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Maintain Sound Business Practices

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8.5m+

Invested in startups

100%

Compliance with laws and regulations



A Vibrant Society



An Ambitious Nation



Our Approach

HMG is firmly committed to the principles of transparency, integrity, and exemplary governance. This commitment is led by a highly capable and ethically grounded Board of Directors and Executive Management team. As outlined in this section, our governance approach encompasses ESG oversight, ethical conduct mechanisms, sustainability-related risk management, cybersecurity protocols, and compliance and ethics. With effective governance established, HMG can focus on achieving outstanding innovation and excellence in medical technology to better serve our communities.

For an overview of our corporate governance framework, [please refer to our 2024 Annual Report.](#)



Governance Structure

HMG is guided by a robust leadership structure comprising of the Board of Directors, its emerging Committees and the Executive Management team. Together they are entrusted with the responsibility of upholding the Group’s policies and the interests of key stakeholders, all while driving the Group’s success and ensuring the highest standards of service delivery. Our governance structure aligns with global corporate governance standards and the regulatory requirements set by the Saudi Capital Market Authority (CMA). Responsibilities and authority are clearly delineated between the Board and the Executive, ensuring synergy that drives transparency, effectiveness and performance.

Board of Directors

The Board of Directors consists of nine natural members, elected by the shareholder’s Ordinary General Assembly, for a term not exceeding four years, in accordance with article (17) of the Company’s by-laws and in compliance with article (17) of the Corporate Governance Regulations issued by the CMA. The majority of the Board comprises of Non-Executive Directors, more than one third of the Board are Independent Directors, ensuring a balanced and objective governance approach.

The Board of Directors is responsible for reviewing ESG trends, risks and the importance within the Group, as well as the motives for adopting sustainability to improve business performance.

Board Committees

In line with the legislative framework in the Kingdom of Saudi Arabia and relevant governance principles, the Board has formed four committees to assist it in effectively fulfilling its duties and responsibilities. The following are the committees formed within the Group for the year 2024:

- Audit Committee
- Executive Committee
- Nomination and Remuneration Committee
- Patient Safety and Quality of Care Committee*

*The term of the Patient Safety and Care Quality Committee ended with the end of the Board of Directors’ term on 9 December 2024, and it has not been reformed.



Dr. Sulaiman Abdulaziz Al Habib
Chairman
Non-Executive

Mr. Obaid Abdullah Al Rasheed
Vice-Chairman
Independent
Nomination and Remuneration Committee (Chair)

Mr. Rasheed Abdulrahman Al Rasheed
Independent
Nomination and Remuneration Committee (Member)



Dr. Abdulrahman Sulaiman Al Turaigi
Independent
Audit Committee (Chair)

Mr. Ibrahim Abudlaziz Al Jammaz
Independent

Eng. Saleh Mohammed Al Habib
Non-Executive
Nomination and Remuneration Committee (Member)
Executive Committee (Chair)



Prof. Abdullah Sulaiman Al Herbish
Executive

Mr. Faisal Abdullah Al Nassar
Executive
Executive Committee (Member)

Mr. Hesham Sulaiman Al Habib
Executive
Executive Committee (Member)

Executive Management

The Group's Executive Management implements the Board's vision and directives.



Mr. Faisal Abdullah Al Nassar
Group CEO, Group CFO and Board member



Mr. Hesham Sulaiman Al Habib
Chief of Business Development and Strategy and Board member



Mr. Saud Abdulaziz Al Arifi
Group General Counsel



Prof. Abdullah Sulaiman Al Herbish
Senior Vice President of Physician Affairs and Board member



Prof. Sulaiman Abdul Aziz Al Majed
Senior Vice President of Medical Affairs



Dr. Abdulwahab Abdullah Al Abdulwahab
Chief Operating Officer



Mr. Vimal Subramanian
Chief Internal Auditor



Eng. Mohamed Abdelmoula Shalaby
Vice President of Supply Chain Management



Prof. Awad Abdullah Al Omari
Chief Medical Officer and Academic Affairs



Eng. Abdulelah Abdulrahman Al Mayman
CEO of Hulool Al Sahabah for IT & Communication Company (Subsidiary Company).



