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Empower our People and Engage the Community

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⌘ 44.7m

CSR Spend

20,158

Overall Training Hours



A Vibrant Society



A Thriving Economy



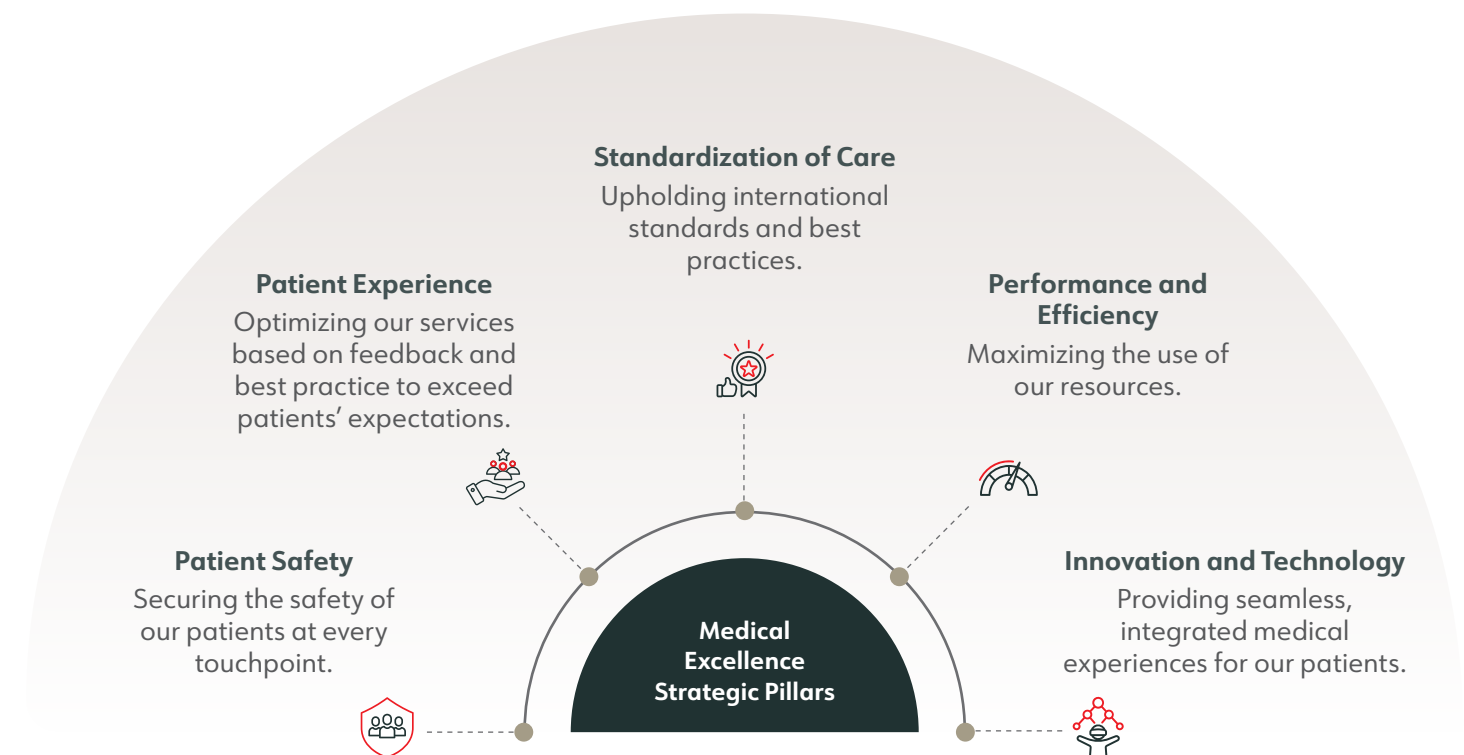
An Ambitious Nation



Our Approach

Serving Our Patients

HMG is the largest private healthcare provider in the region. The Group's purpose is to provide lifesaving and healing services to the patients that entrust their physical wellbeing to us. The quality of care we provide, as well as patient safety, is paramount. Following a patient-centric approach to care requires a multi-faceted, integrated approach and philosophy. Medical and clinical excellence is the cornerstone of everything we do.



Innovation and technology help HMG to provide accessible and readily available medical care when and where patients need it, in alignment with Saudi Vision 2030's priorities and our ambitions.

Globally, the healthcare sector is facing increasing pressure from a projected shortfall of 11 million health workers by 2030, according to the World Health Organization.* While this is a complex global challenge, HMG is committed to strengthening local healthcare capacity by investing in education and training programs that enhance the skills and capabilities of our workforce. Through these efforts, we aim to support the long-term resilience and quality of care within our network of facilities.

*World Health Organization (WHO)

Empowering Our People

Our people are the foundation of our success, and their expertise drives our commitment to exceptional care. Putting patients at the center of our work requires a holistic, integrated approach to engaging our employees in our mission.

HMG promotes employee experience and wellbeing, especially given the pressure under which many of our doctors, nurses and paramedics work, while promoting a culture of diversity, inclusion and professional growth. Occupational health and safety (OHS) is key within the healthcare environment. We also seek to ensure fair working conditions in our workplaces and those of our suppliers.

As the Group's geographic footprint expands, HMG has approximately 7,000 employees joined the Group in 2024. HMG's human resources team managed the rapid growth in the number of staff by streamlining the Group's processes, enhancing efficiency and ensuring uninterrupted human resources support for our people in this time of change.

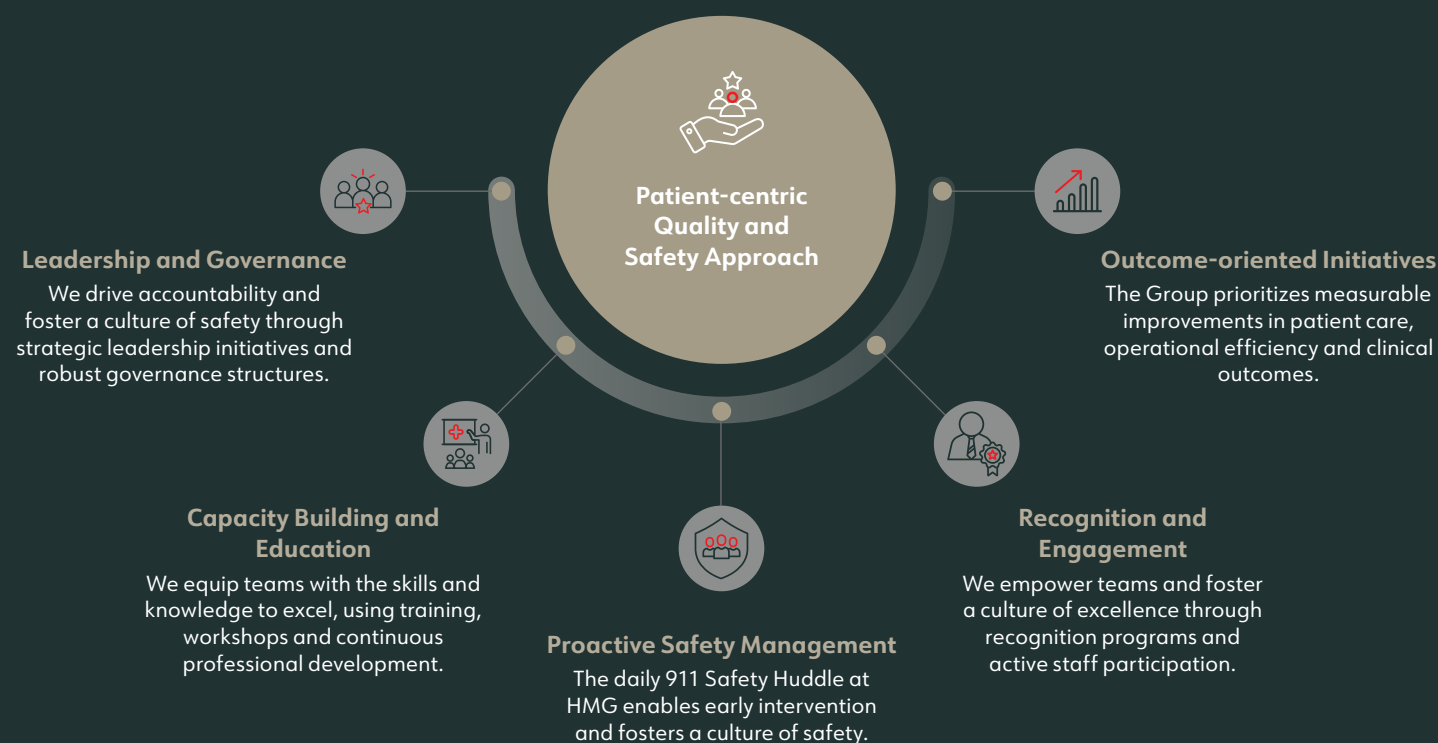
Engaging Our Communities

Strengthening and healing our community has been at the heart of HMG since our establishment as a group of clinics in 1995. The main focus of our corporate social responsibility spend is on advancing medical research and education through the HMG Academy, medical programs and professional development events. In addition, we donate to meaningful causes and sponsor events, either through cash donations or by providing in-field medical support, that contribute to the achievement of national Vision 2030 objectives – especially those that encourage young people to be healthy and active. We also aim to raise awareness of health issues and treatment through community engagement events and campaigns. Ultimately, we envision a thriving nation with access to ready healthcare in case of need.



