EMPLOYEE ENGAGEMENT	3,224	3,245	3,259	2,699	2,690
EMPLOYEE SATISFACTION (%)	67	70	73	80	84
TOTAL HOURS OF TRAINING	1,056	1,023	989	4,405	8,261
DIRECT CONTRIBUTION TO INNOVATION	40	42	45	21	9
COMMUNITY INVESTMENT (KD)	81,860	160,000	59,231	155,959	189,750
SOCIAL ENGAGEMENT	40	48	31	47	52
TOTAL VOLUME OF WATER SAVED (M^3)	NA	21,881	24,089	21,412	22,062

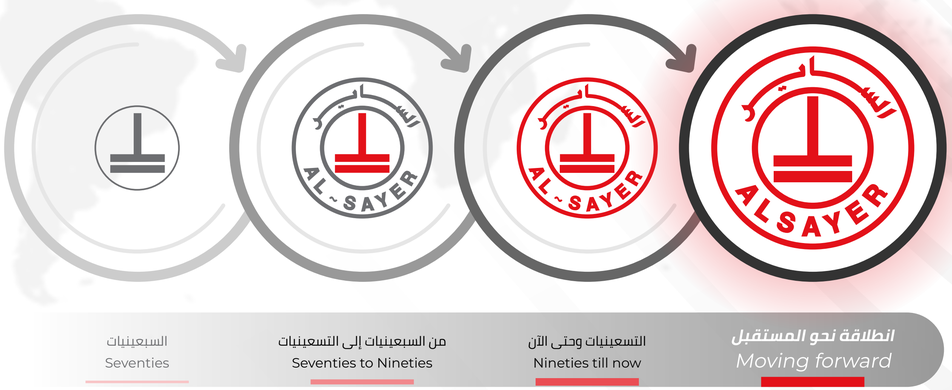
ABOUT
ALSAYER GROUP BUSINESS

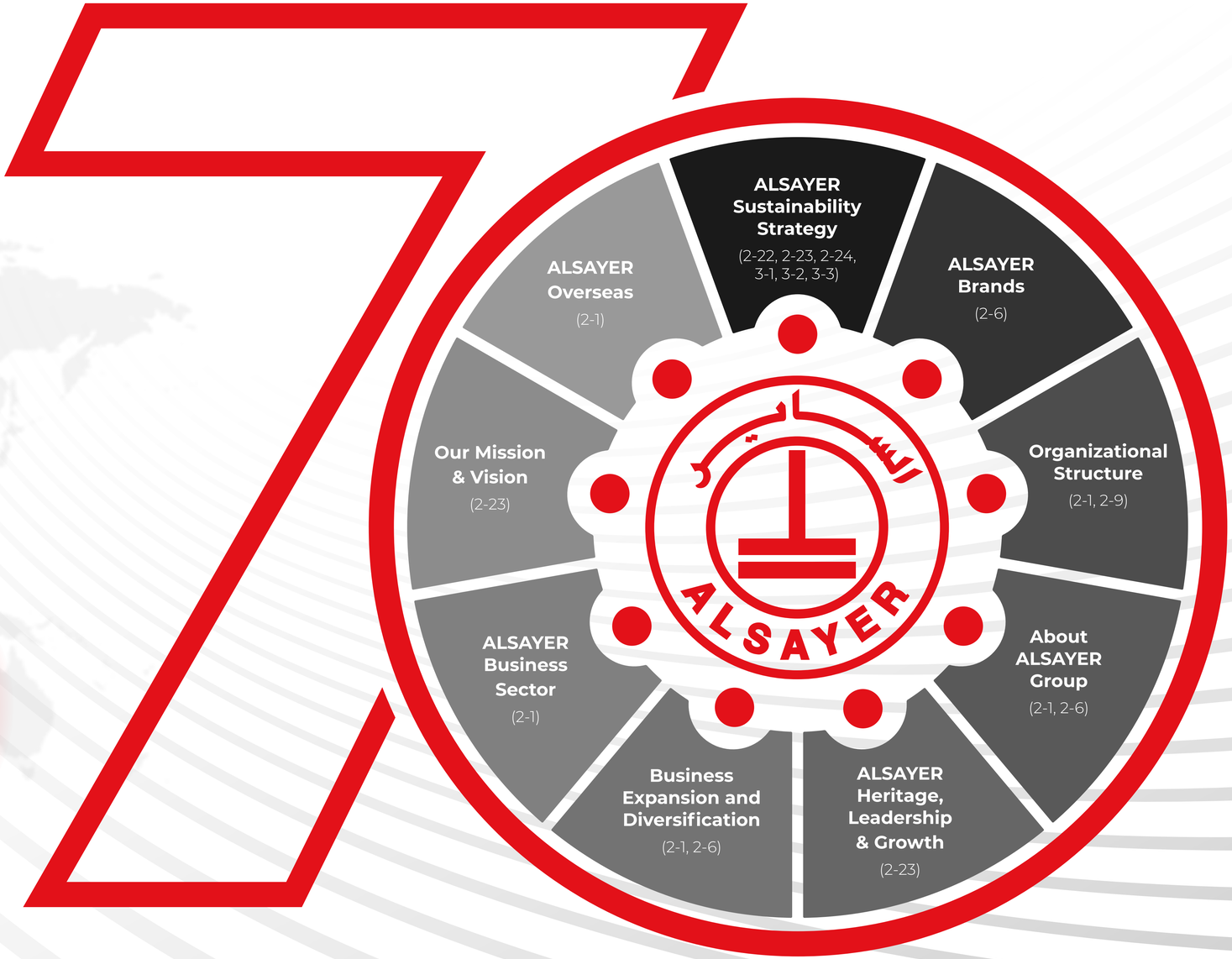
(2-1, 2-6, 2-9, 2-16, 2-22, 2-23, 2-24, 3-1, 3-2, 3-3)

Since 1954, ALSAYER Group has been a pioneer in Kuwait's automotive industry, representing Toyota, a brand renowned for quality, innovation, and durability. With over 7 showrooms and 18 service centers and parts outlets, ALSAYER ensures exceptional customer experiences and reliable mobility solutions. In 1989, ALSAYER introduced Lexus, the country's leading luxury automotive brand, known for its performance, comfort, and advanced technology.

ALSAYER's commitment to sustainability extends beyond automotive excellence. Through Sama Educational Company, we provide internationally accredited education from nurseries to K-12, empowering future generations. Shifa Healthcare delivers comprehensive dental care, while our investment in Aster DM Healthcare reflects a focus on long-term, holistic medical services across the region.

Through Iblah Holding, we support business growth and sustainable economic development. ALSAYER's Kuwait Animal Feed Factory Co. (KAFF) leads the agricultural sector by supplying high-quality raw materials and award-winning feed, promoting sustainable livestock practices and food security in Kuwait.





TOWARDS 2030 ALSAYER GROUP'S COMMITMENT TO A GREENER FUTURE

(2-12, 2-23, 2-24, 3-3)

TOWARDS 2030 TOWARDS A GREENER TOMORROW

ALSAYER Group continues to strengthen its commitment to sustainability through forward-looking initiatives that reflect our long-term vision ***Towards 2030, Towards a Greener Tomorrow***. These initiatives are designed to integrate sustainability into every aspect of our operations, foster environmental stewardship, and inspire a culture of responsibility across the organization. A key milestone in this journey is the upcoming Operation Sustainable Award, an initiative that will recognize and celebrate the remarkable efforts of individuals and teams who demonstrate exceptional dedication to sustainable practices. By honoring these achievements, ALSAYER Group aims to inspire continuous improvement and reinforce the importance of collective action in achieving our sustainability goals. Looking ahead, ALSAYER Group also envisions constructing eco-friendly and energy-efficient buildings across its network. These projects will embody sustainable design principles, reduce environmental impact, and set new benchmarks for green infrastructure in Kuwait.

Moreover, the Group is committed to ensuring that all its locations and branches operate in full compliance with the highest Environmental, Health, and Safety (EHS) standards. Comprehensive sustainability protocols will be applied to minimize resource consumption, reduce emissions, and promote the well-being of employees and customers alike. Through these initiatives, ALSAYER Group seeks not only to comply with global sustainability standards but to lead by example, driving meaningful change within the industry. Guided by our vision Towards 2030, Towards a Greener Tomorrow, we remain dedicated to advancing innovation, protecting the environment, and creating a lasting positive impact for generations to come.

This vision and strategies are monitored and executed by the guidance of Board of Directors, Sustainability Steering Committee and respective department heads and managers.

ALSAYER GROUP REINFORCES **COMMITMENT TO SUSTAINABILITY AND EXCELLENCE**

(2-12, 2-23, 2-24, 2-29, 3-3)

ALSAYER Group, a leading conglomerate in Kuwait, has unveiled its comprehensive approach to sustainability and operational excellence, demonstrating its unwavering commitment to environmental stewardship, social responsibility, and governance best practices. Under its mission to deliver world-class products and services with integrity, ALSAYER Group has structured its sustainability initiatives around four key focus areas: Nature, Economy, Society, and Well-Being. These pillars guide the company in minimizing environmental impact, promoting social equity, and ensuring sustainable operations across all business units. This approach is guided by an active stakeholder engagement to know under each key focus area, which are prime for our stakeholders and for business continuity Environmental Leadership: Deployment of renewable energy projects, including 1 MWp solar installations generating approximately 1.5 GWh annually, and innovative water-conservation initiatives such as sensor taps and advanced car-wash recycling systems. Economic Responsibility: Adoption of sustainable sourcing practices, green mobility solutions, and reporting to global standards such as the Carbon Disclosure Project (CDP). Social Impact: Community programs targeting youth education in STEM, robotics, and inclusive campaigns like “Miles For Mind” alongside public awareness initiatives promoting sustainable mobility and road safety. Employee Well-Being: Programs fostering employee development, ethical conduct, diversity, health, and safety, aligned with ALSAYER Group’s core values of integrity and excellence.

The company has established a Sustainability Steering Committee to oversee implementation, monitoring, and continuous improvement of these initiatives. ALSAYER Group also maintains certifications including ISO 9001, ISO 45001, and ISO 26000, reinforcing its dedication to quality, safety, and social responsibility.

Since 2015, ALSAYER Group has achieved measurable outcomes, including over 13,517 MWh of renewable energy generation, a reduction of 8,351 MT CO_2 emissions, and the development of GSAS-Platinum certified green buildings. The company’s efforts were recognized in 2024 with the Arabia CSR and Sustainability Award in the automotive category. ALSAYER Group is committed to creating a sustainable future that benefits our employees, communities, and the environment, our integrated approach ensures we deliver excellence while aligning with Kuwait Vision 2035 and the UN Sustainable Development Goals.

ALSAYER GROUP STRENGTHENS STAKEHOLDER ENGAGEMENT **TO DRIVE SUSTAINABLE IMPACT**

(2-12, 2-23, 2-24, 2-29, 3-3)

ALSAYER Group reaffirms its commitment to sustainability by enhancing engagement with its wide-ranging stakeholders—employees, customers, suppliers, academic institutions, industry bodies and local communities—to drive meaningful and lasting impact across its four sustainability focus areas: Nature, Economy, Society and Well-Being.

Collaborating with Industry & Academia

Earlier in 2025, ALSAYER Group signed two strategic memoranda of understanding: one with the Kuwait Green Building Council (KGBC) and another with the College of Architecture at Kuwait University to reinforce stakeholder collaboration in the built-environment and education sectors. Through this agreement the Group joined KGBC as a Platinum Member and will support student training under the GSAS Certified Green Professional Programme, ensuring direct engagement of academic stakeholders in advancing green building practices in Kuwait.

Driving Community & Employee Engagement

Stakeholder engagement also extends to communities and employees. ALSAYER's sustainability strategy emphasises social empowerment and inclusive growth, engaging youth, schools, community groups and its own workforce to embed sustainable mind-sets and practices. For example, the Road Safety & Sustainability Awareness programme introduced students to safe mobility and sustainable energy concepts, aligning community engagement with environmental education.

Sustainable Supply Chain & Customer Dialogue

The Group emphasises transparent engagement with suppliers and customers as part of its "Economy" pillar. It deploys sustainable sourcing procedures, ethical supply-chain practices and uses tools such as the Net Promoter Score (NPS®) to capture stakeholder feedback on services and products. By partnering with stakeholders across the value chain, ALSAYER ensures its sustainability roadmap reflects shared benefits and mutual accountability.

Governance & Reporting Engagement

ALSAYER's stakeholder engagement extends through its reporting and governance practices. The company monitors, reports and discloses sustainability performance via frameworks such as the Carbon Disclosure Project (CDP) and aligns with Environmental, Social & Governance (ESG) standards as part of its dialogue with investors and regulatory stakeholders.

At ALSAYER Group, our sustainability vision is only realized when we bring together our stakeholders, our employees, clients, suppliers, academic partners and the communities we serve. Through active engagement, we build trust, co-create solutions and ensure that our sustainability journey is inclusive and impactful.

MATERIALITY (2-12, 2-29, 3-1, 3-2)

We're always improving our processes to integrate environmental, social, and governance (ESG) principles more thoroughly into how we run our business. The way we engage with clients, suppliers, communities, and employees allows us to identify the key issues that truly matter, both for our stakeholders and for the long-term success of our business. These insights guide how we prioritize, invest, and evaluate our impact as we progress. A systematic approach to materiality has provided us with a clear way to identify risks, anticipate opportunities, and fulfill stakeholder expectations after considering the pros and cons of each topic we explore. This follows a process grounded in these principles;

- **ESG Issue Identification**
- **Stakeholder Engagement, Survey & Interviews**
- **Matrix Construction & Material Issue Prioritisation**

We mapped key ESG topics using the ALSAYER Group Sustainability Gear dimensions – Social, Economic, Nature, and Wellbeing initiatives. This helps our stakeholders to determine their sustainability priorities for both short and long-term value creation. In this analysis, we examined the company's current practices, disclosure standards, regulatory requirements, ESG rating methods, and material topics. As a result, we came up with a long list of 48 topics from various sources, some of which were neutralized, while new topics were introduced as the analysis continued. We then refined it into 16 key topics that are most relevant to our stakeholders and business. Compared to the previous reporting period, the number of materiality topics has dropped from 22 to 16. It's worth noting that the materiality analysis pointed out that internal and external health & safety are top priority, along with product quality and customer satisfaction, which are essential for building trust and a good reputation. Additionally, talent management, human rights, and diversity highlight the significance of a people-focused approach. Topics like energy & waste management, climate adaptation, and the development of electric charger infrastructure are vital, reflecting the increasing importance of environmental responsibility and alignment with global trends. On the other hand, sustainability innovation and mobility solutions haven't gained much traction yet, as people and market readiness are still at a slower pace. Moreover, ethics & integrity, along with strong corporate governance & risk management, have strengthened ALSAYER's commitment to responsible growth and building stakeholder trust.

ALSAYER Group updates its materiality assessments biennially by engaging with stakeholders, gathering insights from senior management, and aligning with globally recognized frameworks and tools, such as:- UN Sustainable Development Goals (SDGs), UN Global Compact (UNGC), Global Reporting Initiative (GRI) Standards 2021, and the Kuwait National Development Plan. This ensures we collectively adapt to both regional and global trends. Consequently, sustainability factors are integrated into the heart of our business model and are evident in our strategy, governance, and everyday operations.

MATERIALITY TOPIC ON SUSTAINABILITY & EXCELLENCE FOCUS FOUR GEAR

ALSAYER GROUP FORTIFIES STRATEGIC **PARTNERSHIPS IN 2024–2025** (2-29)

ALSAYER Group has reinforced its commitment to education, sustainability, and community engagement through a series of strategic partnerships designed to create meaningful impact across multiple sectors. These collaborations reflect the Group's holistic approach to corporate responsibility, aligning business growth with social and environmental progress.

Key initiatives included collaboration with **Kuwait University** and the **Kuwait National Robotics Competition**, empowering students with STEM skills and innovation opportunities. In sustainability, ALSAYER partnered with the Kuwait Green Building Council and Kuwait University's College of Architecture to promote green building practices and train future professionals under the GSAS Certified Green Professional program. The Group also advanced **community mobility and safety** through the "Let's Ride Safe Kuwait" campaign and enhanced customer accessibility with a new **Toyota leasing program** in collaboration with Warba Bank. These partnerships reflect our holistic approach to business growth, sustainability, and societal impact. By engaging stakeholders across education, community, and industry, ALSAYER continues to create lasting value for Kuwait and beyond.

Government

- Ministry of Education
- Ministry of Health
- Ministry of Interior
- Ministry of Commerce
- Kuwait Municipality
- Kuwait Youth Public Authority
- Kuwait Planning Institute
- Kuwait Water Association
- Ministry of Social Affairs

Supporting Agencies

- United Nations High Commissioner for Refugees (UNHCR)
- Kuwait Foundation for the Advancement of Sciences (KFAS)
- Kuwait Economic Society
- Kuwait Paralympic Committee
- Kuwait Fire Services Directorate
- Kuwait Institute for Scientific Research (KISR)
- Gulf Organization Research & Development (GORD)
- Kuwait Central Blood Bank
- Arabia CSR Network
- UN Habitat
- General Administration of Art Education Guidance – Jahara Art

Non Profit Organisations

- Kuwait Support and Rescue Team
- TrashHero Kuwait
- Nahtham Volunteering Team
- Spread Passion
- Green Hands
- Enviro Group
- Kuwait Down Syndrome Association (KDSA)
- Kuwait Rides
- Miles for Minds
- Kuwait Society for Awareness and Prevention of Drug Abuse (Giras)
- Arab Bureau of Education for the Gulf States
- Kuwait Green Building Council

Sponsorship

- Kuwait Motor Town
- Seeds platform
- Wateefti
- Kuwait Modern Pentathlon
- Kuwait Environmental Event
- Cornish Cycling Club
- Velo
- West Asia Modern Pentathlon Federatio

Educational Institutes

- Kuwait University
- American University of Kuwait
- Al Najat Schools
- Al Jeel Al Jadeed Schools
- Indian Educational School
- Fahaheel Al-Watanieh Indian Private School
- Modern Arabic Academy School
- Al Qabas School
- Hayat Universal Bilingual School
- Indian Central School
- Kuwait International English School
- American Baccalaureate School
- Salahaddin Ayyubi Boys' High School
- Kuwait English School
- Al Ghanim Bilingual School
- Bayan Bilingual School
- Kuwait Bilingual School, Jahra (pentathlon)
- Reborn Kids Education Academy
- International University of Kuwait
- Kuwait Technical College (KTech)

Private Sector

- KidZania
- Dar Al Shifa Hospital
- New Mowasat Hospital
- VEX Robotics
- Warba Bank
- Suffix Events
- Sama Educational Co.

ALSAYER GROUP REINFORCES GOVERNANCE FRAMEWORK **TO STRENGTHEN STAKEHOLDER TRUST AND LONG-TERM SUSTAINABILITY**

(2-9, 2-11, 2-12, 2-13, 2-14, 2-17)

ALSAYER Group has reaffirmed its dedication to strong corporate governance and ethical business practices, highlighting its commitment to transparency, accountability, and long-term sustainable growth. Governance remains central to the Group's operations, guiding strategic decisions and ensuring alignment with stakeholder expectations.