Mr. Riyadh Saleh Al Atiqi
General Director of Pharmaceutical Facilities



Mr. Riyadh Muhammad Bajodah
Vice President of Digital Business (Acting)



Mr. Ahmed Mohammed Babatain
Chief People Officer

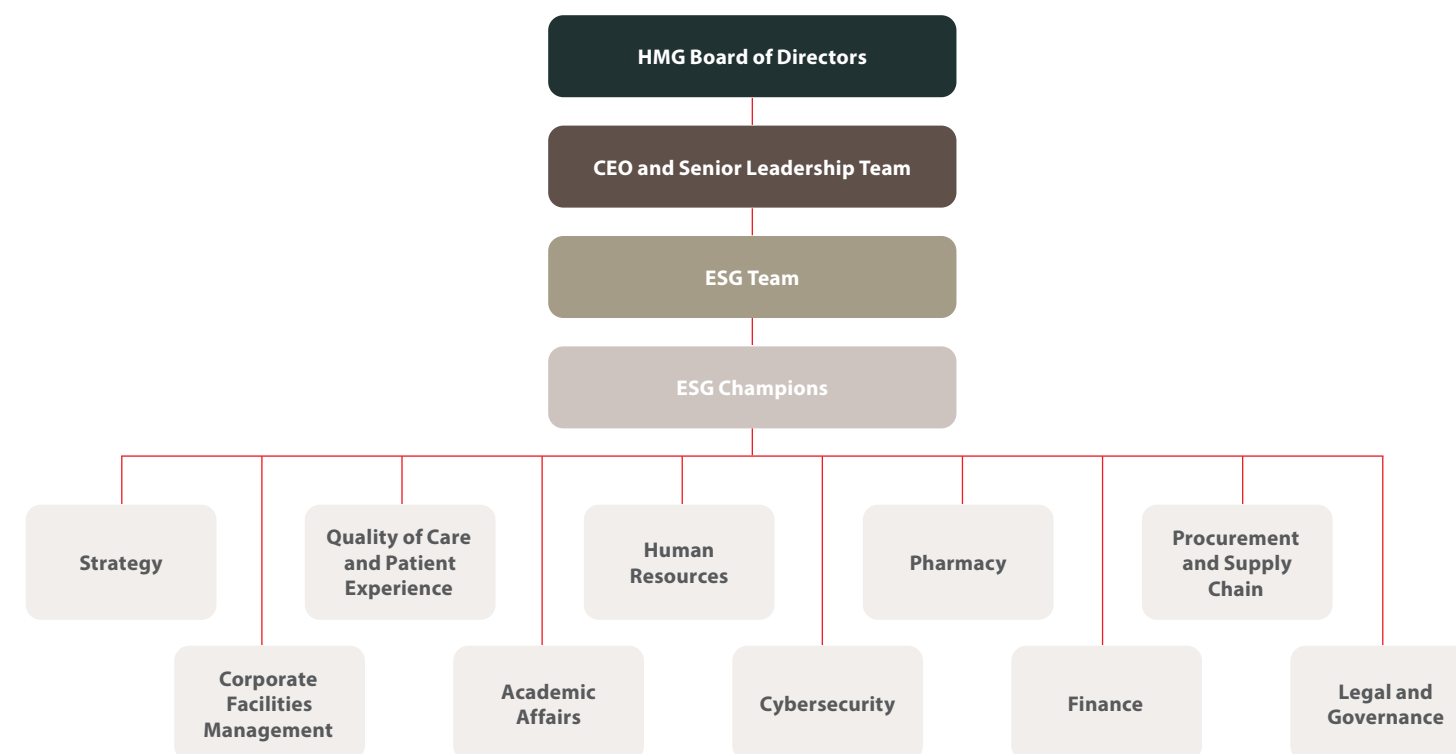
For more information about HMG's corporate governance structure - including Board members, Committee's members, policies and remuneration, [please refer to our 2024 Annual Report.](#)

ESG Governance

We embed ESG awareness and practices at every level of our Group. We ensure that every member of the Group takes responsibility for the Group's financial, social and environmental sustainability with due consideration for the high standard of governance and ethics that we commit to upholding. Our ESG governance structures, as well as our policies, procedures and frameworks, all contribute to the achievement of long-term sustainability.

At HMG, ESG is overseen by the Board of Directors, which serves as the highest governing authority, providing oversight, strategic direction and approval of ESG focus areas and targets. The ESG strategic framework was developed by the ESG team, reviewed by the Senior Leadership team, and subsequently recommended for Board approval. The Senior Leadership team is responsible for driving the implementation of this framework, embedding ESG priorities into business strategies and ensuring integration across all departments to achieve a lasting impact.