Quality, Safety and Patient Experience

We place patient safety and wellbeing at the center of everything we do. Our processes are designed to ensure the delivery of high-quality services and enhancement of the patients' experience from their initial contact with our facilities.



Fostering a Safety Culture

Embedding safety management into our culture ensures proactive risk mitigation and continuous improvement. HMG promotes safety management and quality service delivery through various initiatives.

Protocols and Safeguards

Robust protocols help to ensure the safety of our patients by controlling the critical steps involved in every patient's care pathway. Rigorous infection prevention measures, instrument sterilization processes and hygiene protocols help to minimize risk and ensure a safe healthcare environment. At the same time, the Group's medical and operational teams undergo regular training in patient safety, ethics and emergency response.

911 Safety Huddle

Quality managers and teams from across the Group gather for daily virtual meetings to review actual and potential safety incidents, if any, conduct root-cause analyses and explore solutions to avoid or mitigate future safety issues. These daily interventions foster a culture of safety awareness while allowing different teams to learn from each other.

Since implementing daily safety huddles, near-miss reporting increased significantly, demonstrating our teams' heightened vigilance and commitment to proactive risk management.

Improved Safety Reporting and Analysis

In 2024, HMG enhanced the reporting and analysis of near-miss events to proactively mitigate risk. In addition, HMG strengthened its root cause analysis (RCA) processes by adopting a structured approach that includes training and enhanced systems for better investigation outcomes that result in a reduced recurrence of safety incidents.

The Group also upgraded the existing cloud-based safety reporting system with real-time incident-tracking capabilities. It enables data-driven decision-making and promotes internal transparency for better safety outcomes.

World Patient Safety Day

On 17 September 2024, HMG celebrated World Patient Safety Day by hosting a roundtable with the Saudi Patient Safety Center (SPSC). HMG was the only private hospital in the Kingdom selected to host the roundtable, which engaged patient advocates, healthcare providers and other stakeholders in the healthcare ecosystem around issues of patient safety. It led to actionable insights, with HMG helping to shape national safety protocols.

The Group also participated in an event organized by the General Directorate for Health Affairs and the Saudi Ministry of Health. The team shared insights and best practices, helping to advance patient safety nationwide. Internally, HMG took the opportunity to recognize patient safety champions across the Group.

Promoting Quality Service Delivery

Striving for Pain-free Hospitals

Physical pain and discomfort have a major impact on the patient's experience. The Group aims to mitigate pain for our patients without compromising their health in either the short or long-term.

HMG has formed teams, led by anesthesia consultants, to perform daily post-operative pain assessments and provide timely interventions for surgical patients. Compliance with HMG's standardized protocols, including pain assessment, ensures consistent care and builds patient trust. HMG continuously tracks pain management outcomes, enabling data-driven improvements for enhanced patient care.

HMG Quality Award Program

The Group's Corporate Quality Improvement Department launched an internal awards initiative aimed at encouraging proactive patient care excellence and improvement across HMG. All HMG staff can apply for these awards, which have multiple categories. A total of \$ 250,000 is allocated for top-quality improvement projects. The department received around 130 submissions, which were processed in multiple rounds and narrowed down to 13 finalists. The five winning projects covered tele-cardiology and lab efficiency projects, as well as maternal and medication safety. The winners received their prizes from the Group CEO and Senior Leadership team at a celebratory award ceremony.

Improving Patient Experience

In 2024, HMG strengthened its operational processes to enhance patient safety and experience, as well as the quality of our services:

- 

25 Employees
Recruited a team of qualified staff members to focus on managing and executing patient initiatives.
- 

Five job descriptions
Developed detailed job descriptions with clearly defined roles and responsibilities to improve accountability and performance.
- 

Three topics
Provided training on the following:
1. Overview of patient experience
2. Remapping patient journey
3. Patients experience system training
- 

Three platforms
Added new systems and tools that enable staff members to perform their roles effectively and efficiently.
- 

Quarterly reports
Strengthened reporting mechanisms to track progress and measure patient experience metrics.
- 

Monthly meetings
Established committees to review findings, share insights and drive continuous improvement.
- 

19 Policies and procedures
Developed clear policies and procedures to standardize practices and ensure consistent patient care.

Patient Journey Mapping

As part of HMG’s ongoing commitment to patient-centered care, we continue to refine and optimize the patient journey across our facilities. A recent cross-functional workshop brought together key stakeholders to align best practices, strengthen existing processes and identify opportunities for improvement at every stage of the patient experience - from appointment scheduling to discharge.

This collaborative effort helped highlight patient expectations and pain points, while also mapping relevant KPIs, data sources and roles responsible for each touchpoint. The outcome will support more consistent, data-driven enhancements that reinforce quality, safety and satisfaction across our care pathways.

Hospitality and Comfort

In line with the principles of hospitality, our aim has always been to create a pleasant and sophisticated experience for our patients. HMG’s Patient Promise statements were developed and aligned with the Group’s vision and mission, ensuring best practices that put patients at ease, knowing they are receiving the highest standard of care.

[View HMG’s patient promises here](#)



To further enhance patient experience, new training materials for patient service staff members were introduced, ensuring that every interaction reflects warmth, attentiveness and professionalism.

In 2024, we focused on improving the patient arrival and admission experience. Patients now receive appointment confirmations via WhatsApp or SMS, and we are piloting a virtual waiting room that streamlines admissions. Additionally, we introduced new inpatient admission kits - adult kits feature exclusive hygiene products along with a personal tag card and pouch, while pediatric care packs include an entertainment kit and footwear to help younger patients feel comfortable. Once admitted, patients have access to in-room QR codes for room service requests, along with other convenient ways to reach us. We also engage with discharged patients through the HMG mobile app to garner information about their experience that can improve our services in future.

Recognizing that a well-designed environment contributes to both comfort and efficiency, HMG also refined the design of staff uniforms. The new attire blends elegance with practicality, reflecting Saudi identity while embodying high standards of sophistication and professionalism. The design ensures that employees feel comfortable and at ease, enabling them to provide care with confidence and warmth - reinforcing our commitment to an exceptional patient experience.

HMG also improved food services with updated menu options, redesigned food packaging and renovated lounges and cafés. These enhancements contributed to an overall increase in patient satisfaction scores.

Centralizing Patient Feedback

HMG gathers feedback from our patients on various platforms, including our official patient complaints mechanisms, social media channels, the Ministry of Health’s 937 services page and the HMG mobile application. The Group is working to centralize all the feedback received under the WeCare Service umbrella. All our feedback channels are integrated into WeCare, so that concerns are resolved effectively and efficiently by our patient care teams.


Strengthening Specialized Care

Hope: Transforming Oncology Care

For HMG, oncology is an important tertiary service. The Hope program, initiated in 2024, aims to enhance our oncology expertise. By strategically hiring highly qualified oncologists specializing in various types of cancer and improving our clinical capabilities, we have positioned the Group as a center of excellence in oncological care. This has significantly increased

the number of cancer patients visiting our facilities. Furthermore, HMG has trained our nurses to become certified chemotherapy administration professionals, thereby expanding our treatment capacity.

31% decrease
in average time from diagnosis to first chemotherapy session



Fertile: Advancing Excellence in Fertility Care

HMG’s Fertile initiative promotes in vitro fertilization (IVF) excellence to provide a safe and effective solution for families facing fertility challenges. In 2024, HMG observed a notable increase in demand for IVF procedures and a higher success rate of treatments.

The Group focused on recruiting skilled IVF consultants and embryologists in 2024, supported by enhanced administrative support to streamline IVF operations and training.

Scope: Elevating Endoscopy Services

In 2024, the Group launched the Scope initiative for endoscopic treatments. We established a tracking team to ensure a smooth patient journey by implementing daily coordination between gastrointestinal (GI) clinics, approval teams and the endoscopy team to streamline approvals and bookings. HMG also enforces standardized screening protocols across its family medicine and general practice clinics. Consequently, the Group observed an increase in referrals and patient satisfaction scores, facilitating timely endoscopic evaluations for patients requiring care.

Case Study

Driving Quality Leadership

Training and Development

The Group builds organizational capacity for enhanced quality and safety through training, knowledge building, skills development and ongoing support. HMG collaborates with the Institute for Healthcare Improvement (IHI) to provide our staff members with over 30 best-in-class courses in quality improvement and patient safety. We also host symposiums and exchange programs to strengthen quality leadership. The application of lean principles, strengthened by the lean six sigma training provided to HMG Senior Management, improves operational efficiency and resource utilization.