Governance Structure and Oversight

The Board of Directors serves as the cornerstone of ALSAYER Group's governance, providing strategic guidance, approving policies, and overseeing management performance. Clear separation between oversight and executive management ensures accountability across all levels of the organization. Complementing this structure, a dedicated Sustainability Steering Committee integrates sustainability and social responsibility into the Group's operations.

Ethical Standards and Quality Management

ALSAYER's values of honesty, integrity, and trust underpin its corporate culture. The Group adheres to internationally recognized standards, including ISO 9001 for Quality Management, ISO 45001 for Occupational Health & Safety, and ISO 26000 for Social Responsibility, ensuring that all operations meet high standards of compliance and ethical conduct.

Commitment to Stakeholders and Sustainable Performance

ALSAYER Group's governance approach actively incorporates stakeholder engagement, risk oversight, and transparency. By aligning governance with its sustainability priorities—Nature, Economy, Society, and Well-Being—the Group ensures that its strategies generate long-term value for employees, customers, communities, suppliers, and shareholders alike.

At ALSAYER Group, governance is more than a framework; it is the foundation of our operations. Our commitment to transparency, accountability, and stakeholder trust allows us to grow responsibly and build a sustainable future.

ALSAYER GROUP STRENGTHENS GOVERNANCE THROUGH **DEDICATED SUSTAINABILITY STEERING COMMITTEE**

(2-12, 2-13, 2-14, 2-17, 2-23, 2-24)

ALSAYER Group reinforces its commitment to sustainability and strong governance through its Sustainability Steering Committee, a cross-functional body responsible for overseeing the development and implementation of the organization's sustainability strategy and monitoring performance across all business units.

The Committee integrates sustainability objectives with the Group's mission and vision, embeds sustainability into decision-making processes, corporate policies, and operational practices, and ensures alignment between business priorities and positive environmental and social outcomes. It actively engages stakeholders, including employees, customers, investors, communities, and regulators, while managing sustainability-related risks and ensuring compliance with applicable laws, regulations, and industry standards.

The Committee also oversees transparent sustainability reporting and disclosures, fosters collaboration internally and externally with suppliers, NGOs, and industry associations, and promotes continuous improvement by staying updated on emerging trends, standards, and innovations. By serving as advocates and thought leaders in sustainability forums, conferences, and industry associations, the Committee strengthens ALSAYER Group's leadership in sustainable development, drives operational excellence, and creates long-term value for all stakeholders.

SUSTAINABLE QUALITY MANAGEMENT

(2-23, 2-24, 2-25, 2-26, 2-29, 3-1,3-3, 403-1, 404-2)

ALSAYER Group embeds sustainable quality management at the core of its operations, combining robust quality systems with strong commitments to environmental, social, and governance principles. The Group approaches sustainability across social, ecological, and economic dimensions, integrating these considerations into its corporate policies and operational processes to achieve lasting impact. We managed to obtain the following:

- **ISO 9001:2015 Certification – Quality Management System (QMS):** Forms the foundation of ALSAYER's operations, ensuring high standards across all business areas. Annual QMS reviews and surveillance audits confirm effectiveness, alignment with strategic objectives, and continuous improvement.
- **ISO 45001:2018 Certification – Occupational Health & Safety:** Demonstrates ALSAYER's commitment to creating a safe and environmentally responsible workplace across its facilities.
- **ISO 27001:2022 Certification – Information Security Management System (ISMS):** Achieved by the IT Department, reflecting the Group's dedication to data protection, cybersecurity, and risk management.
- **ISO 26000 Conformity Plan:** ALSAYER is actively working toward obtaining a statement of conformity for the MNSS core business, emphasizing adherence to human rights, labor standards, and ethical business practices.

Through these certifications and initiatives, ALSAYER Group not only strengthens operational efficiency and safety but also ensures its practices contribute positively to employees, customers, the environment, and the wider community, positioning the Group as a leader in sustainable, high-quality operations.

By aligning quality objectives with sustainable practices, energy and water efficiency, ethical supply chain management, and stakeholder engagement, ALSAYER ensures its products and services consistently meet the highest standards while delivering long-term value. The Group continuously evolves its quality management system through training and development of internal and external stakeholders, fostering a culture of continuous improvement and proactively mitigating risks related to operations, occupational health and safety, environmental impacts, and regulatory compliance.

ISO 9001:2015 Quality Management System.

48 Internal QMS Audit

26 External QMS Audit

30 Training sessions

24 MRM

ALSAYER GROUP EXCELLENCE IN BUSINESS
AWARDS & RECOGNITION

MNSS ACHIEVED TMC GOLD AWARDS FOR THE 16TH CONSECUTIVE YEARS

Mohamed Naser Al Sayer & Sons Est. (MNSS), has been honored with the Toyota Motor Corporation Gold Award for outstanding customer service for the 16th consecutive year. This achievement underscores MNSS's unwavering dedication to excellence in customer care, operational performance and adherence to the Toyota Way principles of teamwork, continuous improvement and respect.

The sustained recognition reflects ALSAYER's deep commitment to delivering "Best-in-Town" service and solidifies its leadership position within the automotive industry in Kuwait. By consistently meeting and exceeding Toyota's global performance metrics, MNSS continues to raise the benchmark for customer satisfaction, parts and service excellence, and brand loyalty across its network.

ALSAYER GROUP EXCELLENCE **IN BUSINESS AWARDS & RECOGNITION**

ALSAYER CONTACT CENTER HAS ONCE AGAIN WON 2 PRESTIGIOUS AWARDS FROM INSIGHTS MIDDLE EAST DUBAI

Contact Centre has achieved top honors at the 2024 Insights Middle East Annual Call Centre Awards in Dubai, winning two prestigious categories: Best Industry Call Centre – Automobile and Best Call Centre Manager.

These awards recognize the Contact Centre's excellence in customer service, operational efficiency, and the outstanding leadership that drives high performance and aligns operations with strategic goals.

This achievement highlights ALSAYER Group's commitment to delivering exceptional customer experiences and reinforces the company's reputation for professionalism, responsiveness, and continuous improvement. The Group celebrates the dedication and innovation of its team and looks forward to building on this success in the future.

ALSAYER GROUP EXCELLENCE **IN BUSINESS AWARDS & RECOGNITION**

BAHRA WINS 2024 HINO BEST SERVICE TEAM AWARD FOR OUTSTANDING LEADERSHIP AND CUSTOMER SERVICE

Bahrah Trading Company (BTC), a subsidiary of ALSAYER Group and the authorized HINO distributor in Kuwait, earned top regional recognitions for its outstanding service operations and team excellence. These honors reflect BTC's strong commitment to after-sales excellence, customer satisfaction, and alignment with HINO's "Total Support" philosophy—reinforcing ALSAYER Group's reputation for reliability and high-quality service in Kuwait's automotive sector.

BAHRA CELEBRATES PRESTIGIOUS SALES & PLATINUM CLUB AWARDS FROM TOYOTA MATERIAL HANDLING INTERNATIONAL

Bahrah Trading Company is being honored with the prestigious award from Karcher for Best Business Development – Municipal Region Middle East 2025

ALSAYER GROUP EXCELLENCE **IN BUSINESS AWARDS & RECOGNITION**

ALSAYER GROUP WINS ARABIA CSR AND SUSTAINABILITY AWARD 17TH CYCLE 2024

Mohamed Naser Al Sayer & Sons EST. CO won the 2024 Social Responsibility and Sustainability Award in the automotive category, recognizing its commitment to social and environmental impact. Presented by the Arabia CSR Network, the award aligns with global standards such as the UN Global Compact, GRI, EFQM, GISD, and the UN SDGs.

ALSAYER HONORED AS ONE OF SIX GLOBAL DEALERS TO RECEIVE TMC'S 70-YEAR AWARD

Mohamed Naser Al-Sayer & Sons Est. Co. (MNSS) received Toyota Motor Corporation's prestigious 70th Year Award, granted to only six Toyota dealers worldwide, in recognition of seven decades of excellence and customer trust. The award marks the long-standing partnership that began when MNSS became the world's second Toyota dealer and honors ALSAYER's continued commitment to excellence, innovation, and development, dedicated to its valued customers for their trust and support.

CHAPTER 2

- Driving Cohesive Community Alliance
- ALSAYER Involvement, Approach & Actions
- Outreach to Community for Social Engagements
- Empower Innovation and Skills
- Promote Sports & Wellness

SOCIETY

كويت جديدة NEWKUWAIT

HEALTHCARE | LIVING ENVIRONMENT | HUMAN CAPITAL | GLOBAL POSITION | ECONOMY

SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH | 15 LIFE ON LAND | 17 PARTNERSHIPS FOR THE GOALS

DRIVING COHESIVE **COMMUNITY ALLIANCE**

(2-23, 2-24, 2-29, 201-1, 203-2, 413-1)

The core social values of ALSAYER Group are based on integrity, teamwork, excellence, and a strong dedication to the community. We put these values into action through various Corporate Sustainability and Responsibility (CSR) initiatives, which are designed and executed in line with our long-term vision, policies, and procedures to improve Corporate Excellence and CSR practices that align with the UN Sustainable Development Goals and Kuwait Vision 2035.

Within planned timelines, we evaluate, measure, and re-establish connections to improve and advance our social investment strategy, aiming to optimize the effectiveness of our initiatives across project levels by setting clear parameters. This will ensure that the needs of our stakeholders and community are met through specific objectives aimed at creating change by tackling their priority issues and contributing to a greater level of satisfaction. This reaffirms ALSAYER Group's commitment to social engagement and empowerment, which is embedded in our planned developmental initiatives that are closely linked to our business and cultural heritage.

OUR INVOLVEMENT, APPROACH & ACTIONS (3-1, 3-2, 3-3)

ALSAYER Group is dedicated to generating social value by recognizing and responding to the needs of our stakeholders. This guiding principle leads us to undertake initiatives that address critical societal needs, including youth empowerment, fostering innovation and community skill enhancement, as well as promoting wellness for all through sports and an active lifestyle. Our commitment to sustainability fosters safety, security, fairness, and efficiency, creating an inclusive environment where everyone has the opportunity to achieve their full potential.

ALSAYER governance framework, which includes the Board of Directors, the Sustainability Steering Committee, and the Corporate Excellence department, effectively implements these policies. This structure motivates management level to employees to participate and seek to address social issues. Our social engagement activities link us with local communities, NPOs, government & private sectors, educational institutions, wellness centers, and more, to promote various social investment activities. These efforts have greatly enhanced sustainable and socially responsible resources, as outlined in our "materiality" and prioritized management themes from an ESG viewpoint.

1. Outreach to Community for Social Engagements
2. Empower Innovation and Skills
3. Promote Sports & Wellness

Despite these considerable efforts, we observe a lack of engagement in enhancing our community's green initiatives, promoting biodiversity, and building a sustainable plant ecosystem with educational institutions and local communities. We hope to enhance this aspect in the upcoming reporting periods based on feedback from stakeholders.

As community members, we aim to assist our stakeholders in finding solutions that create a positive societal impact. This enables us to establish a trustworthy relationship and coexist with our communities for mutual progress and prosperity.

52 Initiatives

23,525 hrs Volunteering

189,750 KWD Investments

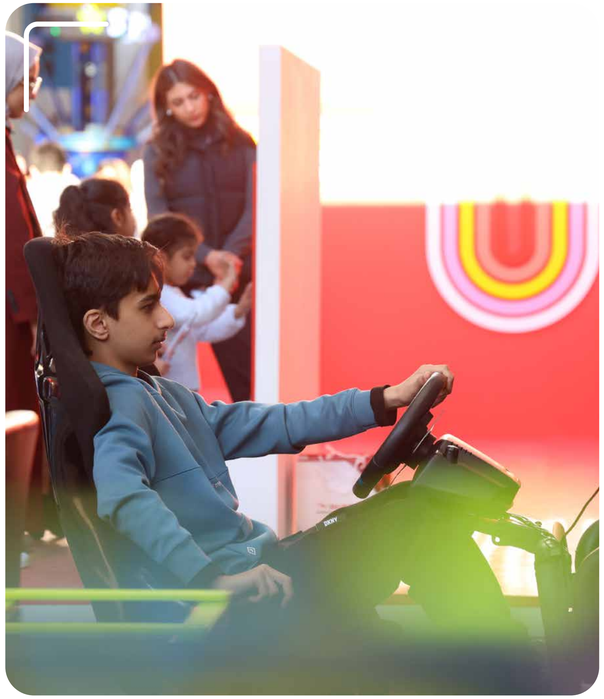
OUTREACH TO COMMUNITY FOR SOCIAL ENGAGEMENTS

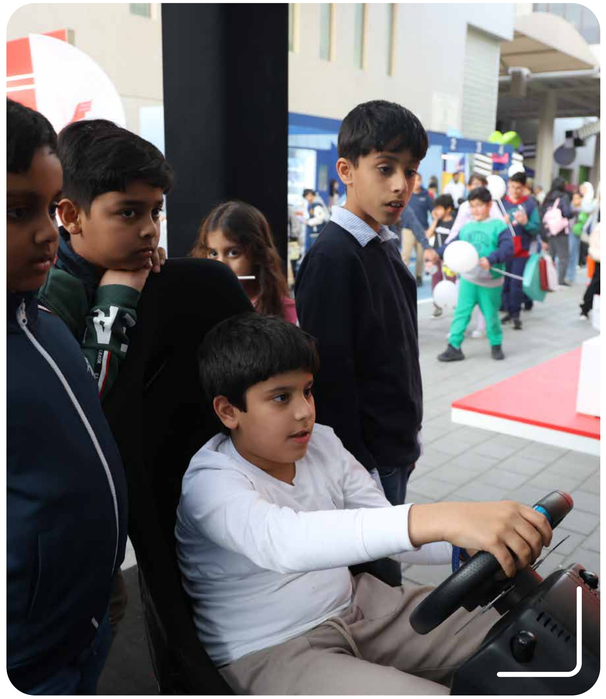
LEXUS ENGAGES WITH YOUNG COMMUNITY TO PROMOTE A COMPETITIVE MIND

Lexus Kuwait hosted interactive programs to promote teamwork and competitiveness. At the Bayan Bilingual School Carnival, they connected with over 6,000 visitors and invited 1,000 students to try a virtual reality car racing game simulator. Each participant earned a special Lexus driving license to build their confidence in driving. This campaign gave students hands-on STEM learning through robotics and gaming, helping them explore technology's future. Lexus Kuwait also supported the Australian University campus carnival by offering fun, challenging games to encourage friendly competition among students.

Watch Video

Read More





SUPPORTING THE DIFFERENTLY ABLED COMMUNITY AND ELDERLY PEOPLE

ALSAYER Group values the talent and passion of the differently abled community. We have partnered with the Kuwait Down Syndrome Association (KDSA) to highlight the value of sports and cultural activities in improving their cognitive and physical capacities as well as social skills. More than 250 people acknowledged this assistance. It is our responsibility to promote inclusivity for those with special needs and educate the community about their rights.

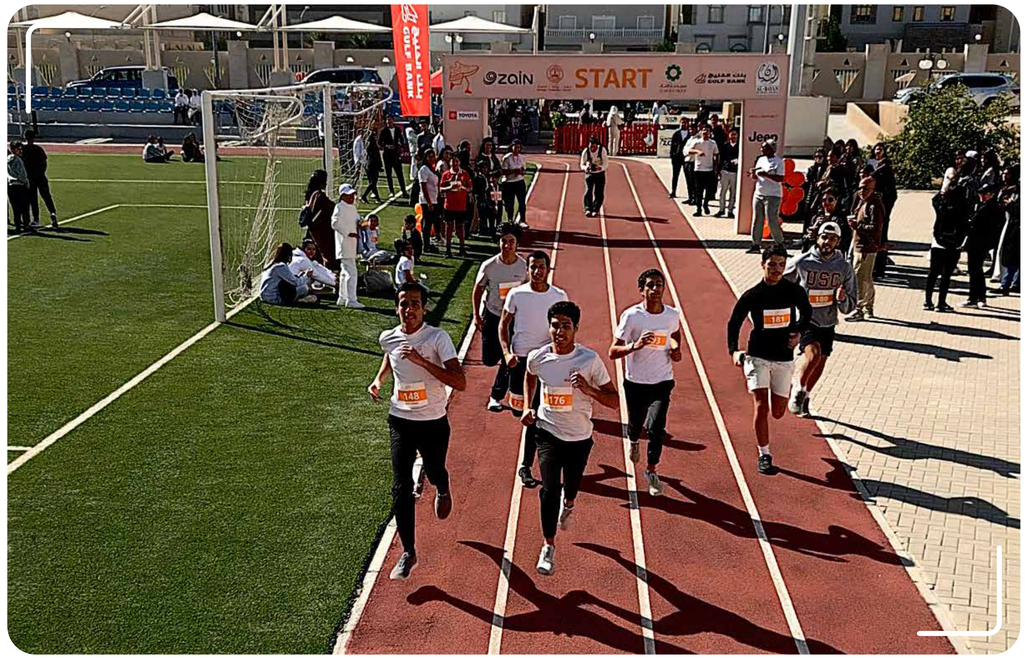
Parkinson's disease (PD) is the most frequent movement disorder treated in Kuwait's senior population. We have selected 20 deserving patients and given them complimentary tremor-canceling spoons to lessen daily suffering. This unique spoon is intended to help reduce tremors during mealtimes, giving older people the confidence they need to live independent lives.

Read More

TOYOTA ENDORSE MILES FOR MIND CAMPAIGN TO SUPPORT THE EDUCATION OF THE NEEDY

Miles for Minds brought together over 200 people and 90 runners for a great event to raise money for underprivileged children's education. Together, students have made it a gesture of kindness, unity, and hope to support disadvantaged kids, raising 15,000 KWD to make a real difference in their life. From planning to organizing, students showed passion and teamwork, highlighting the importance of community service and giving back.

Watch Video



90 Registrations

55 Volunteers

15,000 KWD for education

PRAISING THE GREATER ACHIEVEMENT OF THE KUWAITI PARALYMPIC CHAMPION

ALSAYER and Kuwait Paralympic Committee honored Global Team Toyota Athlete & Champion in wheelchair racing Faisal Al Rajehi for winning the prestigious Bronze medal in men's 5000m T54 race at the Paris 2024 Paralympic Games. He secured his place in the Paralympics by winning a gold medal in the 5000m T54 race at the World Para Athletics Championships in Kobe, Japan, in May 2024. Our vision to renew its association with Faisal Al Rajehi has boosted his career and brought pride to Kuwait's para-athletic community. This effort helps create inclusive communities by offering organized sports programs, encouraging social change, and connecting athletes of all levels.