To support the day-to-day implementation of the ESG strategic framework, HMG is elevating its ESG governance through identification of ESG champions with proper reporting channels up to Board level.



ESG performance is measured against predefined key performance indicators (KPIs) outlined throughout this report. Accountability is maintained through regular and transparent reporting mechanisms, both internally and externally.

ESG Risks and Opportunities Management

Risk management is a critical component of our continuity planning, especially for a healthcare sector, where operational resilience directly impacts patient safety and wellbeing. At the same time, shifts in the social and environmental landscape provide opportunities for HMG to advance and even leapfrog its regional and international peers.

At HMG, ESG-related risks and opportunities are actively overseen by the Board of Directors, with these elements integrated into strategic planning and risk management processes. ESG topics are reviewed regularly, ensuring alignment with regulatory developments, stakeholder expectations and the Group’s long-term organizational priorities.

Climate Change Risk

The Group recognizes that climate change presents both physical and transition risks to its operations. We are committed to mitigating these risks through strategic planning and adaption measures.

Risk	Mitigating Actions
Physical Risks	
These are the risks to our operations and facilities because of climate change.	
Extreme Weather Events: Rising temperatures and more frequent heatwaves increase cooling demands in our facilities, affecting energy consumption and operational efficiency.	→ We enhance emergency preparedness protocols and optimize energy management to reduce vulnerabilities against severe weather changes and ensure a safe and stable environment for our patients across all hospitals and clinics.
Water Scarcity: As water is a critical resource in healthcare, prolonged droughts and water stress can disrupt operations.	→ To mitigate this risk, we implement several conservation methods, including the use of condensation water for our air-conditioning systems and flush tanks. For more information about HMG’s water-saving initiatives, see page 56 of this report.
Transition Risks	
The transition to a warmer climate brings a range of associated risks. Two key area of concern are:	
Regulatory Changes and Compliance: With the ongoing evolution of global and national regulations related to energy efficiency, emissions reduction, and waste management, we anticipate increasingly stringent environmental compliance requirements. These changes may impact operational practices, require investment in cleaner technologies, and necessitate enhanced reporting and governance frameworks.	→ We aligned our ESG strategic framework with emerging policies to ensure prompt regulatory compliance and minimize financial or operational disruptions.
The Cost of Transitioning to Clean Energy: HMG acknowledges that the transition to solar energy entails considerable operational and financial challenges. Shifting to clean energy sources requires significant upfront capital investment, infrastructure adjustments, and potential changes to existing processes, all of which may impact short-term financial performance. However, this transition is viewed as a strategic necessity to support long-term sustainability goals and reduce dependence on fossil fuels.	→ While we remain committed to reducing reliance on conventional energy sources, we recognize that the transition to low-carbon solutions necessitates strategic planning and sustained investment. To mitigate the financial impact of this shift, we are actively working to enhance energy efficiency across our operations and exploring the adoption of renewable energy alternatives. These efforts aim to minimize future exposure to carbon pricing mechanisms and escalating energy costs, while supporting our long-term sustainability objectives.

As part of our long-term sustainability strategy, HMG plans to conduct a climate risk assessment and scenario-planning exercise to better understand and manage our exposure to climate-related challenges.

[For more information about HMG’s risk management and key risks, please refer to HMG’s 2024 Annual Report:](#)

ESG Opportunities

With every risk, there is an opportunity to maximize efficiencies and make meaningful investment in the Group’s environmental and social capabilities. Some of these include:







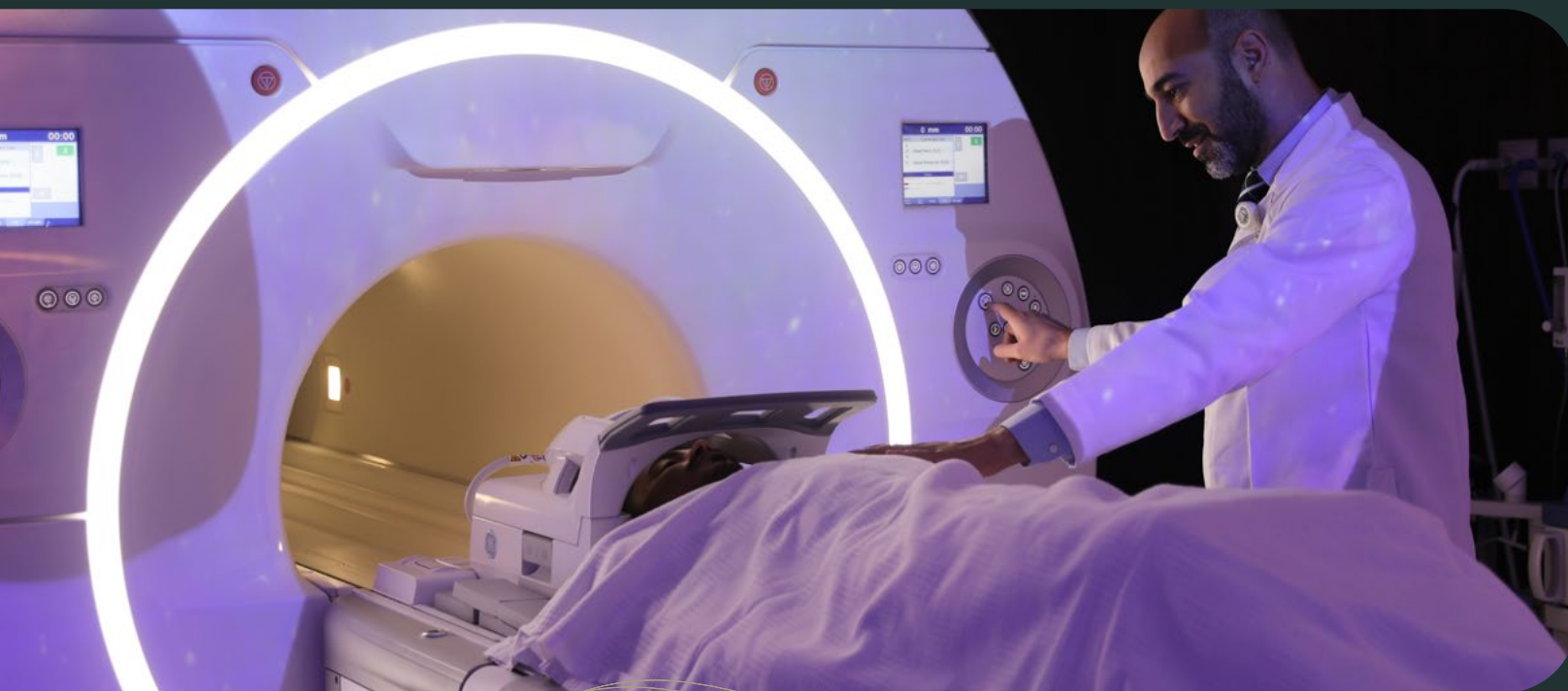
Innovation

Achieving and sustaining leadership in global healthcare requires a relentless pursuit of cutting-edge medical technologies, continuous process optimization, and the integration of advanced digital strategies. This approach not only drives operational efficiency but also enhances patient satisfaction and supports long-term growth.

At HMG, we believe that meaningful innovation can emerge from every corner of the Group. Rather than confining innovation to a single department or function, we foster a culture where ideas are driven by our clinical, operational, digital, and hospital teams. The Group actively promotes the exchange of ideas that enhance our processes, improve patient care, and elevate overall performance.

Targets and Progress

 Target	 Target Year	 Baseline (2022)	 Progress
Integrate sustainability themes into HMG's Innovation Growth Hub (HIGH) program	2026	-	In progress
Invest in local and international startups	2030	-	₹ 8.5m +



Accessibility

In line with Saudi Vision 2030 and as part of the responsibility that HMG assumes for its communities, the Group seeks to extend greater access to healthcare for remote and vulnerable populations. Digital health solutions present a powerful tool to bridge the accessibility challenge, with HMG's LiveCare and mobile healthcare app advancing patient care.

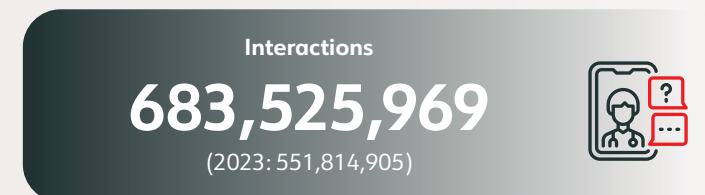
In 2024, HMG implemented new online check-ins to decrease waiting times, with a new WhatsApp business service for scheduling and changing appointments. We also automated our inpatient pharmacy services.

