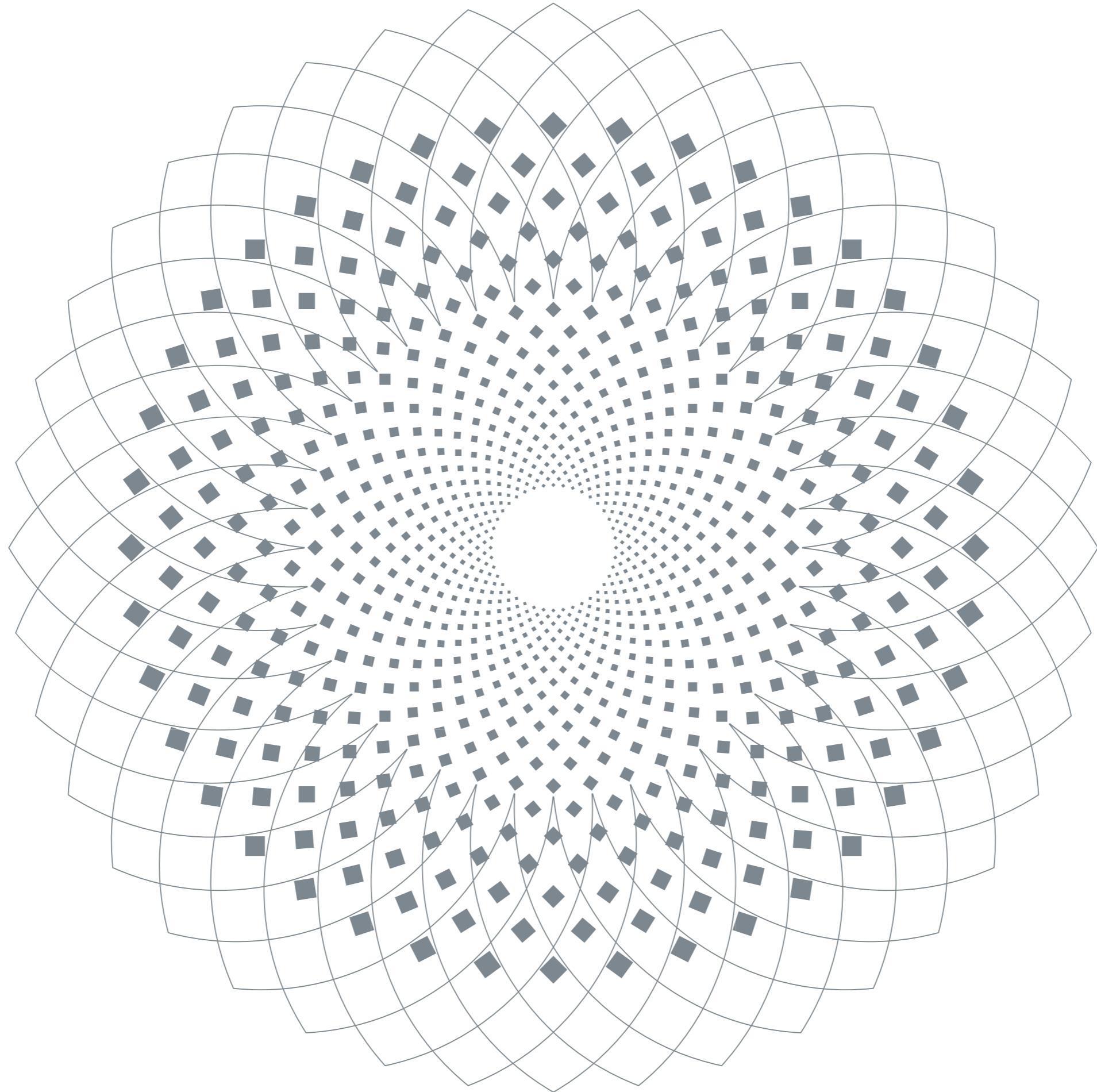


# **VISION 2030**

## **ACHIEVEMENTS**

**2016 - 2020**





“

Since I took the reins of government, I have set my eyes on the march towards comprehensive development in line with our religious foundations and by employing the country's potential and energy, and leveraging the unique position of our country and its rich resources in order to achieve a better future for the country and its people, while adhering to our faith and maintaining the originality of our society and its basic elements.

”

Custodian of the Two Holy Mosques  
**King Salman bin Abdulaziz Al Saud**





“

We are determined to build a thriving country in which all citizens can fulfill their dreams, hopes and ambitions.

Therefore, we will not rest until our nation is a leader in providing opportunities for all through education and training, and high-quality services in employment, health, housing, and entertainment.

”

His Royal Highness

**Prince Mohammed bin Salman bin Abdulaziz Al Saud**

Crown Prince, Deputy Prime Minister and Chairman  
of the Council of Economic and Development Affairs

# To the Saudi people

Thank you to our ambitious people, who  
are shaping a brighter future and working  
to make our Vision a reality.



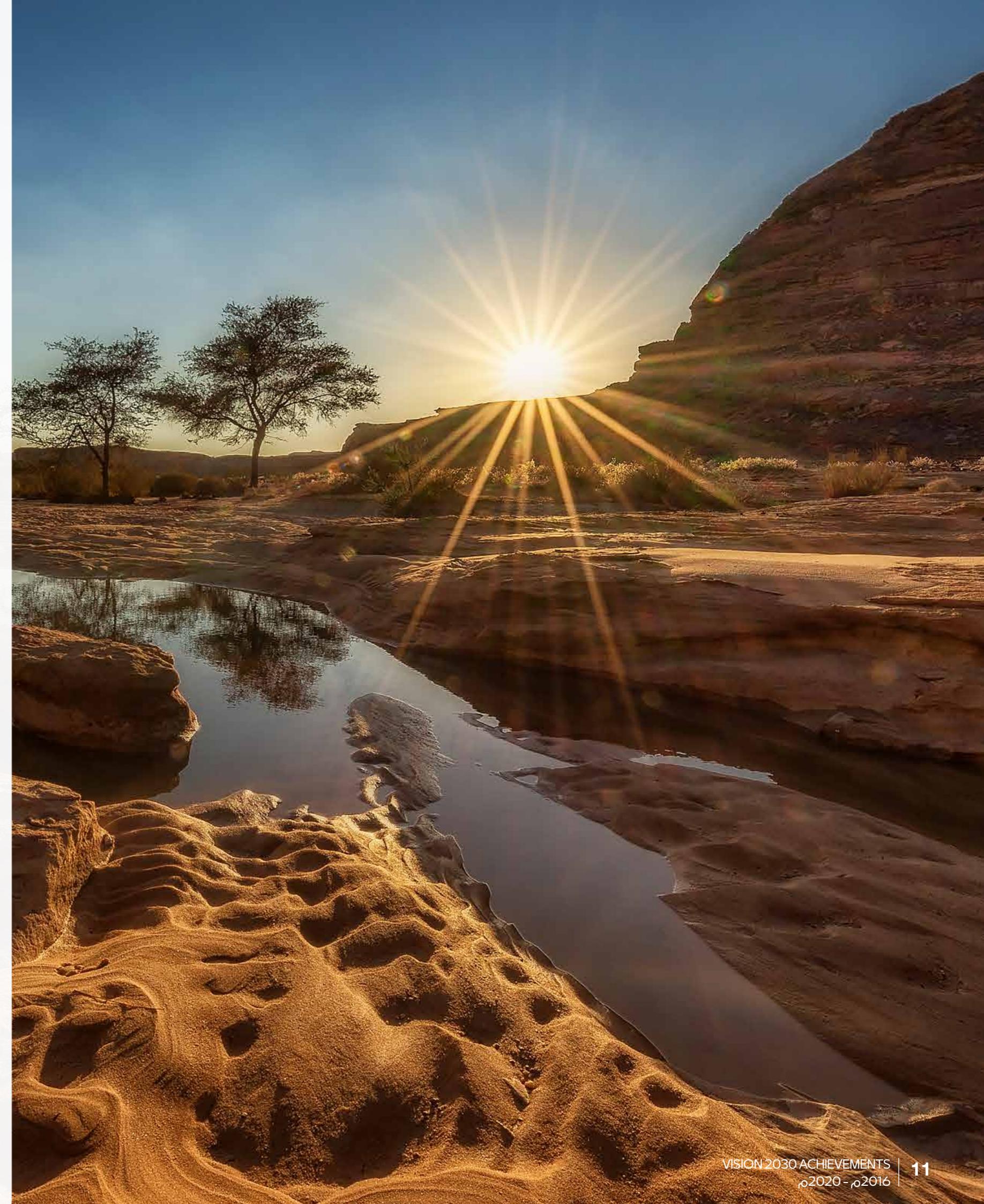
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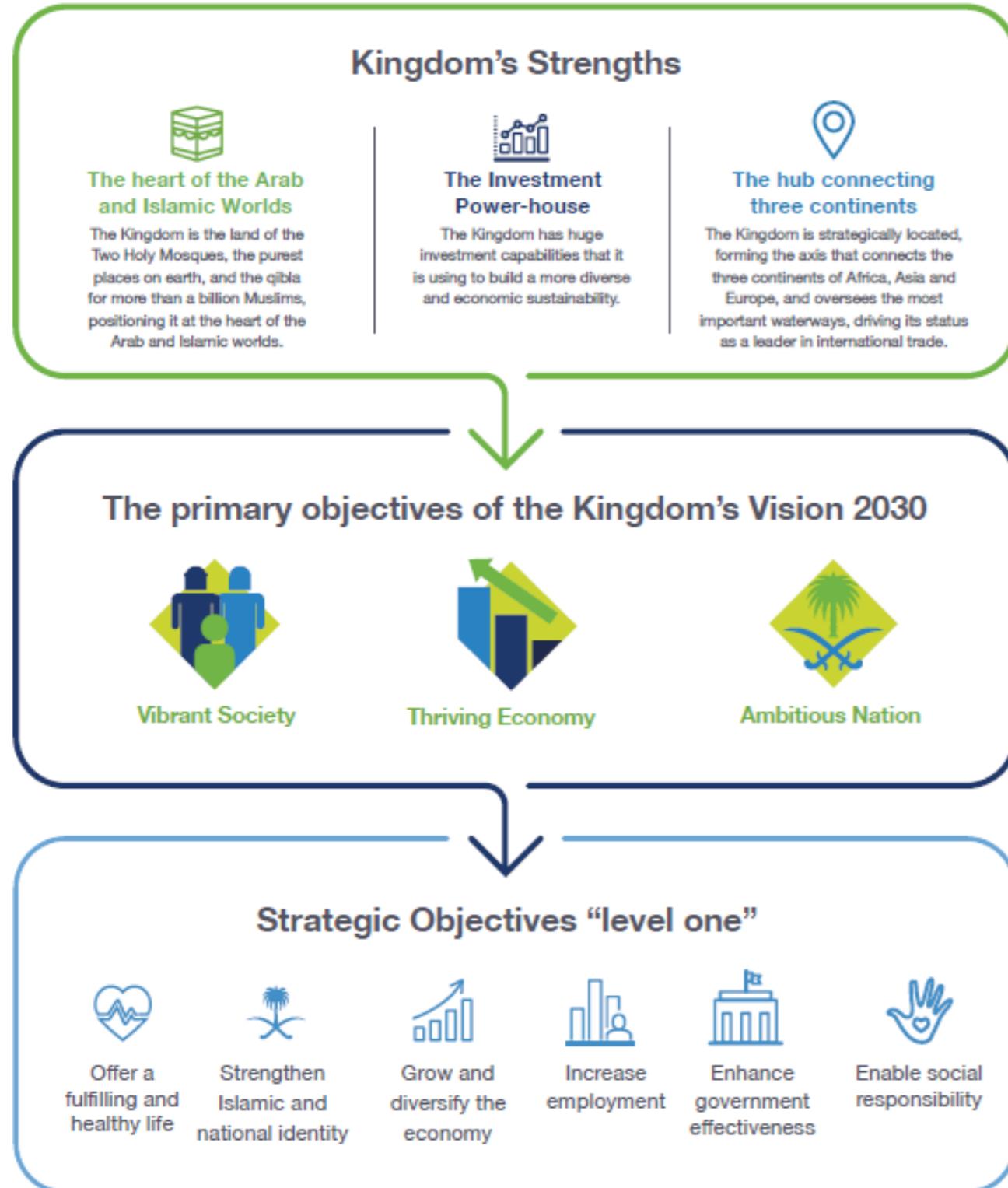
# Introduction

On April 25, 2016, the Saudi journey to a better future started under the leadership of King Salman when HRH Prince Mohammed bin Salman bin Abdulaziz Al Saud, Crown Prince, Deputy Prime Minister and Chairman of the Council of Economic and Development Affairs, established the Kingdom's Vision 2030 – one of the largest national transformation programs anywhere in the world. The Vision is an ambitious program that reflects government confidence in the ability of its people to realize their aspirations and potential. It reflects the diverse wealth and potential of the Kingdom that sits at the crossroads of three continents serving as a cornerstone of stability and opportunity for its citizens and partners around the world, and the Kingdom's status as the home of the Two Holy Mosques and the heart of the Arab and Islamic worlds. Vision 2030 is empowering citizens, diversifying the economy and enriching lives in a Kingdom that is open to the world.

In five years, the Kingdom's Vision 2030 has ushered in substantial reform transforming the social, economic and government landscapes. Evident in the Kingdom's management of the COVID-19 pandemic, Vision reforms have introduced greater capacity and strengthened resilience. This booklet recognizes some of the Vision's key reforms and points of progress.