Watch Video

ALSAYER GROUP CELEBRATES GERGEAN WITH KIDS AND FAMILIES

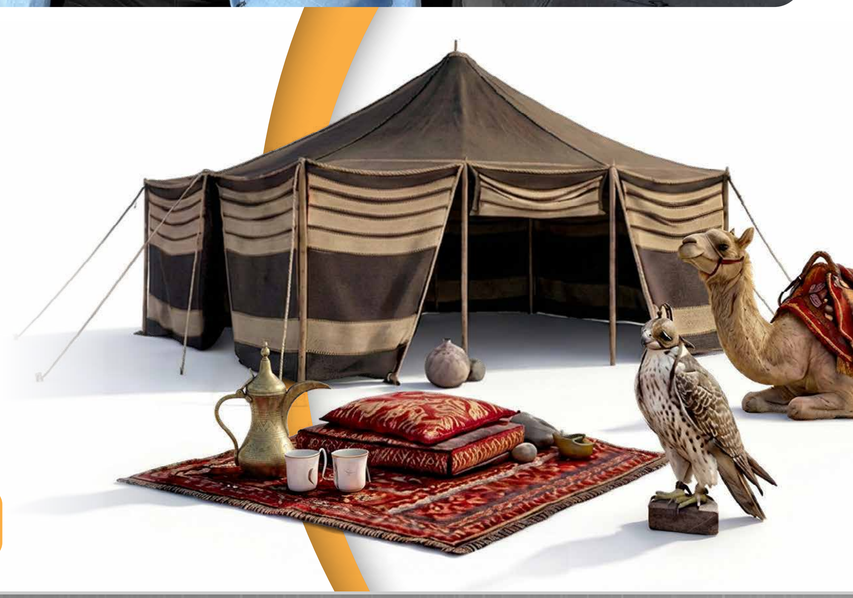
To spread the joy of Ramadan and its blessings, ALSAYER hosted Gergean event for children and families at KidZania, Avenues Mall. Over 100 kids collected their gifts to mark the community's bonding and preservation of heritage.

Watch Video

REHABILITATION OF THE DESERT ECOSYSTEM IN AL-LIYAH

We emphasize that maintaining ecological balance and combating desertification depend on planting in arid regions and safeguarding wildlife habitats. In addition to increasing green cover, protecting native plants benefits wildlife and guarantees the sustainability of our natural resources. Because our desert environment is an essential component of our identity and legacy and we have a responsibility to preserve it for future generations, ALSAYER Group, Kuwait Institute for Scientific Research (KISR), and Environment Public Authority (EPA) have supported this campaign to encourage tree planting initiatives and protect biodiversity.

Read More



CELEBRATING KUWAITI TALENT AND COMMUNITY CONTRIBUTION

Demonstrating its commitment to community development and the empowerment of local talent, Mohamed Naser Al Sayer & Sons Est. Co. organized the Toyota Achievement Awards Ceremony in partnership with a leading local magazine. The initiative recognized outstanding accomplishments by Kuwaiti men and women across diverse fields, highlighting individuals whose efforts have made a meaningful impact on society.

The event served as a platform to honor role models who exemplify dedication, resilience, and excellence within their areas of specialization. It also provided an opportunity for the community to express appreciation for local achievers whose success stories inspire future generations.

The program received strong public interest, reflecting the community's enthusiasm for celebrating homegrown talent. Through this initiative, the company continues to support social engagement, encourage positive contributions, and spotlight the achievements of individuals who help shape a thriving and empowered Kuwaiti society.

Read More

10 Outstanding male achievers

10 Outstanding female achievers

CASE STUDY
GCC level First Gulf Conference to develop responsible citizenship

It became an interesting platform for bringing together the public, private, educational, and youth sectors to discuss the concept of responsible citizenship, which is defined as an individual actively participating in society by fulfilling duties, respecting the rights of others, and contributing to the common social good. Our commitment to CSR inspired us to organize an open debate with students and delegates from all GCC states. The conference included seminars and speeches to educate over 750 people about internet addiction, drug abuse risks, health stress from processed foods and energy drinks, psychological and personal development, and the role of family and society. These workshops provided participants with the practical sessions, information, and abilities needed to make positive choices in their daily lives.

The American Society of Safety Professionals - Kuwait Chapter partnered with the ALSAYER Corporate Excellence team and Toyota Kuwait to deliver an interactive and engaging road safety lecture in which students learned about the life-saving importance of responsible driving behavior, adherence to traffic laws, and the consequences of road negligence. They voiced Road Safety Pledge, which commits them to being safety advocates in their schools, homes, and communities. Visitors learned about Toyota GR Yaris World Rally Championship car safety features and the Toyota bZ4X battery electric vehicle (BEV) to encourage eco-friendly mobility.

7 Social Partners

750 participants

20,250 hrs of learning

This campaign was oraganised in collaboration with the Ministries of Education, Interior, and Defense, the Kuwait Society for Awareness and Prevention of Drug Abuse (Giras) and the Arab Bureau of Education for the Gulf States to reflect ALSAYER Group's broader vision to promote sustainable development, community well-being and youth empowerment in order to lead positive societal change.

Read More

SROI: **492%**

EMPOWER
INNOVATION AND SKILLS

DELIVERING IMPACTFUL ROAD SAFETY AWARENESS

ALSAYER Group is all about promoting road safety awareness and teaching the community safe driving habits through various events. As a mobility company, we take this responsibility seriously. We hold awareness sessions for schools, universities, and the general public to highlight the risks of using mobile phones while driving, the significance of wearing seatbelts, and the importance of avoiding reckless driving. During GCC Road Safety Week, we teamed up with the Kuwait Engineers Association, KNPC, and ALSAYER Car Rental to deliver sessions on road safety and its effects on society.

The Toyota Technical Training Center held detailed training sessions for students from technical schools, focusing on hybrid and electric vehicles (EVs). They also highlighted the significance of traffic safety, regular maintenance, and using genuine spare parts to guarantee a dependable and safe driving experience. To raise awareness about road safety, ALSAYER Group employed various interactive methods like presentations, quizzes, and having participants take a Road Safety Pledge, encouraging our community to practice and promote safety on the roads.

Watch Video

Read More

7 campaings

450 students

6 Hybrid/Electric Car Awareness Sessions

TOYOTA DREAM CAR ART CONTEST (17TH & 18TH CONTESTS)

This contest encourages children worldwide to think big, be creative, and produce artwork that represents the future of mobility. ALSAYER backs the Toyota DCAC to help young talents in Kuwait develop new skills, innovate, and showcase their creativity, in line with key sustainability development goals as part of our CSR mission. It's truly inspiring to see how their creativity addresses innovative mobility concepts, whether through renewable energy, tackling environmental and pollution issues, or emphasizing the importance of nurturing peace, love, and compassion for humanity.

We launched the Go Digital initiative by adding QR Codes to reduce paper usage and promote sustainability. This helps an easy download of the TDCAC Application Forms, drawing guidelines, and the Terms & Conditions. In the reporting period, we held two major art workshops for teachers from 18 schools to share TDCAC concepts. Over 1100 completed artworks from Kuwait, leading it to an impressive achievement: a Best Finalist Award 2025 in the Toyota Dream Car Art World Contest in Japan for a contestant from Kuwait, along with two winners from the Toyota Middle East & Central Asia category.

Best Finalist Award in World Contest, Japan

Read More

1,100 Artworks

2 Toyota Middle East & Central Asia winners + **1** World Contest Winner

36 Kuwait National winners (2yrs)

ENVISIONS A FUTURE OF INTEGRATED LEARNING THROUGH GOOGLE SUMMIT

An event to unite tech leaders, innovators & educators from the Middle East and beyond, all united by a shared mission: to champion the incorporation of advanced technology into the education sector. The summit showcased lively input from Google Education experts and global EdTech ambassadors, demonstrating how Google for Education tools are transforming learning spaces and providing educators with the resources to motivate the thinkers and leaders of tomorrow.

20+ schools attended sessions on AI in education, digital transformation & the innovative use of Google tools in classrooms, to help teachers acquire the skills and resources they need to motivate the next wave of innovators. This program adds lasting value to ALSAYER Group and strengthens our position as a partner in national progress and community development, promoting a culture of ongoing learning, digital literacy, and tech readiness for everyone.

Read More

SUPPORT SPECIALIZED TRAINING DEVELOPMENT TO EVOLVE “SMARTEST MIND”

Support the Math Olympiad competition hosted at Naser Al Sayer Auditorium of the Kuwait Economic Society. ALSAYER Group successfully partnered in the Future Engineer Program, with 24 children aged 10-13 for interactive workshops and practical projects, nurturing their interest in disciplines such as chemical, mechanical, civil, and electrical engineering.

And we are proud of the young talents’ achievements and wish to create more paths for success and excellence in academic endeavors.

Read More

Watch Video

PARTNERING WITH ENVIRO GROUP TO LEAD YOUTH SKILL DEVELOPMENT

ALSAYER Car Rental division to collaborate with Enviro Group, a UN Habitat associated volunteering team for an effective campaign to enhance youth skills and inspire young thinkers to innovate and deliver positive and constructive solutions. we have provide a center of excellence to gather young professionals from various engineering and professional streams, to coach ambitious and creative minds who are striving for a future of greater sustainability and environmental awareness. Campaign offered young minds hands-on experiences across a range of fields including engineering, electrical and electronics, designing and construction, programming, astronomy, medical, law and sustainability. Our goal is to spark creativity, encourage critical thinking, and promote teamwork through interactive learning.

Watch Video

Read More

6 Month campaign

3,600 hrs Volunteering

300 Children participated

CASE STUDY

Empower next generation and promote technological advancement through robotics

The world is evolving, and our youth are changing with it. To back this up, ALSAYER Group has endorsed the Kuwait National Robotics Competition (KNRC), encouraging students nationwide to display their digital creativity and innovations through robotics challenges. The goal of KNRC is to involve students from schools and universities in designing, programming, and managing robots to tackle real-world issues.

In seasons 2 and 3 of KNRC, 202 teams and 1050 students participated to showcase their talents in various categories like VEX robotics, SeaPerch, Drones, and the Open Innovation Challenge. The excitement around the competition really highlights the students' commitment to digital learning and their eagerness to build careers in science, technology, engineering, and mathematics (STEM). The Department of Computer Science at Kuwait University, along with ALSAYER Group, the Ministry of Education, and the Youth Public Authority, has organized over 20 events to hold competitive sessions aimed at selecting the best Kuwaiti team to represent at the World Robotics Championships.

Watch Video

Read More

1,750 volunteers and 16,475 hrs of volunteering in KNRC Season 2 & 3 engagement

202 teams and 1,050 students from schools and universities participated

10 teams representing Kuwait to the World Championship

SROI: **575%**

Won West Asia Championship seaperch 2025 in UAE.

Won Best Build Award in VEX World Championship 2024, Texas USA.

Won Judges Award in VEX World Championship 2025, Texas USA.

PROMOTE **SPORTS & WELLNESS**

CANCER AWARENESS TO PROMOTE EARLY DETECTION

In line with our continuous health and wellness efforts, ALSAYER Lexus run series of campaigns to raise community awareness about the importance of early cancer screening and detection for effective prevention. They focused on awareness programs for prostate and breast cancer by teaming up with specialist doctors, wellness centers, and nutritionists, serving both the public and guests who visit the Lexus L-finesse boutique in Assima Mall.

To take this a step further in our community and among our staff, ALSAYER Group has initiated a Breast Cancer Awareness Campaign called “Shnatra... Take the Initiative for Early Breast Cancer Screening” in October, which is recognized as Global Breast Cancer Awareness Month. The campaign features a range of awareness events, educational workshops, and free medical screenings, all in partnership with various medical institutions and volunteers throughout Kuwait, aiming to lower the risk of cancer complications through early detection. Over 10 awareness and screening initiatives have been launched to promote cancer awareness, with volunteers sharing their experiences on how early detection can save lives.

Watch Video

Read More

WORKPLACE MEDICAL CHECKUPS AND AWARENESS SESSIONS

Being aware of health is super important at work; it shows we’re dedicated to keeping our colleagues healthy both in the office and outside of it. Our awareness titled “Healthy Living = Healthy Life,” is designed to boost health knowledge among employees. We’re bringing in experts from the Patience Helping Fund and the Ministry of Health to provide reliable information on health precautions, helping everyone embrace a healthier lifestyle.

Leading health experts explained chronic diseases and how to spot their symptoms, like hypertension, diabetes, obesity, and weight loss, along with how these issues affect a person’s life. They then carried out health check-ups to highlight the significance of promoting healthy habits, not only at work but also throughout our communities.

Read More

MODERN PENTATHLON – PROMISING YOUTH SPORTS IN THE DEVELOPMENT

The Kuwait Modern Pentathlon Club was founded to encourage sports and community competitions. Throughout the years, they have trained many talented individuals to compete in both regional and international events, aiming to build a lasting sports culture in Kuwait. Pentathlon is one of the oldest Olympic and international sports, and it challenges participants' skills through five specialized activities: running, laser shooting, swimming, fencing, and obstacle courses. Engaging ALSAYER Group as a strategic partner for the Kuwait Modern Pentathlon is a significant honor, as it helps promote sports and healthy living in our community.

We're all about sustainability and social responsibility, focusing on nurturing talent and encouraging excellence in sports. The club aims to widely promote this event in schools, universities, and among individuals with special needs, regardless of gender, to ensure everyone has a fair contesting oppertunity. These valuable partnerships help cultivate skilled athletes and engage the community in maintaining talents and healthy lifestyles.

2024 & 2025 Achievements

- Bronze medals in the Asian Modern Pentathlon Junior category in South Korea and the World Laser Run Championship in the Republic of China.
- Two silver medals at the Southeast Asia Laser Run Championship in the Philippines.
- 6 International events (Egypt & Hungary) + 6 Kuwait based contest
- 1st West Asian Laser Run Championship (WALRC) in Kuwait
- Silver medal Arab Modern Pentathlon Championship Egypt
- Kuwait to host the West Asia Modern Pentathlon Championship 2026

Watch Video

Read More

100 Volunteers

860+ Viewers

300 Participants

MARATHONS BRIDGE HEALTH AND EMPLOYEE WELLBEING

Marathons turned into a great way for our diverse team to unite for shared goals; whether it's pushing personal limits, balancing work and life, or just enjoying a day out with family and friends. ALSAYER Group supported various marathons to promote a balanced lifestyle, ensure community teamwork, and boost local initiatives that energize our economy. ALSAYER runners challenged themselves on different distances, and our senior leaders really stepped up to show that determination and resilience know no age. To cheer employees who clocked the best finishing times have received special recognition. ALSAYER's initiatives aim to foster social connections, encourage positive behavioral changes, and adopt healthier habits that benefit both our employees and the community we serve.

Watch Video

Read More

6 Marathons

287 Employees

1,068 hrs Volunteering

CASE STUDY
“Let’s Ride Safe Kuwait” campaign engages cycling enthusiasts

The wheels are still turning, and a mix of pro and amateur cyclists are facing the wind and the weekend sunrise to stick to their usual riding practice. It’s pretty tough for these riders to navigate through one of the busy traffic routes without worrying about distracted or aggressive drivers. This has motivated us to keep supporting Kuwait’s cycling community to enjoy a safer riding experience.

This community involvement is a key part of ALSAYER’S Social Responsibility initiative, where partners actively contribute to develop a culture of health and fitness, enhance people’s endurance, and, most importantly, creating a safe riding environment culture. In the past six months, Kuwait Rides has organized 25 rides every Saturday morning, engaging 2,000 riders and covering a total of 180,000 kilometers. Over time, this campaign has started to attract freestyle riders and beginners, while also encouraging more women to ride alongside their families and friends, thereby strengthening community engagement for a shared positive cause.

After careful study, ALSAYER has supplied two mid-range Toyota SUVs to function as safety vehicles for Kuwait Rides. These support vehicles are essential in ensuring the safety of participants by reducing the risks of accidents and road rage, highlighting the campaign’s dedication to protect cyclists and promote responsible riding habits throughout Kuwait. As a mobility company, ALSAYER is devoted to enhance road safety initiatives. We encourage road users to remain alert, follow traffic laws, and prioritize safety to avoid road fatalities. Through these initiatives, ALSAYER aims to cultivate an active cycle riding culture across Kuwait.

Read More

25 Rides in 6 months

2,000 Riders

180,000 KMs Distance covered

SROI: **397%**

CHAPTER 3

Driving a Sustainable Future
ALSAYER's Journey Towards 2030
Innovation and Digital Transformation for a Sustainable Future
Building a Sustainable Value Chain for a Greener Tomorrow
Customer Experience
Building a Safe, Sustainable, and Digitally Secure Future
Collaboration with Principals
Empowering Innovation for Sustainable Economic Impact

ECONOMY

DRIVING A SUSTAINABLE FUTURE
ALSAYER'S JOURNEY TOWARDS 2030

((2-23, 2-24, 3-1, 3-3)

At ALSAYER Group, sustainability is more than a vision — it is the foundation upon which we build progress. Guided by our commitment to "Driving Sustainability Forward: Building a Green Economy for a Resilient Tomorrow," we are transforming every aspect of our business to ensure enduring environmental, social, and economic resilience. Our holistic approach integrates innovation, responsibility, and sustainable growth, in alignment with Kuwait's Vision 2035 and our own roadmap — "Towards 2030, Towards a Greener Tomorrow."

We firmly believe that a green economy is the cornerstone of long-term prosperity — one that enhances well-being, promotes social equity, and minimizes environmental impact. Rooted in the principles of sustainable development, ALSAYER embraces the triple bottom line philosophy, advancing economic prosperity, environmental stewardship, and social empowerment in harmony.

Powering Progress Through Renewable Energy

ALSAYER Group continues to lead Kuwait's transition toward renewable energy by expanding its solar power generation initiatives. With over 1,350 kWp of solar photovoltaic (PV) capacity already installed across key facilities, we are significantly reducing reliance on traditional power sources, cutting carbon emissions, and supporting national decarbonization efforts. Looking ahead, we aim to:

- Expand solar capacity by an additional 1 MW by 2027, powering more facilities with clean energy.
- Integrate battery storage systems by 2028 to optimize solar energy use and strengthen operational resilience.

Greener Operations Through Energy and Water Efficiency

Efficiency and conservation form the core of our operational strategy. Our buildings incorporate natural daylighting, high-efficiency glazing, LED lighting, and smart HVAC systems — collectively reducing our carbon footprint and improving energy performance.

Water management is another critical priority. Through low-flow fixtures and automated car wash systems capable of recycling up to 80% of used water, ALSAYER demonstrates responsible stewardship of one of the planet's most vital resources. Our future targets include:

- Achieving 7% energy savings in 2 major facilities by 2028.
- Expanding water recycling systems in service centers by 2028.
- Implementing ISO 14001 environmental management certification across the Group by 2030.

Responsible Resource Management and Circular Economy Practices

ALSAYER Group champions the circular economy by promoting waste segregation at source, recycling of materials such as paper, engine oil, and scrap metals, and reducing landfill dependency. We are developing new systems to:

- Achieve a 50% waste recycling rate by 2027, and
- Move toward a zero-landfill target by 2030 through material recovery and reuse.