The HMG Mobile Application

The HMG app, launched in 2015, is a comprehensive digital supplement to our healthcare offering. Through the app, HMG patients can book appointments, call emergency services, make payments and view their medical reports. The Group's LiveCare, home healthcare and pharmacy services are also available via the app, so that even remotely located patients can access medical care from the comfort of their home.

In 2024, the Group continued enhancing the app by adding push notifications for appointments that help to reduce waiting times – a key issue for patients. Patients can also make online payments through the app.

HMG App 2024 Statistics:



HMG e-Pharmacy

One of HMG's 2024 highlights was the success of the new HMG e-Pharmacy as part of the Group's broader digital health and e-commerce strategy. Launched in November 2023, the e-Pharmacy:

- Expands the Group's market
- Supports customer engagement and loyalty
- Provides data insights and personalization to service customers better

We are pleased with our e-Pharmacy's performance during the year. The Group experienced significant growth in customer acquisition and retention, as well as a noticeable increase in the average order values due to special offers.

HMG strengthened its digital offerings through AI-driven search functionality in the back end, enhanced customer support and the automation of logistics processes. We expanded the e-Pharmacy in Khobar and Qassim, allowing the platform to serve a broader customer base, while our partnerships with third-party logistics providers expanded our network and allowed us to meet higher demand as well.

The new e-Pharmacy chatbot offers online patient counselling, answers medication questions, guides on dosage and outlines side-effects. For complex queries, it refers patients to pharmacists.

As the platform grows, our e-Pharmacy will expand the catalog of health brands, as well as beauty and wellness products.

Internal Digitalization for Advanced Healthcare

Communication technology, implemented within HMG to facilitate the flow of information digitally through our telehealth solutions, also supports improved efficiency. In 2024, HMG's Tele-stroke program received the Ada'a Health Award from the Ministry of Health, recognizing the Group as foremost in its dedication to delivering outstanding and pioneering healthcare services.

Cloud Solutions, part of the HMG Group, also helped to implement the following solutions at our hospitals:

Ara'a Survey Management System

A survey platform that collects data from employees and patients, with real-time analytics providing greater confidence and precision in decision-making.

Asset Inventory and Maintenance Management

A system that monitors and maintains critical resources effectively, ensuring maximum lifecycle value.

Radiory

A proprietary radiology information system (RIS) and picture archiving and communications system (PACS) that allows for seamless integration and data management across facilities.

Queueing Management System

A sophisticated patient queueing management system that minimizes wait times and streamlines service delivery across various patient-facing operations.

Nurse Call System

A communication system that ensures prompt response times, significantly improving care standards.

Real-Time Location Systems (RTLS)

A system that facilitates indoor navigation, staff tracking, patient tracking and asset inventory management, enabling hospitals to optimize workflows and enhance safety.

Hand Hygiene Solution

A system that promotes good hygiene practices by nurses and patients, reducing infection rates.

Infant Protection Solution

A solution that sets new standards in neonatal care security.

Together, these innovations strengthen HMG's service delivery to patients. Cloud Solutions achieved "The Most Innovative AI and Digital Transformation Healthtech Company" in Saudi Arabia (2024) status, as awarded by the International Finance Magazine.

VIDA

HMG's VIDA hospital information system (HIS) is an award-winning achievement in healthcare technology, developed in-house by Cloud Solutions. A first-of-its-kind electronic portal, VIDA stores and manages medical procedures, diagnostics and analysis. It guides hospital services through the stages of healthcare through a cloud-based solution that ensures a paperless environment, with the industry's best practices and healthcare standards integrated into the platform.



The HMG Innovation Growth Hub (HIGH)

The Group's Innovation Growth Hub (HIGH), launched in 2023, provides a platform for entrepreneurs to develop and test healthcare innovations. The platform hosts cohorts of employees and SMEs that submit ideas to the HIGH competitions. So far, HMG has implemented three new initiatives as a direct result of the HIGH competitions, with another one in pilot phase.

More than 1,000 employees have registered on the platform to contribute numerous ideas aimed at enhancing patient data security, preventive care, machine learning, robotics and the overall HMG brand in the market.

HMG has introduced the "Bridge to MENA" program for external companies seeking to collaborate in advancing healthcare innovation across the Group's over 60 sub-specialties. The inaugural pilot saw participation from more than 60 companies.