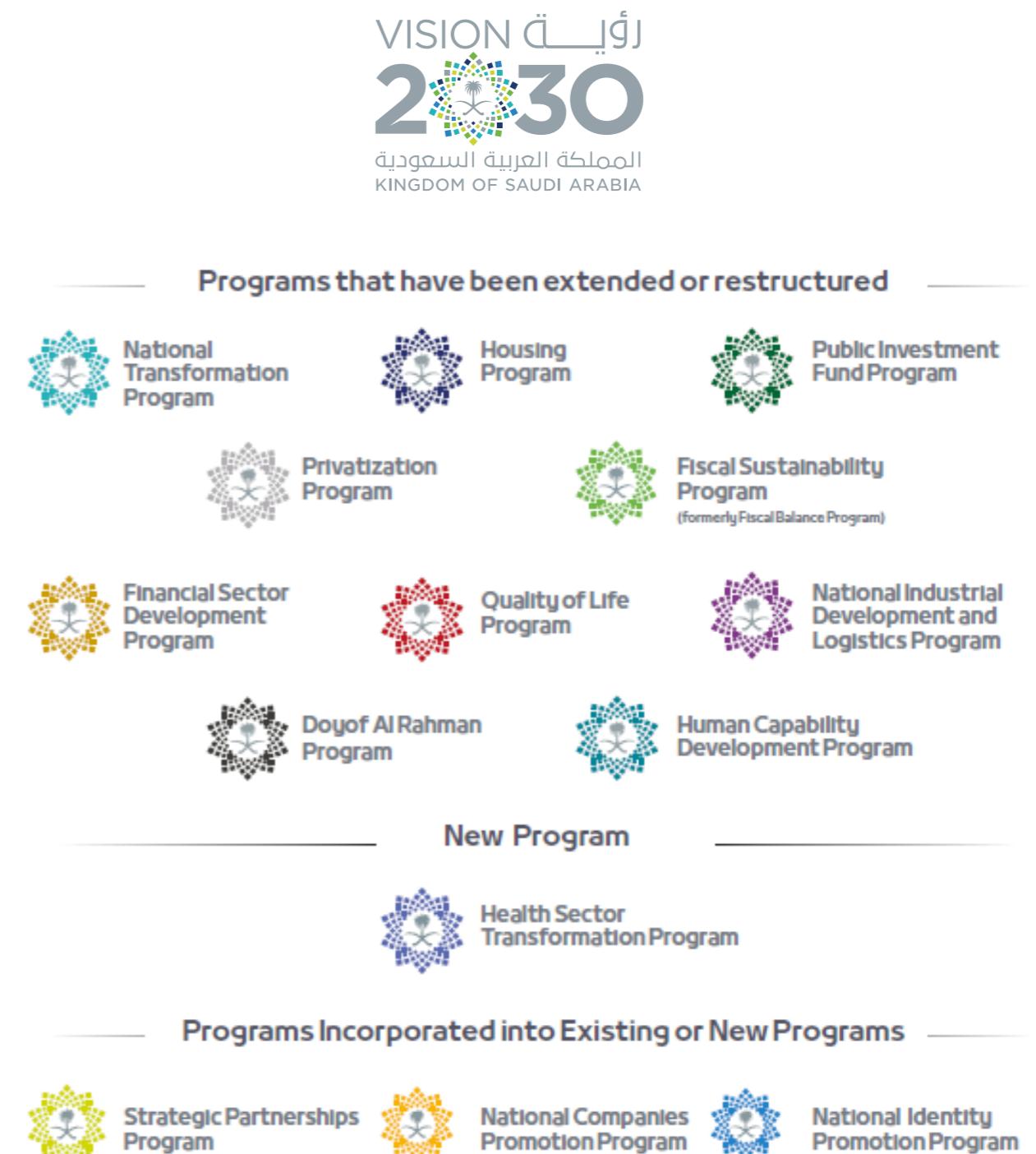
# The Kingdom's Vision 2030

The Kingdom's Vision 2030 is a comprehensive national development plan that is transforming the Kingdom of Saudi Arabia. The Vision is being delivered by empowering citizens, investing in the future, and creating a diverse, prosperous and sustainable economy to enrich the lives of citizens.



# Saudi Vision 2030 Realization Programs

This next phase of Vision 2030 refreshes the Vision Realization Programs to ensure their consistency with Vision objectives, efficiency and responsiveness to change. Some programs have been restructured and others have been newly created to meet the challenges of the Vision's next phase, while some programs have had their objectives, initiatives and entities updated.



# A Vibrant Society

The Kingdom's Vision 2030 is creating positive and fulfilling lives for all the people of the Kingdom.

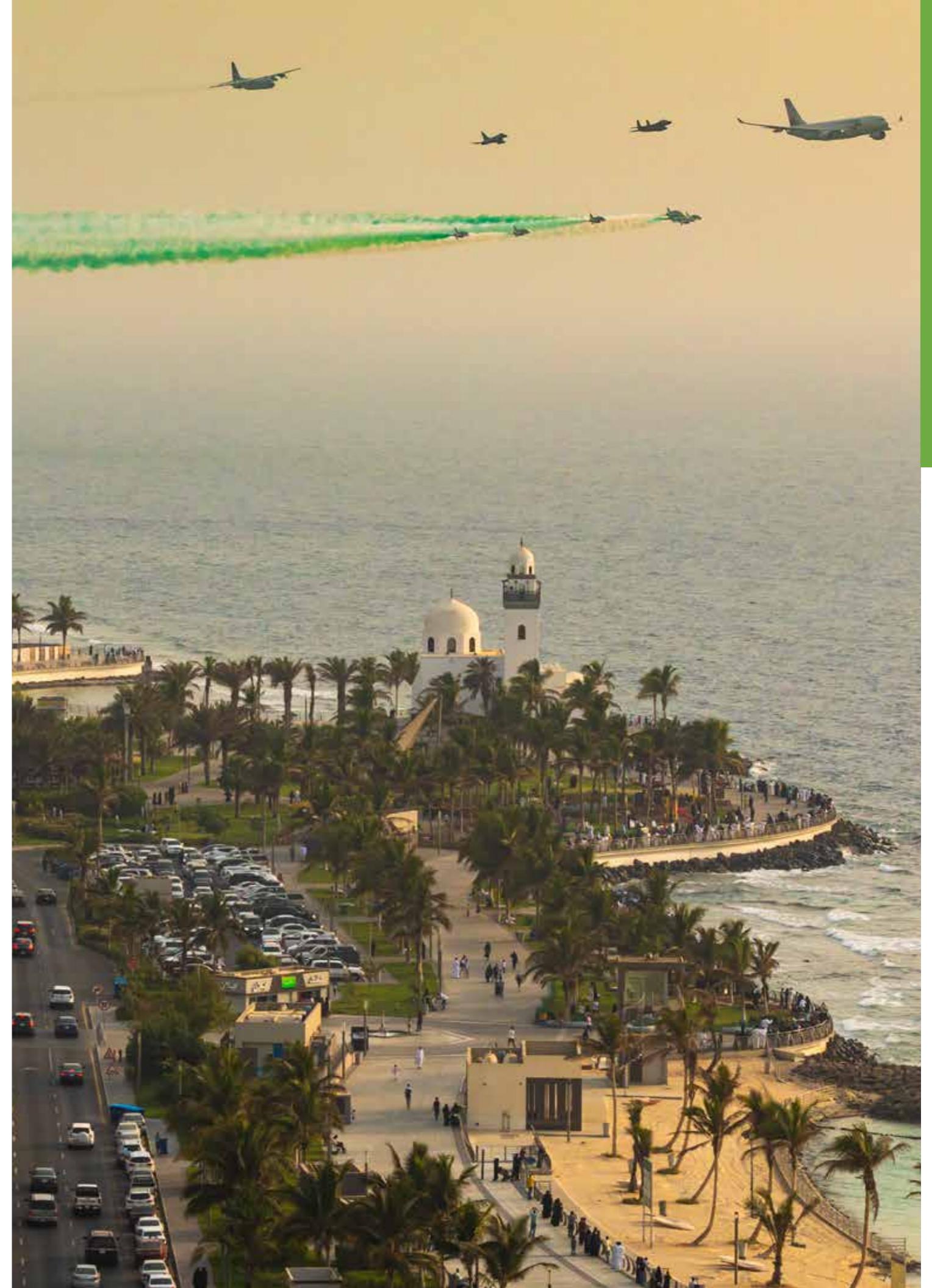
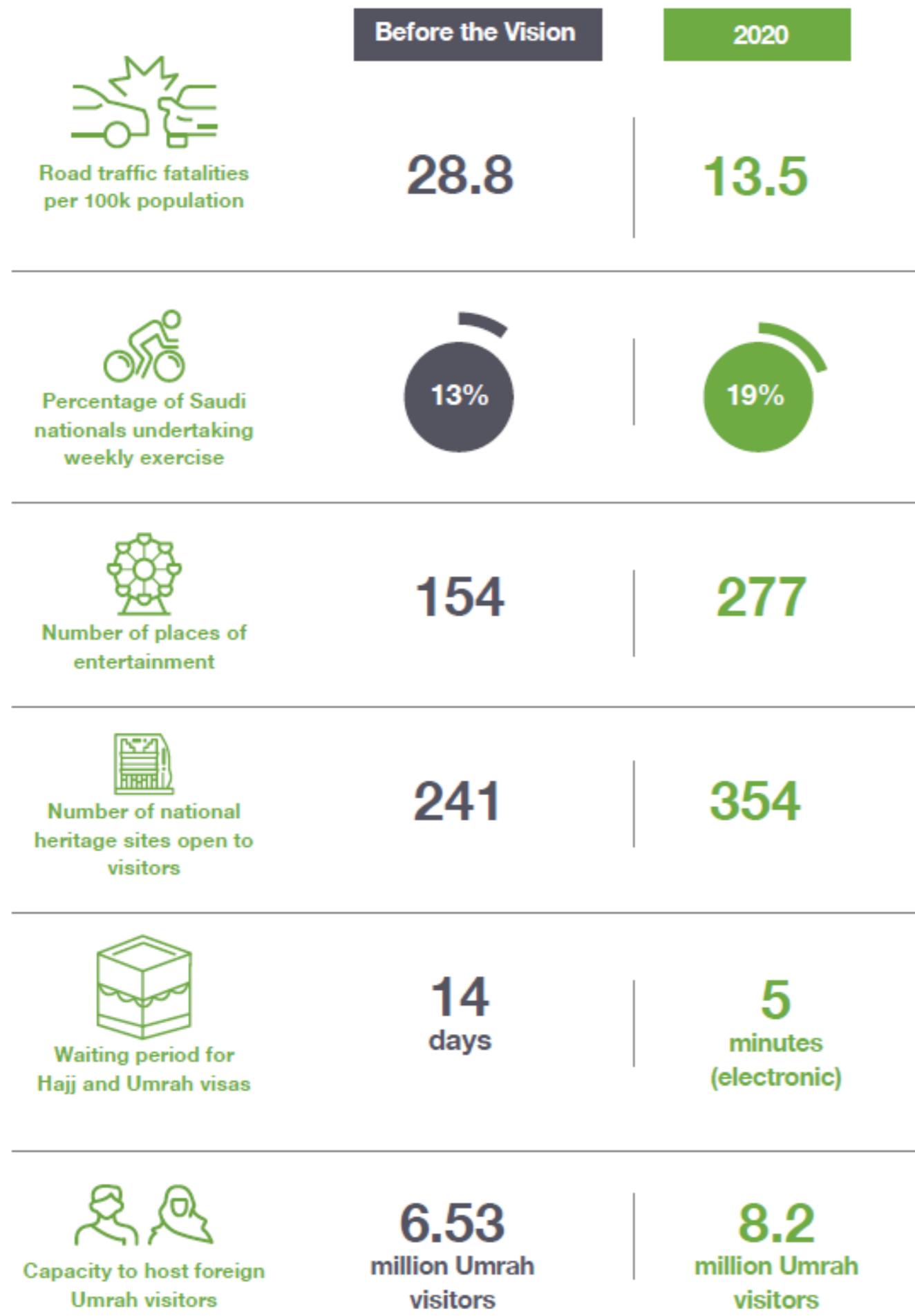
It is providing a better standard of living and natural environment, promising a future that embraces and builds on the Kingdom's history and culture.

It provides a model for the development of countries and establishes the Kingdom of Saudi Arabia as a global leader.



## Towards a Vibrant Society





# Doyof Al Rahman

The Kingdom of Saudi Arabia has the privilege of being the qibla – the direction to which Muslims turn to pray – and through Vision 2030, it has increased the capacity to host Hajj and Umrah visitors to the Prophet's Mosque at Al Madina. The Kingdom has expanded services and capacity at the Two Holy Mosques and enriched pilgrims' religious and cultural experience.



## Electronic visa for Hajj and Umrah visitors in minutes

Applying the latest technologies has reduced the visa waiting period **from 14 days to only 5 minutes**.

## Initiative to extend the Umrah season

Due to the volume of requests received from foreign Umrah visitors, the extension of the Umrah season to include Shawwal and Muharram has been approved. The number of Umrah visitors was increased **from 7.42 million in 2018 to 8.2 million in 2019** for the original 8 month Umrah season.



## The Haramain Railway serves Hajj and Umrah Visitors

Launched in October 2018, the train connects Makkah and Madinah, offering comfort, safety and speed. The service **reduces pressure on the road network between the Two Holy Mosques** increasing domestic and international visitor capacity.



The Kingdom released the Etamarna App in September 2020 for pilgrims to register to perform Umrah. This offers a **safer and more seamless experience for visitors**.

## Pilgrimage without a Bag Initiative

The initiative reduces waiting times at airports by transporting pilgrims' luggage direct from the airport to their doorstep. In the 2019 Hajj season approximately 600,000 bags were delivered to **500,000 pilgrims**, reducing time spent at the airport by 51% and saving more than **400,000 work hours**.



## Release of "Etamarna" App

## Launch of "Eyab" Initiative

The initiative, launched in August 2019, transports pilgrims' luggage 24 hours before departure automatically linking with their personal data and **making their departure from the Kingdom easier**.



## Launch of the "Makkah Route initiative"

The initiative, launched in the 2018 Hajj season, facilitates pilgrims' entry into the Kingdom by taking them from the airport to their accommodation.

This reduces waiting times and congestion. The initiative has benefited **225,000 pilgrims** from 5 countries, with each pilgrim being cleared **15 minutes** before they arrived in the Kingdom.

## Comprehensive Pilgrim Health Insurance

The project **provides comprehensive insurance coverage** in the case of accident, disaster or health emergency.

## Launch of "Smart Hajj" phase one

Smart Hajj makes a qualitative leap in the services provided to pilgrims. It identifies the pilgrim's preferences and captures real-time insights from crowd flows through devices and sensors connected to the "**Internet of Things**" with geospatial analysis. It reflects the diversity of pilgrims in culture and language, which is especially useful in emergency situations requiring a rapid response.



## Establishment of a Pilgrims Grouping Center and Control Room

The unified and integrated center for planning, implementation and control helps speed up decision-making, **increasing the level of security and safety at the Holy Sites.**



## Launch of the Kadana Company

Launched in January 2021, Kadana is responsible for developing and protecting the Holy Sites in Makkah. The company works to raise the capacity of the Holy Sites to **allow the largest possible number of Muslims to perform Hajj**, and it increases the efficiency of operations during Hajj seasons. It develops and manages services and maintains facilities throughout the year, and it leads, designs and develops real estate at the Holy Sites.

## Restructuring of the Service Providers for Foreign Hajj Pilgrims

Legislation has restructured the Arbab Al-Tawaif organizations and transformed them from individual institutions to companies. The Law promotes higher service levels through governance, **institutional efficiency and organizational capacity**, increasing pilgrim capacity and enhancing social responsibility.

# Hosting a COVID-19 safe Hajj pilgrimage in 2020

The Kingdom held the 2020 Hajj season despite the limitations imposed by COVID-19. A plan for an exceptional Hajj season was developed to host a much reduced number of domestic pilgrims in accordance with health regulations. This included: the testing of all pilgrims, provision of preventive and precautionary measures, maintaining physical distancing and placing pilgrims in home isolation before and after Hajj. **70% of pilgrims were non-Saudis residing inside the Kingdom**, whilst the remaining **30% of attendees were Saudis who had recovered from COVID-19** and health and security personnel.



# Health

Because humans come first, a transformation of the Kingdom's healthcare system has taken place under Vision 2030.

The efficiency, capacity and coverage of healthcare has also been enhanced with the use of several electronic services.



## Improving the health of the Kingdom

- ◆ Improving the quality of services, facilitating access to services, and preventing health risks by launching **10 health clusters across the Kingdom covering 12.95 million people** by the end of 2020.
- ◆ Reducing referrals outside the patient's area of residence by 50%.
- ◆ Access to specialized health consultations within 4 weeks increased from **50% in 2017 to 84% in 2020**.
- ◆ Increasing the number of health professionals in the Kingdom by more than **65%**.
- ◆ The Wateen App was launched to improve awareness of voluntary blood donation, with the number of donors now exceeding **800,000**.

## Drug Track and Trace System activated



The system was created to enhance control over and verify the safety of medicines using technology to **track and trace all medicinal drugs** imported to, or manufactured in, the Kingdom. All drugs are registered at points of sale with 4,800 establishments implementing **1.2 billion** processes. Its main objectives are combating pharmaceutical fraud and making drug data available to consumers.