Sustainable Products and Mobility: Shaping the Future of Transportation

As Kuwait's leading automotive distributor, ALSAYER is at the forefront of the transition to sustainable mobility. We continue to expand our portfolio of Hybrid, Electric (EV), and Hydrogen Fuel Cell Vehicles, empowering customers to embrace low-emission transportation solutions.

Within our service centers, we use water-based paints, eco-friendly batteries, and steam car wash systems — practices that minimize environmental impact while maintaining exceptional quality standards. By 2030, our targets include:

- Achieving above 30% share of Hybrid and Electric Vehicle sales across Toyota and Lexus models.
- Launching hydrogen-powered models in partnership with Toyota Motor Corporation.
- Reducing fleet emissions intensity by 20% to 2020 levels.

Empowering Communities and Preserving Ecosystems

Beyond business operations, ALSAYER Group's sustainability initiatives aim to uplift communities and protect ecosystems. We are also engaged in desert rehabilitation, tree planting, and wildlife conservation programs, helping restore Kuwait's natural habitats and biodiversity.

Looking forward, we aim to:

- Plant 8,000 native trees across Kuwait's desert regions by 2028.
- Partner with local NGOs to rehabilitate 30 hectares of degraded land by 2030.

INNOVATION AND DIGITAL TRANSFORMATION FOR A SUSTAINABLE FUTURE

(2-6, 2-23, 2-24, 3-1, 3-2, 3-3)

Digital innovation is a key pillar of our sustainability journey. The Autostore Warehouse Automation System at our Sabhan Parts Distribution Center — the first among Toyota distributors worldwide — has revolutionized logistics by optimizing space, reducing manual movement, and cutting energy use.

By integrating SAP-compatible digital tools and real-time data systems, ALSAYER has eliminated paper-based workflows, increased operational transparency, and reduced environmental impact.

By 2030, we aim to:

- **Digitize** 90% of administrative and logistics operations, eliminating paper use.
- **Leverage** AI and IoT solutions to monitor and reduce carbon emissions across the supply chain.
- **Adopt** green data center technologies to minimize our IT energy footprint.
- **Innovation**, for ALSAYER, is not just about efficiency — it is about sustainability in action.

BUILDING A SUSTAINABLE VALUE CHAIN FOR A GREENER TOMORROW (2-6)

ALSAYER Group embeds sustainability across every stage of its value chain , from responsible sourcing to efficient operations, community engagement, customer mobility, and governance. The Group's environmental efforts include large-scale solar installations that significantly reduce CO_2 emissions, advanced water-saving systems, and GSAS Platinum, certified green buildings designed for long-term resource efficiency.

Sustainability extends upstream through strict supplier standards on ethics, environmental responsibility, and fair trade, ensuring integrity across the supply chain. Strategic partnerships with the Kuwait Green Building Council and Kuwait University support national capacity-building by training the next generation of green-building professionals. Beyond its operations, ALSAYER helps restore Kuwait's natural ecosystems through projects such as the Al-Liyah desert rehabilitation.

Social impact is strengthened through youth programs in robotics, coding, and arts that encourage creativity, inclusion, and innovation. Community well-being is further supported through road safety campaigns promoting responsible driving and cleaner mobility technologies.

Strong governance practices , including ISO certifications and transparent reporting through platforms like CDP , ensure accountability and continuous improvement. Through this integrated approach, ALSAYER Group connects purpose with performance, delivering positive, measurable impact across the environment, society, and economy.

CREATING SHARED SUSTAINABILITY FROM PARTNERS TO CUSTOMERS (3-1, 3-2, 3-3, 204-1)

ALSAYER Group's procurement management is driven by a strong commitment to sustainability, ethics, and social responsibility, ensuring that every step of the supply chain contributes to a greener future. The Group strategically sources products and services from partners who not only meet high standards of quality and cost-effectiveness but also share ALSAYER's environmental and ethical values. Supplier assessments go beyond conventional criteria, considering environmental impact, labor rights, social compliance, and overall ethical conduct.

By embedding sustainability into procurement, ALSAYER Group builds a resilient supply chain that promotes responsible sourcing, eco-friendly manufacturing, and energy-efficient logistics. The Group actively collaborates with partners to adopt innovative, low-carbon practices and continuously enhance sustainability performance. For instance, ALSAYER's automotive and industrial divisions work closely with global partners to implement energy-efficient operations and environmentally conscious solutions, ensuring that sustainability benefits are shared throughout the supply chain.

While international procurement forms the core of ALSAYER Group's operations, particularly as a leading automotive partner for Toyota in Kuwait, local purchases are equally important in supporting the community and fostering shared value. Administrative, construction, and operational projects actively engage local suppliers, promoting economic development and sustainable practices at the local level, even as the overall local procurement volume remains smaller than international sourcing.

AUTOMATING SUSTAINABILITY ADVANCING GREEN LOGISTICS AT ALSAYER (2-6, 403-1)

Autostore Warehouse Automation: A Benchmark in Sustainable Parts Distribution

In a landmark achievement demonstrating ALSAYER Group's commitment to sustainability, operational excellence, and digital transformation, Mohamed Naser Al-Sayer & Sons Est. successfully launched the Autostore Warehouse Automation system at the Sabhan Parts Distribution Warehouse, one of the largest Toyota and Lexus parts facilities in the region. ALSAYER became the first Toyota distributor globally to implement this advanced technology, setting a new benchmark in automotive parts logistics and sustainable operations.

The system's launch reflects years of investment in digital infrastructure and process optimization. By automating parts retrieval, the Autostore system minimizes human intervention, reduces physical strain on employees, and optimizes warehouse space. Prior to implementation, employees walked an average of 5 kilometers per day to retrieve parts; now, components are delivered directly to workers, enhancing efficiency and safety. Integration with ALSAYER's SAP-based mobile tools enables real-time updates, eliminates manual documentation, and improves overall repository management.

The operational and sustainability benefits are significant. The system accelerates spare parts delivery, reduces errors, and supports customer satisfaction while lowering the operational footprint. Toyota Motor Corporation recognized the initiative as a key contributor to enhanced service delivery and genuine parts sales. Furthermore, the project aligns with ALSAYER's ongoing Kaizen practices, ensuring continuous improvement and optimization, including handling larger parts efficiently.

Autostore exemplifies ALSAYER Group's holistic approach to sustainability, where digital innovation, operational efficiency, and employee well-being converge. By advancing sustainable logistics practices, the Group delivers measurable benefits for employees, customers, and the environment alike.

BUILDING SUSTAINABLE VALUE THROUGH GREEN INFRASTRUCTURE INVESTMENTS

ALSAYER Group Advances Sustainable Infrastructure with Major Construction Projects – "Towards 2030, Towards a Greener Tomorrow"

ALSAYER Group is driving a new era of sustainable infrastructure with a series of ambitious construction projects across Kuwait, reinforcing its commitment to operational excellence, innovation, and environmental responsibility under the vision "Towards 2030, Towards a Greener Tomorrow."

The company's portfolio of ongoing projects includes:

New Car Accessories Warehouse in Ardiya 1

– a state-of-the-art facility designed to enhance logistics efficiency and reduce environmental footprint through optimized storage and energy-saving technologies.

ALSAYER Toyota Al Rai Main Center

– a flagship facility featuring modern design, energy-efficient systems, and customer-centric services that align with sustainability standards.

New Car Leasing Center in Al Rai

– integrating advanced operational technologies and sustainable building practices to improve customer experience while minimizing environmental impact.

ALSAYER Body and Paint Project (GBS)

– employing eco-friendly processes and advanced paint technologies to reduce emissions, waste, and energy consumption.

These projects reflect ALSAYER Group's holistic approach to sustainability, integrating infrastructure development with operational efficiency, resource optimization, and community value creation. The Group prioritizes energy-efficient building designs, effective insulation and heating systems, and considers emissions and embodied carbon in construction to support environmentally responsible development aligned with Kuwait's sustainability goals.

Health and safety remain a core focus, with ongoing assessment and management of risks and safety concerns at construction sites to ensure safe working conditions. Through these efforts, ALSAYER Group demonstrates leadership in sustainable practices while delivering long-term value to its stakeholders.

CUSTOMER EXPERIENCE

(2-6)

LEXUS SHINES AS GOLD SPONSOR AT THE EXPO-TAG

Lexus actively engaged with the community through its participation in major events, including Expo-Tag 2024 and the Australian University Carnival 2025. As a Gold Sponsor at Expo-Tag, Lexus showcased its innovative NX 350 SUV, highlighting luxury, performance, and technology, while supporting the local construction and building industry. At the Australian University Carnival, Lexus presented the UX 300h and NX 300h, fostering interaction with students through engaging activities and emphasizing the brand's commitment to innovation, teamwork, and community engagement.

SUPPORTING ECONOMIC GROWTH THROUGH STRATEGIC PARTNERSHIPS

Mohamed Naser Al Sayer & Sons Est. Co. W.L.L (MNSS) partnered with TOYOTA Motor Corporation for the inaugural Auto World Show, held under the esteemed patronage of His Excellency the Minister of Commerce and Industry. The event, organized by Events & Venues Co. in collaboration with The Public Authority for Industry, marked a significant milestone in advancing Kuwait's automotive sector and promoting industrial innovation.

As a key participant, MNSS showcased its commitment to economic sustainability by supporting national initiatives that drive business development, local manufacturing, and technology transfer. The partnership with TOYOTA Motor Corporation further reflects MNSS's dedication to fostering growth in the mobility industry while contributing to Kuwait's long-term vision of economic diversification and industrial advancement.

ADVANCING AUTOMOTIVE EXCELLENCE THROUGH MOTORSPORT INNOVATION (2-6)

The second season of the GR Yaris Cup Kuwait, organized by Mohamed Naser Al Sayer & Sons Est. Co. W.L.L, delivered a dynamic customer and community experience, reinforcing ALSAYER Group's commitment to safe, engaging, and youth-focused mobility. As the Middle East's first FIA-certified GR Yaris racing series, the championship attracted thousands of spectators while promoting a responsible motorsport culture.

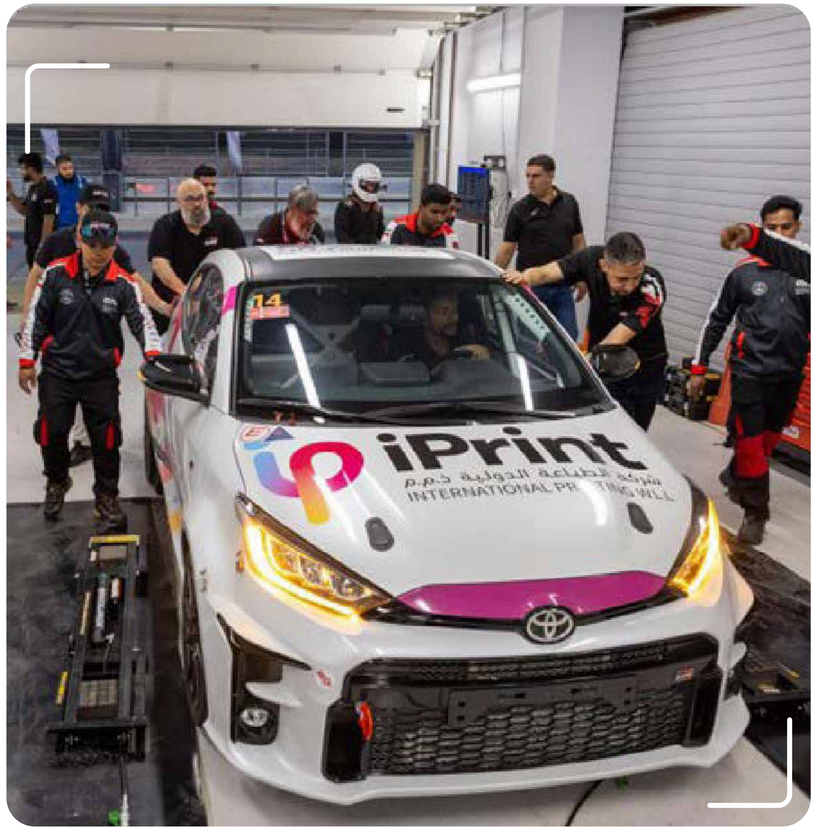
A major achievement of the season was launching the first GR Yaris Regional Cup between Kuwait and Qatar, where the Kuwaiti team secured the inaugural Gulf Championship title, strengthening national pride and advancing regional collaboration. Supported by competitive racing, strong fan engagement, and social media reach exceeding half a million viewers, ALSAYER Group successfully created an inclusive platform connecting customers, motorsport enthusiasts, employees, and the wider community.

Looking ahead, ALSAYER Group has officially announced GR Yaris Cup Season 3, set to run from December 2025 through March 2026 with multiple exciting race rounds at Kuwait Motor Town and beyond. Highlights include intensified competition featuring a skilled roster of drivers and the continuation of the regional showdown at Lusail International Circuit in Qatar in April 2026, furthering ALSAYER's mission to nurture regional motorsport talent and expand its racing footprint.

These efforts were further reinforced through exceptional technical expertise and operational excellence delivered by the Ahmadi Service Center.

For the first time in the region, a Toyota dealership successfully executed a full-scale motorsport preparation project, modifying and preparing 16 GR Yaris vehicles for competitive racing. The team managed every aspect of the transformation, from performance enhancements and safety system installations to precise race setup adjustments, ensuring full compliance with cup regulations and optimal on-track performance.

This milestone underscores ALSAYER Group's commitment to innovation, precision engineering, and the highest standards of automotive service, while reinforcing its leadership in technical excellence, strengthening brand reputation, and demonstrating the strategic value of Toyota service expertise in building customer trust and driving industry advancement.



SAYARTI BY ALSAYER: ENHANCING CUSTOMER EXPERIENCE THROUGH PERSONALIZATION AND QUALITY

ALSAYER Group introduced SAYARTI BY ALSAYER, a dedicated accessory brand designed to strengthen the customer journey through innovative, reliable, and tailor-made vehicle enhancements. The launch reflects the Group's commitment to customer-centric solutions by offering a wide range of accessories engineered specifically for Toyota and Lexus vehicles. The brand redefines vehicle personalization through products that combine style, smart technology, and durable performance. Each accessory undergoes rigorous testing to ensure optimal fit, safety, and long-term reliability, reinforcing customer confidence and satisfaction.

SAYARTI is built on four strategic pillars—Protected, Connected, Accessorized, and Off-Grid—developed through market research to address evolving customer needs and automotive trends. Supported by a specialized fitment center equipped with advanced technologies such as laser engraving and precision cutting, SAYARTI delivers high-quality craftsmanship and seamless integration. The launch showcased vehicles fitted with exclusive body kits and performance-enhancing accessories, highlighting the brand's capability to elevate both aesthetics and functionality. Customers can explore the full range of SAYARTI products across ALSAYER Toyota showrooms, where knowledgeable teams provide expert guidance. Through SAYARTI, ALSAYER Group reinforces its dedication to enhancing customer satisfaction by offering personalized, premium, and dependable solutions at every touchpoint of the ownership experience.

STRATEGIC PARTNERSHIP TO ENHANCE MOBILITY SOLUTIONS

ALSAYER Car Rental and Warba Bank, in collaboration with Mohamed Naser Al Sayer & Sons Est. Co. W.L.L, have signed a strategic partnership agreement to supply Toyota models through Personal Leasing. This initiative aims to provide customers with convenient and flexible mobility solutions while promoting sustainable vehicle ownership models. By offering access to Toyota's reliable and fuel-efficient lineup, the partnership supports economic growth, enhances customer satisfaction, and aligns with ALSAYER's commitment to advancing sustainable mobility in Kuwait.

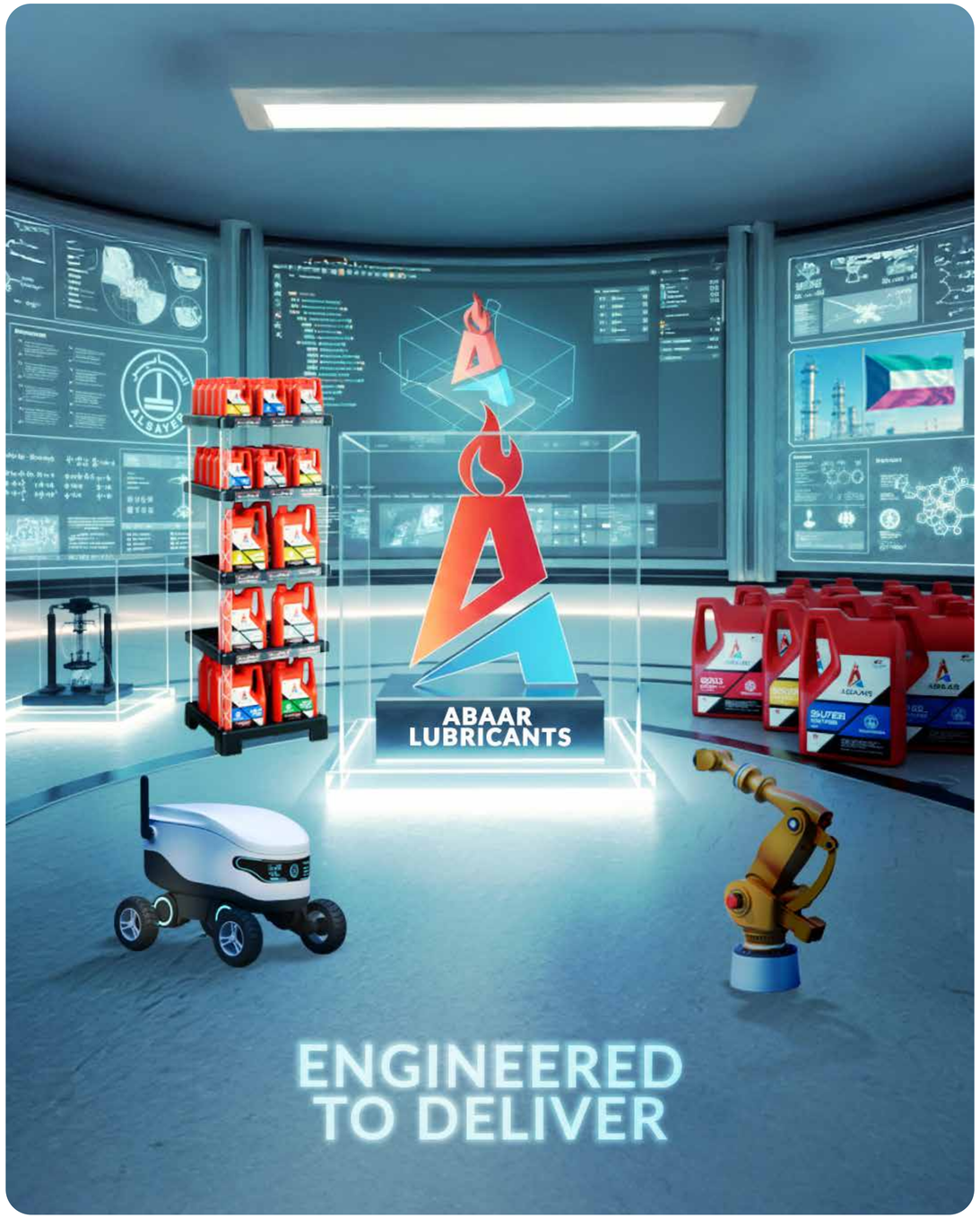
ADVANCING SUSTAINABLE INNOVATION AND INDUSTRY RECOGNITION

ALSAYER Group continues to advance efficiency, customer experience, and environmental sustainability through the installation of advanced, fully automated Axalta Irus Mix machines at three major bodyshop facilities. This cutting-edge technology delivers precise color matching, faster service, enhanced quality, and reduced material waste and energy consumption, reinforcing ALSAYER's commitment to eco-efficient operations and superior customer satisfaction in Kuwait's automotive sector.