Artificial Intelligence Across the Group

We are increasingly leveraging Artificial Intelligence (AI) across our operations to enhance efficiency, accuracy, and decision-making. AI is being applied to streamline internal functions such as human resources, legal workflows, and administrative support, enabling faster processing and improved compliance. Clinically, AI is supporting areas like radiology by assisting in image analysis and diagnostics, contributing to more timely and precise patient care. These initiatives reflect our commitment to adopting responsible technology that supports both operational excellence and better health outcomes.

Future-forward Technology

Emerging technologies such as artificial intelligence (AI), virtual reality (VR) and augmented reality (AR) can promote greater efficiency and effectiveness in both diagnoses and care.

In 2024, we partnered with a global medical technology and digital solutions innovator, to provide cutting-edge radiology, diagnostic cardiology and maternal-infant care services to patients. Advances in AI imaging and ultrasound, along with the automated workflow and customization options provided by the Kingdom's first Portrait Vital Signs Monitors (VSM), are already part of the new HMG hospitals launched in 2024. The GE Healthcare Portrait Mobile system is a wearable monitoring solution that provides a real-time view of patient wellbeing. It aims to improve patient outcomes while supporting patient care, in addition to other technology solutions integrated at both new and existing HMG facilities.

HMG is leading the way in robotic surgery within the region. This advanced technology provides surgeons with improved precision, flexibility and control, ultimately minimizing tissue damage and post-operative pain for patients. In 2024, the Group's Al Fayhaa Hospital performed the first surgeries using the Hugo™ Robotic Assisted Surgery (RAS) system outside of Europe. These two surgeries, for the removal of a gallbladder and the repair of an inguinal hernia, were entirely successful, with both patients discharged within 24 hours after surgery. Since then, the Hugo™ RAS system has supported at least 150 more surgeries.

Another highlight was the launch of the most advanced cardiac catheterization device in the MENA region: the GE Healthcare Allia IGS 730 Pulse. The device, used at the Group's Al Takhassusi Hospital, supports precision diagnosis, treatment and catheterization procedures while reducing patient radiation exposure. Three-dimensional imaging supported by AI technology provides accurate cross-sectional images for improved cardiac and vascular treatment.

Future Plans

HMG plans to embed sustainability themes into the HIGH program, ensuring that innovation is aligned with environmental, social and governance (ESG) objectives and contributes to long-term, responsible growth. This strategic integration reflects our commitment to shaping a future where healthcare innovation supports not only clinical excellence but also broader societal and environmental impact.

Building on the momentum of recent initiatives, HMG remains committed to advancing innovative solutions that transform healthcare delivery across the region. HMG is not only accelerating the development and scaling of impactful healthtech ventures but also exploring new opportunities to deepen our partnerships. We aim to refine and expand solutions that address pressing healthcare challenges and deliver tangible improvements in patient outcomes.

Among our innovation priorities is the planned introduction of VR technologies to support clinical training and surgical planning. These immersive tools will offer realistic, risk-free environments for skill development, enhancing surgical precision and patient safety.




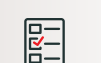
HMG is also actively digitalizing key aspects of inpatient care, including the discharge process, to streamline operations and deliver a more seamless and consistent patient experience.

To further accelerate innovation, the Group has committed to invest in local and international startups over the coming years - reinforcing our role as an enabler of transformative healthcare solutions.

Regulatory Compliance

The Group operates within a complex regulatory and legislative environment. HMG is committed not only to providing patients with high-quality and caring medical services, but also to providing those services pursuant to the highest ethical, business and legal standards. As a leading healthcare provider and a benchmark in the sector, HMG maintains exemplary regulatory compliance - fostering trust and confidence among our stakeholders.

The Board of Directors has formally adopted the Group's compliance plan, which is designed to perpetuate a culture within HMG that promotes prevention, detection and immediate resolution of instances of conduct that do not conform to all laws, regulations, policies and procedures through:

 Governance and oversight	 Education and training
 Monitoring and auditing	 Reporting and accountability

This approach enables a strong culture of compliance at HMG, continuously elevating standards of care and ethical practices. In 2024, we reinforced this commitment by conducting annual ethics and compliance training for our employees, ensuring they remain well-versed in regulatory requirements and ethical decision-making. Additionally, information security training is part of our programs to strengthen awareness of data protection, cybersecurity protocols and best practices for safeguarding patient and organizational information. These initiatives collectively support a secure, ethical and responsible work environment across all levels of the organization.