For more information about HMG's employee training programs, refer to

[Page 74: Advancing Medical Expertise](#)

[Page 84: Training and Development](#)

Quality Directors

In 2024, HMG restructured its quality leadership at the hospital level, elevating the function from managerial to director levels. These Directors are often internal consultant physicians, those with years of advanced experience in the field. This led to:

- Enhanced expertise by bringing clinical insights and expertise to quality management.
- Leadership alignment between clinical leadership and quality goals.
- Patient-centric approach by ensuring that quality initiatives are directly tied to improved patient outcomes.
- Strategic decision-making, with physicians in leadership roles helping to foster evidence-based and impactful decisions.
- Collaboration and engagement, by facilitating stronger collaboration between clinical teams and quality departments.

In 2024, HMG's Safety Net Campaign offered tools and resources to healthcare teams to enhance vigilance and decision-making in clinical settings while also reinforcing error prevention measures and encouraging staff involvement. Over 1,200 staff members participated in the campaign.



Awards, Recognition and Accreditation

In 2024, HMG received two awards from the Saudi Patient Safety Center in recognition of our continuous efforts to safeguard our patients by improving our processes.

Major Accreditations and Awards throughout 2024



Saudi Patient Safety Center Award for Tamkeen Project



Center of Excellence from Surgical Review Corporation (SRC), USA



Joint Commission International (JCI) Accreditation for Hospitals and Home Healthcare



American Heart Association.

American Heart Association Excellence in Heart Failure Treatment Certificate



Association for the Advancement of Blood & Biotherapies

Association for the Advancement of Blood and Biotherapies (AABB), USA



Saudi Command and Control Center Certificate of Appreciation

Tele-services: Innovation for Better Patient Outcomes

Advancing digital technologies provides opportunities for HMG to serve patients more conveniently, accurately and efficiently. The Group’s telemedicine solutions include electroencephalography (EEG), intensive care, stroke, cardiology and radiology services, as well as our LiveCare offering, which provides 24-hour access to medical specialties.

HMG utilizes cutting-edge digital technologies to enhance patient care and achieve outstanding outcomes:



In 2024, the Group continued to enhance its telemedicine and innovative solutions. The Group’s Tele-stroke program, in particular, has been successfully integrated into HMG’s new hospitals and the Group is the only private healthcare group to partner with the Red Crescent to provide life-saving care to stroke patients. The activation of the Tele-stroke program resulted in a significant increase in stroke consultations at HMG.

In the near future, HMG plans to add AI cardiology imaging and AI ultrasound imaging for thyroid and breast capabilities to our Tele-radiology services.

For more information about how HMG’s innovations support patient outcomes, see page 108 of this report (Innovation).

Future Plans

Quality of care, patient safety and patient experience will always remain at the heart of HMG’s service delivery. As the Group keeps expanding and advancing in this area, we are aiming to develop a patient health and safety awareness program and achieve ISO 7101:2023 (Healthcare Organization Management) certification.

By the end of the financial year, HMG had successfully integrated the new Press Ganey experience measurement platform into one of the hospitals as a pilot to maximize the data we gather through our patient satisfaction surveys, enhance our existing mechanisms for monitoring patient satisfaction scores, and align with best-in-class healthcare providers. The rollout across the Group is planned for 2025, with the goal of establishing more granular benchmarks and refining targets for inpatient, outpatient and ER services.



Accessible Treatment

At HMG, we believe that every person has the right to a high standard of healthcare. Easy access to healthcare is also a Vision 2030 objective. The Saudi Health Sector Transformation Program (HSTP) aims for 88% health service coverage in the Kingdom by expanding geographic and e-health services, digital solutions and improving healthcare quality.

The Group advances the accessibility of healthcare treatment by:

- Expanding our geographic footprint in order to provide primary healthcare to more people.
- Deepening our portfolio of tertiary healthcare services to raise the standard of healthcare available to the Kingdom's citizens.
- Advancing virtual care through our LiveCare offering and providing home healthcare services.
- Providing 24/7 care for outpatients services, for the first time in 2024.

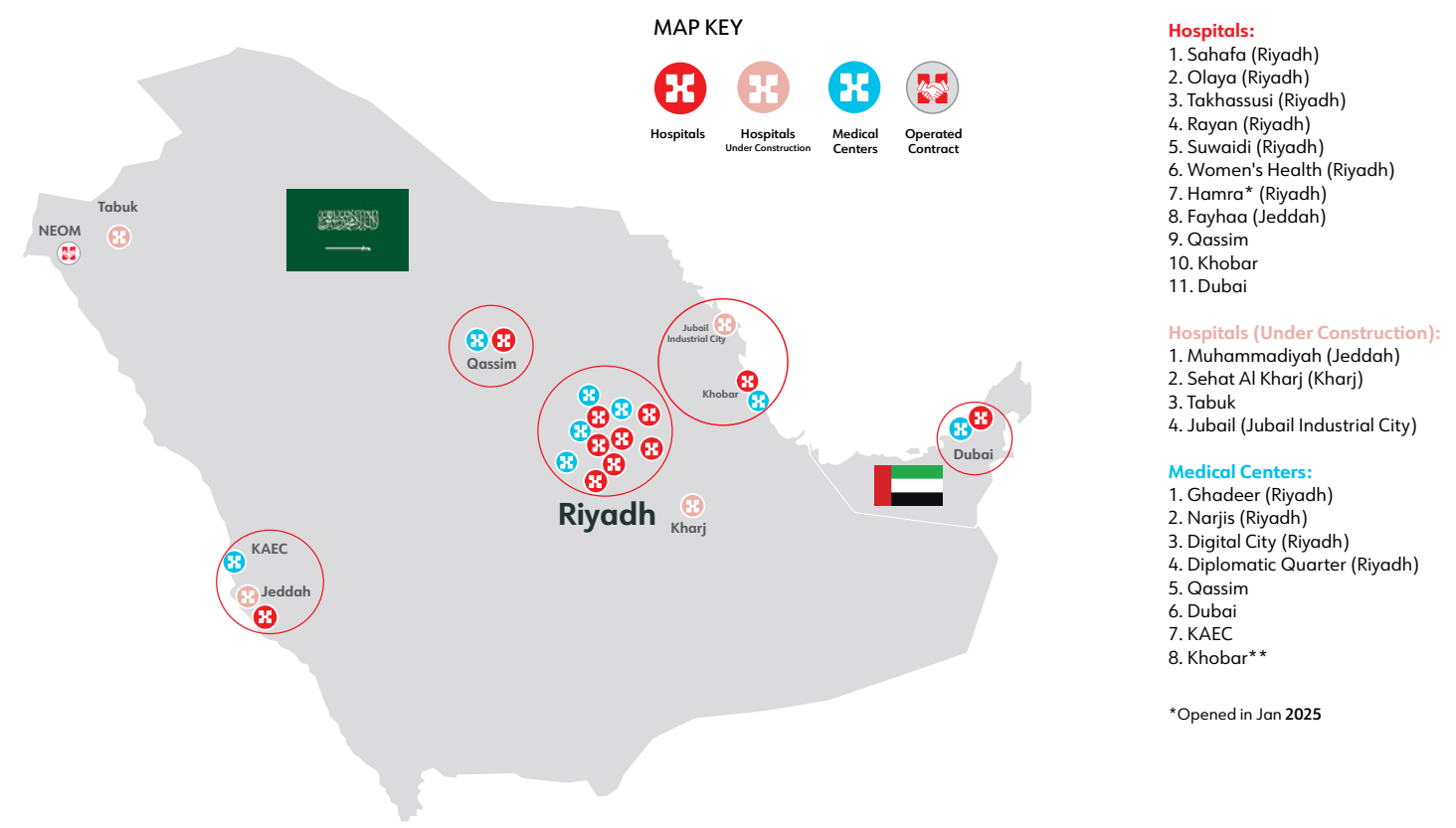
Targets and Progress

Target	Target Year	Baseline (2022)	Progress
Develop mobile clinics	One mobile clinic by 2026, with future expansion based on pilot results.	-	In progress



Expanding Footprint

25+ Medical Facilities	35 Pharmacies	4,500+ Physicians	60+ sub-specialties
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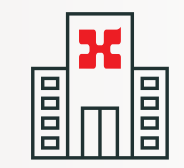


In 2024, HMG added three new hospitals to its portfolio:

Fayhaa Hospital Jeddah Capacity 330+ beds	Sahafa Hospital Riyadh Capacity 500+ beds	Women's Health Hospital Riyadh Capacity 145 beds
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We also added two new medical centers, offering comprehensive primary healthcare services:

Buraidah Medical Center Buraidah	KAEC Medical Center Jeddah
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Providing Specialized Care Outside the Hospital

Home Healthcare Services (HHC)

The Group’s Home Healthcare Company (HHC) provides essential care to patients in the comfort of their own homes. In 2024, HHC achieved significant advancements in its medical services and products through a series of strategic initiatives, innovative solutions and partnerships. For example, collaborations with leading medical technology firms enabled HHC to introduce cutting-edge diagnostic tools and self-administered medication options, enhancing both the quality and convenience of patient care.