In recognition of these achievements and strong performance, ALSAYER Engineering was honored by Axalta Coating Systems with an Award for Outstanding Growth, highlighting the Group's successful integration of innovative technologies and its leadership in sustainable automotive solutions.

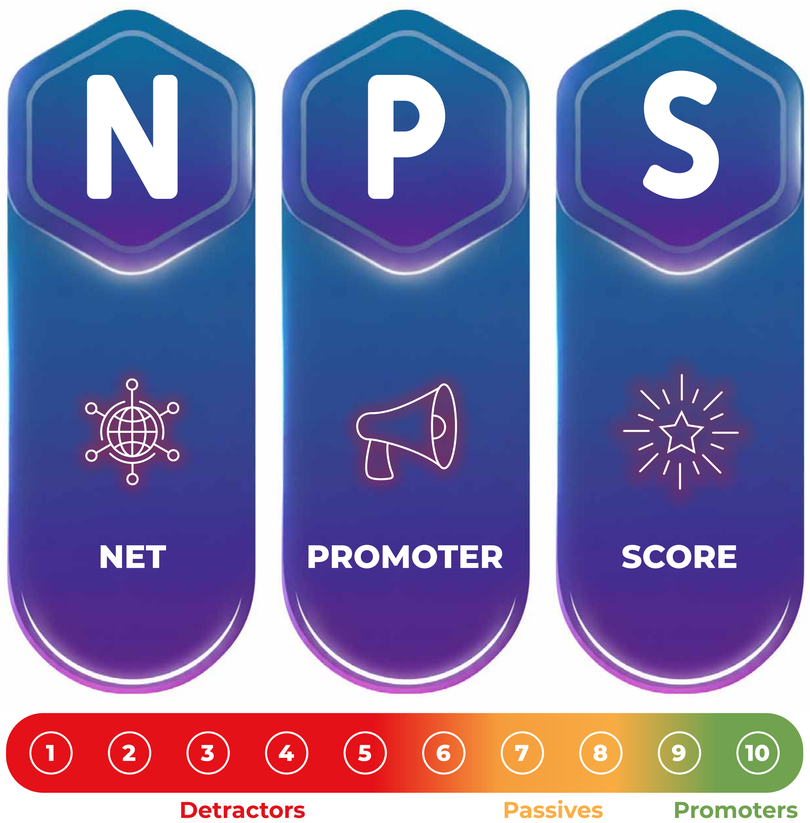
DRIVING SUSTAINABLE MOBILITY AND STRENGTHENING THE LOCAL ECONOMY

At the First Fleet Auto Show in Kuwait (May 2025), ALSAYER Group reaffirmed its leadership in sustainable mobility and economic development through a comprehensive showcase of innovative, efficiency-driven solutions. The Group presented a range of fuel-efficient Toyota vehicles, electric-powered forklifts, energy-efficient industrial cleaning equipment, Yokohama's advanced low-resistance tires, and Kuwait-engineered ABAAR lubricants, each reflecting a commitment to operational performance, reduced emissions, and long-term value creation. A key highlight was **ABAAR**, ALSAYER's locally manufactured line of high-quality lubricants developed to support Kuwait's industrial growth. Produced using 100% virgin base oils for superior purity and durability, ABAAR provides reliable solutions for gasoline and diesel engines, alongside specialized gear oils and radiator coolants. These products not only improve engine efficiency and extend vehicle lifespans but also reduce environmental impact through cleaner performance. By championing locally produced lubricants, promoting energy-efficient mobility technologies, and integrating sustainability across its fleet solutions, ALSAYER Group demonstrates a best-practice model in economic sustainability, enhancing national manufacturing capabilities, reducing reliance on imported goods, and contributing to Kuwait's environmental and industrial development goals.



STRENGTHENING CUSTOMER-CENTRIC EXCELLENCE THROUGH NPS® AND VOC SYSTEMS (2-26, 2-29, 3-1, 3-2, 3-3, 418-1)

ALSAYER Group places customer satisfaction at the core of its business strategy by integrating both the Net Promoter Score® (NPS®) and Voice of Customer (VOC) systems to capture, measure, and enhance the customer experience. Through NPS®, customers are categorized as Promoters, Passives, or Detractors, enabling the company to understand loyalty levels and identify improvement areas across sales, service centers, product quality, and delivery timelines. Regular analysis of this data supports targeted actions that elevate satisfaction and long-term loyalty.



% PROMOTERS - % DETRACTORS = NPS (NET PROMOTER SCORE)

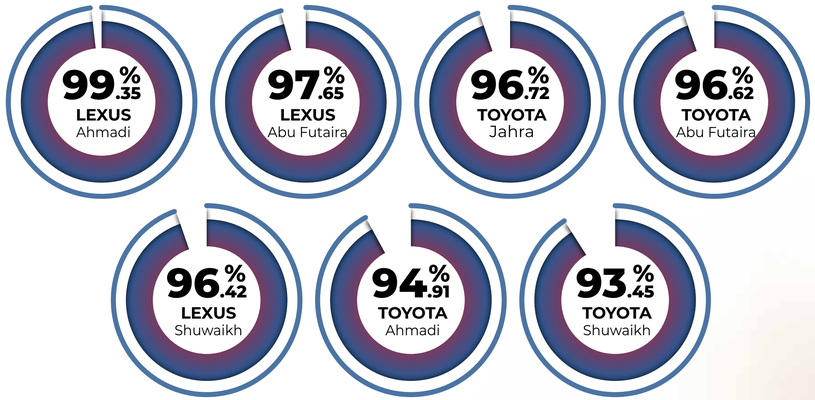
Complementing this, the VOC system provides direct, unbiased feedback on customer needs, expectations, and concerns. Aligned with ALSAYER's "Best in Town" philosophy and guided by the Kaizen principle of continuous improvement, VOC insights are translated into enhanced Standard Operating Procedures (SOPs) and Customer Experience programs. By addressing pain points and refining operations, ALSAYER strengthens customer relationships and drives business growth.

Together, NPS® and VOC form a powerful, data-driven framework that enables ALSAYER Group to prioritize critical customer needs, deliver superior service, and reinforce its position as a trusted, customer-centric organization. This holistic approach contributes to sustainable economic performance and long-term value creation.

NPS IMPROVEMENT IN TOYOTA RETAIL SALES

MNSS NPS Score-Branch wise, 2024-2025

Target NPS: 94%



BUILDING A SAFE, SUSTAINABLE, AND DIGITALLY **SECURE FUTURE** (2-23, 2-24, 403-1, 404-2)

ALSAYER GROUP STRENGTHENS SUSTAINABILITY, SAFETY, AND DIGITAL RESILIENCE THROUGH ISO CERTIFICATIONS

As part of its commitment to sustainable and responsible operations, ALSAYER Group has made significant strides in operational excellence, safety, and digital resilience through internationally recognized ISO certifications.

The Group achieved ISO 27001:2022 Cybersecurity Certification, reinforcing its proactive approach to safeguarding information, ensuring business continuity, and maintaining the highest global standards of data security. This certification strengthens the resilience of ALSAYER's digital infrastructure, enhances stakeholder trust, and supports the Group's long-term vision of sustainable growth under the "Towards 2030, Towards a Greener Tomorrow" strategy.

ALSAYER car rental acquires ISO 45001:2018 management standard for Occupational Health & Safety

IT Department has successfully obtained the internationally recognized Cybersecurity Certification – ISO 27001:2022

Complementing this, ALSAYER Group has obtained ISO 45001:2018 certification for its automotive service locations, demonstrating a strong commitment to occupational health and safety. By implementing robust safety management systems, the Group actively reduces workplace risks, prevents injuries, and fosters a safe environment for employees and stakeholders alike.

Looking ahead, ALSAYER Group is advancing its sustainability efforts with the planned ISO 50001:2018 Energy Management System certification for its Ardiya location. This initiative underscores the company's dedication to responsible energy management, optimizing consumption, reducing operational costs, and minimizing environmental impact—further contributing to a greener future.

Collectively, these certifications reflect ALSAYER Group's integrated approach to operational excellence, employee safety, energy responsibility, and digital resilience, demonstrating how sustainable practices are embedded across all facets of the organization.

COLLABORATION WITH PRINCIPALS

(2-29, 3-1, 3-2, 3-3)

ALSAYER GROUP'S LEGACY OF PARTNERSHIP, EXCELLENCE, AND GROWTH

ALSAYER Group's strong relationships with leading global OEM principals, most notably Toyota Motor Corporation, continue to be a cornerstone of its long-term success. Through close alignment with brand standards, continuous knowledge exchange, and a shared commitment to customer excellence, the Group plays a pivotal role in connecting international manufacturers with the Kuwaiti market. This collaboration enables the delivery of advanced mobility solutions, strengthens after-sales capabilities, and supports the integration of global best practices such as operational excellence, digitalization, and the Kaizen approach.

During its 70-year journey, the Group reaffirmed the importance of these strategic alliances in shaping its evolution from a single showroom to a diversified organization. The milestone underscored how trusted partnerships, built on decades of mutual respect and shared ambition, have contributed to sustained market leadership and the development of new business sectors.

Through continuous cooperation with principals, ALSAYER Group remains committed to driving innovation, enhancing service quality, and supporting Kuwait's transition toward more efficient, responsible, and sustainable mobility solutions. These partnerships not only strengthen the Group's operational performance but also reinforce its role in advancing long-term economic and environmental progress across the country.

EMPOWERING INNOVATION FOR SUSTAINABLE ECONOMIC IMPACT (404-2)

INNOVATION AND EMPLOYEE ENGAGEMENT

ALSAYER Group recognizes employee-driven innovation as a key contributor to operational efficiency, cost optimization, and value creation. Under the "Share Your Ideas" initiative, the Fahaheel Service Center team was recognized for developing practical, low-cost solutions that enhance workshop safety, training effectiveness, and resource efficiency.

- **The first-place project**, Pump It Smart (ATF Filling Special Service Tool), introduced a custom-built automatic transmission fluid filling tool made from recycled components, improving operational safety and reducing manual effort.
- **The second-place project**, Engine Training Model, repurposed a recalled LC300 V6 engine and scrap materials into a hands-on training asset, strengthening internal technical capabilities while minimizing waste.
- **Third place** was jointly awarded to Engineering Fitness, which converted scrapped engine parts into functional gym equipment, and Recycle Ride, an eco-friendly children's kick scooter made from reused vehicle parts.

These employee-driven initiatives demonstrate how innovation can deliver measurable economic value while advancing safety, skills development, and resource efficiency. Moving forward, ALSAYER Group will continue to embed innovation through four key lenses: challenging orthodoxies by rethinking traditional ways of working; harnessing trends to enhance training, safety, and operational effectiveness; leveraging existing resources through creative reuse and asset optimization; and understanding employee and operational needs to drive practical, high-impact solutions. This structured approach strengthens a culture of continuous improvement and supports long-term economic resilience aligned with ALSAYER Group's sustainability objectives.

CHAPTER 4

Strategic Sustainability Partnerships

Educating Future Green Professionals

Sustainable Building Excellence Award

ALSAYER Empowers its People

Launching Smart Technologies to Drive Sustainable Operations

Expanding Our Renewable Horizon

Water & Waste Management

Strategic Partnership Spotlight: Pioneering Hydrogen Education in MENA

International Environmental Agreements Relevant to Kuwait

NATURE

NEWKUWAIT

LIVING ENVIRONMENT | INFRASTRUCTURE | PUBLIC ADMINISTRATION

SUSTAINABLE DEVELOPMENT GOALS

4 QUALITY EDUCATION | 7 AFFORDABLE AND CLEAN ENERGY | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 14 LIFE BELOW WATER | 15 LIFE ON LAND

Our commitment to **sustainable urban development** is reflected in the partnerships that drive real impact. By collaborating with national sustainability councils and academic institutions, we contribute to building a greener future for Kuwait.

Through training, awareness, and engagement, we aim to build local capacity in green building practices and inspire transformation in the built environment.

We believe that empowering students with sustainability knowledge is key to building a better tomorrow. By creating academic partnerships, we help develop the next generation of green building professionals.

However, we recognize that our current initiatives reach only a small percentage of the total student population in Kuwait. Scaling these programs to have a nationwide impact remains a challenge due to the need for broader institutional alignment.

STRATEGIC SUSTAINABILITY **PARTNERSHIPS**

(2-6, 2-23, 2-24, 3-1, 3-2, 3-3)

ALSAYER Group reinforced its commitment to sustainable development by signing two strategic agreements aimed at advancing sustainability practices in Kuwait. The first agreement establishes ALSAYER Group as a Platinum Member of the Kuwait Green Building Council (KGBC) for 2025, supporting the promotion of green building standards, sustainability awareness, and capacity-building initiatives across the construction and urban development sectors.

The second agreement is a training partnership with the College of Architecture at Kuwait University, focused on preparing students through the GSAS Certified Green Professional Program. The partnership includes specialized training and field exposure to certified green building projects during 2025–2027, contributing to the development of national talent and supporting the transition toward more efficient and sustainable built environments.

Driving Impact Through Collaboration

These partnerships aim to promote green building practices, enhance community awareness, and provide hands-on training to future sustainability professionals.

Leadership Remarks

Sustainability is at the heart of our strategy. Promoting green buildings is the foundation for a more sustainable urban future.

EDUCATING FUTURE GREEN PROFESSIONALS (2-29, 413-1)

Our partnership with Kuwait University and GORD is a direct outcome of our strategic dialogue with academic and technical experts to address the local sustainability skills gap. By providing specialized training to over 50 architecture and engineering students, we have taken a significant step toward bridging the divide between academic theory and practical green-building applications.

While this initiative successfully responded to a clear educational need, we recognize that our current reach remains limited to a small segment of the total student population. Furthermore, we face ongoing challenges in establishing a formal tracking mechanism to measure how many of these participants successfully transition into sustainability-focused roles after graduation, which is an area we aim to improve in our future engagement strategies.

Student Immersion Trip to Qatar
April 2025 – Doha, Qatar

- Visits to GSAS-certified buildings
- Workshops with sustainability professionals
- Hands-on learning about real-world sustainable practices

Shaping Tomorrow's Green Architects

This experience deepens students' understanding and inspires them to apply their knowledge in their academic and future professional projects.

SUSTAINABLE BUILDING **EXCELLENCE AWARD**

(2-23, 2-24, 2-29, 403-1)

At ALSAYER Group, our buildings are designed and managed according to LEED and GSAS sustainability standards. This year's awards recognize outstanding performance in sustainable design, operations, and HSE compliance.
Our goal is to reach carbon neutrality by improving our building efficiency, reducing waste, and creating safe, smart, and environmentally responsible workspaces.

We proudly recognize outstanding ALSAYER facilities for excellence in the following categories:

Excellence in Sustainable Building Design
Winner: ALSAYER Auto Showroom – Abu Futaira

- Smart, energy-saving HVAC system with work-schedule automation
- 100 kW solar energy system covering over 5% of annual power needs
- Daylight-optimized skylight design to reduce artificial lighting
- Full LED lighting and photocell faucets to reduce water usage

Excellence in Sustainable Operations
Winner: Toyota Service Center – Rai 2

- Incorporating green spaces
- System in place to monitor and report waste, energy and water consumption
- Steam-based car wash system to conserve water
- Waste separation and recycling systems in place

Excellence in HSE Compliance
Winner: Lexus Service Center – Quick Service

- Exceptional site safety and risk control systems
- Robust staff training and safety awareness programs
- Certified under ISO 45001 for occupational health and safety
- Full compliance with Kuwait labor and environmental laws

EMPOWERING CHANGE:
EV DC CHARGERS TRAINING FOR SUSTAINABLE TRANSPORTATION (404-2)

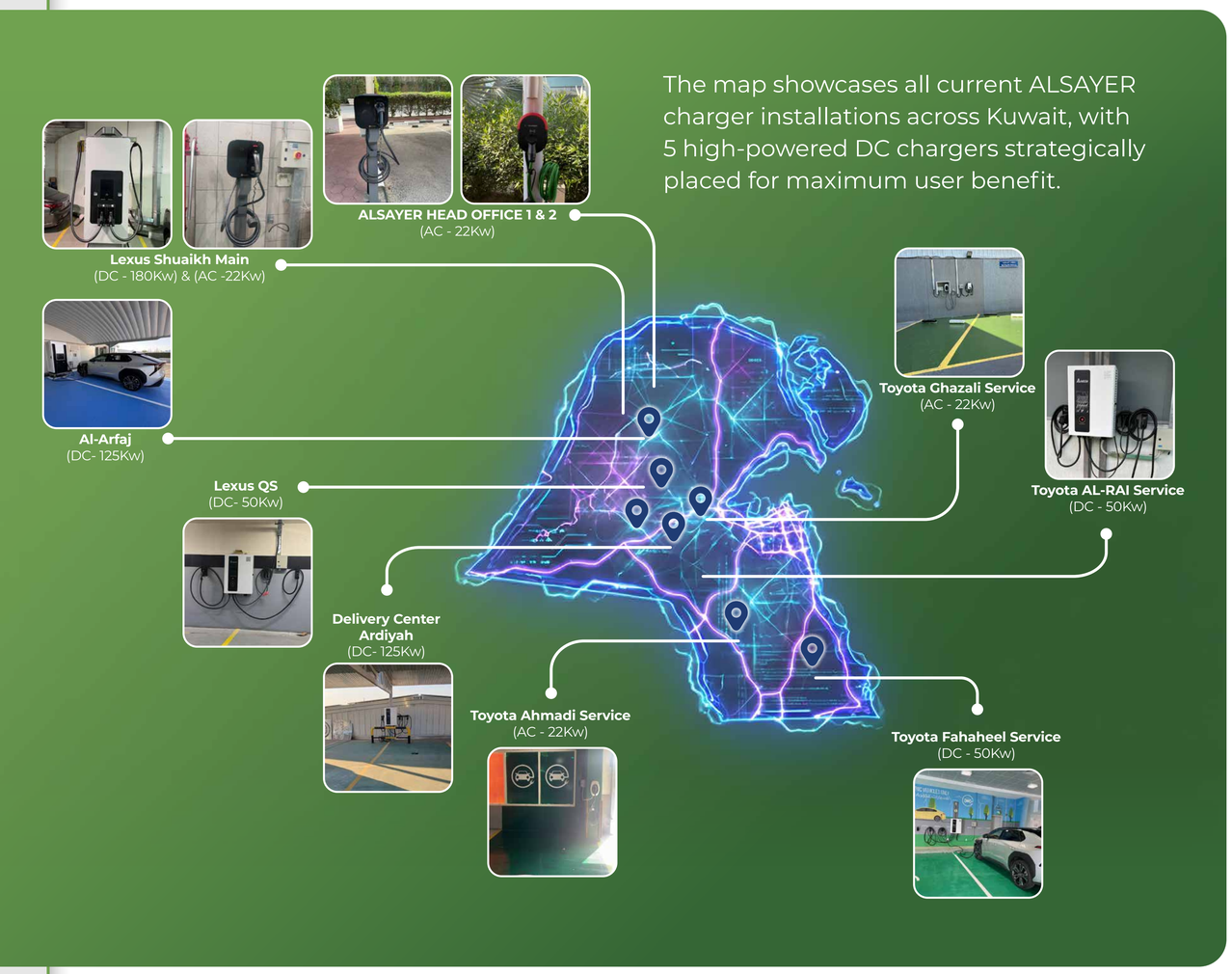
ALSAYER Group implemented a specialized training initiative on EV DC fast chargers to support sustainable transportation and strengthen internal technical capabilities. The program involved 11 employees from multiple departments over three days of intensive training.