Code of Conduct

HMG's Code of Conduct is the keystone of our commitment to integrity, honesty, respect for people and ethical decision-making, where it assists our employees in making the right choices on a daily basis. Our Code of Conduct upholds accountability at all organizational tiers and defines what HMG expects of its business and employees regardless of their positions. Our Code of Conduct is the foundation of our mission and core values while also being a key part of HMG's compliance program. It addresses key areas including avoiding conflict of interests, preserve confidentiality, competition and fair dealing, financial integrity, responsible communication and the appropriate use of the Group's assets and digital platforms. Our Whistleblowing Policy is also outlined in the code, easily accessible to any employee that needs to report an issue.

[The Code of Conduct is publicly available](#)

The Code of Conduct dovetails with the HMG Supplier Code of Conduct, which extends HMG's expectations of ethical behavior to our vendors. For more about our Supplier Code of Conduct, see page 95 of this report.

Raising Concerns (Reporting Hotline)

A safe environment for reporting misconduct is key to achieving and maintaining regulatory compliance and an ethical workplace. Any employee or other stakeholder who observes unethical behavior, or an action that otherwise violates the Code of Conduct, can do so via the confidential HMG Reporting Hotline without fear of retaliation. The hotline is available 24 hours a day, seven days a week - it is also completely anonymous if the reporting individual so chooses.

[Report any misconduct here](#)



Patient Records and Data Privacy

In 2024, we continued to promote ethical operations with a strong focus on reducing misalignment with our clear policies and procedures, which standardize practices and ensure consistent patient care. In 2024, a total of nine allegations were logged via our whistleblowing platform. None of these allegations were found to involve misconduct or non-compliance, and all have been thoroughly investigated, resolved and closed.

Environmental Compliance

HMG is committed to compliance with both local and international environmental regulations. The Group ensures that its operations align with the global best practices in evolving sustainability standards. Our approach is built on proactive governance, continuous environmental monitoring and engagement with key stakeholders. Key measures include:

Strategic ESG Alignment:

Our ESG strategic framework provides a structured approach to environmental compliance, aligning our practices with the Saudi Vision 2030, international sustainability standards and applicable regulatory frameworks.

Regulatory Foresight:

We actively track emerging environmental laws, policies and standards at both the national and international levels, enabling timely adaptation and risk mitigation.

Stakeholder Engagement:

We maintain continuous dialogue with regulatory authorities, industry bodies and environmental organizations to stay informed about upcoming regulatory changes and contribute to the development of environmentally sustainable healthcare policies.

Future Plans

As HMG continues to mature its governance and compliance framework, the Group is in the process of finalizing an Anti-Corruption and Anti-Bribery Policy. This standalone policy will formalize our zero-tolerance stance towards unethical conduct, embedding detailed procedural safeguards and clear accountability mechanisms across all levels of the organization.

Looking ahead, we are equally focused on leveraging technology to reinforce our culture of compliance and quality. In line with this vision, HMG has launched Etqan, a state of the art digital platform designed to integrate and elevate our approach to Quality, Accreditation, Compliance and Risk Management across our Hospitals, Medical Centers and Home Health Care services.

Etqan will play a pivotal role in operationalizing our regulatory commitments and accreditation strategies. It enables structured self assessments aligned with leading international standards such as the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI), Joint Commission International (JCI), Healthcare Information and Management Systems Society (HIMSS), Commission on Health Informatics (CHI), American Association of Blood Banks (AABB), College of American Pathologists (CAP), National Health Service (NHS) Patient Experience Framework, and the World Health Organization (WHO) Patient Safety Framework, ensuring that teams are both evaluation ready and continuously improving. The platform also serves as a critical enabler for enterprise wide site visits, risk assessments, and performance benchmarking, all of which are tightly integrated with our broader Enterprise Risk Management (ERM) framework.

One of Etqan’s strategic features is its credentialing and privileging module, which ensures that only duly licensed and qualified physicians are authorized to perform clinical procedures, in alignment with regulatory and patient safety standards. Additionally, the platform supports the execution of Etqan Rounds, inspections that span high risk operational areas such as infection control, outsourced vendor performance, patient safety leadership and environmental care.

In the coming year, HMG will continue to build on this digital foundation by expanding Etqan’s capabilities to include seamless issue resolution workflows, automated audit trails and dynamic dashboards for enhanced oversight. Each action within the system is time stamped and user logged, preserving the integrity and transparency of our compliance processes.