HHC’s commitment to innovation led to the expansion of its services, offering extended treatments, more accurate diagnoses and personalized care plans tailored to meet the unique needs of housebound patients.

Rapid Response Teams

HMG extends its reach beyond hospital walls to provide vital support to patients at home or those requiring immediate assistance through our dedicated Rapid Response Teams (RRT).

These specialized teams play a crucial role in bringing healthcare closer to home, allowing us to swiftly address patient needs and deliver high-quality care beyond traditional medical settings. With a commitment to excellence, our RRTs continue to enhance patient outcomes and accessibility to urgent medical support.

Digital Care

HMG is committed to accessible digital care, recognizing that quality healthcare should be available to everyone, anytime, anywhere. By leveraging advanced technology, HMG ensures that high-quality treatment is not just a service but a fundamental right, reinforcing its dedication to healthcare accessibility and social responsibility.

HMG’s innovative telehealth services, provided via our LiveCare platform, harness digital technology to improve healthcare accessibility through remote patient care via a dedicated mobile app. Patients can conveniently connect with physicians anytime, anywhere, enabling seamless medical consultations, pharmacy services and other healthcare-related support. In 2024, we expanded our LiveCare service by adding additional services, making 90% of HMG’s offerings available virtually.

HMG’s new e-Pharmacy services also allow our patients to purchase both medical and non-medical items from the comfort of their own homes at any time.

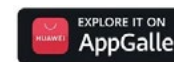
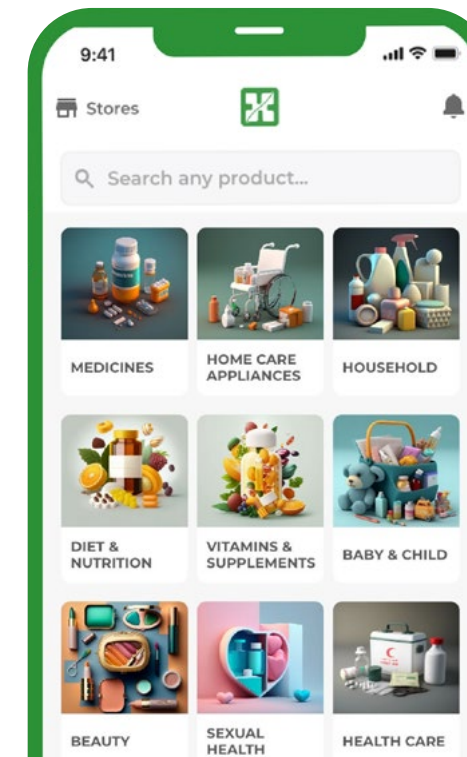
Future Plans

Looking ahead, our commitment to accessible treatment remains steadfast. We are committed to making high-quality and patient-centered care a tangible reality for all members of our community, regardless of their location. Our efforts underscore a future where exceptional healthcare is available to every corner of the Kingdom and beyond. We will keep adding services to our LiveCare offering. We are also strengthening our home healthcare services to reach more patients in need. HMG is also investigating the possibility of launching mobile clinics in areas that have traditionally been underserved.

These initiatives go beyond simply increasing our geographic presence. It represents our dedication to integrating technology and innovation into every aspect of our service delivery. LiveCare, Home Healthcare and potentially the mobile clinics will function as extensions of our established facilities. This integrated approach will promote continuity of care and enable personalized treatment plans, ensuring that patients receive care tailored to their unique needs.



[Visit HMG’s e-Pharmacy online here](#)



Advancing Medical Expertise

HMG Academy

The Dr. Sulaiman Al Habib Medical Academy (the Academy) is the Group's healthcare education arm.

The Academy offers undergraduate, diploma and postgraduate programs, including residencies and fellowships. The Academy also oversees a research center, an international scholarship program and provides learning and development opportunities for all of HMG's workforce. In 2024, 474 trainees graduated from various HMG Academy programs, including internal talent development initiatives for our own employees.

Medical professionals working in the Kingdom are required by the Saudi Commission of Health Specialties (SCHS) to undertake a minimum number of continuous medical education (CME) hours every year in order to qualify for a renewed license to practice. The HMG Academy offers training and events that fulfill CME requirements for both internal and external professionals.



HMG Academy Residents and Fellows

The Group hosts over 200 Saudi residents and fellows annually through the HMG Academy, supporting the advancement of medical education within the Kingdom in collaboration with the Saudi Commission for Health Specialties (SCFHS). By the end of 2024, 60% of HMG's hospitals were accredited under the updated SCFHS standards, enabling the Group to offer residency and fellowship training across these facilities, with five additional hospitals in the pipeline for accreditation. Currently, we offer 41 SCFHS accredited programs focused on specialized clinical training, combining hands on experience with workshops and lectures.

In parallel, the Group also offers six Health Academy programs that provide diploma level education across various allied health professions. These programs are designed to support career readiness and employment opportunities in the healthcare sector. In 2024 alone, 479 trainees were enrolled in these programs, further strengthening the local talent pipeline and supporting the Kingdom's broader healthcare transformation goals.

A highlight of the 2024 year was the SCFHS accreditation of nine new programs across HMG hospitals (Khobar, Arrayan, Takhassusi, Suwaidi) including Bariatric Surgery, Periodontics, Endodontics, Critical Respiratory Care and Emergency Nursing, to name a few. These latest additions bring HMG's accredited programs to 41.

Academic Achievements

In 2024, the HMG Academic Affairs team recorded the following achievements through the HMG Academy:



717

Total number of graduates since 2021



88

Residency and fellowship graduates (4-5 year programs)

629

Diploma graduates (One year or shorter programs)

474

Total number of graduates in 2024



279

SCFHS-accredited program graduates

195

Lean Six Sigma, UCL HBA, HBS, GW program and International Fellowship graduations

772

Enrolled trainees (postgraduate and diploma programs) in 2024



293

Residents and fellows enrolled

479

Diploma program enrollments

122

New postgraduate students (2024 enrollments)

2,583

Undergraduate trainees, who were earning certificates by doing internships and rotations in our hospitals (anywhere from one month to one year)

220

Trainees graduated from the Saudi Specialty Certification program and were subsequently employed at the Group's hospitals

Collaborating with External Programs

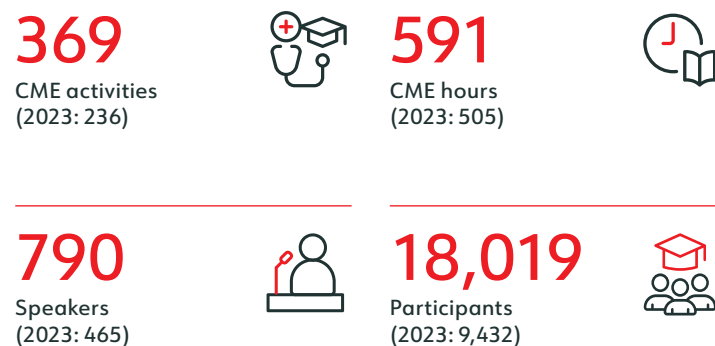
In 2024, HMG participated in the Dubai Program for Health Specializations. This includes a medical internship program accredited by the National Institute for Health Specialties in the UAE.

The Group hosted the second Irish Fellowship Program examination in Obstetrics and Gynecology on behalf of the Membership of the Royal College of Physicians of Ireland (MRCPI), an internationally recognized benchmark of excellence. This followed previous successes in hosting examinations in the field of Internal Medicine. HMG is in the process of organizing the Irish Fellowship examination in Clinical Medicine.

CME Activities and Conferences

CME provides medical professionals with an opportunity to update and hone their skills for improved patient outcomes. HMG is proud to present multiple CME activities and events during the year. Our focus on continuous improvement resulted in significantly greater outputs for our CME activities in 2024.

CME Activities in 2024



As a leader in healthcare, HMG hosts critical local and international conferences that serve to advance knowledge and collaboration in the sector.

Intensive Pediatric Course

HMG organized the 25th Intensive Pediatric Course, accredited by the SCHS, in September 2024 at the Al Olaya Medical Complex. This course included 20 speakers who delivered lectures and led discussion sessions on the latest diagnostic and therapeutic methods.

International Quality and Patient Safety Conference

HMG's Al Rayyan Hospital hosted the International Conference on Quality and Patient Safety in November 2024. With the participation of 18 local and international speakers, who delivered several lectures and workshops, the conference was accredited by the SCHS and provided CME hours for participants. Over 900⁸⁶ people attended.

International Emergency Medicine Conference

HMG's Al Fayhaa Hospital in Jeddah hosted the third International Emergency Medicine Conference in November 2024. With 85 local and international speakers and over 1,200 emergency medicine attendees, the conference included over 30 lectures, four workshops and a panel discussion. The conference offered CME hours accredited by the SCHS.

International Nursing Conference

HMG's Al Suwaidi Hospital hosted the International Nursing Conference under the theme "Empowered Nursing: Bridging the Gap Between Education, Innovation and Excellence". The event featured 20 local and international speakers and was attended by over 1,200 nursing professionals. This conference was accredited by the SCHS.