## Improving customer interactions at the 937 Health Call Center



The Center receives all communications from patients and their relatives, provides urgent health consultations and monitors satisfaction rates.

It processed 24.6 million calls, 3.2 million appointments, **7.6 million** medical consultations and 979,000 reports in 2020. During the COVID-19 pandemic, **daily calls increased to 100,000**.

## Established the Saudi Patient Safety Center (SPSC)

The SPSC was launched in 2017 with the aim of promoting a national culture of patient safety and increased health awareness.

It has contributed to increasing the number of hospitals that meet the highest quality standards **from 30% in 2018 to 60% in 2020**.

## Facilitated access to healthcare through technology and innovation



**Sehha App:** Enhancing public health by providing **remote medical and preventive care** to users, Sehha was launched in March 2017 and provided around **2.1 million** consultations to 1.6 million users by 2020.



**Mawid App:** Launched in April 2018 to help users book, reschedule, modify or cancel appointments at primary health care centers, around 14.3 million beneficiaries booked more than **67 million** appointments by the end of 2020.



**Wasfaty Service:** Links hospitals and primary healthcare centers with community pharmacies, avoiding medical errors resulting from written prescriptions and making medicines available at any time. The service reduces dispensing frequency and offers automatic identification of any medicines which may trigger a patient's allergies. Around **8.4 million prescriptions** were provided through the service by August 2020.



**Sehhaty App:** Launched in August 2019, the app was used extensively during the response to the COVID-19 pandemic, providing appointments for **coronavirus testing**, vaccinations and health information. It had **over 1.2 million** users by 2020.



**The Tabaud App (COVID-19 social distancing):** Launched in 2020, the app was created to protect citizens and residents from the spread of COVID-19.

Tabaud complements the Tawakkalna app. **It uses Bluetooth to inform users that they have been in contact with confirmed cases** of COVID-19 whilst maintaining users' privacy.

Key achievements over the period from launch in June 2020 until the end of 2020:

- ◆ **3rd country worldwide** to launch an app that informs users of contact
- ◆ **30K+** notifications of positive diagnosis
- ◆ **3+ million** users



## Taakad Centers to combat COVID-19

The Centers provide drive thru services to test for COVID-19 and are free of charge at both fixed centers and mobile units. More than **5.7 million** people visited Taakad Centers during 2020.

## Sharing the Kingdom's experience in combating malaria

In cooperation with the Saudi Ministry of Health, the World Health Organization published “**Progress towards Malaria Elimination in the Kingdom of Saudi Arabia: A Success Story**” documenting the experience of the malaria program in the Kingdom and providing tools and lessons learned for other countries to follow.



**The Kingdom's Pivotal Role in the Fight Against Tobacco**

The Kingdom won the World Health Organization award in 2019 for its pivotal role in combating tobacco, for its enhanced electronic tracking to prevent smuggling and the promotion of tobacco products online. The Kingdom is the **first country in the Middle Eastern region** to receive this recognition.

## Accelerating Emergency Medical Care Services

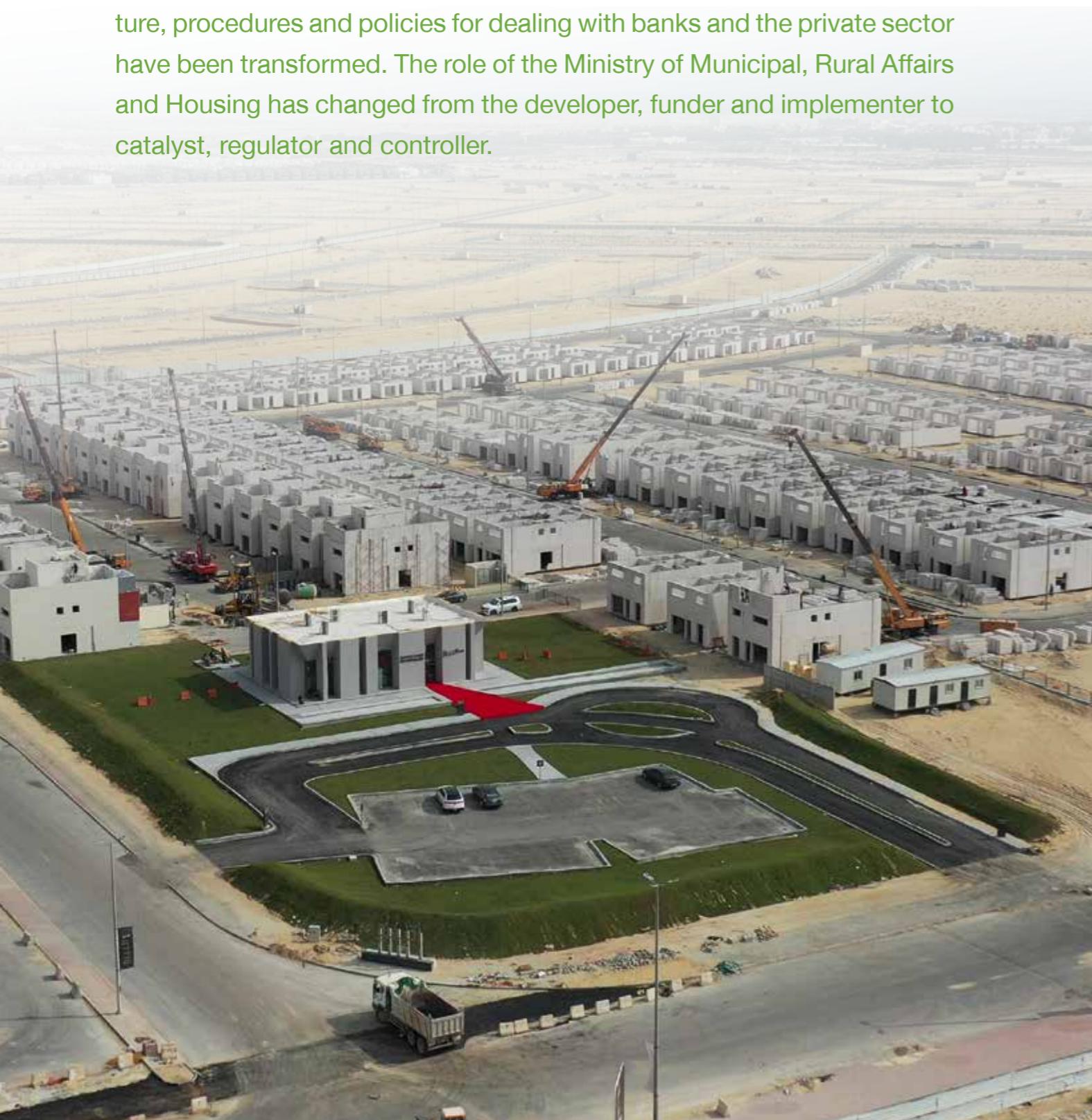
As a strategic pillar for the healthcare sector, working hours for 300 health centers were extended, with 66 centers working **around the clock**, and **234 centers** operating for **16 hours a day**. The percentage of people at major hospitals being seen for emergency medical care within 4 hours improved **from 36% in 2016 to 87% in 2020**.

## Developing a Robust Road Safety System

The latest traffic control and engineering techniques have reduced the mortality rate **from 28.8 per 100,000 people in 2016 to 13.5 per 100,000 people in 2020**. Serious traffic accidents were reduced from 29,400 in 2016 to 18,870 in 2020. Automatic monitoring has been expanded in all regions, while traffic laws have been modified and penalties for violations affecting public health increased.

# Housing

Vision 2030 has provided sustainable housing solutions that enable Saudi families to own homes that meet their needs. The housing system's structure, procedures and policies for dealing with banks and the private sector have been transformed. The role of the Ministry of Municipal, Rural Affairs and Housing has changed from the developer, funder and implementer to catalyst, regulator and controller.



## The Kingdom has achieved record numbers in the housing sector

- ◆ **Higher home ownership by Saudi families:** Financing and housing solutions increased the home ownership rate of Saudi families **from 47% in 2016 to 60%** at the end of the first phase of the Housing Program in 2020.
- ◆ **Higher citizen satisfaction rates:** Citizen satisfaction with housing programs and solutions increased from **32%** before the launch of the Housing Program to **80%** by the end of 2020.
- ◆ **Increased housing sector contribution to GDP**
  - ◆ The real estate, building and construction sectors contributed **SAR 115 billion** to the Saudi economy during the Housing Program's first phase between 2018-2020.
  - ◆ It created more than 39,000 direct jobs during the period between 2018-2020.
  - ◆ Private sector investment in the real estate sector exceeded **SAR 254 billion** in 2020.
  - ◆ The real estate sector is the **2nd largest growth sector** of more than 120 economic activities.
- ◆ **Sakani Shamel Application and Centers:** Through the provision of fast and advanced digital services and platforms, the application enables registration, entitlement assessment and booking of housing and land opportunities. The application has been downloaded over 2.7 million times.
- ◆ **Real estate consultant service:** The service provides tailored recommendations and advice on the most appropriate financing offers, facilitating quick decision-making by banks and financing institutions. The total number of beneficiaries has exceeded 800,000.
- ◆ **Engineering designs and immediate construction licenses service:** 25 standard engineering designs were developed, and customers were given the chance to immediately obtain construction licenses to reduce preconstruction bureaucracy and cost.
- ◆ **Establishment of Sakani Shamel Center:** Operating in Riyadh, Jeddah and Al-Khobar, the Center provides all housing options and solutions under one roof. The Center can complete procedures for purchasers in one visit.



## Providing various housing options and solutions that meet the aspirations of Saudi families

Support offered by the Housing Program provides several financing solutions and housing options including: prefabricated units, self-construction, units under construction and free residential lands. These options enable Saudi families to own their first home. Over 834,000 Saudi households have benefited from these solutions, including **310,000 families** who are now living in their new homes, more than the Real Estate Development Fund provided in 42 years when government support was based on one product of ownership.

## Elimination of waiting for housing subsidy from 15 years to immediate entitlement

Before the reforms, the waiting time to obtain finance was 15 years from the date of application. Following the launch of the Housing Program and the development of new financing solutions, real estate financing has become instant. Citizens can now take advantage of housing products and obtain a real estate loan amounting to **SAR 500,000 with a Loan to Value (LTV) of up to 100%**. Since its establishment in 2017, the Housing Program offered 424,000 subsidized real estate loans by 2020.



## Growth of real estate finance contracts in record numbers

In addition to providing essential guarantees and support through subsidized real estate finance products, citizens are enabled to obtain real estate finance immediately from banks and financing institutions. The number of real estate loans increased from 22,000 in 2016 to 295,000 in 2020. The growth of new real estate contracts has been at record levels.

## Government payment of real estate transaction tax (RETT) for first residences

The Government covers RETT up to **SAR 1 million** for a citizen's first residence, thus reducing the financial burden of home ownership. More than **407,000 RETT exemption certificates** have been issued.

## Establishment and operation of entities supporting the housing system



**Establishment of the National Housing Company (NHC):** NHC is the investment arm of the housing system, investing in the real estate development sector and supporting public-private partnerships. It contributes to the development of more integrated housing projects across the Kingdom.



**Establishment of the Saudi Real Estate Refinance Company (SRC):** Providing liquidity and expanding financing solutions with the value of real estate loans exceeding SAR 6.7 billion.



**Establishment of the General Real Estate Authority:** Organizes and develops non-governmental real estate activity to increase its efficiency, sustainability and transparency to encourage investment and oversee regulatory programs such as Ejar and Mullak, and the Law of Real Property Registration.



**Establishing the Saudi Real Estate Institute:** The academic arm of the Real Estate General Authority is designed to teach, train and disseminate the best international practices of the real estate sector. By the end of 2020, it had trained more than 43,000 trainees.



**Transforming the Real Estate Development Fund (REDF) into a financing institution:** REDF was transformed into one of the largest development funds in the Kingdom. It was linked to the National Development Fund to provide and create various financing programs suitable for all income brackets, in cooperation with financing entities.



**Establish Etmam Center to serve real estate developers and facilitate their procedures:** Etmam consolidates the efforts of relevant government entities and accelerates processes, reducing the period for issuing planning approval permits to two months, compared to a previous period of up to 18 months. 329 housing plans have been approved.



**Operating the Saudi Real Estate Arbitration Center:** The Center resolves real estate disputes, reduces the time taken to resolve disputes and reduces litigation to preserve the rights of customers and investors and enhance confidence in the real estate sector.



**Establishment of the Housing Data and Observatory Center (HDOC):** HDOC monitors, analyzes and studies the Kingdom's housing sector. It publishes a list of key indicators which assist legislative and regulatory bodies in decision-making to balance supply and demand and to ensure the sector is growing sustainably. It has developed 97 real estate indicators and issued 27 periodic publications.

## The Families Most in Need Service

The service provides housing for those who are covered by social security services and their dependents through partnership with the non-profit sector and more than 350 societies, providing more than **46,000 housing units** in different regions of the Kingdom. The Jood Eskan platform was launched to engage the community in providing charitable housing contributions in cooperation with 121 charities. As part of its efforts to provide housing and support for those in default of their house payments, the platform helped more than **23,000 individuals**, with community contributions exceeding **SAR 400 million**.



## Regulating the rental sector and preserving the rights of parties

The Ejar platform develops and regulates the rental sector by preserving the rights of leasers, tenants and real estate brokers. Through the adoption of a standard contract within a trusted and organized real estate lease market, the number of documented residential and commercial contracts reached more than **1.4 million**.

## Improved procedures for sorting real estate units

Through the launch of a real estate unit sorting service that improves governance of the relationship between the owners of joint units and the issuance of an independent title deed for each unit, over **230,000 housing units** have been sorted.



## Idle lands development

5,500 payment orders were issued for lands with an area of over **411 million m<sup>2</sup>** in Riyadh, Jeddah, Dammam and Makkah. These include **90 million m<sup>2</sup>** of land developed by owners, land under development and land that has been transferred.

**SAR 1.4 billion** of fee revenue was spent on developing housing infrastructure, with fees expanded to include 17 additional cities.



## Adopting new housing construction methods

More than **62,000 housing** units are being developed using modern construction methods, including an integrated housing unit successfully constructed using a **3D printer** - a first in the Middle East and a potential model for the future.

## Launching Roshn Real Estate Project



A major project announced by the Public Investment Fund to develop high-quality residential neighborhoods in line with the aspirations of the next generation of homeowning Saudis.

The initiative will contribute to increasing home ownership to **70% by 2030**.

# Environmental Preservation

Under Vision 2030, the Kingdom of Saudi Arabia is committed to sustainability, **protecting the environment** and the preservation of natural habitats.



## Establishment of the Environment Fund

The Fund contributes to the financial sustainability of the environment sector, **providing enablers and supporting** the operational budgets of centers, related programs, studies and initiatives.

The Fund supports the use of environmentally friendly technologies, **improved environmental performance** and environmental rehabilitation programs.