The training focused on the installation, operation, and maintenance of DC electric chargers with capacities of 50 kW and 125 kW, supporting faster charging times of less than one hour for selected Lexus and Toyota vehicles. The initiative also aimed to evaluate electric charging solutions suitable for Kuwait and the wider Gulf region, reinforcing ALSAYER Group's role in advancing sustainable mobility solutions. ALSAYER Group continues to advance initiatives that support sustainability, operational excellence, and the transition toward cleaner transportation solutions.

CASE STUDY
ALSAYER's EV Charging Infrastructure & Readiness for Future EV Lines

As part of ALSAYER's sustainability strategy and vision for carbon reduction, the company has prioritized the development of electric vehicle (EV) infrastructure to support the transition to cleaner mobility solutions. With increasing EV adoption in Kuwait and across the region, ALSAYER aims to lead in providing accessible, high-performance charging solutions for future EV models.

The map showcases all current ALSAYER charger installations across Kuwait, with 5 high-powered DC chargers strategically placed for maximum user benefit.



Objectives

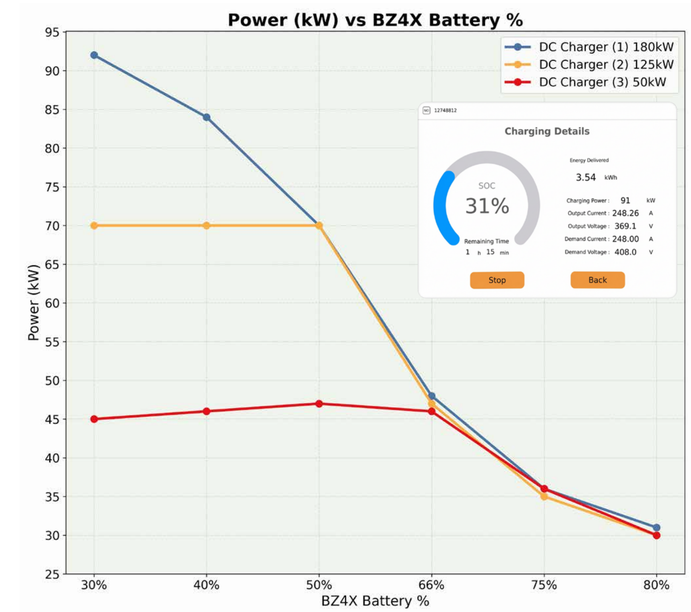
- Establish a reliable, accessible EV charging network across Kuwait.
- Prepare infrastructure for the arrival of new EV model lines.
- Ensure battery health and charging performance through real-world testing.

Actions Taken

- Installed 11 EV Chargers across Kuwait, including:
- 5 DC fast chargers ranging from 50 kW to 180 kW
- 6 AC chargers positioned for convenience and accessibility
- Conducted charging performance tests from 20% to 80% battery capacity to evaluate real-world efficiency and user experience.
- Deployed chargers at strategic locations to maximize coverage and convenience.

Looking Ahead

- **Ongoing Expansion:** Plans in place to scale up EV infrastructure in line with market growth.
- **Smart Charging Initiatives:** Evaluating load management and energy optimization technologies.
- **Customer Experience:** Enhancing EV ownership through convenience, speed, and reliability.



The graph illustrates how charging power behaves between 20% and 80% battery levels. This range ensures fast and efficient energy transfer. Beyond 80%, power tapers off sharply to protect battery health, but this also increases charging time significantly.

SROI:
320%

PROMOTING SAFETY AND EDUCATION AT FUTURE ENGINEERS EVENT

ALSAYER Group proudly collaborated with NCCAL in the "Future Engineers" event, engaging with 24 children aged 10-13.

The event immersed children in activities and lectures spanning various engineering disciplines, fostering curiosity and learning.

As part of our commitment to safety, we delivered a crucial safety lecture and supervised the children during activities, providing valuable insights into this critical aspect of engineering. Through this event, we aimed to inspire the next generation of engineers and innovators.

Specializations Covered

- Architecture
- Civil Engineering
- Mechanical Engineering
- Chemical Engineering
- Electrical Engineering

Key Highlights

Field trip to ALSAYER Facilities, exploring solar energy systems and car maintenance, complemented by informative sessions on photovoltaic panels.

ALSAYER **EMPOWERS ITS PEOPLE**

(404-2)

LEED Green Associate 101 Training

ALSAYER Head Office Auditorium

April 21–22, 2025

Internal capacity-building aligned with LEED standards (USGBC)

Equipping employees with sustainable design, construction and operations knowledge.

This initiative reflects the Group's vision to embed green building practices into its operations and contribute meaningfully to Kuwait's sustainable development goals. The training was designed to provide participants with a comprehensive introduction to the principles and practices of sustainable design, construction, and operations, in alignment with the internationally recognized LEED (Leadership in Energy and Environmental Design) standards developed by the U.S. Green Building Council (USGBC).

Through this training, ALSAYER employees gained valuable insights into:

- Energy efficiency and water conservation
- Sustainable site development and responsible materials usage
- Indoor environmental quality and occupant health
- The LEED certification process and its real-world applications

LAUNCHING SMART TECHNOLOGIES TO DRIVE SUSTAINABLE OPERATIONS (3-1, 3-2, 3-3, 302-1, 305-1, 305-2)

SCALING TOWARD CARBON NEUTRALITY

As part of our continued journey toward operational excellence and environmental stewardship, we have launched a new initiative focused on deploying smart technologies to better manage and reduce our resource consumption across facilities.

Smart Thermostat Pilot Program

We began by installing smart thermostats in one of our branches as a pilot project to intelligently manage HVAC systems. These devices automatically adjust cooling levels based on occupancy and usage patterns, allowing us to optimize energy consumption without compromising comfort.

We will closely monitor the results to quantify energy savings and GHG emission reductions, with a phased rollout planned across additional locations based on performance outcomes.

Smart Metering for Electricity and Water

In parallel, we have initiated the deployment of smart electricity and water meters across selected branches. These systems provide real-time, high-accuracy data that allow us to:

- Track consumption trends with greater precision
- Identify inefficiencies and wastage
- Enhance our emissions reporting
- Make informed decisions to support our sustainability goals

This data-driven approach will significantly strengthen our ability to manage environmental performance and align with global best practices in ESG reporting.

Laying the Groundwork for Scalable Impact

The integration of smart technologies marks a foundational step in building an intelligent, responsive operational framework. These initiatives directly support our long-term ambition toward carbon-neutral operations by improving energy efficiency, enhancing emissions visibility, and enabling data-driven decarbonization actions.

These efforts are also aligned with our future ESCO collaboration strategy, laying the groundwork for deeper, performance-based energy efficiency projects.

We remain committed to leveraging innovation to meet our sustainability targets and contribute meaningfully to national and global climate goals.

Energy consumption by source

Energy Source	2024 Consumption	2025 Consumption	Unit
Electricity Consumption	36,836	35,377	MWh
Electrical Grid	34,824	33,427	MWh
Renewable Energy	2,012	1,950	MWh
Total Fuel Consumption (Fleet)	1,522,161	1,561,790	Liters
Total Fuel Consumption (Fleet) Diesel	692,439	787,783	Liters

Scope-1 GHG Emission

5,747 MT 2025

2024 **5,398** MT
2023 **5,301** MT

Scope-2 GHG Emission

20,624 MT 2025

2024 **22,421** MT
2023 **21,130** MT

EXPANDING OUR **RENEWABLE HORIZON** (3-1, 3-2, 3-3, 305-5)

We continue to advance our commitment to renewable energy in support of our long-term sustainability goals. Since 2015, we have expanded our solar photovoltaic systems across five major facilities, reaching a total installed capacity of 1,350 kWp.

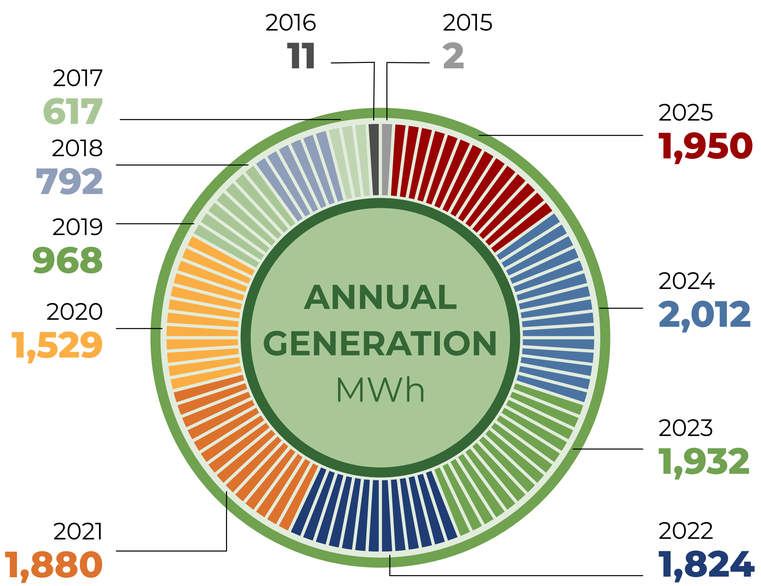
By the end of 2025, our solar arrays had produced 13,517 MWh of clean electricity over the past 10 years (2015–2025), covering approximately 40% of our total electricity consumption in 2025. This contributed to a 5.83% reduction in carbon emissions, just below our 6% target. Despite falling slightly short, the results reflect strong progress toward our long-term decarbonization goals.

Renewable Energy Milestones Since 2015

- First 100 kW system installed in 2015
- Expanded to three additional sites in 2017, totaling 450 kW
- Further expanded in 2020 to reach the current capacity of 1,350 kW

Powering Future Growth

We are now extending our renewable energy coverage to include the new RAI facility and the Giga Body Shop, currently under construction. Both sites are being designed with integrated high-efficiency solar PV systems and advanced energy management solutions, reinforcing our sustainability infrastructure for the decade ahead.



8,351 CO_2 Emission Reduction

13,517 MWh Total Generation

1,350 KWp Total PV Power

Renewable Energy Generation

1,950 MWh 2025
2024 **2,012** MWh
2023 **1,932** MWh

CO_2 Emission Reduction

1,205 MT 2025
2024 **1,243** MT
2023 **1,194** MT

Location	Capacity
Toyota showroom At Jahra	100 KWP
Toyota & Lexus Showroom at Aswaq Al Qurain	100 KWP
Toyota Service Center at Fahaheel	100 KWP
RAC Ahmadi	50 KWP
Mega Delivery Center at Ardyia	1 MWP

WATER & WASTE MANAGEMENT

(3-1, 3-2, 3-3, 303-1, 303-2, 303-5, 306-1,306-2, 306-3, 306-4)

Effective water and waste management are key pillars of ALSAYER Group's sustainability efforts, supporting environmental protection, public health, and resource efficiency. By promoting responsible use and smart recycling systems, we continue to minimize our environmental footprint and contribute to a healthier ecosystem.

ALSAYER Group places strong emphasis on water conservation across all facilities, recognizing Kuwait's reliance on desalinated water sources.

The installation of sensor taps in ALSAYER washrooms continues to deliver significant water savings, improved hygiene, and reductions of up to 70% in flow rates compared to conventional taps.

Our Mega Building applies environmentally friendly solutions such as a two-tunnel automated car wash with integrated water recycling, allowing reuse of up to 80% of wash water. The continued use of steam car wash technology ensures efficient and chemical-free cleaning while conserving water and reducing costs.

The Group maintains a comprehensive waste management system, covering all stages from collection to responsible disposal. At service locations including Toyota and Lexus facilities, waste such as metals, oil, tires, and plastics is carefully segregated and sent for recycling through approved channels.

Water Consumption

106,587 M3 2025

2024 **114,019** M3

2023 **112,862** M3

ALSAYER's commitment to sustainability is strengthened by the innovative contributions of its employees, who actively engage in projects that promote the reduction, reuse, and recycling of materials within their respective operations — further embedding sustainable thinking into everyday practices.

In partnership with certified contractors recognized by the Kuwait Environmental Protection Authority, our offices continue to enhance recycling programs and ensure environmentally sound waste disposal across all branches.

Waste Collection - Service Branches (2025)

Hazardous	Waste Oil (L)	5,232,934
Hazardous	Battery (PCS)	29,890
Non-Hazardous	Metal (KG)	92,225
Non-Hazardous	Carton (KG)	85,730
Non-Hazardous	Cast Iron (KG)	44,290
Non-Hazardous	Plastic (KG)	11,946
Non-Hazardous	Aluminum (KG)	10,855
Non-Hazardous	Tire (PCS)	7,429
Non-Hazardous	Drum (PCS)	1,448

STRATEGIC PARTNERSHIP SPOTLIGHT: PIONEERING HYDROGEN EDUCATION IN MENA

(2-23, 2-24, 2-25, 3-1, 3-2, 3-3, 205-2)

ALSAYER Group played a pivotal role in enabling Kuwait to become the first country in the MENA region to launch Horizon Educational's Hydrogen Grand Prix (H2GP) Program, in partnership with Kuwait University and Horizon Educational. This landmark initiative supports Kuwait's national target of achieving 15% clean energy by 2035 and advances clean energy education nationwide. As the strategic partner, ALSAYER Group helped introduce a world-class STEM program focused on hydrogen fuel cell technologies, engineering design, and clean mobility. The program provides students with hands-on, experiential learning aligned with future clean-tech industries. In its first year, the initiative engaged 9 high school teams in the Stock Category and 1 university team in the Hybrid Category. Students participated in a three-year learning journey, including hydrogen generation, safe storage, vehicle assembly, data analysis, and endurance racing. To ensure sustainability and long-term impact, ALSAYER Group supported the Teachers Orientation Program, hosted by Kuwait University's College of Science in collaboration with the College of Engineering and Petroleum and the Public Authority for Youth. The program trained dozens of teachers and trainers, strengthening national capacity and enabling effective knowledge transfer to students. This educator-focused approach ensures continuity, scalability, and measurable educational outcomes.

A regional Hydrogen Grand Prix race is scheduled for April 2026, with top-performing teams qualifying for the H2GP World Finals in June 2026. Through this initiative, ALSAYER Group reinforces Kuwait's position as a regional hub for hydrogen education, innovation, and clean energy leadership, generating long-term environmental and social value.

INTERNATIONAL ENVIRONMENTAL AGREEMENTS RELEVANT TO KUWAIT

The State of Kuwait has ratified a wide range of regional and international environmental conventions and protocols that establish a robust framework for environmental protection, sustainable resource management, and international cooperation. These agreements address critical environmental priorities, including climate change mitigation, protection of the marine and terrestrial environment, biodiversity conservation, hazardous waste management, ozone layer protection, and the prevention of land degradation and desertification.

ALSAYER Group operates within this national and international environmental framework and aligns its sustainability practices with the principles and objectives set forth in these conventions. Showcasing these agreements within the Group's Sustainability Report reflects ALSAYER Group's awareness of Kuwait's environmental commitments and its proactive approach to supporting national and global sustainability goals. It also highlights the Group's commitment to responsible business conduct, environmental compliance, and long-term value creation through environmentally sound practices.

By referencing these international agreements, ALSAYER Group demonstrates its alignment with globally recognized environmental standards and reinforces its role as a responsible corporate citizen contributing to environmental protection, regulatory compliance, and sustainable development across its operations.

1. Kuwait Regional Convention for Cooperation on the protection of marine environment from pollution (ROPME, 1978) Law Decree 45/1978 7/11/1978
2. ROPME Protocol for the protection of the marine environment against pollution from land-based sources (1990) Law Decree 30/1992 5/5/1992
3. Vienna Convention for the protection of the Ozone Layer, Vienna (1985) Law Decree 135/1992 7/10/1992
4. Basel Convention on the control of transboundary movements of hazardous wastes and their Disposal, Basel (1989) Law 25/1993 23/8/1993
5. Amendment to Montreal Protocol on substances that deplete the Ozone Layer, London (1990) Law 13/1994 16/5/1994
6. UN Framework Convention on climate change, New York, (1992) Law Decree 255/1994 27/12/1994
7. UN Convention to combat desertification in those countries experiencing drought & desertification Paris (1994) Law Decree 134/1997 22/6/1997
8. ROPME Protocol on the control of marine transboundary movement of hazardous waste and other wastes (1998) Law 7/2000 Note: Decree 54/1999 was removed 22/2/2000
9. Convention on the international trade in endangered species of wild Fauna and Flora (CITES), Washington (1973) Law 2002/17 3/2/2002
10. United Nation Convention on biological diversity, Rio de Janeiro (1992) Law 2002/1 23/2/2002
11. Convention on the protection and conservation of wildlife and natural habitats in GCC countries Decree 312/2002 31/12/2002
12. Amendment to Montreal Protocol on substances that Deplete the Ozone Layer, Montreal (1997) Law 19/2003 22/4/2003
13. Kyoto Protocol to the United Nations, framework Convention on climate change, Japan (1997) Decree 385/2004 28/12/2004
14. Amendment to Basel Convention on the Control of transboundary movements and control of hazardous wastes Law 10/2006 27/3/2006
15. Stockholm Convention on Persistent of Organic pollutants, Stockholm (2001) Law 11/2006 27/3/2006
16. Rotterdam Convention for the prior informed consent (PIC) on hazardous chemicals 1998Law 12/2006 27/3/2006
17. Amendment to Montreal Protocol on substances that Deplete the Ozone Layer, Beijing (1999) Law 33/2007 7/5/2007
18. The Convention on wetlands of international importance specially waterfowl habitat adopted at Ramsar, Iran (1971) Law Decree 2014/63 4/3/2014
19. Minamata Convention on Mercury Law 128/2014 29/12/2014
20. The Unified System on substances that deplete the Ozone Layers of the Gulf Cooperation Council (GCC) Law 14/2015 11/3/2015
21. Cartagena Protocol on biosafety Law 6/2017 12/4/2017
22. Nagoya Protocol on access and benefit-sharing Law 9/2017 12/4/2017
23. Agreement to combat climate change (participated) - Waiting for the constitutional procedures to complete the ratification

CHAPTER

5

Promoting Employee Well-Being
Building a Safe, Healthy, and Supportive Workplace
Sustainable Workplace Risk Prevention and Ethics
Fair, Transparent, and Sustainable Recruitment Practices
Empowering Employees Through Fair Pay and Recognition
Fostering Employee Connection Through Clear and Inclusive Dialogue
Strengthening Workplace Safety Through Innovation, Prevention, and Employee Well-Being
Advancing Workforce Capabilities Through Innovation and Future-Ready Learning
Employee Retention And Engagement
Enhancing Workforce Engagement

WELL-BEING

PROMOTING **EMPLOYEE WELL-BEING**

(2-23, 2-24, 3-1, 3-2, 3-3)

ALSAYER Group places the welfare of its employees at the center of its sustainability commitments, fully aligned with the principles of the United Nations Global Compact. The organization upholds human rights and fosters a safe, supportive, and empowering work environment through a wide range of comprehensive employee-focused initiatives.