Accident Injury Care Conference

The Group's Khobar Hospital hosted the Kingdom's first Accident Injury Care Conference in May 2024, featuring several speakers from across the region. Research paper presentations were accompanied by workshops and exhibitions organized by leading medical companies.

International Diabetes and Endocrinology Conference

HMG's Al-Suwaidi Hospital hosted the third International Diabetes and Endocrinology Conference in April 2024. The conference agenda included 30 speakers and over 30 lectures, discussions and workshops, as well as an exhibition space.

International Critical Care Conference

Under the theme of "Innovation, Integration and Advancement in Healthcare", HMG's Al Khobar Hospital hosted the International Critical Care Conference in February 2024. It featured 60 speakers and over 80 lectures, panel discussions and SCHS-accredited workshops.

Arab Health and Global Health Exhibitions

HMG participated in the Global Health Exhibition in Riyadh, in 2024, as well as the Arab Health Exhibition and Congress in Dubai. As the largest gatherings of healthcare specialists and experts in the Middle East, these events help HMG to stay updated on industry advancements, adopt best practices, explore strategic partnerships and share knowledge.

Partnerships with Universities

HMG's strategy for providing leading, globally relevant learning opportunities to our people includes agreements with top tier universities, both locally and internationally, through postgraduate programs and scholarship opportunities, and executive education. This approach enhances our workforce's skills and attracts top talent to HMG. The HMG Academy trains over 3,000 students annually and collaborates with 25 local universities to provide training to interns and undergraduate students in our hospitals.

Local Universities

In 2024, HMG added Jeddah University and King Saud University's College of Pharmacy to its existing national university partners, bringing the total number of local partnerships to 25.



International Universities and Institutions

In 2024, HMG added four collaborative agreements with international universities to its existing partnerships:



HMG's university partnerships provide professional services, academic collaboration and training programs. The new agreement with University College of London Global Business School for Health will also provide opportunities for research collaboration and participation in executive education programs.

International Scholarship Program

Our international scholarship program, the largest in the Kingdom's private healthcare sector, provides postgraduate medical fellowships for our people in collaboration with 12 leading international universities. Targeted specializations include, but are not limited to, orthopedic surgery, cosmetic surgery, dermatology, gastroenterology, endoscopy, interventional cardiology and neurology.

The program is competitive – HMG received over 500 applications and conducted more than 150 interviews, leading to 12 awarded and accepted sponsorships since the program's inception, with over ₪ 2 million in funding provided in 2024 alone. Candidates must be Saudi nationals with an excellent academic track record, a high-demand medical specialty (particularly specialties experiencing a talent shortage in the market) and reliable letters of reference. The graduates return to work for HMG, strengthening the Group with their expertise.

In 2024, the first group of doctors returned from the overseas scholarship program, having achieved their fellowships with distinction.

Scholarship Program Fellows who Graduated in 2024

Dr. Ruba Jalmalallail

Fellowship in Pediatric Orthopedic Surgery
McMaster University

Dr. Naif Alshammari

Fellowship in Orthopedic Surgery (Hip and Knee Arthroplasty)
University of Toronto

Dr. Eman Kamal

Fellowship in Pediatric Neurology
University of Ottawa

Five more doctors are currently studying overseas and are set to graduate in 2025, with a further nine scholarships awarded in 2025 already. We are extremely proud of the growth of this program.

GW Fellowship Program

HMG's faculty development fellowship program, in collaboration with George Washington University's Ronald Reagan Institute of Emergency Medicine, covers three modules taught virtually over 12 months. The fellowship imparts leadership, teaching, research and quality improvement skills to Emergency Medicine physicians who are interested in taking on a leadership role within their departments or currently occupying one. The Academy is renewing their agreement with GW University to offer a fourth cohort of this program in 2025, including in person sessions in Riyadh, Saudi Arabia.

18 Graduates in 2024

44 Graduates since 2022



Medical Research

HMG is the only private healthcare provider in the Kingdom to publish a peer-reviewed medical journal. Since 2019, the HMG Medical Journal has provided reliable research updates. HMG also submits research proposals to the Institutional Review Board for retrospective studies, prospective studies and case studies.

Research Center Reach in 2024

4 Journals issued comprising a total of 39 articles



138 Research papers published in the HMG Medical Journal, PubMed and Google Scholar



147 Research proposals submitted to IRB



The Academy also awarded ₪ 1.5 million in prize money as part of the Dr. Sulaiman Al Habib Excellence Award for Clinical Scientific Research.

Future Plans

HMG will continue expanding the Group's capacity for training and research advancing healthcare through the following:

- The HMG College for Knowledge, approved by the Saudi Council of Ministers in September 2024, will receive its first intake in the 2025-2026 academic year.
- The HMG Nursing College will be launched in September 2025 and aims to enroll at least 5,000 nurses by 2030.
- The Group will launch the first robotic surgery training center in the Middle East, offering training to surgeons.

We also plan to establish an innovative simulation center, introduce courses in artificial intelligence (AI) and host career days for prospective graduates, among other initiatives. By advancing both general and specialized skills in the healthcare sector, HMG promotes the development of the industry as a whole for the wellbeing of patients and communities all over the world.



Employee Experience and Wellbeing

HMG's status as a healthcare provider relies on the skills and engagement of its employees. The Group strives to be an excellent workplace. The HR team uses an integrated approach to talent management, employee engagement and skills development.

In 2024, HMG began developing new benefits and work-life balance policies that will be introduced in the near future, as well as a new compensation framework that is designed to recognize high performers, increase employee satisfaction and attract skilled talent. Our robust succession planning process and targeted training initiatives enhance the Group's current

workforce skillset, while new recruitment processes help to strengthen our talent pipeline. All these initiatives, combined with employee-focused events that promote inclusion, diversity and team unity, contributed to an increase in our employee satisfaction and engagement survey results.

Targets and Progress

Target	Target Year	Progress
Increase employee engagement and satisfaction to 80%	2027	In progress (4% improvement in employee satisfaction)
Establish a mental and physical wellbeing program	2027	In progress



Talent Overview

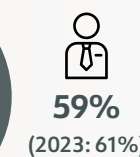
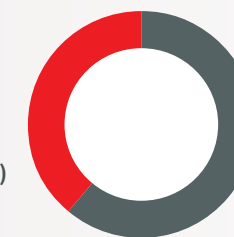
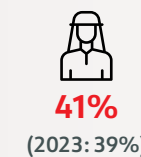
Overall Employee Demographics (2024)

Total employees (full time, part time and income share)

24,272
(2023: 17,711)

Nationality

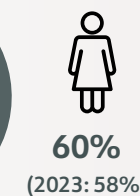
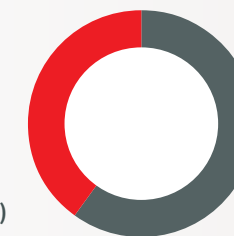
Saudi talent
9,840
(2023: 7,210)



Foreign talent
14,432
(2023: 10,501)

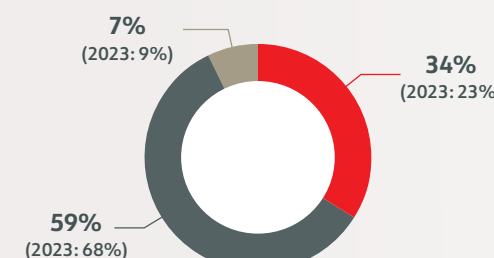
Gender

Males
9,629
(2023: 7,399)



Females
14,643
(2023: 10,312)

Age



<30
8,285
(2023: 4,111)

30-50
14,294
(2023: 12,040)

>50
1,693
(2023: 1,560)

Saudization

HMG values international expertise within its workforce and simultaneously supports the Kingdom’s nationalization objectives.

Saudization rate (2024)

41%

(2023: 39%)



Number of nationalities represented in the workforce

90

(2023: 80)



Attracting and Managing Talent

HMG is expanding its infrastructure and requires top talent to support its planned growth.

The Group attracts healthcare practitioners through local and global recruitment programs that offer competitive salaries, benefits and specialized development programs. HMG is committed to developing a wellbeing plan that integrates employee wellness initiatives, mental health support and access to cutting-edge medical technology and infrastructure, ensuring a holistic and supportive work environment.

In 2024, HMG expanded its recruitment efforts by partnering

with over 120 recruitment agencies and exploring new geographic markets to enhance its talent pipeline. The Group's updated talent management platform also improves efficiency, while a new competency-based interview process strengthens the talent selection process.

With a strong employee value proposition and recruitment strategy, HMG onboarded over 7,000 new employees in 2024.

With this rapid workforce expansion, our HR function had to adapt and streamline its processes. In 2024, HR processed over 62,000 transactions, resolved over 8,000 technical support requests and implemented 61 system enhancements to respond effectively to employees. The HR function is now supported by the self-service capabilities integrated into the Mowadhafi HR service desk.



Case Study

Caring For Our Nurses

The World Health Organization (WHO) estimates that by 2030, the world will face a global shortage of over four million nurses. HMG prioritizes the support and training of our nursing staff, helping to attract high-quality nurses to the Group while reducing nursing turnover for better patient outcomes.