Through these initiatives, HMG is not only future proofing its operations but also setting a new benchmark for regulatory excellence and ESG aligned clinical governance in the region.

Every patient has the right to patient-doctor confidentiality, along with the right for their personal information to be protected. This extends beyond clinical records to include medication, financial and contact information, to the Group’s institutional and employee data - all of which require stringent safeguards.

To ensure data integrity and security, HMG has implemented robust cybersecurity measures aligned with local regulations, best practice and designed to ensure the correct processing of data while preventing unauthorized access. The Group’s cybersecurity and data governance efforts are underpinned by HMG’s IT governance framework, which outlines the standards and responsibilities for managing data with integrity and transparency.

In addition to internal safeguards, HMG enforces strict data protection standards for third-party vendors and partners, ensuring alignment with the Group’s security and compliance requirements. Access to sensitive information is managed through role-based access controls, and continuous monitoring to prevent unauthorized exposure.

The Group also maintains rigorous cyber risk and business continuity policies to prevent or minimize data loss or disruption. A formal incident response plan is in place to address cybersecurity events effectively and minimize potential impact.

In an era where cybersecurity threats - such as phishing and social engineering attacks - are becoming ever more commonplace and increasingly sophisticated, HMG considers every employee a key line of defense and recognizes that cybersecurity is a collective responsibility. Every employee is empowered, through continuous education and awareness training, to recognize and respond to threats, reinforcing a strong culture of vigilance and shared responsibility.

HMG’s cybersecurity measures are closely aligned with the principles outlined in the Group’s Privacy Policy. This policy serves as a public affirmation of the Group’s commitment to safeguarding stakeholder data, ensuring its responsible use and empowering individuals with control over how their data is collected, processed and stored.

[HMG’s Privacy Policy is available here](#)

The Group adheres to Saudi data protection laws, global cybersecurity frameworks and healthcare-specific regulations. Our dedication to protecting the patient data entrusted to us is a practical demonstration of our commitment to healthcare excellence and digital innovation. In September 2024, the year-long grace period for compliance with the Saudi Personal Data Protection Law (PDPL) ended. HMG is proud to be compliant with the PDPL, having implemented robust data protection measures across all operations. The Group also maintains data privacy and cybersecurity standards in line with globally recognized best practices, ensuring a consistent, high-level approach to information security and patient trust.

HMG’s commitment to excellence in information security is further demonstrated by achieving the following international certifications, underscoring the Group’s adherence to globally recognized best practices:

HMG’s International Cybersecurity-related Certification



ISO/IEC 27001

for the secure management of its data center and patient information system

ISO/IEC 20000 certification

for IT service management

Furthermore, HMG's systems undergo regular audits and assessments to ensure ongoing compliance with applicable regulations and cybersecurity standards. In 2024, HMG successfully completed its annual audit for compliance with National Cybersecurity Authority (NCA) guidelines, achieving compliance with over 90% of the requirements.

In a further response to ongoing technological advancements, the Group has implemented an advanced Internet of Things (IoT) solution that monitors and secures medical devices and other IoT devices that connect to each other and the cloud.

Cybersecurity Performance

HMG has maintained an impeccable record with zero data breaches over the last 12 years since fully transitioning to digital operations, including personal and health data, despite the high volume of cybersecurity threats faced by the Group's safeguards every day. Risk and vulnerability assessments are effective at proactively closing gaps in HMG's defenses.

Threats Detected and Prevented	2023	2024
Malicious and spam emails blocked	8,000,000	13,696,597
Web threats prevented	1,200	3,600
Incident responses handled	4,000	12,137
High vulnerabilities mitigated	3,000	>4,000

The Group did not incur any monetary losses as a result of legal proceedings related to data security or privacy during the reporting period.

No
data breaches reported over the past 12 years



No
monetary losses resulting from data security or privacy-related legal proceedings in 2024



Future Plans

Cybersecurity remains a top strategic priority for HMG as the Group continues to leverage technology and data to enhance the patient experience within a framework of rigorous information security. Multi-factor authentication (MFA) is being actively explored for implementation as an additional layer of protection for accessing patient records. HMG is also evaluating the adoption of Zero Trust architecture to further strengthen its cybersecurity posture. In alignment with Saudi Arabia's evolving regulatory landscape, HMG plans to appoint a Saudi national as Cybersecurity Lead, reinforcing national efforts to develop local cybersecurity leadership and resilience.

