



McDonald's Saudi Arabia...

A strong commitment to
nurturing and developing
national talents



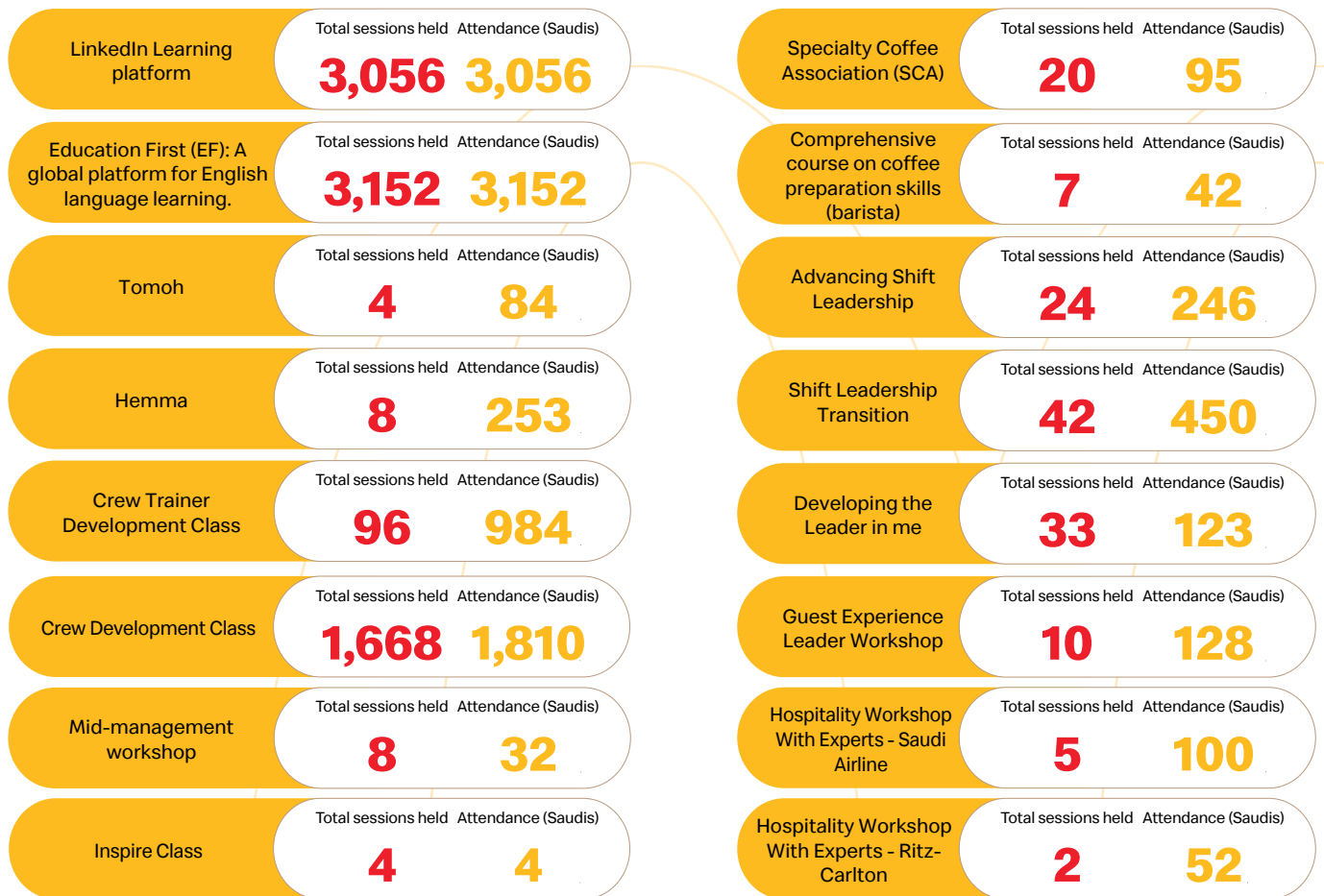
Saudi Arabia

McDonald's Saudi Arabia.. Global expertise in training and professional development.

Over the past 30 years, McDonald's Saudi Arabia has crafted a narrative of success by empowering Saudi youth and developing their skills. As community partners, we are committed to nurturing and developing national talents; thereby contributing to the Kingdom's growth and prosperity.