Advancing Leadership and Career Growth

Some of the key career initiatives the Group implemented in 2024 include:

- Developing a transparent career path policy outlining promotion criteria, timelines and expectations.
- Reducing the overall time that a nurse remains in an acting position.
- Increasing the number of nurses in top leadership positions five-fold.
- Providing resources to support inclusivity for nurses from across the globe.

Training and Development

The HMG nursing preceptorship, designed to transition nurses from theoretical knowledge to practice, is a key part of skills development. This program builds confidence and promotes excellence through personalized mentorship.

Newly hired nurses join our Newcomers Training program, which lasts four to eight weeks. It prepares them to meet high clinical standards through competency assessments, structured oral exams and objective structured clinical examination (OSCE) scenarios. Over 620 incoming nurses have completed the course.

In addition to the other skills development programs offered by the Group, HMG’s Back to Basics program featured 52 sessions with over 2,500 participants. Back to Basics focuses on the basic skills that nurses must have to deliver the highest level of care such as communication, empathy, integrity, professionalism and teamwork.

Honoring Exceptional Care

The DAISY Award is an internationally recognized program that celebrates the compassion, dedication, excellence and skill of nurses.

HMG conducts annual housing audits to ensure that our nurses’ accommodation facilities comply with HMG standards and criteria. Following audit findings that highlighted areas for improvement, HMG undertook an upgrade of its nurses’ accommodation. Enhancements included the addition of fully serviced living spaces, a gym, swimming pool and dedicated recreation areas, resulting in a marked improvement in alignment with the Group’s expectations.

HMG Nurse Accommodation	2023	2024
Year-on-year change in alignment with HMG’s internal standards	12% improvement	15% improvement

Reduced Nursing Turnover

The success of these initiatives shows in HMG’s nursing turnover rate.

HMG Nurse Satisfaction	2022	2023	2024
Year-on-year change in nursing turnover	6.5% reduction	3.2% reduction	8.7% reduction



Employee Engagement

HMG conducted over 30,000 talent, performance and organizational development activities in 2024, all aimed at supporting employees in their work. By enhancing the employee compensation and benefits, promoting work-life balance and fostering talent management, our employee engagement score (tracked in our annual employee engagement surveys) rose by 4%.

The Group also conducted 72 focus groups to garner insight into the employee experience. Employees from different departments, backgrounds and seniority levels helped to gather the data, analyze feedback and implement enhancements that foster trust and connection.

Based on the feedback received from our surveys and focus groups, HMG strengthened its employee value proposition through enhanced compensation and benefits, greater development opportunities, clearer communication and improved recognition programs. We have clarified career paths for 80% of HMG’s departments.

To foster a positive work environment and team unity, HMG celebrates key cultural and other significant events, including Saudi National Day, Foundation Day and Ramadan Iftars. A quarterly events calendar, developed by each hospital and subsidiary for their unique settings, helps to ensure regular employee engagement.

Training All HMG Employees

All Group employees have access to training that supports their career at HMG, both in-person and through the HMG Virtual Academy.

Overall Training

Training and Professional Development

Category of Employment	2023			2024		
	Total Hours	Average Hours	Participants	Total Hours	Average Hours	Participants
Senior Management	3,375		25	750		25
Junior Management	5,600		100	4,800		150
Non-Management	6,765		103	3,202		170
All employees*	8,111	0.6	5,203	20,158	1.4	14,428

*Employees training hours include nursing training

The Group’s employee loyalty program was expanded in 2024, offering HMG employees discounts for various brands, in addition to the family discount they receive when family members visit HMG hospitals, pharmacies and medical centers.

Training and Development

HMG provides specialized medical training, certifications and leadership development programs to support career growth and skill enhancement. The Group also invests in mentorship programs and structured career advancement plans to ensure that talented professionals remain committed in the long run.

Career Development and Succession Planning

As HMG grows, effective succession planning and leadership development are crucial. In 2024, HMG collaborated with a third-party to evaluate over 100 candidates for managerial roles using psychometric assessments. Additionally, HMG partners with University College London (UCL) to provide leadership development training to current and potential Management talent.

All HMG employees undergo annual performance reviews to aid their career development in the Group.

HMG Virtual Academy

The HMG Virtual Academy was launched in March 2023 with the aim of providing an efficient and accessible platform to offer learning opportunities for all HMG staff members. The platform features professional and technical training, along with personal development training in health and wellbeing, and communication. The Group continues adding to the Virtual Academy as needed. In 2024, we experienced a 79% increase in the number of course enrollments over 2023.

Virtual Academy Training	2023	2024
Trainings conducted	2,183	5,214
Employees enrolled	2,500+	14,250
Total training hours	5,000+	20,158
Certificates of completion issued	2,600+	17,820

In response to HMG’s survey, the Virtual Academy continues to score well as an employee benefit, with over 90% of respondents indicating that they are satisfied with the Virtual Academy training.

Training Frontliners

Our technical competency programs, including life-saving CPR training, contribute to enhancing patient safety by supporting nursing and paramedical staff in both Saudi Arabia and Dubai.

Life Support Center (CPR)	2023	2024
CPR courses conducted	987	1,142
Participants	6,261	8,667

The Group collaborated with the Hotel and Tourism Management Institute of Saudi Arabia (HTMi) to train staff in greeting and hospitality skills, emotional intelligence, customer service excellence and professionalism, ensuring that those who serve our patients do so with compassion and empathy.

Keys to Hospitality Training Program	2024
Online training	
Hours	2,862
Participants	1,431
Certificates of completion	1,112
In-person training	
Hours	340
Participants	170
Certificates of completion	170

HMG also developed training and a hospitality handbook for new patient-facing staff members.

Training Leaders and Management

Various training courses and programs are available for mid-level leaders, helping them in their current roles and preparing them for future promotions.

Lean Six Sigma Course

In 2024, 50 HMG Executives and Senior Leaders participated in the Lean Six Sigma training, helping to build a culture of continuous improvement. The program consists of three stages, at the end of which each participant gains a new “belt” (green belt, black belt and master black belt).

Lean Six Sigma	2024
Participants	50
Training hours	3,600
Belts issued	150
Hours of project guidance	1,000
Process improvement projects	11

Healthcare Business School Program (HBS)

This leadership development program, tailor-made for HMG in collaboration with UCL Global Business School for Health, was presented to mid-level managers across HMG to nurture leadership excellence. The program consists of three core modules: Leadership and Management, Economic Evaluation and Organizational Behavior. Both individual and group coaching sessions formed part of the HBS program. Participants who completed the course each earned a certificate and 40 CPD certified hours through UCL executive education.

HBS	2024
Participants	75
Cohorts	4
Hours of group coaching	800+
CPD certified hours*	4,000

*Continuous Professional Development certified (UCL applied in the UK to have the hours for both the HBS and HBA programs certified)

Healthcare Business Administration Program (HBA)

The HBA program was developed with UCL Global Business School of Health as an executive and senior leadership development program. This prestigious business program, offered by one of the world's leading universities, provides an in-depth exploration of advanced healthcare management practices. As part of the experience, participants engaged with industry experts, explored innovative strategies and gained firsthand insights through site visits to Cleveland Clinic London and UCL Hospitals, where they examined cutting-edge medical advancements and operational excellence in healthcare. Participants who completed the course each earned a certificate and 128 CPD certified hours through UCL executive education.

HBA	2024
Participants who completed the training	25
Hours of training	1,600+
CPD certified hours	3,200

Mental Health and Wellness

HMG's commitment to employee wellness, mental health and work-life balance initiatives ensures a positive and sustainable work environment. The Group is finalizing an HMG-wide mental health action plan to promote emotional wellbeing in the workplace.

To drive awareness of mental health, HMG hosted several events and campaigns during the year. These included a workshop on World Mental Health Day, equipping staff members with the tools to manage occupational stress proactively.

Benefits and Compensation

Market-leading compensation and benefits help attract new talent to HMG and retain existing talent. HMG offers attractive salaries, performance incentives and healthcare benefits. Housing support, food allowances, education assistance and transportation aid help to relieve employee living costs, while family-focused benefits support employee lifestyles. As a healthcare provider, we also provide health insurance and health benefits.

In 2024, HMG introduced new policies focusing on competitive compensation and benefits, including work-life balance policies and policies around housing advances, relocation allowances, referral rewards and premium residency support. Our new compensation framework increases the alignment between high performance and recognition.

Turnover and Attrition

Employee turnover and attrition provide insight into the level of employee engagement and satisfaction at work. In 2024, HMG recorded a 6.1% decrease in employee attrition.

Future Plans

HMG will continue to prioritize employee wellbeing and engagement to achieve Great Place to Work status. Training and skills development remains a key focus area, and we are improving our performance management cycle by introducing 360-degree feedback mechanisms for our leadership roles. Our mental health action plan is under development, the implementation of which will streamline and support mental health initiatives in the workplace. We remain committed to continuously enhancing the overall lifestyle experience of our healthcare workers. This includes upgrading accommodation with features such as wellness and recreation spaces, improved privacy, and access to amenities that support relaxation, and social connection. Upcoming housing audits for physician residences will ensure continued alignment with these comfort, safety and well-being standards.