## Establishment of seven royal natural reserves

Seven royal natural reserves covering 13.7% of the Kingdom were established, under the Council of Royal Reserves in 2018, to preserve plant and animal species:

- ◆ Imam Abdulaziz Bin Mohammed Royal Nature Reserve
- ◆ Imam Saud bin Abdul Aziz Reserve
- ◆ Imam Turki bin Abdullah Royal Reserve
- ◆ King Abdulaziz Royal Reserve
- ◆ King Khalid Royal Reserve
- ◆ King Salman Bin Abdulaziz Royal Reserve
- ◆ Prince Mohammed Bin Salman Royal Reserve

## Establishment of five specialized environmental centers

The centers, announced in March 2019, are transforming the Kingdom's approaches to their respective fields. The centers are:



The National Center for  
Vegetation Cover and  
Combating Desertification



The National Waste  
Management Center



The National Center for  
Environmental Compliance



The National Center  
of Wildlife



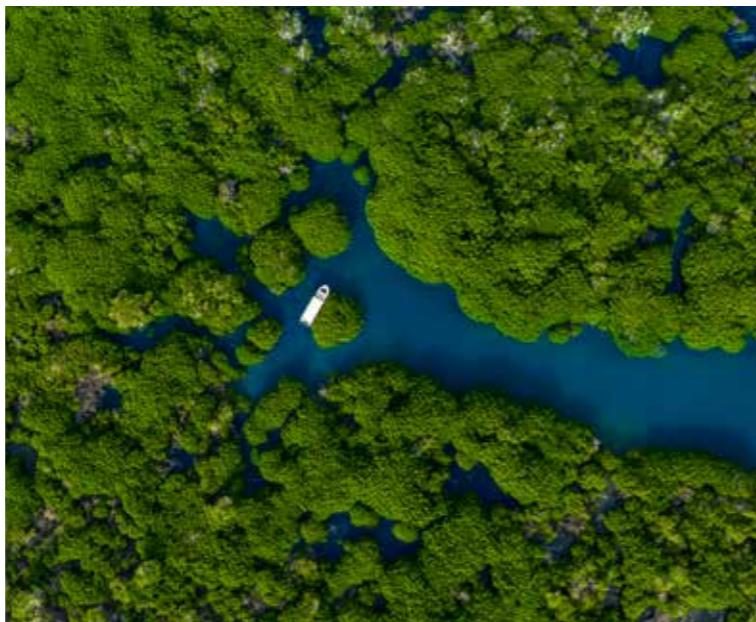
The National Center for  
Meteorology

## During Saudi Arabia's G20 presidency in 2020, two global environmental initiatives were launched

- ◆ An initiative to reduce land degradation and protect wildlife. This initiative aims to reduce the world's degraded lands by 50% by the end of 2040.
- ◆ A global platform to accelerate research and development into the preservation of coral reefs, supporting studies and information exchange to enhance the protection of precious coral reefs around the world.

## Environmental initiatives to reduce CO<sub>2</sub> emissions

The Kingdom's environmental initiatives have contributed to an annual reduction of **28 million tons of CO<sub>2</sub>** emissions, through the replacement of thermal technologies and the expansion of environmentally friendly technologies.



## Increasing the percentage of green areas in the Kingdom

Implementation of sustainable initiatives and programs, including:

- ◆ Rehabilitation of more than **37 million m<sup>2</sup>** of parks and green spaces planting more than **14 million trees and flower beds**, and increasing public spaces and squares to **4.09 m<sup>2</sup> per capita**.
- ◆ Launch of advanced digital platforms and applications for use in the agriculture sector, increasing work efficiency and facilitating service demand, including the "**Zerai Platform**", "**Agricultural Unions**" and "**Murshadik**".

## Sharaan Nature Reserve and a global fund for the Arabian leopard

- ◆ Extending over **1,500 km<sup>2</sup>** of captivating landscapes, the Sharaan Nature Reserve, announced in February 2019, is one of the most important nature reserves in the Kingdom. The reserve is protected by a team of park rangers from the local community. It is home to animals such as the Nubian ibex, the Arabian oryx, the mountain gazelle and the red-necked ostrich.
- ◆ The Royal Commission for AlUla (RCU) has established the Global Fund for the Arabian Leopard, with a **US \$25 million** seed grant, to lead conservation efforts to **save this ancient species** and their habitat.



## Global achievement in desalinated water production



The Kingdom is the largest producer of desalinated water in the world, reducing the strain on conventional water sources drawn from boreholes.

The Saline Water Conversion Corporation (SWCC) produced **5.9 million m<sup>3</sup> per day** in 2020 at 32 desalination plants situated on both coasts, using 63 pumping stations for 319 reservoirs with a capacity of 20.3 million m<sup>3</sup> of water per day.

The Kingdom holds the Guinness World Record for the "highest desalinated water production in the world", and "the largest desalinated water plant in the world" for the Jubail desalination plant, which produces **1.4 million m<sup>3</sup> per day**.

## Establishment of the Special Force for Environmental Security (SFES)

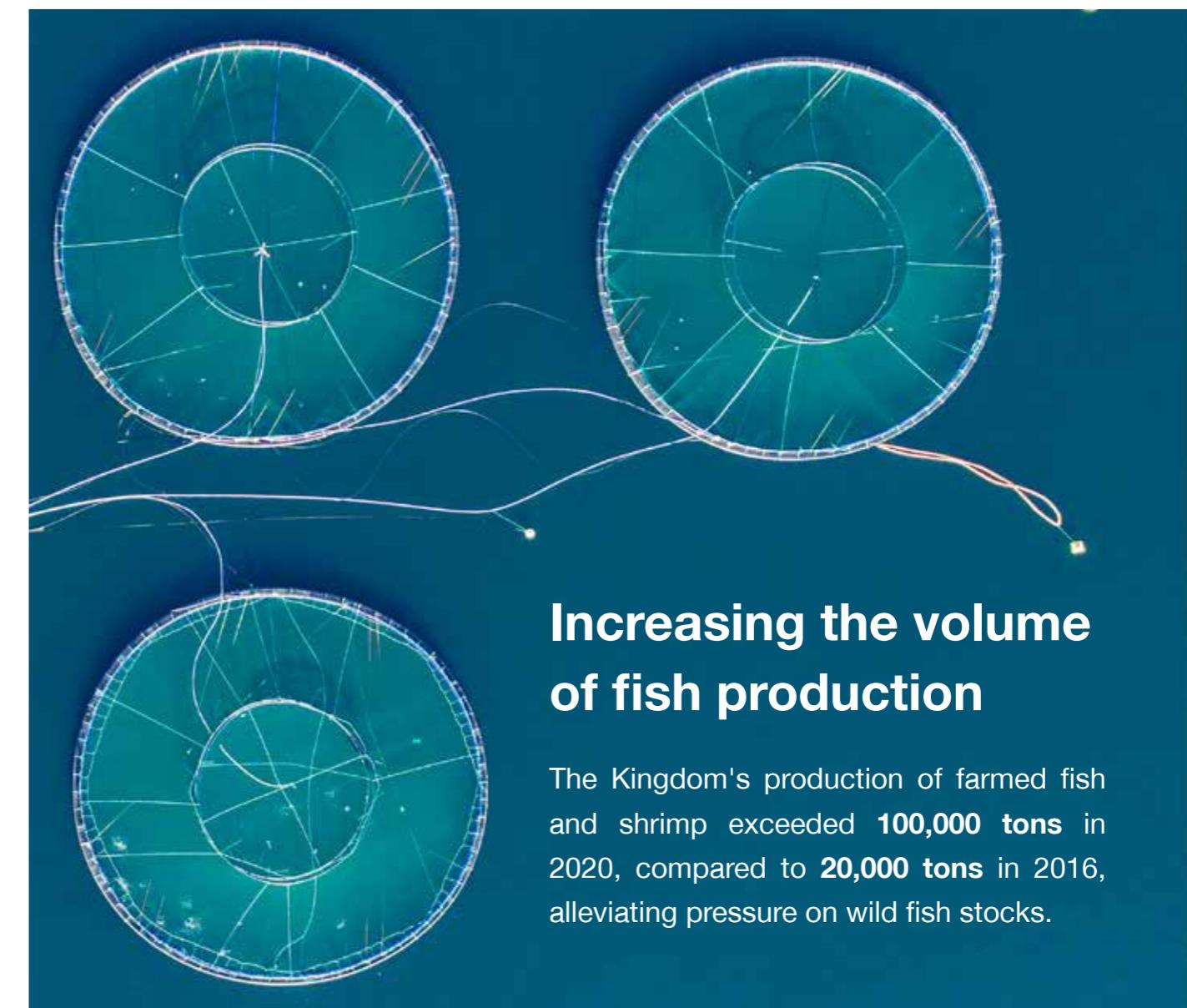
Established in September 2018 under the Ministry of Interior, SFES helps **raise environmental awareness**.

It enforces environmental regulations through environmental security monitoring, recording and investigating environmental complaints and referring complaints to the relevant authorities.



## Control of Red Palm Weevil

Infection of date palms with red palm weevil in the Kingdom dropped **from 98% to 57%** of trees in 2020, due to comprehensive administrative, field, technical and scientific measures.



## Increasing the volume of fish production

The Kingdom's production of farmed fish and shrimp exceeded **100,000 tons** in 2020, compared to **20,000 tons** in 2016, alleviating pressure on wild fish stocks.

## Digging the longest desalinated water tunnel in the world

The project in Taif City, runs through the rugged Sarawat Mountains at a length of **12.5 km**. It was built ahead of schedule and in record time. Progress peaked **at 60.3 m** of tunnel completed per day, despite the difficult terrain and the repercussions of COVID-19.



## Rainfall measurement groundwater level monitoring stations

Expanded terrestrial hydrological monitoring network with over **513** measurement stations across the Kingdom identifying changes in groundwater levels, and **405** wells on the main aquifers to monitor the change in nonrenewable groundwater levels.



## Increasing performance and operational efficiency in the agricultural sector

Reduction in the agricultural sector's consumption of non-renewable groundwater **from 17 billion m<sup>3</sup> in 2016 to 9 billion m<sup>3</sup> in 2020**.

## Adopting Reverse Osmosis (RO) technology

RO is an improved desalination technology adopted at the new Umluj desalination plant, with a production capacity of **25,500 m<sup>3</sup> per day**. The technology is also in use at the Haql plant, with a production capacity of **17,000 m<sup>3</sup> per day**. It will be used at the Farasan plant, with a design capacity of **8,500 m<sup>3</sup> per day**.



## Launch of the Rashid project

The Rashid project will **save 7.6 million m<sup>3</sup>** of water annually. It will accomplish this by: detecting and repairing leaks, installing rationalization tools, monitoring consumption and raising public awareness.

# Culture & Heritage

The Kingdom of Saudi Arabia is experiencing a cultural renaissance with flourishing arts and culture projects throughout the Kingdom enriching lives and celebrating national identity.



## Making culture a way of life

The cultural sector in the Kingdom contributes to economic growth, strengthening the Kingdom's international status and preserving its identity. It supports: visual, theatrical, musical, architectural and literary arts. **A stand-alone Ministry for Culture** was established in June 2018 to promote the Kingdom's culture and heritage. In 2020, **11 independent cultural bodies were established:**

هيئة المتاحف  
Museums Commission



هيئة الأفلام  
Film Commission



هيئة الفنون البصرية  
Visual Arts Commission



هيئة الموسيقى  
Music Commission



هيئة فنون الطهي  
Culinary Arts Commission



هيئة الأزياء  
Fashion Commission



هيئة فنون العمارة والتصميم  
Architecture and Design Commission



هيئة المكتبات  
Libraries Commission



هيئة المسارح والفنون الأدائية  
Theater and Performing Arts Commission



هيئة التراث  
Heritage Commission



هيئة الأدب والنشر والترجمة  
Literature, Publishing & Translation Commission



## Archaeological research, surveying and excavations in AlUla Governorate

- ◆ Documenting more than **30,000 sites** in AlUla by an international team of archaeologists using advanced surveying techniques, such as ground surveys and remote sensing data.
- ◆ Excavation of **79 sites** with unique structures in the north-west of the Arabian Peninsula – with "rectangular" stone structures dating back to the **6th millennium BC**.
- ◆ Storage of **2,151 heritage artifacts** since the end of 2020.
- ◆ Registration of **340 archaeological remains**, and discovery of **1,949** archaeological artifacts in the Dedan Archaeological Project.
- ◆ Expanding the targeted aerial and ground survey in the Khaybar Governorate, mapping and filming a larger number of sites in the region, including over **7,000 heritage sites**.
- ◆ Completing a full architectural survey in the first phase, designing preservation guidelines and completing the installation and preservation of a pilot area of **30 units** in the old city of AlUla.

## Saudi heritage sites listed by UNESCO

Five Saudi sites were listed by the United Nations Educational, Scientific and Cultural Organization (UNESCO), helping to preserve globally important historical heritage and develop tourism opportunities.



At-Turaif District In historic  
Al-Dir'iyyah



Hegra site at Alula



Historic Jeddah



Al-Ahsa Oasis



Rock Art in the Ha'il Region



## Higher number of national heritage sites open to visitors

The Kingdom's regions are increasing the number of heritage sites open to visitors from 241 sites in 2017 to 354 in 2020. There are 8 intangible cultural heritage elements now registered with UNESCO, compared to 3 before the Vision.

Furthermore, the number of urban heritage sites registered in the National Cultural Heritage Register **rose from only 400 in 2016 to 1,000 in 2020**.

## Launching the Hemaya Program

The program is engaging community partnerships and raising awareness of the importance of preserving the remarkable cultural, historical and natural heritage of **AlUla and Khaybar**. Around 2,500 young women and men from the governorate of AlUla are involved in training through lectures, field tours and volunteering to become cultural ambassadors. This will preserve their heritage, environment and nature for future generations.

## Making heritage sites accessible

- ◆ Opening of heritage sites in AlUla, Al-Hijr, Dedan and Jabal Ikmah through the development of world-class operations, performance and **visitor experiences**.

The aim is to transform the site into a global destination, expanding the heritage dimension to include culture and arts.

- ◆ Revitalizing heritage buildings in the old market area of the Incense (Bakhoor) Trade Route through the renovation of mud houses and community participation.

The Old Town Market now contains 31 shops, ensuring a rich and **diverse experience** for the visitors.

## Establishment of the King Salman International Complex for the Arabic Language

The Complex promotes Arab cultural identity by supporting research in, and new applications of, the Arabic language.

Established in September 2020, it seeks to be a **global point of reference** by publishing and protecting the Arabic language, supporting its research and contributing to the **modern linguistic applications** of the language.



## Designating 2020 as the Year of Arabic Calligraphy

Arabic calligraphy is a fundamental pillar of the Arabic language. The Year of Arabic Calligraphy was introduced through a number of cultural exhibitions and events.

The most prominent of these events was the "Calligraffiti" exhibition and Mandala Letters. A new platform (**"Alkhattat"**) was launched to **highlight the aesthetics** of Arabic calligraphy and the Red Palace Exhibition was held in Riyadh and Jeddah, in addition to the Bienalsur Riyadh Exhibition.



## Professional opportunities in the cultural sector

400 cultural professions were included in the **Unified Saudi Occupational Classification** of 2020, transforming the professional career paths for many Saudi cultural innovators.



## Launch of the National Cultural Awards Initiative

The Awards celebrate media and community leaders and the cultural achievements of individuals, groups and institutions in various cultural sectors. It is the largest initiative of its kind aimed at promoting cultural content and production, in addition to providing material and moral support to winners.