To promote health, safety, and overall well-being, ALSAYER provides free annual medical insurance, conducts regular free medical check-up campaigns, and organizes blood donation drives and health awareness sessions that encourage employees to adopt healthier lifestyles. Employees are further supported with adequate sick leave, ensuring they can prioritize their health confidently and without disruption.

In addition, ALSAYER hosts employee open days and sports events, creating opportunities for team building, stress reduction, and stronger workplace connections. These activities support mental well-being, enhance employee engagement, and foster a positive, inclusive corporate culture.

Together, these initiatives reflect ALSAYER's dedication to responsible business practices and its ongoing commitment to building a workplace where employees feel valued, protected, and supported in every aspect of their professional journey.

BUILDING A SAFE, HEALTHY, AND SUPPORTIVE WORKPLACE

(2-23, 2-24, 2-25, 3-1, 3-2, 3-3)

ALSAYER Group continues to strengthen its commitment to employee well-being through a comprehensive and proactive approach to workplace safety and risk prevention. Across all operations, the organization conducts regular assessments to identify any physical, psychological, or social factors that may affect employees. These evaluations guide practical interventions designed to create a safe, respectful, and resilient working environment.

Physical workplace risks are addressed through continuous maintenance, enhanced safety features, and the provision of proper protective equipment. Psychological well-being is supported through employee feedback channels, awareness programs, and initiatives that help manage stress and encourage positive interactions. Social risks, including any form of discrimination or harassment, are managed through clear policies, training in diversity and inclusion, and confidential reporting mechanisms that ensure employees feel protected and heard.

These efforts are further reinforced through certified health and safety systems. For example, parts of the organization maintain ISO 45001:2018 Occupational Health and Safety Management certification, reflecting a structured and internationally aligned approach to risk control. Employee engagement and motivation are supported through activities such as open days, sports events, and the annual employee convention, which celebrates achievements and strengthens a culture of recognition. Free annual medical insurance, regular medical campaigns, blood donation drives, and accessible sick leave further contribute to a supportive and health-focused work environment.

SUSTAINABLE WORKPLACE
RISK PREVENTION AND ETHICS

(2-23, 2-24, 2-25, 3-1, 3-2, 3-3, 205-2)

2024-2025 **51** Employees Attended Anti-corruption policies and procedures Training

United Nations Global Compact

ALSAYER Group prioritizes the well-being and rights of its employees through a comprehensive approach that integrates health and safety, work–life balance, career development, employee recognition, and transparent communication. These efforts reflect a broader dedication to responsible business conduct and environmental stewardship. Human rights considerations are embedded across all organizational policies and practices, ensuring equal opportunities, non-discrimination, and fairness in recruitment, retention, and training. ALSAYER Group upholds international labor principles by prohibiting forced labor, child labor, and all forms of discrimination, while actively respecting employees' rights to freedom of association and collective bargaining. These principles support a work environment built on dignity, inclusivity, and ethical conduct.

The Group further reinforces its commitment through strong environmental responsibility, guided by UNGC's environmental principles. Sustainable practices—including energy and water conservation, waste reduction, and the adoption of environmentally friendly technologies—are implemented across operations. Regular environmental risk assessments help identify, address, and mitigate potential ecological impacts, ensuring continuous improvement toward greener operations.

In addition, ALSAYER Group maintains a zero-tolerance approach to corruption and bribery, promoting transparent and accountable business practices. Employees receive training on ethical conduct and anti-corruption measures, ensuring integrity remains central to all aspects of the organization's activities.

A core part of ALSAYER Group's sustainability commitment is its proactive approach to building a safe, healthy, and supportive workplace. Regular assessments identify physical, psychological, and social risks, allowing the organization to implement targeted interventions that protect employee well-being. Safety measures include strict equipment maintenance, enhanced protective systems, and proper personal protective equipment. Psychological and social well-being are supported through employee feedback channels, stress management initiatives, diversity and inclusion training, and confidential reporting mechanisms that empower employees and safeguard their rights.

Certified frameworks such as ISO 45001:2018 demonstrate the Group's structured, internationally aligned approach to occupational health and safety. Employee engagement and motivation are strengthened through open days, sports events, and the annual employee convention, which celebrates individual and team achievements. Comprehensive medical support—free annual health insurance, medical campaigns, blood donation drives, and accessible sick leave—further reflects the Group's commitment to holistic employee care.

Through these integrated efforts, ALSAYER Group continues to lead by example in sustainability and responsible business practice. Its dedication to human rights, labor standards, environmental protection, ethical governance, and employee well-being underscores a long-term vision of creating a workplace that is safe, sustainable, and supportive for all.

FAIR, TRANSPARENT, AND SUSTAINABLE **RECRUITMENT PRACTICES**

(2-7, 2-29, 3-1, 3-2, 3-3)

ALSAYER Group is dedicated to fair, ethical, and transparent recruitment in alignment with UNGC principles. The organization promotes non-discrimination and equal opportunity by ensuring hiring decisions are based solely on qualifications and abilities, providing all candidates with equal access to career opportunities. Transparent recruitment procedures clearly define job requirements, qualifications, and selection criteria, fostering fairness and trust.

To attract and engage top talent, ALSAYER Group organizes Open Recruitment Days and conducts global recruitment campaigns, offering candidates insight into diverse career paths within the organization. The company's Technical Training Center has also implemented paperless assessments, streamlining the recruitment process while supporting sustainability initiatives.

WORKFORCE NATIONALIZATION

ALSAYER Group demonstrate its commitment to empowering local talent and fostering the next generation of skilled professionals in Kuwait. ALSAYER cares about hiring Kuwaitis and shaping a sustainable, future-ready workforce. Driving national talent development forward, ALSAYER proudly participated in the Watheefti Career Fair 2025, engaging with hundreds of bright and ambitious Kuwaiti professionals. Through initiatives like this,

Percentage of Kuwaiti pension & non-pension employees	
2020	1.9%
2021	1.8%
2022	1.8%
2023	1.7%
2024	1.7%
2025	2.0%

WATHEEFTI

EMPOWERING EMPLOYEES THROUGH FAIR PAY AND RECOGNITION

(2-18, 2-20, 2-21, 2-23, 2-24, 2-25, 2-26, 3-1, 3-2, 3-3)

ALSAYER Group invests in a fair, inclusive, and transparent reward system that respects the dignity and rights of every employee. Our compensation framework is market-based and competitive, shaped by regular benchmarking and internal reviews to ensure we deliver on the principle of "equal pay for equal work." We uphold nondiscrimination across gender, race, nationality, age, disability, and ethnicity—creating equitable opportunities for all.

Each year, we carry out compensation reviews that assess pay gaps by analyzing performance, job distribution, experience, and tenure. When discrepancies are detected, we take swift corrective actions to realign compensation and promote fairness.

Employee performance is evaluated via annual appraisals for all levels—from frontline staff to senior leadership. These appraisals form the basis for merit-based salary increases, bonus payments, and promotions, linking reward directly to individual achievement and contribution. Beyond pay, we support our workforce with a range of benefits: accommodation, transportation, and company vehicles for managers; free online ticketing; and year-round training opportunities. We also host an annual gathering that fosters engagement, collaboration, and recognition across the organization.

Our Code of Conduct further reinforces our commitment to human rights: underage labor is strictly prohibited; fair wages, non-discrimination, and anti-harassment measures are enforced; working conditions protect employee well-being; and personal data is safeguarded in line with local laws.

Our labor-rights approach is underpinned by a rigorous due-diligence process. We continuously identify, assess, and mitigate risks related to working conditions and human rights across our operations.

FOSTERING EMPLOYEE CONNECTION THROUGH CLEAR AND INCLUSIVE DIALOGUE

(2-23, 2-25, 2-26, 3-1, 3-2, 3-3)

ALSAYER Group strengthened its internal communication framework by introducing more interactive, employee-centered platforms designed to promote open dialogue, transparency, and organizational trust. The Group expanded digital communication tools, enabling employees to access updates, share feedback, and engage with management in real time. New engagement forums—such as cross-functional discussion circles, pulse surveys, and leadership Q&A sessions—were launched to ensure every voice is heard and considered in decision-making processes. Policies and guidelines were further streamlined and centralized through a unified digital portal, making information more accessible and ensuring employees can easily understand their rights, responsibilities, and available support resources. These advancements reflect ALSAYER Group's continued commitment to building a connected, informed, and empowered workforce.

Grades/Levels	Announcement for the employee Handbook Policy
All Grades / Clusters	Employee Policies and Handbook are available Online on Success factors for all active staff

Upholding Ethical Conduct and Respect in the Workplace

The ALSAYER Group's Code of Conduct serves as a foundational framework that guides employees in upholding the highest standards of ethics, integrity, and professional behavior. It outlines the principles and expectations that govern how we work, interact, and make decisions across all levels of the organization.

A core pillar of our Code of Conduct is the commitment to respect and dignity. ALSAYER Group promotes an inclusive culture where every individual is treated with fairness, courtesy, and professionalism. We maintain a zero-tolerance approach toward discrimination, harassment, or any form of disrespectful behavior, ensuring that our workplace remains safe, equitable, and supportive for all employees.

CODE OF CONDUCT

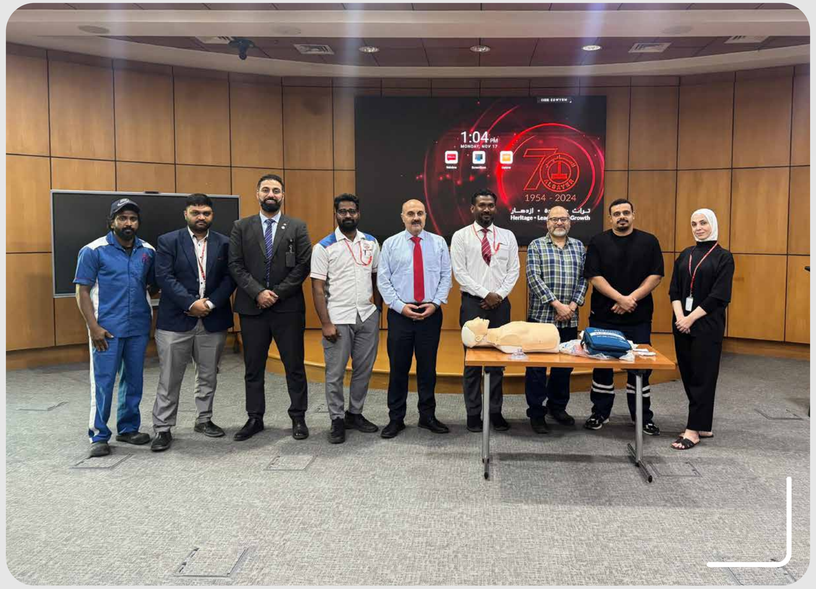
1. Compliance with Laws and Regulations
2. Integrity and Ethics
3. Confidentiality and Privacy
4. Anti Bullying, Anti Fraud, Anti Bribery
5. Health, Safety, and Environment
6. Social Responsibility
7. Reporting Violations

STRENGTHENING WORKPLACE SAFETY THROUGH INNOVATION, PREVENTION, AND EMPLOYEE WELL-BEING

(2-7, 2-23, 2-24, 2-25, 3-1, 3-2, 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9)

ALSAYER Group advanced its health and safety practices by integrating proactive risk-management systems, technology-driven monitoring, and enhanced employee well-being programs. This year, the Group implemented smarter safety tools such as digital inspection platforms, real-time incident tracking, and behavior-based safety observations that help identify risks before they occur.

Cross-departmental safety reviews and data-driven analyses were introduced to improve hazard prevention and strengthen compliance across all locations. In parallel, ALSAYER expanded its well-being efforts with targeted mental-health support, ergonomics enhancements, and specialized awareness campaigns tailored to job-specific risks. These initiatives reflect a shift from traditional safety practices toward a more integrated, preventive, and holistic approach—ensuring a safer, healthier, and more resilient workplace for all employees.



year	Number of participants			
	2022	2023	2024	2025
First aid training	13	12	48	78
Firefighting training	26	63	68	46
Safety toolbox training	198	123	166	210
Sustainability Awareness	N/A	37	25	35

ADVANCING WORKFORCE CAPABILITIES THROUGH INNOVATION AND FUTURE-READY LEARNING

(3-1, 3-2, 3-3, 404-1 ,404-2, 404-3)

ALSAYER Group advanced its commitment to workforce development by introducing personalized learning pathways, expanding digital training platforms, and launching new programs focused on future mobility, sustainability, and emerging automotive technologies. The Group strengthened internal expertise through enhanced knowledge-transfer initiatives and in-house trainer development, while also expanding leadership and career-growth opportunities through structured coaching and cross-functional learning. These efforts ensure that employees are equipped with future-ready skills, support the Group's digital and sustainability goals, and foster a continuous learning culture across all operations.

	2024		2025	
	Headcount	Hours	Headcount	Hours
Recruitment	28	150	23	118
Base-Lining and development + Promotion	36	293	17	181

E learning Data – HRD Training Section: with head count (based on an average of 2 hours per material and test)

Total hours of training received by gender and employee category by employee level	2024				2025			
	Hours (male)	Headcount (male)	Hours (female)	Headcount (female)	Hours (male)	Headcount (male)	Hours (female)	Headcount (female)
Level 1	0	0	0	0	0	0	0	0
Level 2	4	1	0	0	36	2	0	0
Level 3	128	5	0	0	190	7	0	0
Level 4	944	49	92	6	1,118	60	64	4
Level 5	432	18	70	3	814	36	72	2
Total	**1,508**	**73**	**162**	**9**	**2,158**	**104**	**136**	**6**

E learning Data – HRD Talent Management Section : with head count (based on an average of 2 hours per material and test)

Level 1	30	2	0	0	0	0	8	1
Level 2	244	14	28	2	254	12	32	2
Level 3	336	18	28	3	208	10	68	3
Level 4	264	15	14	2	152	7	30	1
Total	**874**	**49**	**70**	**7**	**614**	**29**	**138**	**7**

BIB Data (based on an average of 2 hours per material and test)

	2024		2025		TOTAL
	Headcount (female)	Headcount (male)	Headcount (female)	Headcount (male)	
Level 1	0	8	0	42	**50**
Level 2	36	452	28	1,028	**1,549**
Level 3	152	690	104	636	**1,582**
Level 4	772	5,958	1,138	7,000	**14,868**
Level 5	1,290	5,188	748	6,886	**14,112**
Grand Total	**2,250**	**12,296**	**2,018**	**15,592**	**32,156**

TECHNICAL TRAINING CENTER:
ADVANCING SKILLS, INNOVATION, AND SUSTAINABLE SERVICE EXCELLENCE

(3-1, 3-2, 3-3, 404-1 ,404-2, 404-3)

Established in 1981

ALSAYER Technical Training Center strengthened its role as a key enabler of ALSAYER Group's sustainability and future mobility agenda. The Center expanded its curriculum to cover advanced technologies, including hybrid systems and alternative-energy platforms, supporting Kuwait's shift toward cleaner and more efficient transportation. Training programs enhanced workforce capabilities in battery diagnostics, energy-efficient repair methods, and environmentally responsible material handling.

Aligned with the Group's digital transformation efforts, the Center also integrated modules on smart diagnostic tools, digital service workflows, and data-driven service management, helping improve accuracy, reduce waste, and elevate operational efficiency. Collaboration with Toyota's global training platforms ensured international-level proficiency and continuous knowledge transfer on safety, innovation, and sustainable service practices.

In addition to developing ALSAYER's internal talent, the Center broadened its outreach by delivering specialized training programs to external partners, including schools and educational institutions, contributing to community skill-building and future workforce readiness. The Technical Training Center continues to advance the Group's commitment to responsible operations, innovation, and the mobility needs of tomorrow.

	Training Courses	Training Attendees	Training Hours
2020	41	1,427	11,130
2021	35	1,257	9,674
2022	110	999	1,226
2023	939	1,362	1,362
2024	121	952	1,321
2025	99	612	1,280

ALSAYER National Skills Contest

We conduct yearly contest for technical & non technical employees covering 5 competing Categories:

1. Technical Category
2. Body Category
3. Paint Category
4. Service Advisor Category
5. Estimator Category (New)

Which is the best practice to improve their skills and performance.

EMPLOYEE RETENTION AND ENGAGEMENT

(2-7, 3-1, 3-2, 3-3, 401-1, 405-1)

ALSAYER Group recognizes the value of employee retention and engagement, aligning with UNGC principles. The organization implements initiatives to foster a positive work environment:

Employee Recognition and Rewards:
ALSAYER Group implements recognition programs to acknowledge and appreciate employee contributions. This includes rewards, incentives, and employee appreciation events, fostering a sense of belonging and motivation.

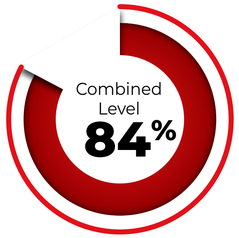
Career Development Opportunities:
The organization offers various career development opportunities, including training programs, mentorship initiatives, and internal mobility options. These initiatives enable employees to enhance their skills, grow professionally, and advance within the organization.