Total training courses for the year 2023



> **Success Story**

Mashari Al Anazi

> **Team Leader of Education and Development**



My experience with McDonald's Saudi Arabia spans six years, having started as a service crew member in 2017. By the grace of God, and through hard work and dedication, as well as through completing numerous training courses and earning both a bachelor's and a master's degree in Human Resources Management, I have climbed the career ladder and received several promotions. Most recently, I have been promoted to Team Leader of Education and Development.

> **Success Story**

Jawhar Al Sabt

> **Operations Consultant**



I began my career at McDonald's Saudi Arabia in 2013 as a service crew member. Since then, I have participated in various training courses, including sales building and business leadership, which have been instrumental in my professional growth and success. By the grace of God, I am now an Operations Consultant, and I continue to strive for further growth and success.

1. Tomoh

Since its launch in 2018, the Tomooh training program has played a pivotal role in accelerating the advancement of Saudi graduates to leadership positions. The program prepares them to become skilled restaurant managers within an ambitious 18-month timeline.



Totals

Graduates

43

Registrants

317



Saudi Arabia

2. Qada

Building on the remarkable success of the first and second editions, we decided to develop and launch a third edition (Qada-3) in the last quarter of 2023.

This edition has expanded to include all non-managerial roles within the restaurant under the new name, the 'Kafu' Program. It aims to prepare approximately 203 employees to become future restaurant leaders.



Number of graduates

First stage **12**

Second stage **8**

Third stage Targeting about **68** employees from various administrative staff positions in restaurants.

Employing Our Beloved Children with Down Syndrome and Special Needs

In 2006, we started integrating heroes with Down Syndrome and special needs into our family, keen to empower them and develop their skills through our specially designed training programs. These programs aim to improve both their professional and life skills, reflecting our commitment to this cherished group.



In 2023, we employed **55** individuals with Down syndrome.

From 2006 to 2023, we've employed **126** individuals with Down Syndrome.

33 employees with Down Syndrome have been promoted to higher positions, such as crew trainers and shift managers.

In total, we have **162** employees with special needs.



Saudi Arabia

> **Success Story**

Hassan Hadriti

> **Crew Trainer**

Hassan bin Ali Al-Hadriti joined the McDonald's family in 2020, starting as a service crew member. His excellent performance and dedication quickly earned him a promotion to crew trainer in 2023.

Beyond his work, McDonald's also supports Captain Hassan's personal passions. He is a celebrated member of the Saudi national team for athletes with special needs, competing in weightlifting. He has participated in various domestic and international competitions, including the 2019 UAE Olympics, and has won numerous medals, most recently four gold medals at the Asian Championship in Malaysia in 2023.



Employing Orphans

Continuing its social responsibility initiatives, McDonald's Saudi Arabia has employed 142 orphans in partnership with charitable organizations across all regions of the Kingdom. This effort positions the company as an institutional model for inclusion of all societal segments.

142

The total number of orphans employed by McDonald's up to 2023.

McDonald's Annual National Recruitment Campaign

For the fifth consecutive year, McDonald's has continued its annual national recruitment campaign. This year, the campaign successfully employed 1,000 sons and daughters of the nation, providing them with job opportunities across various regions of the Kingdom, in partnership with the Human Resources Development Fund (Hadaf).



1,000

Total number employed in 2023

2,600

Total number employed since the launch of the first campaign



Saudi Arabia

Mastering the Art of Coffee Among Saudi Baristas

As part of our dedication to advancing the skills and capabilities of our Saudi baristas in the art of coffee making, this year we celebrated the graduation of the 20th cohort of Saudi baristas. These baristas have earned international certifications in coffee preparation from the Specialty Coffee Association (SCA).



Faraj Al Dosari

I trained with McCafe, and now I am a professional barista in coffee making with internationally accredited certifications

Mohammad Awaji

Professional Barista with McCafe, and I have obtained internationally accredited certifications in coffee making



95
Saudi barista graduates

Flexible Work Program

3693

young men and women from the nation were employed in various positions, including: service crew, baristas, and coordinators for restaurant activities and events.

Since 2021, McDonald's Saudi Arabia has adopted the Flexible Work Program launched by the Ministry of Human Resources and Social Development. This initiative has successfully attracted numerous Saudi youths to a variety of roles.



Creating more opportunities for the nation's youth.



Supporting localization and reducing unemployment rates.



Meeting the needs of the private sector.