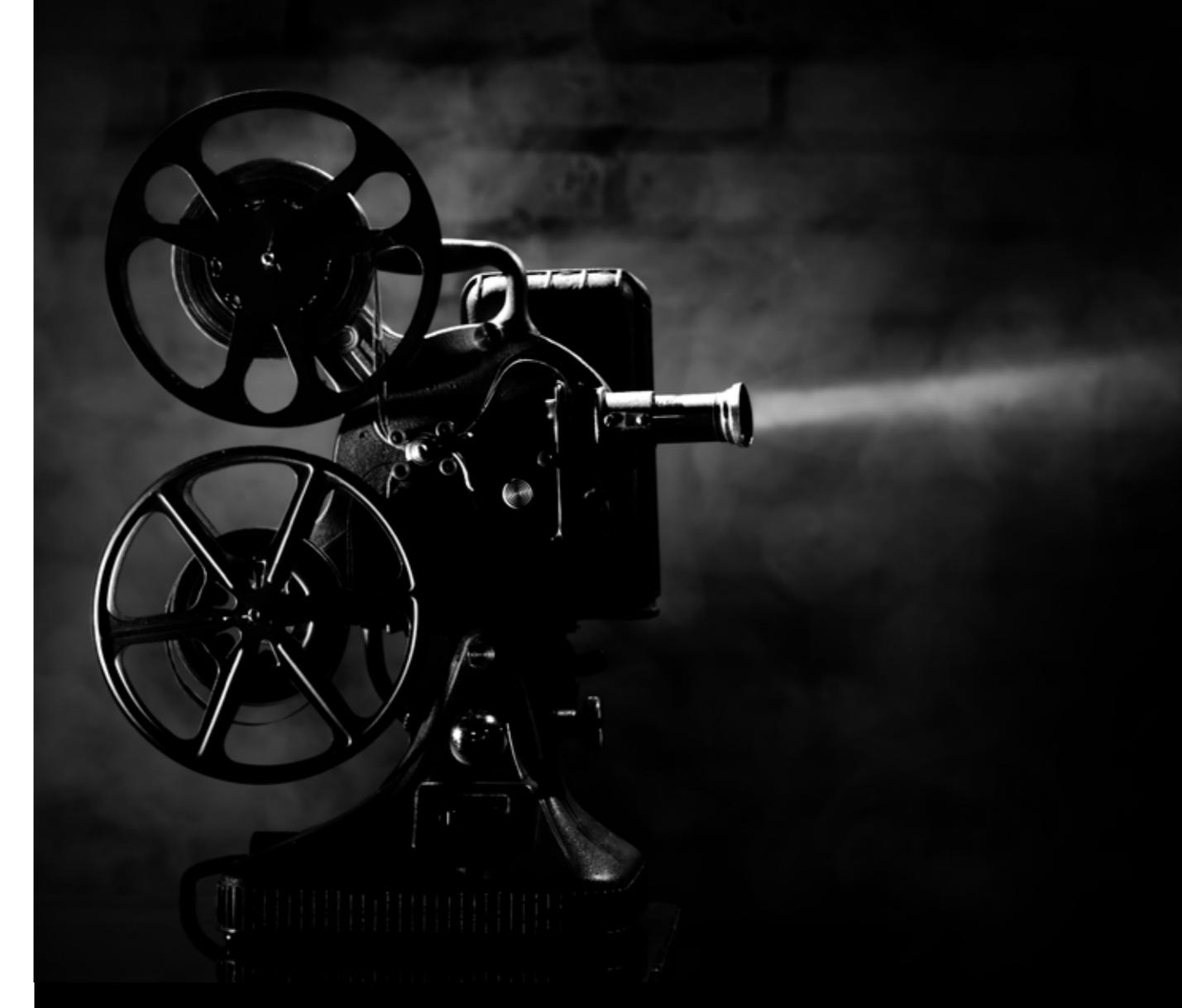
## Increasing authorship in the Kingdom

The number of local works of literature increased from **6,124** in 2016 to **17,570** at the end of 2019, up by **187%**.



## Establishing film infrastructure

Designed to enhance and support local talent discovery, the initiative has **produced 45 Saudi films** gaining the Kingdom 2nd place in the Middle East in terms of ticket sales. The new **Film Talent Development Program** provides training courses and workshops in a variety of film-making disciplines in cooperation with the world's top universities and scientific institutions.



## Construction and operation of the Maraya (mirrors) Concert Hall

The building is cubic with a width of 100m and height of 25m, with a mixed-use area of over **25,000 m<sup>2</sup>**. In March 2020, the building entered the Guinness Book of World Records as the **largest mirror-covered building in the world**.



## Doubling cultural events in the Kingdom

Cultural days and events in the Kingdom doubled to **235 days** in 2020 by working within an integrated framework and with talented people in the field.



## Launching the Saudi Craftsmen Association

The Association was launched to preserve national identity for future generations by developing the skills of craftsmen. There are **5,000** craftsmen of both genders registered in the Association. Makkah had the most, with **1,077**, followed by the Eastern Region and Riyadh, which had **647** and **603** respectively.

## AI Artathon 2020

The unique competition was organized in Riyadh and featured artists and developers from around the world who participated in teams to produce AI-based artworks. A Saudi Data and AI Authority (SDAIA) initiative, the competition was held over three days from January 23 - 25, 2020 and included:

- ◆ 10 qualifying artworks
- ◆ 50+ nationalities
- ◆ 300+ participants

# Quality of Life

As part of the efforts to enhance the quality of life of people in the Kingdom, Vision 2030 has developed a number of programs and initiatives aimed at improving the lifestyle of individuals and families.

The Vision is focused on making the lives of the people of the Kingdom more vibrant and richer by engaging them in cultural, recreational and sports activities.

The well-being of the individual is crucial as it impacts upon not only their personal success, but also the success of the country.



## The Kingdom 1st on the Happiness Index

The Kingdom ranked 1st in the Arab World in the Happiness Index issued by the United Nations Sustainable Development Solutions Network for 2021 and ranked **21st globally**, which also measured the impact of the COVID-19 pandemic on happiness and quality of life globally.

## Activation of entertainment events

The entertainment sector in the Kingdom is an important part of economic, social and cultural development. It provides job opportunities for citizens and helps to make Saudi cities internationally competitive. More than **2,000** sports, cultural and volunteer events were carried out and more than **26,000 event days** were attended by more than 46 million visitors by 2020.



## Opening cinemas

Cinemas began to open in 2018 in partnership with the Saudi Entertainment Ventures Company (SEVEN), which is owned by the Public Investment Fund and AMC. **33 cinemas** have been opened in **12 cities** in 6 regions across the Kingdom. This includes **11 specialized companies**, 9 of which are international, creating more than **2,500 direct jobs**.



## Growth of the sports sector in the Kingdom

The proportion of citizens undertaking weekly exercise grew from 13% in 2015 to 19% in 2019.



Sports groups increased from **50** in 2015 to **451** in 2020.



The first women's football league was launched in 2020 together with the establishment of the **women's national teams**. Following the launch of Vision 2030, the number of national teams reached **25** in 2020.



Participation of **72 Saudi female players**, the most in the Kingdom's history, at the 5th Arab Women Sports Tournament in Sharjah in 2020. The participants won **12 medals**.

## Qualification of a female athlete to the Paralympics in Tokyo 2021



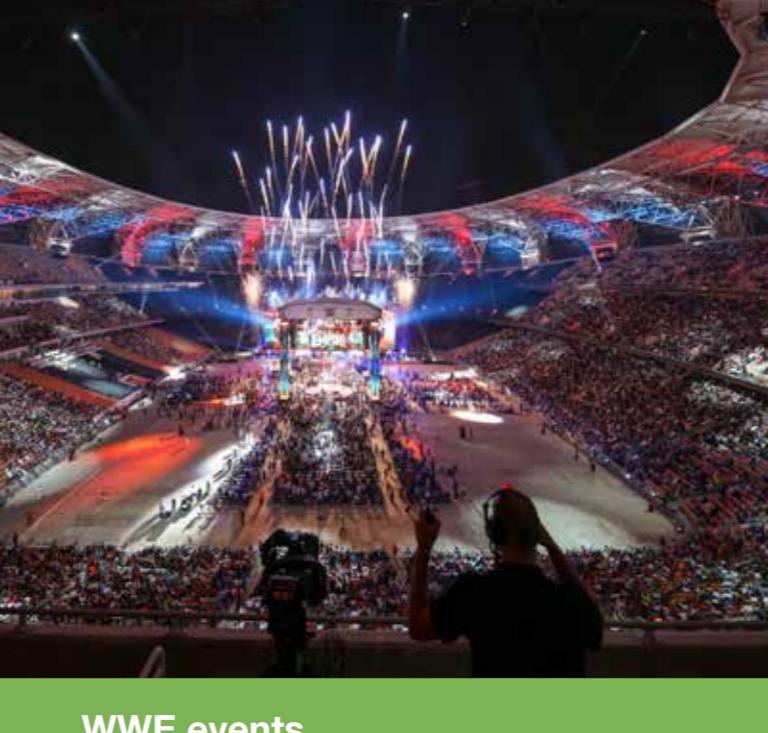
## Hosting a number of events of a unique global character

More than 50 global sports events were hosted by the Kingdom from 2018 to 2020, with more than **2 million visitors**, including...



Supercoppa Italiana, with an attendance of **23,300 people**

Supercopa de España, with a total attendance of **158,000 people** throughout the tournament



**WWE events**

Super Globe, with an attendance of **16,000 people**



**FIA Formula E E-Prix**





**“Clash on The Dunes”** boxing match between British boxer Anthony Joshua and world champion Andy Ruiz was held in December 2019 in Diriyah. The match achieved a huge global audience with more than **1.5 million** viewers in Britain alone.



Since 2018, the Kingdom has **hosted 9 international motor sport events**.

## Intensifying the Sports for All Federation (SFA) Activities



Established in 2018 as a regulator to lead community sports in the Kingdom, SFA develops community sports to increase the percentage of the population practicing regular physical exercise to 40% by 2030. More than **130,000 people** from different regions of the Kingdom participated in community sports events.



## Launching the Women’s Community Football League Initiative

The Initiative provides training courses to sportswomen aged 17 years and above who want to become trainers or referees. The prize for the winning team is SAR 500,000.

## Launching the Amateur Cycling Tournament for Men and Women

In November 2020, the Saudi Sports for All Federation launched **two men's races and two women's races** in Riyadh and Al-Khobar to encourage people of all ages to build healthy and active habits.

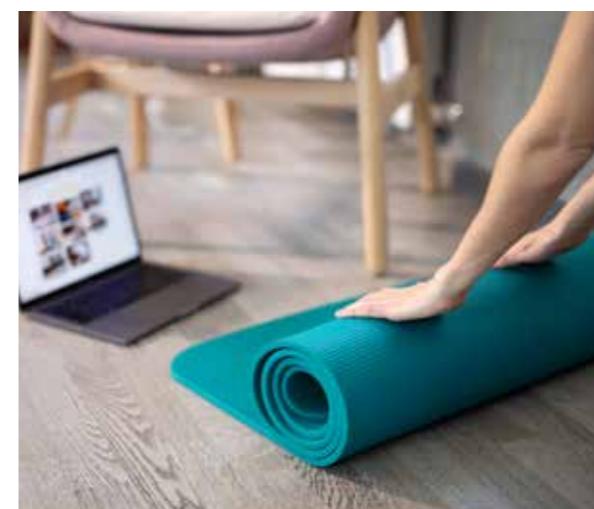


## Opening educational and recreational neighborhood clubs

The clubs are aimed at developing values, volunteering and community service. The number of clubs in the Kingdom reached nearly **1,000** with almost **1.7 million people participating**.

## Maximizing the role of sports by featuring the Kingdom's various destinations and terrain

- ◆ The Kingdom hosted the 42nd edition of the Dakar Rally for the first time in the Middle East in 2020. The Rally consisted of a route over 9,000 km from Jeddah to Qiddiya with 342 vehicles participating.
- ◆ The Saudi Tour, organized in 2020, featured 126 cyclists representing 18 international teams. The Tour was divided into 5 stages and covered a distance of 755 km.



## Virtual life skills development courses

Despite the COVID-19 restrictions on free movement, virtual sports activities and life skills development courses were conducted by neighborhood clubs across the Kingdom and benefited around 118,000 people during the home quarantine period.

