

A Message From Our CEO

“HMG’s ESG Strategic Framework is a blueprint shaped by the priorities of both HMG and our valued stakeholders. This framework defines our clear direction and commitment to embedding sustainability at the core of our operations. In 2024, we undertook an ambitious ESG target-setting exercise, establishing measurable and impactful goals that will drive tangible progress across our environmental, social and governance (ESG) priorities. These milestones are not just steps forward, they represent the solid foundation upon which HMG is building its position as a leading model for sustainable healthcare, both regionally and globally.

Mr. Faisal Al Nassar
President & Chief Executive Officer



We are deeply conscious of our duty to society, recognizing that our responsibility extends far beyond patient care to enable healthier communities and reduce our environmental footprint. This sense of purpose makes ESG principles an integral part of our long-term strategic priorities. Our ESG approach is thoughtfully woven into every aspect of our strategy, from developing and empowering our people to advancing patient care and safeguarding the wellbeing of our communities and the environment.

Positioning HMG as a model for responsible care

In 2024, HMG opened six new healthcare facilities, including three hospitals, one of which is dedicated to women’s health. This expansion strengthens healthcare accessibility across the Kingdom in line with Vision 2030 and supports Saudi Arabia’s ambition to become a world-class destination for medical tourism. We are proud these new facilities have not only enhanced the quality and accessibility of care but also created thousands of employment opportunities, reinforcing our contribution to the Kingdom’s socioeconomic development and further positioning HMG as a model of responsible care in the region.

As part of our commitment to embedding sustainability across the organization, we conducted a thorough assessment to define ESG targets covering each of our material topics. This exercise was guided by the priorities of HMG and its stakeholders, while aligning with international and national imperatives such as Vision 2030. For every strategic priority, we have set clear and measurable targets, supported by a detailed implementation plan that outlines the actions, timelines and accountability measures required to ensure delivery. This structured approach enables us to translate ambition into action, embedding sustainability across our operations and driving continuous progress across environmental stewardship, social responsibility and governance excellence.

Championing environmental resilience

I am proud to announce that HMG is the first healthcare group in the Kingdom to achieve the Leadership in Energy and Environmental Design (LEED) O&M Gold certification by the United States Green Building Council (USGBC) demonstrating our Leadership in Energy and Environmental Design. In addition, we expanded our focus towards embedding sustainability across our value chain and promoting responsible practices through sourcing sustainable interior design elements and furniture crafted from recycled materials for our new Women’s Health hospital. We further advanced our environmental agenda through a range of impactful initiatives. These included piloting hybrid energy vehicles within HMG’s fleet to reduce emissions and support climate action, as well as enhanced recycling initiatives and strategic collaborations with specialized waste management providers, resulting in a 33.2% increase in waste being diverted from landfills in 2024.

Promoting social impact and inclusion

Quality and safety remain at the core of HMG’s healthcare mission. In 2024, we introduced several impactful initiatives to strengthen clinical excellence and enhance patient experience. Through the Hope Oncology program, we expanded access to specialized cancer care in a tertiary service area traditionally served by government facilities. Our daily safety huddle enables a culture of accountability and continuous learning by bringing together quality managers and clinical teams to review incidents, conduct root-cause analyses and proactively mitigate risks while improving near-miss reporting to ensure patient safety at every step of their journey with us. To further advance our vision for pain-free hospitals, multidisciplinary teams led by anesthesia consultants conduct daily postoperative pain assessments and provide timely interventions, supported by standardized protocols and real-time data tracking to ensure consistent, high-quality care.

Employee expertise and capability have a direct impact on the care our patients receive. HMG’s education and skills development programs, coordinated under the umbrella of the HMG Academy, ensures that we attract, retain and advance the best talent in the market. We expanded our Virtual Academy training in 2024 and added new mandatory training courses. The number of employees trained increased drastically from 2023, which included the training required for the 7,000 new jobs HMG created in 2024.

In addition, we enhanced the training and development of our nurses over the past few years, resulting in a steady improvement in nursing retention rates since 2022. Our recently established HMG College for Knowledge is scheduled to welcome its first intake of nurses in the 2025/2026 academic year. This initiative will centralize HMG’s nursing-related research and development, conferences, academic and scholarship programs and training courses.

"A happy employee translates to a satisfied patient".

Diversity and inclusion are key priorities for the Group. HMG’s Women Health Hospital in Riyadh is the first hospital in the region dedicated exclusively to female patients. In addition, we appointed the Group’s first female General Director, reinforcing our commitment to increasing female leadership and enabling a more diverse workforce.

Driving operational excellence through innovation, we serve our patients and manage our operations with ethical excellence while establishing HMG’s position as leader in the industry. Artificial intelligence (AI) enables faster and more accurate

patient service through our telehealth capabilities, and some of our robotic technologies are industry-firsts in the region. Over 1,000 employees have registered their innovative ideas on the HMG Innovation Growth Hub (HIGH) aimed at improving HMG processes and technology.

With increased digitalization comes an increased risk to patient privacy. HMG prioritizes robust data security and patient privacy measures, ensuring that the Group is compliant with Saudi privacy protection laws and regulations. We are ISO 27001 (Information Security) certified.

As we reflect on our ESG journey in 2024, we recognize that our progress would not have been possible without the dedication, collaboration and support of our employees. Their unwavering commitment to patient care, innovation and sustainability has been instrumental in driving positive change across our operations.

We also thank our patients and the communities we serve for their trust and engagement. Their well-being remains at the heart of everything we do, and we are committed to continuously improving healthcare services while integrating sustainability into our approach. A special acknowledgment goes to our leadership team for their vision and guidance in embedding ESG principles into our long-term strategy, ensuring that sustainability remains a key strategic pillar.

Looking ahead, we remain committed to deepening our impact, strengthening partnerships and advancing our ESG initiatives to create a healthier, more responsible future for all.