> Success Story

Turki Faisal



Turki Faisal joined the McDonald's family in 2022 as a flexible employee. After training, development, and overcoming workplace challenges, he demonstrated his dedication and worthiness by maintaining discipline and collaborating effectively with the team to fulfill his duties. Upon the restaurant manager's recommendation and Turki's own preference, he signed a full-time employment contract with the company to complete his success story.



Saudi Arabia

Our Daughters at McDonald's Saudi Arabia

We have strongly prioritized the employment of female citizens to a large extent since 2015. Here are some of our achievements:



Managers and Service Staff	Customer Experience Leaders	Restaurant Activities and Events Crew
311	211	48
Baristas	Administrative Staff	Total number of female employees across regions
21	44	635

635 at McDonald's KSA, since 2015 across various positions, following the company's decision to welcome women into its workforce

Miriam Tashkandi

> Restaurant Manager

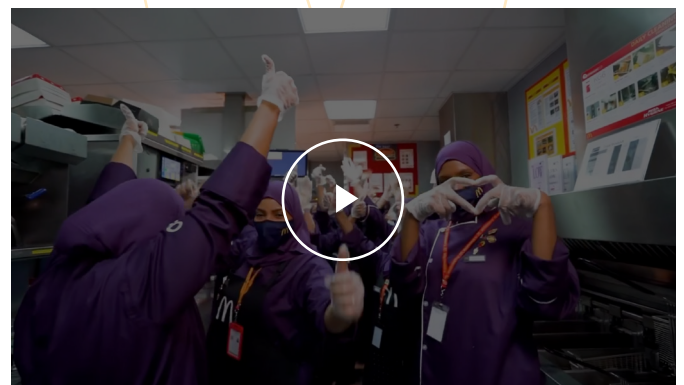


I began working at McDonald's Saudi Arabia on March 1, 2022, as an Events Coordinator. Later, I transitioned to the Operations Department where I found myself. During this time, I endeavored to balance my work and studies at the university to the best of my ability. Thanks to the grace of God, within 3 months, I was promoted from Service Crew to Shift Manager, then to Assistant Manager, and subsequently to Senior Assistant Manager.

By the end of 2023, I was promoted to Restaurant Manager, making me the first woman to hold this position.

On International Women's Day

As we support women at McDonald's on this global day, we express our gratitude and full support to our female employees across all departments. But our appreciation goes beyond words; we have launched an initiative dedicated to female employees in the Operations Department. Through this initiative, we successfully operated and managed one of our branches in Jeddah with an all-female crew. Thanks to the grace of God, this initiative was a resounding success, garnering widespread acclaim. We wish them a bright future filled with success and take pride in them always.





Saudi Arabia

Supporting Local Suppliers and Saudi Products

McDonald's Saudi Arabia is committed to supporting the national economy by adhering to a focused approach that contributes to the bolstering of local products and suppliers to meet the needs and requirements of its restaurants.



+ 80%

of our needs are fulfilled by local, national, and regional Arab suppliers



+ 55%

of products come from both local and national suppliers

Collaborating with the Public Sector

Our collaboration in 2023 with various entities in the public sector resulted in a significant influx of recruitment requests. This led to extensive hiring across all regions of the Kingdom, confirming the success of partnerships between the public and private sectors in recruitment strategies.



4,027

The number of applicants for positions at McDonald's through our partnerships

542

 of which have been successfully

hired, from among Saudi youth, among them

440

 men and

102

 women.



Saudi Arabia

Total number of employees

12,621

Number of Saudi managers

423

Number of Saudi employees

4,226

Number of baristas

95

Localization rate

35.45%

Awards Achieved by McDonald's

Best Workplace Environment Award

This award is presented to companies that excel in creating a suitable and comfortable working environment for their employees. It involves gathering feedback from employees about their level of satisfaction and happiness at work. With this, McDonald's Saudi Arabia managed to secure the eighth place out of 30 in the category of large companies for the year 2023.



Acknowledgments and Gratitude

We extend our heartfelt gratitude to our employees for their support in forging a bright future together. You are symbols of continuous success. Believing in your abilities, you have dedicated your utmost efforts. We have opened new horizons for you, and you have significantly contributed to the effective realization of Saudi Vision 2030 as a strategic partner to the nation.

We also express our sincere appreciation for the support from both the public and private sectors, represented by the ongoing facilitation, collaboration, and support. This collective effort has helped us face challenges and create opportunities, resulting in development and growth for all.