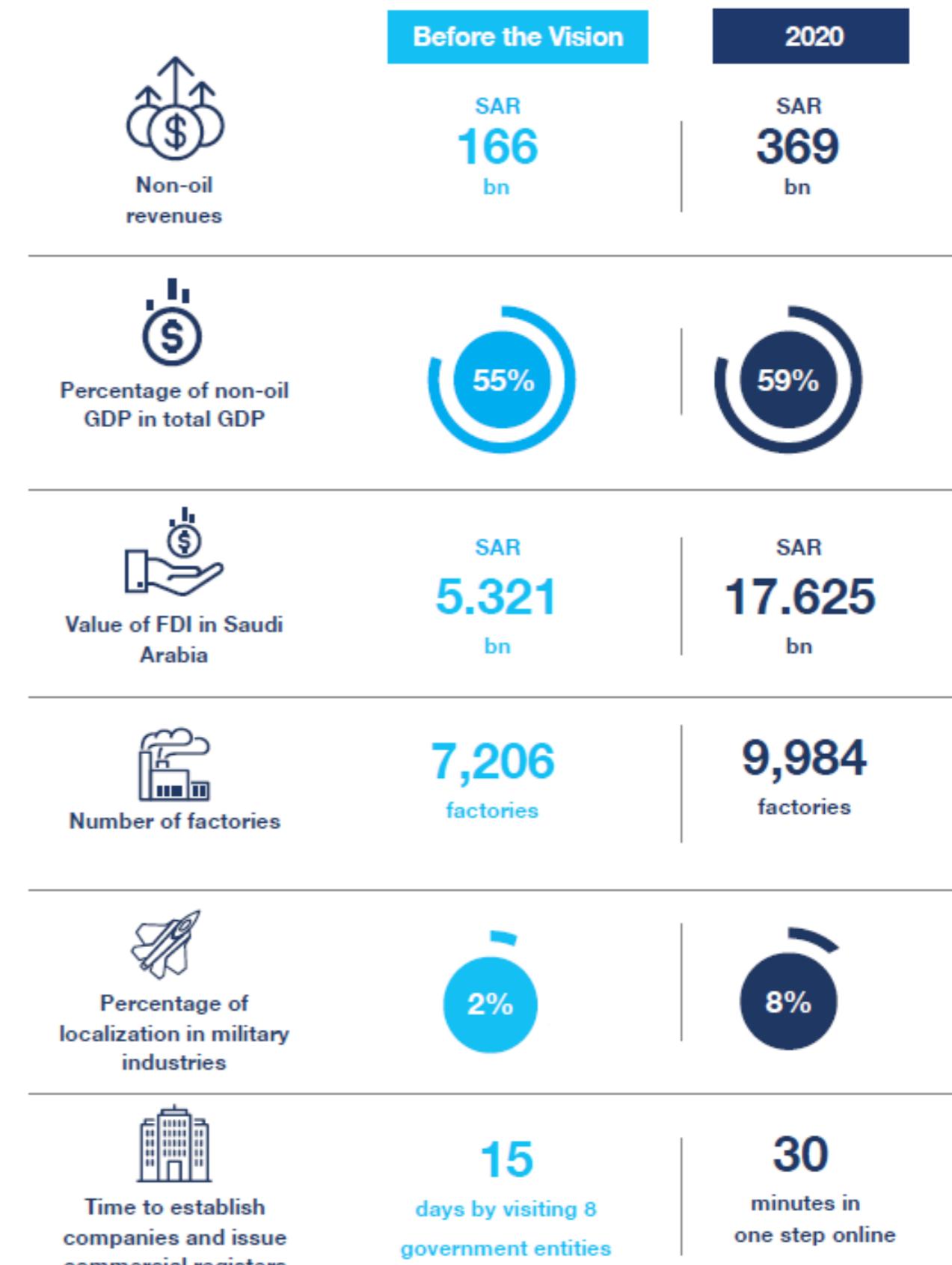
# A Thriving Economy

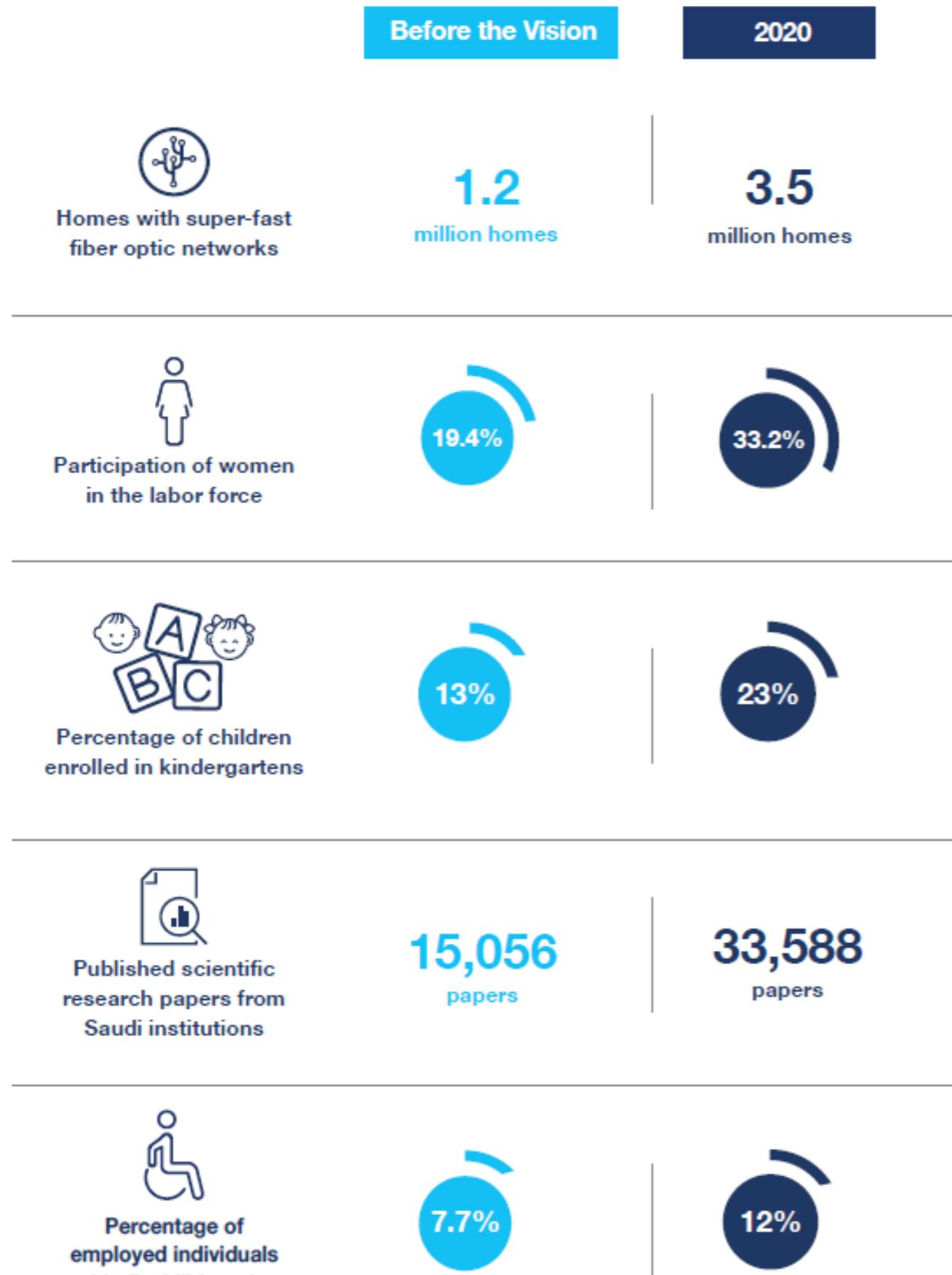
One of the main pillars of the Kingdom's Vision 2030 is to provide an environment that unleashes business potential, expands and diversifies the economy, and provides job opportunities for all Saudis. The Vision Realization Programs leverage the country's unique location and potential to encourage more global investment and harness the talents of the Saudi people to produce economic growth.

Over the past five years, the Vision has succeeded in opening investment opportunities, improving the business environment, creating promising new sectors, and expanding the non-oil related areas of the economy.



## Towards a Thriving Economy





# Training and Skills Development

Having access to **high-quality educational opportunities** from an early age and throughout life is a priority for every Saudi citizen. Training and skills are essential for empowering young men and women, nurturing talent and special groups and encouraging adults to continue their education so they are **prepared for the jobs of the future**.

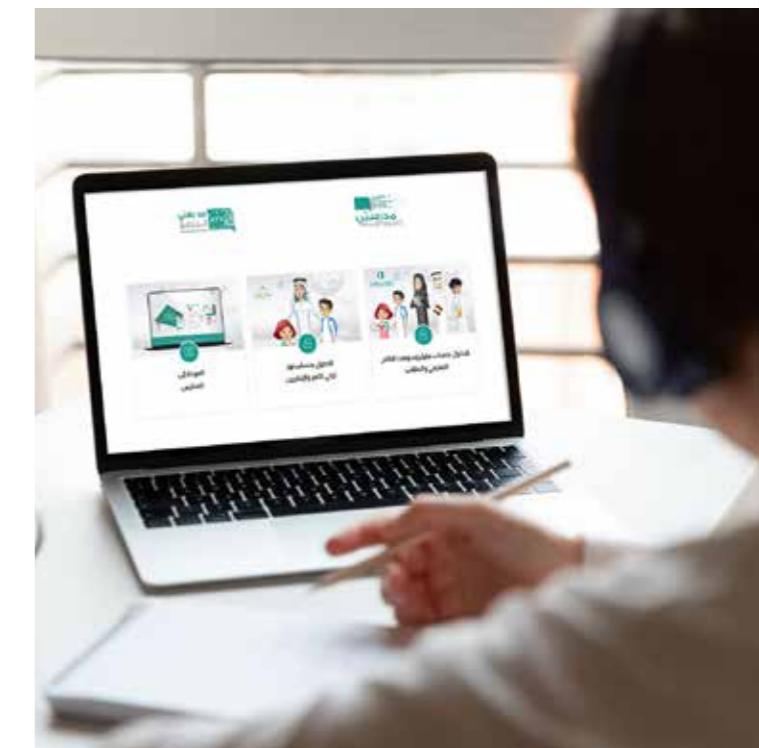


## Increasing the kindergarten enrollment rate

Kindergarten enrollment has increased from **13% in 2015 to 23% in 2020**, with more than **300,000** children receiving virtual kindergarten lessons by 2020, while the percentage of female teachers in boy's public school elementary classes increased to 11%.

## Success of the distance learning experience

The COVID-19 pandemic prevented students from being able to attend school physically. Madrasati, a world class virtual education platform for distance learning, was launched and enabled more than 148 million virtual classes to take place with a daily average of more than **1.1 million classes**.





## 120% increase in scientific publications

Vision initiatives worth **SAR 350 million** supported scientific research efforts in universities and research centers to develop strategies and enhance the quality and impact of scientific publications. A target of **18,000** individual research papers published by government universities was surpassed, with **33,600 papers** actually being published in 2020.



**143**  
patents granted

The number of registered patents granted to employees of Saudi government universities increased to 143 patents in 2020.

## High admissions of secondary school graduates in vocation training

The vocational training target for 2020 was 12.5% but 23.77% was actually achieved.



## Launching a number of science and knowledge programs

The Kingdom has launched science and knowledge programs to empower future generations by opening up and investing in previously untapped sectors. Some of these programs include:

- ◆ **Establishing the Path of Excellence:** The program aims to raise the level of scientific knowledge by sending students to distinguished international educational institutions.
- ◆ **Establishing the Culture Scholarship Program:** It is the first scholarship program in the Kingdom for students to study for BA, MA and PhD programs abroad in the fields of music, theater, film and archaeology. The Program aims to provide the cultural sectors with rich talent.
- ◆ **Establishing the Entertainment Pioneers Program:** The program was established in partnership with a leading US company to train Saudis in entertainment sector skills.
- ◆ **Establishing the Saudi Digital Academy:** The Academy is responsible for developing the digital capabilities of the Kingdom in partnership with the private sector.
- ◆ **Launching 14 Digital Innovation Labs:** The Digital Innovation Labs network benefited 26,000 people, with a total of 260 training camps.
- ◆ **Establishing the Digital Filmmaker Program:** In collaboration with the British Film Institute, the School of Film Arts at the University of Southern California in Los Angeles and the Institute for Creative Media Skills at the Pinewood Studios in Britain, the project features 21 training programs in film-making disciplines.
- ◆ **Establishing the Saudi Real Estate Institute:** The academic arm of the Real Estate General Authority is designed to teach, train and disseminate the best international practices of the real estate sector. By the end of 2020, it had trained more than 43,000 trainees.



## Trends in International Mathematics and Science Study (TIMSS) tests

The Kingdom ranked 2nd among the G20 countries for progress in TIMSS test scores for 2015 - 2019. It was the **2nd most improved country** in science and mathematics for Grade 4, and was the most improved country in science and mathematics for Grade 8.

## Increasing the proportion of women leaders in the labor market

Training was completed for **260** leaders and **246** managers, supporting the goal of increasing women's participation in the labor market.



## Launching the Doroob Platform

The platform seeks to upskill participants by providing them with the skills to help them **find new employment**. Training programs were provided to **1.8 million** beneficiaries.

## Providing better care for orphans

By 2020, every orphan was enrolled in **basic education**, up from **97%** before the Vision.



## Launching 104 STEM centers

104 scientific centers were inaugurated inside schools to increase STEM skills.

They are designed to focus on technology and innovation and **raise the professional competence of teachers and supervisors.**



## Establishing the Industrial Development Fund Academy

The Fund's aim is building human capabilities in priority sectors.

The Academy has completed **20 training programs** for over 1,960 beneficiaries.



## Forming strategic partnerships with global tourism and hospitality institutes

Scholarships were granted to **Saudi students to study at international culinary institutes**, and domestic scholarships were granted for studying at the Higher Institute of Tourism and Hospitality to train in the culinary arts.



## Establishing the Sports Mahd Academy



A Thriving Economy

## Establishing the Financial Academy

The Academy, launched in April 2020, provides various development solutions to equip financial sector practitioners, whether beginners or experienced, with the necessary knowledge and skills.



## Establishing the National Aviation Academy

The National Aviation Academy was inaugurated with the aim of training **450 pilots and 1,200 maintenance technicians every year**, and serving the growing aviation industry at the national level.



## Tourism capability development initiatives

100,000 employees were remotely trained in tourism capability development programs.

The Academy is a national project that aims to **develop team sports** and sports champions across the Kingdom.



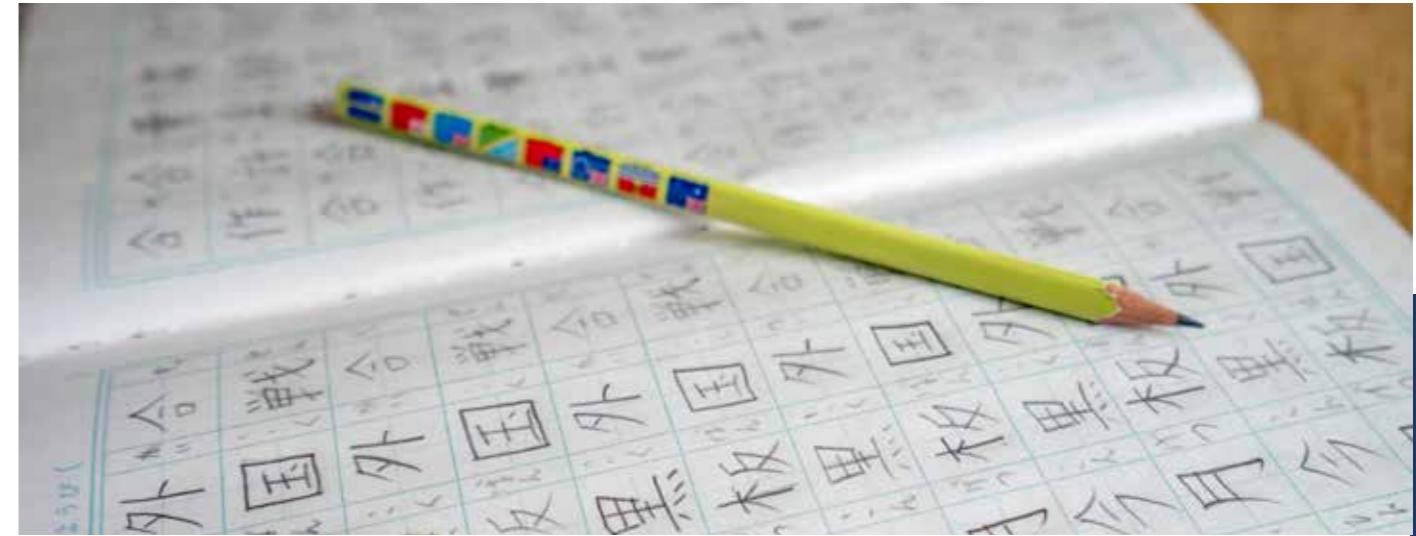
## UNESCO names Jubail Industrial City as the first global learning city in the Kingdom

The city **creates a culture of lifelong learning** within Saudi society and equips individuals of all ages with the skills they need to participate actively in the social and economic development of the country.



## Chinese language in education

To promote the cultural diversity of students in the Kingdom and achieve future national education targets, a group of faculty members specializing in Chinese from King Saud University developed a Chinese language course.



## Building national AI and data capabilities

### Some of the key highlights:

- ◆ **Tuwaiq Data Scientists Camp (2020):** The camp sought to refine practical data and AI analysis abilities for beneficiaries, preparing them to enter the market as data specialists.
- ◆ **The Homathon Challenge Competition (2020):** The competition sought to find technical solutions to address individual, societal, economical and governmental performance issues. It involved:
  - ◆ 10K+ participants
  - ◆ 1000+ innovative projects
  - ◆ 50+ nationalities
- ◆ **The NEOM AI Challenge (2020):** The Challenge was created for students of Saudi universities to find innovative solutions to overcome a number of NEOM challenges. It involved:
  - ◆ 100 innovative projects
  - ◆ over SAR 500,000 in prizes
  - ◆ 39+ participating universities
- ◆ **The Thakaa Hackathon (2019):** The Hackathon worked to develop the best AI models by providing a competitive environment for programmers and data analysts. The data was based on that of teams, players and the results of the Saudi Professional Football League, with the goal of predicting match results.