Looking ahead, we are evolving our operating model and organizational structures to enhance agility and responsiveness across the Group. As part of our strategic HR transformation, we are working towards restructuring HR into a more business-partner model, where each function and department will have dedicated HR partners addressing their unique needs. Furthermore, we are advancing our total reward strategy to include both cash and non-cash incentives, ensuring a holistic approach to employee satisfaction and motivation.

We are also focusing on developing robust succession planning processes and actively working to increase promotions from within, empowering our employees to grow and thrive within the organization. Strengthening our employee value proposition is another priority, with the ambition of becoming the #1 Employer of Choice in the region. To support this vision, we are enhancing our onboarding processes for both local and overseas hires, making their integration into HMG smoother and more effective.

Leadership capabilities will be stepped up through the design and implementation of leadership development programs, coaching and mentoring initiatives aimed at nurturing the next generation of leaders. We will also activate employee skills needs assessments to feed into Individual Development Plans, enabling more targeted growth opportunities.

Expanding training offerings through our Virtual Academy remains a key area of focus, complemented by continuous exploration of in-person training opportunities to enhance skills and competencies. We believe these efforts will support the reduction of employee turnover while enhancing overall satisfaction, productivity and engagement.



We are working diligently on our Employee Value Proposition (EVP), with the ambition of becoming the #1 Employer of Choice in the region by fostering a workplace that champions growth, wellbeing and engagement.

Diversity, Inclusion and Culture

HMG values the diversity of our workforce, with every unique individual bringing fresh insight and a new perspective to the Group, strengthening the value that we deliver to stakeholders. We commit to respecting our people, regardless of race, ethnicity, gender, age and disability.

Our diversity starts with recruitment, with our merit-based recruitment processes ensuring that the best-qualified individuals can access Group career opportunities regardless of their background. Similarly, we ensure that all employees

have equal access to training, mentorship and leadership development opportunities. Our compensation structures and HR policies uphold the principles of pay equity, non-discrimination and equal benefits.

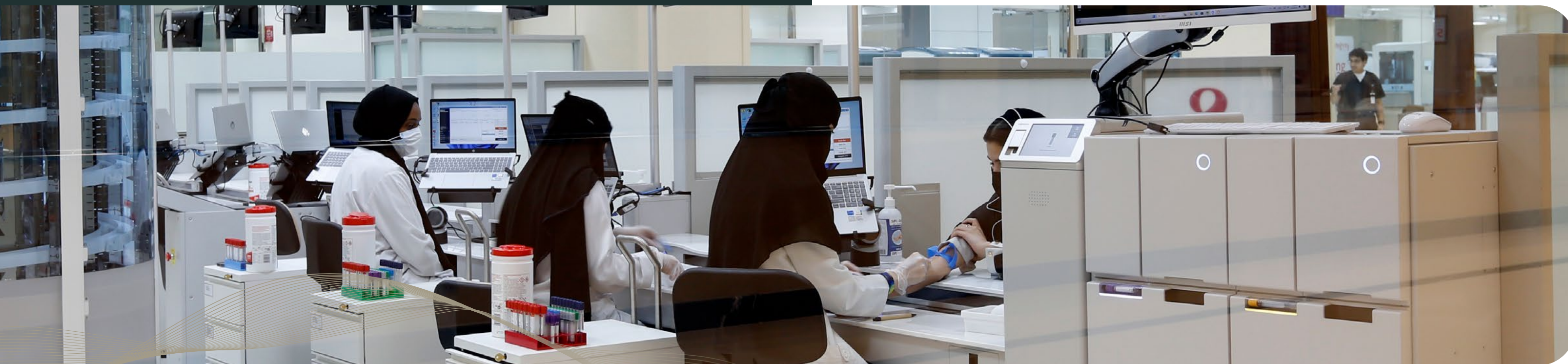
Targets and Progress

 Target	 Target Year	 Baseline (2022)	 Progress
Increase female representation in leadership team to 15%	2030	3%	-

Talent Demographics

HMG's diverse and growing workforce reflects our commitment to attracting top talent from around the world. With 24,272 employees representing approximately 90 nationalities, we continue to enable an inclusive and dynamic work environment. Our team is predominantly female, driven by our strong nursing workforce, now accounting for 60% of employees, up from 58% in 2023. Our workforce is also well-balanced in terms of age, with 59% of employees between 30 and 50 years old, ensuring a mix of experience and fresh perspectives that drive innovation and excellence. Across HMG, our employees come from a wide range of backgrounds, with a significant portion recruited internationally. HMG's total number of employees grew in both the Kingdom and UAE.

This year with the establishment of our Women Health Hospital, we have appointed the first female hospital General Director across the Group. This marks our commitment towards enhancing the role of females in leadership positions, leading HMG towards a more diverse workforce.



Case Study

Sustainable Women's Health Hospital

The HMG Women's Health Hospital in Riyadh is the first hospital in the Kingdom dedicated to serving female patients, demonstrating HMG's commitment to advancing access to quality healthcare for women. The hospital provides expert maternity, fertility, cosmetic and other specialized women's health and wellness services.

As part of our dedication to providing an exceptional patient experience, we combined functional, comfortable and beautiful healthcare design with sustainable design brands. The hospital's interior design has been thoughtfully crafted to foster a warm, personalized experience where patients and visitors feel genuinely valued. Our approach emphasizes

relationship-centered care, ensuring that every interaction - from arrival to departure - prioritizes comfort, connection and wellbeing.

In addition to an exceptional look and feel, there were environmental considerations brought into the design. Many of the new chairs, couches, nursing stations and other products are made from recycled content and are highly recyclable themselves, thereby reducing waste and promoting a circular economy in the long term. Bio-based, renewable materials are also incorporated into the design for a lower carbon footprint.

Positive Environmental Impacts



Landfill space avoided equivalent to
14
cubic yards of football fields



Saved energy equivalent to taking
5
cars off the road per year



54
Barrels of oil saved by using recycled content



23,079
kgCO₂
Emissions avoided



Saved the equivalent of
9,777
liters of gasoline from home energy savings



Saved energy equivalent to powering
10.08
homes per year



Environmental Impact and Sustainability Features of the Seating Products Used

Staff chairs

Environmental Impact

- 93% recyclable
- 22% post-consumer recycled content
- 8% pre-consumer recycled content

Sustainability Features

- 95-100% recyclable packaging
- Extended Producer Responsibility program
- Ergonomic strategy

Patient seating

Environmental Impact

- 90% recyclable
- 74% bio-based materials
- 17% post-consumer recycled content
- 16% pre-consumer recycled content

Sustainability Features

- 100% recyclable packaging
- Extended Producer Responsibility program
- Bio-based materials

Public area seating

Environmental Impact

- 100% recyclable packaging
- Contains wood or agri fiber

Sustainability Features

- 100% recyclable packaging
- Extended Producer Responsibility program
- Bio-based materials

Future Plans

Moving forward, HMG is committed to prioritizing female representation, especially within our Leadership team. To achieve this, we are launching a dedicated Female Empowerment program aimed at equipping women with specialized training and leadership development opportunities. This initiative will empower more women to assume influential roles within our organization, enabling a diverse and inclusive workplace culture. In parallel, we will enhance access to specialized healthcare tailored specifically for women, ensuring comprehensive and equitable healthcare services.

Additionally, HMG is developing a Sustainability Champions program designed to engage and empower employees from diverse backgrounds. This program will actively support and accelerate progress toward achieving our ESG targets, enhancing collective action and sustainability awareness across the organization.



Occupational Health and Safety

The day-to-day occupational health and safety of our employees is an key focus area. The Group prioritizes workplace safety by adhering to strict occupational health and safety (OHS) standards, conducting regular safety risk assessments and promoting a safe workplace.

We encourage preventive healthcare by providing regular health screenings to employees, with awareness campaigns and early intervention programs promoting long-term health and wellbeing.

Emergency Preparedness

Ongoing emergency readiness, especially at our hospitals and medical centers, is important for both our employees and patients. HMG has detailed emergency protocols in place for various scenarios, including medical emergencies, natural disasters, fire incidents and pandemics. This ensures a structured and effective response.

Our employees, both medical and non-medical, undergo regular emergency response drills, evacuation exercises and crisis management training for preparedness in real-life situations. Our fire safety course, for example, is mandatory for all employees to ensure that everyone understands our fire prevention measures and knows how to respond to fire risk.

All our facilities are equipped with backup power systems and emergency supplies, as well as resilient infrastructure that can withstand unexpected disruptions while maintaining critical operations.

HMG works closely with government agencies, civil defense and healthcare regulators to align its emergency protocols with national safety standards and best practices.