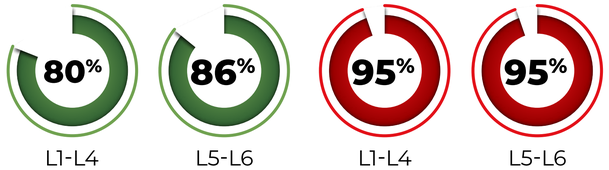
Category	2024				2025			
	New Employees		Turnover		New Employees		Turnover	
Gender	**Number**	**% Rate of New Hires VS total headcount**	**Number**	**Rate**	**Number**	**% Rate of New Hires VS total headcount**	**Number**	**Rate**
Female	18	0.6%	19	0.6%	29	0.9%	21	0.7%
Male	404	12.9%	244	7.8%	245	7.7%	200	6.3%
Total	**422**	**13.4%**	**263**	**8.4%**	**274**	**8.6%**	**221**	**6.9%**
Age Group								
30-50	188	6.0%	177	5.6%	133	4.2%	137	4.3%
Over 50	12	0.4%	41	1.3%	3	0.1%	31	1.0%
Under 30	222	7.1%	45	1.4%	138	4.3%	53	1.7%
Total	**422**	**13.4%**	**263**	**8.4%**	**274**	**8.6%**	**221**	**6.9%**

Total number of employees participated in Employees Engagement Survey	**2,690**
Overall Employee Engagement Quotient	2,986

PARTICIPATION RATES

ENGAGEMENT QUOTIENT





TURNOVER RATE %

Turnover Rate	2024 (Jan-Dec)	2025 (Jan-Dec)
Resignation	4.8%	4.0%
Termination	2.8%	2.2%
Death	0.2%	0.2%
Internal Transfer	0.2%	0.3%
Retirement	0.4%	0.3%
Total	**8.4%**	**7.0%**

Employees Age Group	2024	2025
Under 30	382	527
30-50	2,112	2,102
Over 50	644	567
Total	**3,138**	**3,196**

GENDER DIVERSITY

Total Employees	2024	2025
Female	203	210
Male	2,935	2,986
Total	**3,138**	**3,196**

MY SUCCESS STORY
IBRAHIM HASSAN HASSAN HASSOUNA

Eng. Ibrahim Hassan Hassouna began his career at CBS in 2007 as a Technical Engineer in Body & Paint, where he built a solid foundation in repair and maintenance operations. Demonstrating technical proficiency and leadership potential, he was promoted to Team Leader, supervising a small team and ensuring high-quality workmanship.

He then advanced to Estimator, taking on responsibilities for cost evaluation, client coordination, and resource planning. His keen operational insight led to his appointment as Workshop Supervisor, where he managed daily workshop operations and maintained strict quality and safety standards.

Recognized for his leadership and process optimization skills, Eng. Hassouna progressed to Senior Workshop Supervisor and subsequently Assistant Manager – Body & Paint, overseeing multiple teams, managing budgets, and contributing to strategic planning.

In 2019, he transitioned to Ahmadi, taking the role of Service Manager, where he directed service operations and elevated customer satisfaction. Through consistent performance and strategic leadership, he earned promotion to Senior Service Manager, now leading multiple service departments, driving operational excellence, and mentoring teams toward sustainable growth.

Now I am **"Senior Service Manager – Ahmadi"**
Led multiple service departments, implemented operational strategies, and drove continuous improvement and team performance.

Service Manager – Ahmadi
Directed service operations, ensured customer satisfaction, and maintained high-quality service standards.

Assistant Manager – Body & Paint
Managed overall workshop performance, budgets, and staff development; supported strategic planning.

Senior Workshop Supervisor – Body & Paint (CBS)
Led multiple teams, optimized workshop efficiency, and implemented process improvements.

Workshop Supervisor – Body & Paint (CBS)
Oversaw workshop operations, managed workflow, and ensured adherence to safety and quality protocols.

Estimator – Body & Paint (CBS)
Prepared cost estimates for repair jobs, liaised with clients, and managed resource allocation.

Team Leader – Body & Paint (CBS)
Supervised a small team, coordinated daily tasks, and ensured quality standards were met.

Technical Engineer (Entry Level)
Start a Career!
My story began with Technical Engineer (Entry Level) – Body & Paint (CBS, 2007)Handled basic technical repairs and maintenance, gaining hands-on experience in body and paint operations.

LONG SERVICE EMPLOYEES

	10-19 Years in Service	20-29 Years in Service	Above 30 Years in Service
2024	984	220	51
2025	994	265	50

RAPID ADVANCEMENT

	Total Number of employees promoted to/within Level 3	Total Number of employees promoted to/within Level 2	Total Number of employees promoted to/within Level 1
2024	30	15	2
2025	22	7	7

ENHANCING WORKFORCE ENGAGEMENT

(403-6)

ALSAYER Group places a strong emphasis on prioritizing the welfare of its employees through a diverse range of initiatives. We actively organize sports and fitness programs, conduct workshops focused on well-being, and arrange open days for families at ALSAYER Camp. These activities aim to foster a sense of community and create a positive work environment. Additionally, we organize employee recognition events that promote health and safety campaigns while providing assistance programs to support individuals in their personal and professional challenges. By doing so, we strive to contribute to a healthy work-life balance and ensure the well-being and happiness of our employees.

Activities	Beneficiaries 2024	Beneficiaries 2025
ALSAYER CAMP WEEKLY BOOKINGS	9,450	12,300
BODY MASS INDEX PROGRAM	35	47
FREE MEDICAL CAMPAIGNS	1,090	1,500
FOOTBALL TOURNAMENT	190	190
CRICKET TOURNAMENT	180	180
BLOOD DONATION CAMPAIGNS	250	320
LEXUS OPEN DAY	650	800
FIRST AID TRAINING	49	55
PERIODIC MEDICAL CHECK UP	100	150
ALSAYER PLANTING CAMPAIGN	500	-
Open Day @ Kuwait Motor Town	-	4,000

ENHANCING WORKFORCE ENGAGEMENT

QUARTERLY PRACTICE: CELEBRATING EXCELLENCE IN GROUP LOGISTICS

As part of ALSAYER Group's commitment to operational excellence and sustainable workforce development, the Group Logistics Third Quarter Gathering took place in July 2025. The quarterly practice brings together employees from all logistics sections to celebrate outstanding performance, teamwork, and dedication.

Top-performing staff were recognized with Certificates of Performance, reflecting their ongoing contributions to efficiency, innovation, and sustainable logistics operations. Management extended appreciation to all team members and congratulated the award recipients for their achievements.

Through initiatives like this, ALSAYER Group continues to foster a motivated, skilled, and engaged workforce that supports long-term sustainable growth in alignment with its vision: "Towards 2030, Towards a Greener Tomorrow."

TO CELEBRATE GROWTH AND STRATEGIZE FOR FUTURE SUCCESS, ALSAYER CAR RENTAL HOSTS SUCCESSFUL "COLLEAGUES CONFERENCE"

ALSAYER Car Rental and Leasing recently convened its annual "Colleagues Conference," gathering team members from the Sales, Operations, and Service divisions for a dynamic event focused on strategic alignment, performance recognition, and motivation.

ENHANCING WORKFORCE ENGAGEMENT

"BEST IN TOWN 2024"
ANNUAL EMPLOYEE CONVENTION

"BEST IN TOWN 2025"
ANNUAL EMPLOYEE CONVENTION

ALSAYER Best in Town Event

The ALSAYER Group Annual Employee Convention 2024 & 2025 reaffirmed the organization's ongoing commitment to recognizing employee excellence and fostering a culture of continuous improvement across all its business divisions. Held each year as part of ALSAYER's tradition of appreciation and engagement, the convention provides a platform to honor outstanding achievements, teamwork, and customer service across the Group's diverse entities — including Toyota and Lexus Sales, Service, and Parts, Bahrah Trading Company (HINO, Bobcat, Doosan), ALSAYER Engineering (Yokohama Tires, Cofran Oil, Nexa Auto Paint), ALSAYER Medical Company, Car Rental and Leasing, Insurance, KAFF for Animal Feed, and Al Dhow Holding, Investment, and Real Estate.Building on the success of initiatives such as the "Best in Town" program, launched to promote excellence at every level, this annual gathering underscores the Group's dedication to employee engagement, recognition, and teamwork as key drivers of sustainable success. By celebrating its people and reinforcing its strategic vision year after year, ALSAYER Group continues to cultivate a positive, high-performing workplace culture that ensures stakeholder satisfaction and supports long-term growth.

ABOUT THIS REPORT

(2-2, 2-3, 2-4, 3-1)

We aim to blend the needs and expectations of our stakeholders while promoting the well-being of our employees, society, and the environment. This approach is strongly supported by our dedication to Environmental, Social, and Governance (ESG) principles, which are woven throughout our entire value chain..

ALSAYER Group 2024-2025 Sustainability Report is to transparently record our persistent sustainability approach and priorities and communicate our actions to all our stakeholders including business owners, customers, employees, suppliers, and communities where we operate.

In this 5th sustainability report, we are acknowledging our commitments to addresses environmental, social and governance (ESG) risks and opportunities to create value for our stakeholders. In continuation to our past reports, this report also signifies our core values and goals which revolves around the four focus boundaries of ALSAYER Sustainability Gear.

During this report period ALSAYER responded to the challenges and embraced all opportunities to further strengthen and integrate our commitment to sustainability

This report has been prepared in reference to the Global Reporting Initiative (GRI) Standards (GRI 1: Foundation 2021).

Our reporting covers the GRI General Disclosures, as well as the topic-specific Standards we deem material. ALSAYER Group decided to commit to the UN Global Compact and its ten principles concerning human rights, labour rights, environment, and anti-corruption to support our efforts to provide a sustainable impact. And we showcase the contribution we are making to achievement of the Kuwait National Development Plan and UN Sustainable Development Goals.

The report present data and information for the period from 1 January 2024 to 31 December 2025. Our sustainability report cycle is every two years.

CONTACT POINT

Please share your comments, feedback, and any information to:

Nehad Mohammad Al-Haj Ali

Group Manager, Corporate Excellence
ALSAYER Group

P.O. Box 485, Safat 13005, Kuwait.

Tel.: +(965) 2224 0400

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GRI CONTENT INDEX [GRI 1: FOUNDATION 2021]

ALSAYER Groups' 5th Sustainability Report describes our approach and progress in this GRI Content Index for the period from 1st January 2024 to 31st December 2025, unless otherwise stated. Sustainability report is prepared in reference to the Global Reporting Initiative (GRI) Standards (GRI 1: Foundation 2021). All topic standards disclosed in this index reflect the group's material topics. Material topics for ALSAYER Group can be found in our Management Approach on page 14. The GRI Content Index includes information on reasons for omissions or changes in our reporting scope, if necessary.

GRI Standards	Disclosures	Notes	Report Page
GRI 1: Foundation 2021			
GRI 2: General Disclosures 2021			
2-1	Organizational details	About ALSAYER Group, ALSAYER Contact Us Organizational structure	10
2-2	Entities included in the organization's sustainability reporting	Sustainability Report 2024-2025 – ABOUT THIS REPORT There is no consolidation; reporting is on ALSAYER Group, Kuwait only	83
2-3	Reporting period, frequency and contact point	Sustainability Report 2024-2025 – ABOUT THIS REPORT	83
2-4	Restatements of information		4,5,6,83
2-5	External assurance	This report has not been externally assured	
2-6	Activities, value chain and other business relationships	About ALSAYER Group, Organizational structure ALSAYER timeline No significant changes to the organization and its supply chain	10,41,42,44,46,47,56
2-7	Employees		72,75,78
2-8	Workers who are not employees	Not applicable ALSAYER number of workers who are not employees is not material	
2-9	Governance structure and composition	Organizational structure	10,16
2-10	Nomination and selection of the highest governance body	ALSAYER management body appoints Sustainability Steering Committee to oversee the development and implementation of sustainability practices.	
2-11	Chair of the highest governance body	Organizational structure	16
2-12	Role of the highest governance body in overseeing the management of impacts		11,12,13,14,16,17
2-13	Delegation of responsibility for managing impacts		16,17
2-14	Role of the highest governance body in sustainability reporting		16,17
2-15	Conflicts of interest	As part of our commitment to uphold the highest level of professional integrity, ALSAYER complies with all relevant regulations, preventing conflicts of interest and ensuring fair competition practices per Kuwait law. Top level executives or governing body members generally do not involve in any external level appointments unless otherwise approved by the group governing body, and same is record and published for the transparency	

GRI Standards	Disclosures	Notes	Report Page
2-16	Communication of critical concerns		4,5,6,10
2-17	Collective knowledge of the highest governance body		16,17
2-18	Evaluation of the performance of the highest governance body	Corporate governance guidelines mandate the procedures for an annual self evaluation of the top executives in relation to their roles and responsibilities	73
2-19	Remuneration policies	Not disclosed As a reputed private family oriented company, performance and remuneration policies are defined by the top management body. Performance objectives are set according to the respective roles and responsibilities of the individuals concerned but will invariably include factors related to the implementation of the ESG strategy of the firm	
2-20	Process to determine remuneration	As a reputed private family oriented company, performance and remuneration policies and processes for the highest governance executives are defined by the top management body. Our remuneration policy is subject to the objectives, risk materialization, and financial performance of the company.	73
2-21	Annual total compensation ratio	Not disclosed As a reputed private family oriented company, performance and remuneration policies and processes for the highest governance executives are defined by the top management body. Our remuneration policy is subject to the objectives, risk materialization, and financial performance of the company.	73
2-22	Statement on sustainable development strategy		4,5,6,8,9,10
2-23	Policy commitments	"Human right policies"	10,11,12,13,17,18,24,40,41,52, 56,58,69,70,71,73,74,75
2-24	Embedding policy commitments		10,11,12,13,17,18,24,40,41,52, 56,58,69,70,71,73,75
2-25	Processes to remediate negative impacts		18,70,71,73,74,75
2-26	Mechanisms for seeking advice and raising concerns		18,51,73,74
2-27	Compliance with laws and regulations	There were no instances of non-compliance with environmental or health and safety laws and regulations	
2-28	Membership associations	Union of Automobile Agents Gulf Organization Research & Development (GORD) Kuwait Chamber of Commerce Carbon Disclosure Project (CDP) United Nations Global Compact (UNGC) Kuwait Green Building Council	
2-29	Approach to stakeholder engagement		12,13,14,15,18,24,51,53,57,58, 66,72
2-30	Collective bargaining agreements	Freedom of association is present. However organised labor unions are rarely practiced. ALSAYER working conditions and terms of employment for all employees are based on industry good practice and followed by Kuwait Labour Law.	
GRI 3: Material Topics 2021			
3-1	Process to determine material topics		10,11,12,13,14,18,24,40,41,43, 51,53,56,63,64,65,69,70,71, 72,73,74,75,76,77,78,83
3-2	List of material topics		
3-3	Management of material topics		

GRI Standards	Disclosures	Notes	Report Page
GRI 201: Economic Performance 2016			
201-1	Direct economic value generated and distributed	Confidentiality constraints. As a reputed private family oriented company, financial values generated and distributed are not disclosed. Community investment value for the reporting period is listed.	24
201-2	Financial implications and other risks and opportunities due to climate change	No financial implications and other risks and opportunities due to climate change	
201-4	Financial assistance received from government	No financial assistance received from government	
GRI 202: Market presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	ALSAYER provides entry level wages irrespective of gender classifications to its employees at par with the prevalent market rates applicable to the nature of jobs. Group's wage & remuneration are reviewed periodically and adhere to the labour law of Kuwait.	
202-2	Proportion of senior management hired from the local community		71
GRI 203: Indirect economic impacts 2016			
203-1	Infrastructure investments and services supported - Sustainable mobility	Kuwait Economic Society, a public benefit organisation receives yearly financial contributions to run/host Kuwait community development/empowerment initiatives.	60
203-2	Significant indirect economic impacts		24
GRI 204: Procurement practices 2016			
204-1	Proportion of spending on local suppliers	Supplier code of conduct and sustainability policy	43
GRI 205: Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	Internal & external risk evaluation and assessment are performed to adhere to the Code of conduct. No significant risks were identified to corruption	
205-2	Communication and training about anti-corruption policies and procedures		
205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption with employees at ALSAYER	
GRI 302: Energy 2016			
302-1	Energy consumption within the organization		63
GRI 303: Water and Effluents 2018			
303-1	Interactions with water as a shared resource	Kuwait Ministry of Water & Electricity / public water connections are in use. No water run off water pollution recorded.	65
303-2	Management of water discharge related impacts	No local water discharge or effluents recorded	65
303-5	Water consumption		65
GRI 305: Emissions 2016			
305-1	Direct (scope 1) GHG emissions		63
305-2	Energy indirect (scope 2) GHG emissions		63
305-5	Reduction of GHG emissions		64

GRI Standards	Disclosures	Notes	Report Page
GRI 306: Waste 2020			
306-1	Waste generation and significant waste-related impacts		65
306-2	Management of significant waste related impacts	Waste disposal by certified contractors recognized by the Kuwait Environmental Protection Authority	65
306-3	Waste generated		65
306-4	Waste diverted from disposal		65
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover		78
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not applicable ALSAYER employs full-time employees only. Workers who are not employees are not material	
GRI 402: Labor/management relations 2016			
402-1	Minimum notice periods regarding operational changes	As per the system management implemented (ISO 9001:2015) there is a noticed period regarding any changes at any processes	
GRI 403: Occupational health and safety 2018			
403-1	Occupational health and safety management system	ALSAYER manage well defined policies and procedures for the health and safety of the workforce. The basic information can be found in the "employee health and safety" section. ALSAYER Group HSE Policy Procedure for Employee Participation Consultation communication for health and safety ALSAYER OHS procedure	18,44,52,58,75
403-2	Hazard identification, risk assessment, and incident investigation		75
403-3	Occupational health services		75
403-4	Worker participation, consultation, and communication on occupational health and safety	ALSAYER Occupational health services and prevention of health & safety impacts at work sites. Procedure for Employee Participation Consultation communication for health and safety	75
403-5	Worker training on occupational health and safety		75
403-6	Promotion of worker health	ALSAYER Occupational health services and prevention of health & safety impacts at work sites. ALSAYER is certified to ISO 45001 (Occupational Health and Safety Management Systems) by Bureau Veritas for two automotive service locations.	75,80
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		
403-8	Workers covered by an occupational health and safety management system		
403-9	Work-related injuries		
403-10	Work-related ill health		
GRI 404: Training and education 2016			
404-1	Average hours of training per year per employee		76,77
404-2	Programs for upgrading employee skills and transition assistance programs	Refer document "Training & development titles"	18,52,54,59,62,76,77
404-3	Percentage of employees receiving regular performance and career development reviews		76,77

GRI Standards	Disclosures	Notes	Report Page
GRI 405: Diversity and equal opportunity 2016			
405-1	Diversity of governance bodies and employees		78
GRI 406: Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	There were no incidents of discrimination during the reporting period	
GRI 408: Child labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	ALSAYER follows all local regulations relating to human rights in areas where it operates. ALSAYER neither condones nor permits child labor, and no instance of the practices have been reported Refer ALSAYER HR policy against 'child labor'	
GRI 409: Forced or compulsory labor 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	ALSAYER follows all local and regulations relating to human rights in areas where it operates. ALSAYER neither condones nor permits compulsory labor, and no instance of the practices have been reported Refer ALSAYER HR policy against forced or compulsory labor under "Human right policies"	
GRI 413: Local communities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs		24,57,66
413-2	Operations with significant actual and potential negative impacts on local communities	ALSAYER has no negative impact on local communities	
GRI 418: Customer privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ALSAYER has no active complaints reports concerning breaches of customer privacy and losses of customer data	51