# Entrepreneurship & Investments

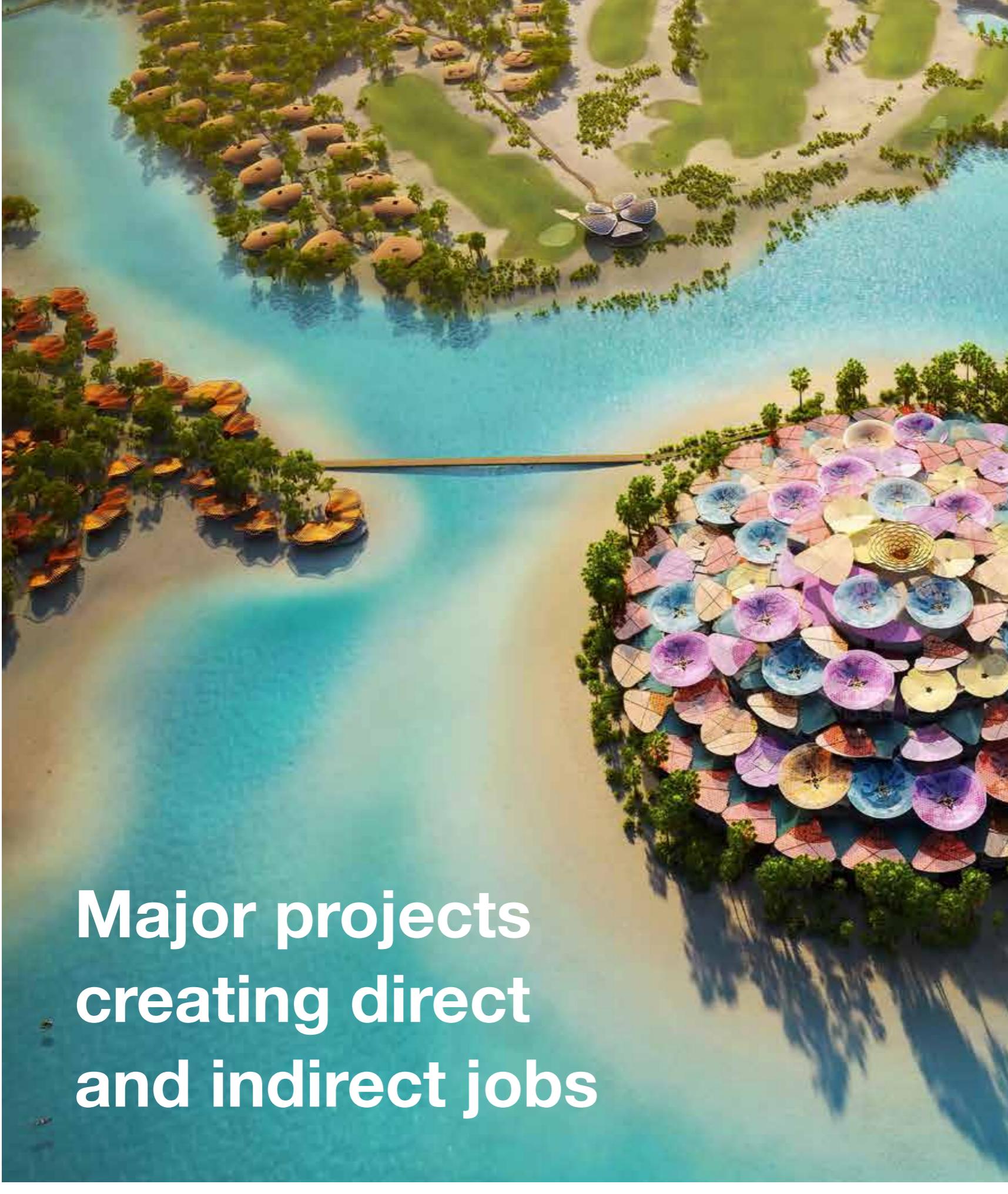
Vision 2030 is creating jobs of the future, supporting innovation and promoting exports by providing services to SMEs, which are important drivers of economic growth. The Vision is creating employment opportunities for citizens by supporting entrepreneurship, driving privatization and attracting investments in new industries.

## The Kingdom's leadership in the Global Competitiveness Index

The Kingdom is ranked 12th in the index of Venture Capital Availability by the 2020 Global Competitiveness Report. This reflects the General Authority for Small and Medium Enterprises' success in creating a competitive environment that encourages new entrants, enables SMEs to grow through access to finance and investment opportunities and increase their contribution to GDP to 35% by 2030.

### Progress in World Competitiveness Yearbook

- ♦ The Kingdom recorded the only progress in the Middle East in the Institute for Management Development's 2020 World Competitiveness Yearbook, ranking 8th across the G20 and 24th of 68 countries.



# Major projects creating direct and indirect jobs





## Innovative initiatives to support SMEs

- ◆ The number of SMEs increased from **447,749** in 2016 to 626,669 in 2020.
- ◆ SMEs owned by women grew by 16 percentage points, from **22%** in 2016 to **38%** in 2020.
- ◆ KSA ranked **7th for expected job creation** in the National Entrepreneurship Context Index (NECI), compared to 29th in 2017.
- ◆ The total share of SMEs financing loans increased by **6.3 percentage** points from 2% in 2016 to **8.3%** in 2020.
- ◆ The process of establishing integrated e-commerce stores has been simplified to enable start-ups and micro-enterprises to work in e-commerce. 1,000 e-commerce stores were established, with total sales of more than **SAR 64 million**.
- ◆ Monsha'at, the venture capital initiative launched by the General Authority for Small and Medium Enterprises, has led the Kingdom's advance to 3rd place regionally for venture capital investment and 12th place in the world.

## Growth in women owned SMEs

Five years after the launch of Vision 2030, the empowerment of female entrepreneurs has increased the number of women-owned SMEs by 16 percentage points **from 22% to 38%**.



## Saudi Aramco's record-breaking IPO

The 2019 initial public offering of 1.5% of Saudi Aramco with a value exceeding SAR 110 billion

attracted around  
**4.9 million**  
individual subscribers to invest  
approximately  
**SAR 49 billion**

The IPO raised some  
**SAR 397 billion**  
from institutions and  
was oversubscribed by  
**465%**

with the company's market value close to  
**US\$ 2 trillion**

The IPO elevated the Saudi capital market "Tadawul" to one of the world's top 10 financial markets.



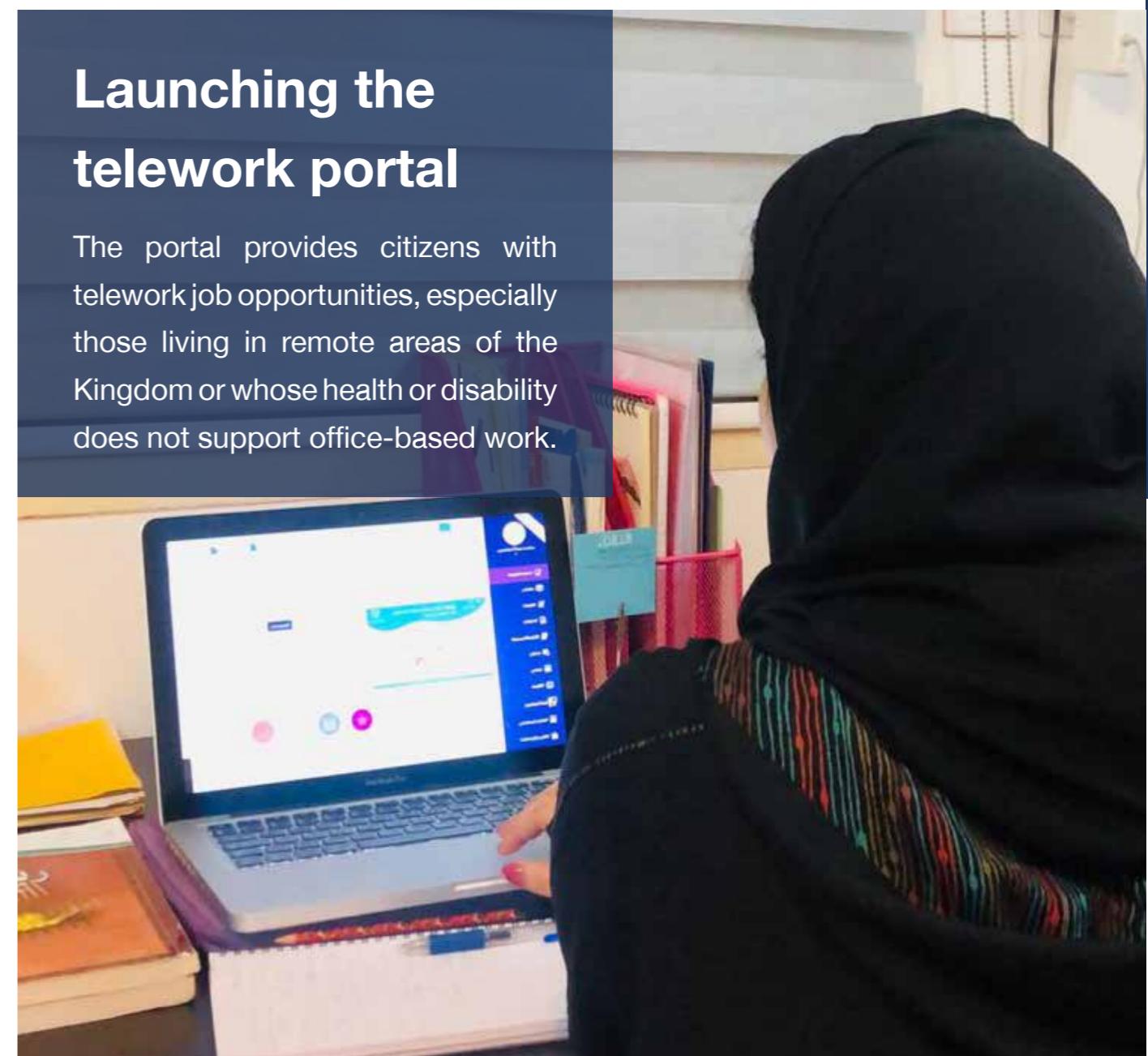
## Reforms promoting women's participation

Reforms have been introduced to support women's access to financial services, and to improve wages, jobs and improved working conditions, as well as making the dismissal of pregnant women illegal and guaranteeing payment of salaries during maternity leave.



### Launching the telework portal

The portal provides citizens with telework job opportunities, especially those living in remote areas of the Kingdom or whose health or disability does not support office-based work.





## Maximizing investments

Vision 2030 aims to increase investment by diversifying the economy and developing strategic sectors. PIF, which is spearheading domestic investment, has grown the value of assets under management from **SAR 570 billion in 2015 to SAR 1.5 trillion by the end of 2020**.

### Establishing local companies in promising sectors

Investment growth has been driven by PIF establishing more than **30 local companies**, increasing its asset growth and launching businesses in new sectors to diversify and localize the Kingdom's economy.

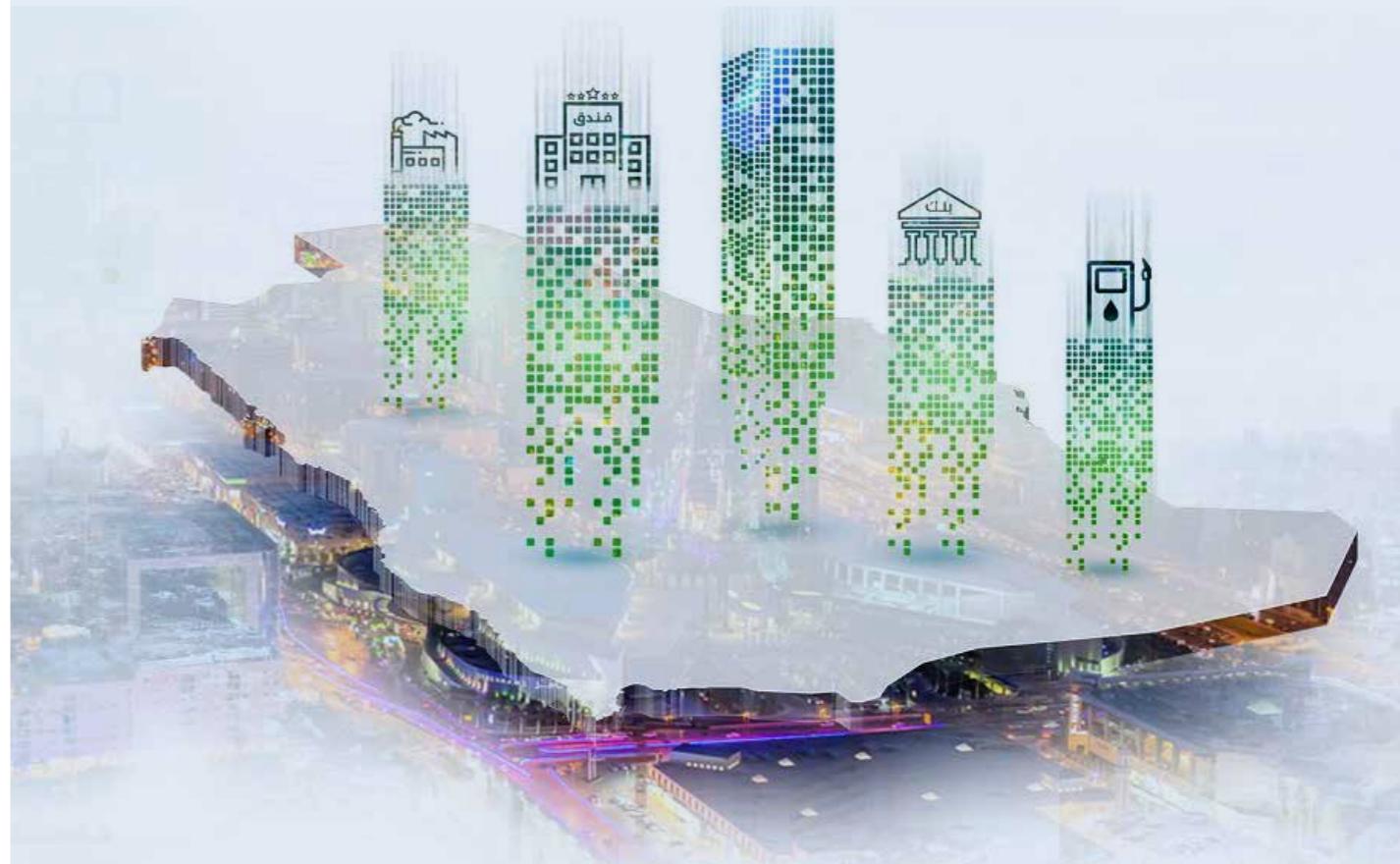
### Enabling the private sector

PIF is implementing an ambitious strategy to grow the private sector, increase its local holdings to 60% and generate around **1.8 million** jobs by the end of 2025.

More than  
**23,000**  
Investor

بوابة الاستثمار البلدي

FURAS | Gate to Municipal Investments



### Launching the Municipal Investment Portal FORAS

FORAS is a communication channel between municipalities and investors which has registered more than **23,000 investors** and reduced the requirements for investor visits by **90%**.



## Attracting foreign investment in technology

The Kingdom has attracted the largest technology investments in the Middle East and North Africa, with deals exceeding **US \$1.7 billion** in the cloud computing sector. These investments include:

- ◆ A partnership between Google and Saudi Aramco to build the largest cloud computing hub in MENA.
- ◆ A partnership between Alibaba Cloud and STC Group to build cloud computing centers in the Kingdom.
- ◆ Selecting Oracle Saudi Arabia as a regional hub for cloud computing to serve the MENA region.
- ◆ Enacting a number of laws supporting these investments, including cloud computing policy and its regulatory framework.

## Foreign investment in some sectors rose by 100%

FDI rose by **100% in health, education, media, retail, and engineering services and associated sectors**. Licenses were granted to innovative and entrepreneurial organizations and venture capital funds to invest in local tech start-ups in new areas such as: road transport services, audio and visual services, property brokering services, recruitment office services, vocational licensing services with a Saudi partner, and licensing of economic and technical communication offices.

## The Future Investment Initiative

**13,000 participants**

The Initiative enhances PIF's global and regional presence. In its first three editions, the conference had more than 550 speakers with an attendance of more than 13,000. It is an influential voice on global investment trends, and is one of the top three investment forums in the world.