Future Plans

HMG remains committed to continuously strengthening workplace health and safety, ensuring the wellbeing of both employees and patients. We will enhance our occupational health and safety measures by expanding training programs, reinforcing risk assessment protocols and investing in advanced safety technologies. Our focus will also include further integrating emergency preparedness initiatives by increasing the frequency and scope of response drills, crisis management exercises and evacuation simulations to ensure readiness in any situation.

To uphold the highest safety standards, HMG will continue collaborating with government agencies, civil defense and healthcare regulators to align our protocols with evolving national and international best practices. Additionally, we are investing in digital infrastructure resilience, including upgraded backup power systems and emergency resources, to safeguard operations against potential disruptions.

By consistently improving safety protocols, preparedness strategies and employee training, HMG aims to maintain a workplace that prioritizes health, security and operational excellence across all our facilities.

HMG is ISO 45001 Certified

(Occupational Health and Safety Management)

ISO 45001 certification ensures a safe and healthy workplace for employees, reducing workplace accidents and injuries and improving employee wellbeing.



No

major health and safety incidents in 2024.







Human Rights and Fair Working Conditions

Human rights, specifically the right to healthcare and a working environment that is not harmful to the individual, are part of HMG’s moral and ethical framework.

HMG integrates human rights principles, including non-discrimination, privacy protection and prevention of forced and child labor in its operations and supply chain.

Employees, suppliers and patients can report human rights violations in the HMG workplace or supply chain for investigation via the HMG ethics hotline.

Targets and Progress

 Target	 Target Year	 Baseline (2022)	 Progress
Develop human rights policy	2025	-	In progress

Supplier Code of Conduct

The Group’s commitment to fair working conditions extends to our suppliers. The HMG Supplier Code of Conduct outlines our expectations of our vendors in this regard, covering areas of discrimination, harassment and prohibition of child labor. Every HMG supplier is required to sign and acknowledge the code.

Suppliers, like our employees and other stakeholders, can report unethical conduct anonymously through our ethics hotline. Issues such as fraud, bribery and unfair competition practices should be reported.

[Any stakeholder that wishes to report unethical conduct by HMG can do so anonymously by visiting here](#)

Future Plans

To ensure that its suppliers uphold the Supplier Code of Conduct, HMG plans to implement supplier audits for its largest vendors, thereby ensuring integrity, fairness and responsible conduct.

The Group is also developing a standalone human rights policy that covers both internal and external stakeholders. This policy will outline clear standards and guidelines to protect and uphold human rights, addressing issues relevant to both internal stakeholders, such as employees and management, and external stakeholders, including suppliers, patients and communities. The policy aims to ensure accountability, transparency and proactive engagement with all stakeholders, reinforcing our commitment to ethical business practices and human dignity.



Corporate Social Responsibility

HMG is deeply committed to the wellbeing of the communities surrounding its medical facilities, recognizing its responsibility to actively contribute to their health, prosperity and overall quality of life. Through strategic partnerships, community outreach programs and health awareness initiatives, we aim to create a lasting positive impact. By continuously enhancing access to quality healthcare and promoting sustainable development, we strive to build stronger, healthier communities for generations to come.

Our CSR initiatives are built on three core pillars:



Research and education



Charitable donations and sponsorships



Community engagement through events and campaigns



Research and Education

Vision 2030 promotes improved healthcare services in the Kingdom. A major contributing factor to the quality of healthcare is the skill and expertise of the doctors and nurses who deliver the care. However, access to quality healthcare professionals is a challenge globally, with a high demand for those skills. HMG is committed to advancing medical skills and experience by contributing to medical education,

training and research, both locally and internationally. The Group also hosts conferences and taps into the power of partnerships to advance knowledge in the industry.

HMG contributes to the advancement of the healthcare sector, both now and for the next generation, through the HMG medical journal, scholarship and fellowship programs and the training we provide through the HMG Academy.



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Charitable Donations

HMG's focus on charitable donations often includes healthcare, as this is where our expertise and greatest source of community impact lies.

For more information about our research and education initiatives, see page 73 of this report (Advancing Medical Expertise).

In 2024, HMG performed 90 kidney transplants. The Group also partners with non-profit organizations to provide discounted IVF treatments.

Helping Patients in Need of Financial Assistance

	2021	2022	2023	2024
Value of services provided	Over ₪ 8.1m	Over ₪ 8.5m	Over ₪ 12.5m	₪ 10.7m

In addition, HMG’s drive to support Vision 2030 and the UNSDGs through responsible waste management, as well as our passion for helping the community and promoting quality education, are perfectly combined in our new partnership with Ertiqa, signed at the end of 2024.

As part of this collaboration HMG donated over 250 used electronic devices, including desktop computers, laptops and printers to Ertiqa for refurbishing and distribution to charities and educational entities across the Kingdom. Non-profit organizations and Kingdom citizens benefit from improved access to communication technology and training, while reduced e-waste and emissions help to save the planet. We look forward to the continued engagement with Ertiqa.

Total value of donations and other CSR spend

ﷲ 44.7m
(2023: ﷲ 26.8m)



Sponsorships

The Group sponsors events that promote nation-building, highlight the Kingdom as a top tourist destination, and encourage citizens to be healthy and active - all aligning with Saudi Vision 2030. HMG’s sponsorships are often in the form of medical field expertise for major events.

Riyadh Season 2024

HMG provided on-site healthcare services during the Riyadh season of cultural, entertainment and sporting events as a Platinum Medical Sponsor for the fifth consecutive year. The Group’s mobile medical centers and rapid response units (RRUs) treated several medical cases during the Riyadh season. As part of a new approach to field emergency medicine, HMG aims to treat 99% of cases on-site, allowing for minimum disruption to an injured visitor’s activities. Limiting ambulance transfers to 1% represents a significant advancement in field healthcare delivery for large gatherings.

Saudi Games 2024

The Group was the official medical sponsor and partner for the 2024 Saudi Games for the second consecutive year, in which over 9,000 athletes competed in various sports. HMG provided medical care for all participants and staffed emergency centers with medical professionals experienced in on-field medical care.

Hajj Season

HMG delivered healthcare services to Hajj pilgrims through medical centers equipped with state-of-the-art technologies for swift medical diagnosis and intervention, strategically situated at various locations within the sacred areas.

Grand Smash 2024 Table Tennis Championship

We were the official medical sponsor for the 2024 Saudi Smash Table Tennis Championship. HMG provided on-site medical stations and mobile units for rapid intervention.

Saudi Arabian Grand Prix

For the second consecutive year, HMG was the medical sponsor for the Saudi Arabian Grand Prix STC Formula 1 race hosted at the Jeddah Corniche Circuit. The Group provided a highly equipped medical center and emergency intervention points, as well as marketing and awareness campaigns.

Al-Kharj Industrial Forum

The Group served as the medical sponsor for the Al-Kharj Industrial Forum, which was attended by 137 companies and a number of government and private entities.

Saudi Falcons Club

The Group was the medical sponsor for the Saudi International Falcons and Hunting Exhibition 2024. His Royal Highness Prince Abdulaziz bin Saud bin Naif bin Abdulaziz, Minister of Interior and Chairman of the Board of Directors of the Saudi Falcons Club, acknowledged and thanked HMG for its sponsorship.

Misk Global Forum

HMG sponsored the eighth edition of the Misk Global Forum and was recognized by the Misk Foundation for its partnerships and impactful work in empowering the youth.

Community Engagement

The Group’s CSR programs contribute to public health awareness through free medical check-ups, vaccination campaigns and health education programs. We use the opportunity presented by WHO Health Days to run education campaigns on social media and in person around themes such as diabetes, patient safety, immunization and cancer.

In 2024, HMG organized a breast cancer awareness event in collaboration with the Zahra Breast Cancer Association, as part of the global Breast Cancer Awareness Month in October. This event promoted regular screenings for the early detection of breast cancer, as well as healthy lifestyle choices. In addition to lectures and medical consultations on tumors, radiation and post-recovery measures, cancer survivors shared their inspiring stories, offering messages of hope. Attendees, including hospital visitors and high school learners, also received educational booklets and complimentary screening vouchers.

Our Al-Qassim Hospital hosted a blood donation campaign in collaboration with the Ministry of Health, the health clusters in the region and the MyBlood Charitable Blood Banks Association. This initiative aims to secure blood donations to support pilgrims visiting Mecca in the event of medical emergencies, thereby ensuring an adequate blood supply in Mecca during the Hajj season.

Future Plans

As part of our ESG strategic framework, HMG is committed to strengthening its community and social initiatives by partnering with local businesses, charities and organizations to expand our reach and impact. These efforts will enhance community visibility and engagement through social media, local events and health awareness campaigns. HMG will focus on developing partnerships, establishing financial support as well as preserving the environment as part of its CSR aspirations.

In parallel, we will establish innovative and digital tools to design more accessible, data-driven and impactful programs, enabling us to better respond to community needs and scale our outreach efforts effectively.

In 2025, we will continue to define our CSR focus areas, goals, target beneficiaries and funding sources to ensure these initiatives align with HMG’s strategic objectives and contribute to Saudi Vision 2030 priorities for a lasting impact.