## Invest Saudi



"Invest Saudi", a unified national body and portal for investment marketing of the Kingdom, was launched and a database of investment opportunities and investors was created.

## Approving an investment policy principles document

The Principles ensure the protection of investments in the Kingdom and promote clear and transparent procedures for dealing with investor complaints, in addition to transferring and localizing science and technology flowing from foreign direct investment.

## Sanabil Investment Company



Sanabil, a PIF owned company, invests in private sector growth. The value of the company's assets reached **SAR 30 billion** at the end of the third quarter of 2020.

## Establishing Jada Company

Jada invests in private equity and venture capital funds, thus financing the growth of SMEs in the Kingdom. The company has invested approximately **SAR 1.15 billion** and is invested in 14 investment funds. Jada has also launched the "Development of Emerging Fund Managers" program with the participation of several emerging fund managers.

## Establishing 10 new entities to enhance the trade and investment environment

- ◆ General Authority for Small and Medium Enterprises
- ◆ Saudi Authority for Intellectual Property
- ◆ Foreign Trade Authority
- ◆ Saudi Conventions and Exhibitions General Authority
- ◆ E-commerce Council
- ◆ National Program for Combating Commercial Concealment
- ◆ National Competitiveness Center
- ◆ Saudi Business Center
- ◆ Saudi Accreditation Center
- ◆ Bankruptcy Committee

## Reduced total investment requirements

Removed more than 60% of assessment requirements relating to investment and listing.



## Launching the National Program to Combat Commercial Concealment

The program requires stores and points of sale in all sectors to gradually adopt electronic payment. More than **400,000 rounds of inspections** have been conducted.

## Issuing and updating business sector laws and regulations

The Bankruptcy Law and Executive Regulations, the Government Tenders and Procurement Law and Executive Regulations were updated, and the Movable Assets Security Law and Executive Regulations and the Commercial Courts Law were updated or issued.



## Launching the Franchise Law

The Franchise law allows large international companies to access local markets and enables small investors and entrepreneurs to expand and grow their businesses.

## Approval of the E-commerce Law

The Law protects consumers from commercial fraud, regulating the practice of e-commerce and commercial advertising. It contributed to the Kingdom advancing from 56th in 2016 to 49th in 2020 in the UNCTAD e-commerce index.



## Issuing the Commercial Mortgages Law and its Implementation Regulations

The Law provides guarantees for commercial loans to enable business owners and investors to find the **necessary financing** for their business activities.

## Business licensing in less than a day

A business license can now be issued in less than **24 hours**.

# Activating the Qurrah Program



Qurrah is a comprehensive online portal related to the childcare sector, helping 3,557 parents since 2018. In addition, the Wusool initiative was launched to help enable women to work by addressing the challenge of transportation to and from the workplace - benefiting 85,000 female workers.

## Creating the Meras platform through the Saudi Center for Economic Business



أحد برامج المركز السعودي للأعمال الاقتصادية

Meras provides more than 200 electronic services from **30 government** entities. Instead of 15 days and visiting 8 government entities as in 2016, companies can now be established online within **30 minutes** and commercial registers are issued within 180 seconds.



## Launching the National Competitiveness Center "Tayseer"

The Center studies, identifies and analyzes obstacles and challenges facing the public and private sectors. It has completed more than 555 reforms which have contributed to the Kingdom ranking 1st in the Gulf and 2nd in the Arab world for women's empowerment reforms according to the World Bank's "Women, Business and the Law 2020" report.



## Launching Biban Forum

The Biban Forum was held 8 times in **7 cities** (Al-Qassim, Makkah, Madinah, the Eastern Province, Asir, Ha'il and twice in Riyadh) to **help SMEs to grow** and to stimulate new entrants by bringing together entrepreneurs and business owners, as well as providing training courses and support.

## Increasing the number of companies operating in the entertainment sector

Over **1,000** companies entered the sector, creating a total of **101,000** permanent and seasonal jobs.



## Launching the New Mining Investment Law

The Law increases transparency and investor confidence in the mining sector in order to achieve the principle of private sector partnership.

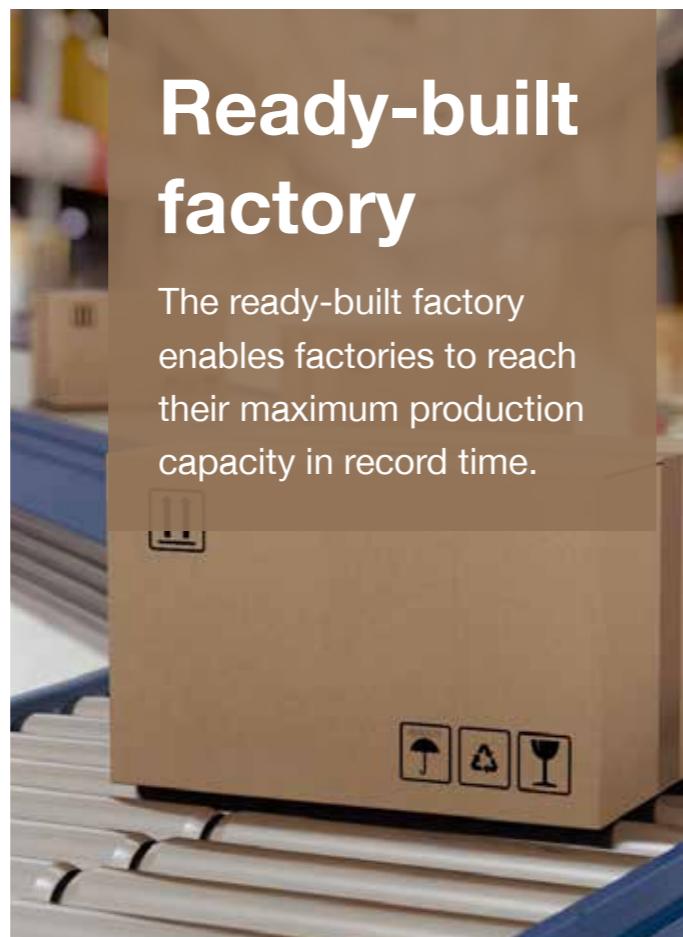
## Spending on Saudi industrial cities

Spending on industrial infrastructure reached around **SAR 9 billion**.



## Ready-built factory

The ready-built factory enables factories to reach their maximum production capacity in record time.



## Launching Tamweel Portal

Tamweel is an online platform that connects financers from the public and private sectors with SMEs wishing to obtain financing, enabling them to select the right financing options for their businesses. The portal has contributed to the financing of more than **877 SMEs**, worth over **SAR 1.4 billion**.

## Exceptional results in industrial development

The Saudi Industrial Development Fund achieved exceptional results during 2020, approving loans amounting to **SAR 17.6 billion** and achieving the highest credit value in its history. Around 212 loans were approved which benefited 201 projects in the industrial, mining, energy and logistics sectors. Small and medium-sized factories accounted for 84% of the total number of loans.

## Swift dispute resolutions for businesses

Lawsuits, registration, referral, reporting and judgments are now made electronically. In addition, the duration of enforcement in commercial and other cases has been reduced. **25%** of cases were settled by agreement, exceeding the target of **20%** for the fourth quarter of 2019.

## Promoting investment in the real estate sector

The Real Estate Registration System will **liberalize the real estate market** and enhance its performance.

## Activation of the Indirect Lending Initiative

The initiative has contributed to the financing of SMEs during the COVID-19 pandemic through automating applications via the Tamweel Portal. **Funding reached SAR 642 million and served 611 SMEs**.

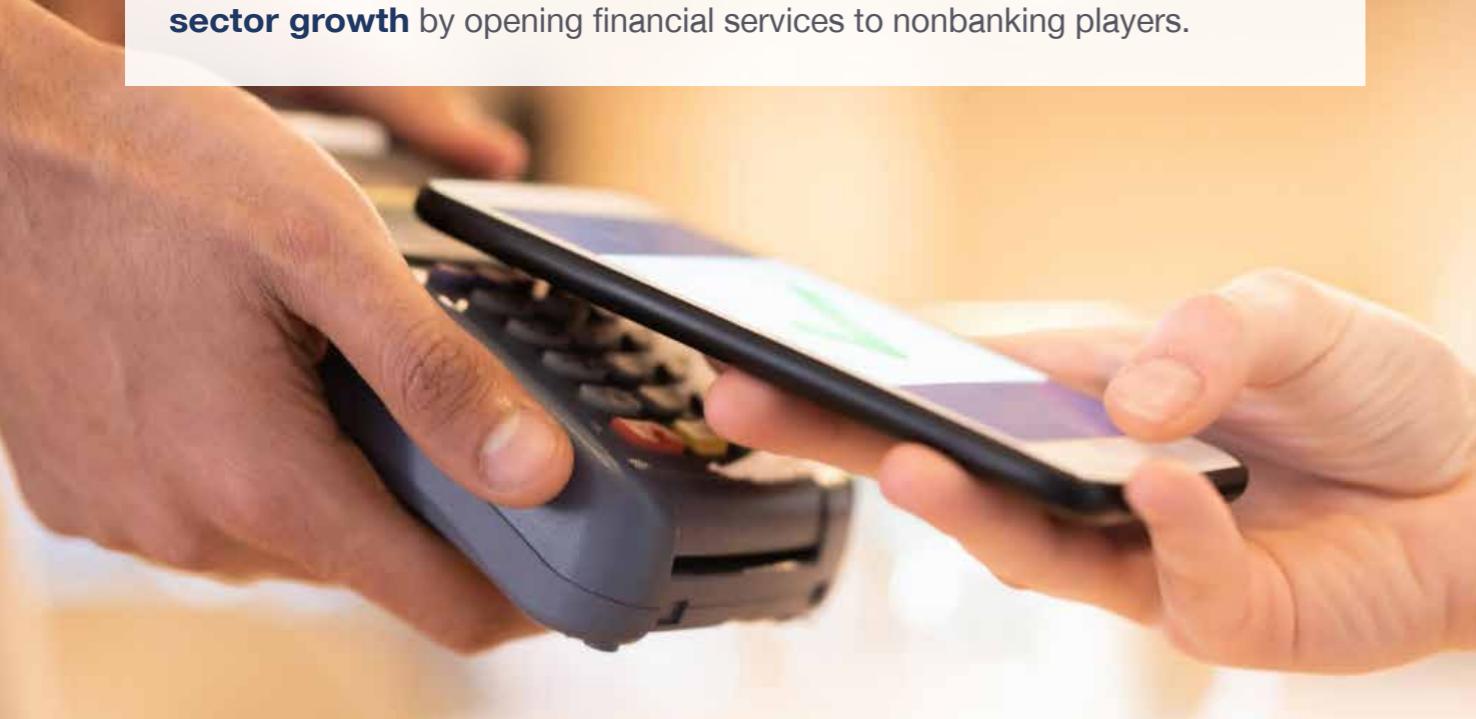
# Introduction of financing products and programs

The Saudi Industrial Development Fund is the main financial enabler of the Industrial Development and Logistics Program. The Fund aims to support the program by accelerating and automating lending procedures and introducing financing products and programs that meet the needs of investors in growth sectors. The Fund's capital reached SAR 105 billion and its initiatives include:

- ◆ Automating all procedures and reducing the processing time of applications by **60%**.
- ◆ Adding new financial products such as: **multi-purpose loans, working capital financing and acquisition financing.**
- ◆ Building incentive programs to achieve the objectives of: **localization, competitiveness and new sectors.**

## Establishing Saudi Payments Company

A Saudi joint stock company owned by the Saudi Central Bank (SCB) was established to operate payments and financial settlement systems and services as part of the SCB's efforts to achieve the objectives of the Financial Sector Development Program to enable financial institutions to **support private sector growth** by opening financial services to nonbanking players.



## Best Investment Fund Award

PIF has won the Best Investment Fund Award 2020 from SWF Global, which confirms the global impact of the Fund and the significant role it has played in developing the Kingdom's economy.

## Foreign Direct Investment inflow in the Kingdom

According to UNCTAD data, FDI in the Kingdom jumped from SAR 5.321 billion in 2017 to SAR 15.926 billion in 2018, **SAR 17.1 billion** in 2019 and **SAR 17.625 billion** in 2020.

## Launching 27 industrial sector initiatives during the COVID-19 pandemic

The initiatives have helped mitigate the impact of COVID-19 on industrial and mining facilities by extending licenses and delaying payments that are due.



## The Kingdom advancing in the Stock Market Capitalization Index

The Kingdom has made remarkable progress in the financial market indicators of the World Economic Forum's Global Competitiveness Report. It **ranked 26th in the 2019 report, 2nd in 2020** in stock market capitalization index as a percentage of GDP **36th in the 2019 IPO Index in 2019 and 4th in the 2020 IPO Index.**



## Saudi market joining the most important global indicators of emerging markets

The Saudi market has joined key global indicators for emerging markets – MSCI, Standard & Poor's Dow Jones and FTSE Russell – which contributed to increasing the number of qualified foreign investors registered (QFIs) in line with the Financial Sector Development Program's objectives by **415% from 453 investors in 2018 to 2,334 investors in 2020** - with net foreign investments in the financial market during the same period amounting to around **SAR 123 billion**. Saudi stocks accounted for **3.1%** of the emerging FTSE index and **0.35%** of the FTSE All-World index weight.

## Creating the Saudi Company for Artificial Intelligence (SCAI)

Founded in 2020, the Company is an initiative under the National Strategy for Data & AI (NSDAI). Owned by PIF, it aims to attract effective, stable funding for advanced data and AI investment opportunities, and stimulating AI systems development.

# Economic Sustainability

Vision 2030 aims to build a robust and strong economy that can respond to global challenges. The Kingdom has embarked on major transformations in digital and smart infrastructure. This technology was invaluable during the COVID-19 pandemic, providing continuity of essential services. In addition to the development of the digital economy, Vision programs have made progress in several sectors, most notably: energy, industry, logistics and tourism.



# Public Finance

## Non-oil revenue growth

Non-oil revenues grew from **SAR 166 billion** in 2015 to SAR 369 billion in 2020.

## Strengthening the Kingdom's fiscal position

The Kingdom's budget deficit fell from **15.8%** in 2015 to **4.5%** in 2019, enhancing its ability to deal with external disruption.



## Real expenditure performance control

The average annual variance in actual performance of total expenditure was lower than estimated, dropping from an average of **16% between 2014 and 2016**, to **4% between 2017 and 2019**.

## Achieving savings in CAPEX and OPEX

The **Authority of Spending Efficiency and Government Projects** achieved savings in CAPEX and OPEX amounting to more than **SAR 370 billion** through the Center's scrutiny of government entities' initiatives.

## Establishment of the National Debt Management Center (NDMC)

NDMC's main role is to secure the Kingdom's financing needs at the best possible costs. In the past five years, NDMC has been able to support the Kingdom's general budget with approximately **SAR 897 billion**.

## Launching a derivative market

The launch of the derivatives market is an important step in the **development of the Saudi capital market**, providing investors with a wide range of investment products and services. The index futures contract, Saudi Futures 30, has been developed to provide investors with hedging tools to manage risks more effectively, and provide diversified investment opportunities.

## Joining the Financial Action Task Force (FATF)

In 2019, the Kingdom became the **first Arab country** to become a member of FATF, which enhances the engagement of financial institutions in the Kingdom with international counterparts in anti-money laundering and counter-terrorism financing efforts.

## "Estishraf" Forecasting tool

The forecasting tool utilizes AI technologies, big data and advanced analytics to assist decision-makers in the Kingdom in formulating important economic and social policies.

The tool's platform was created in 2018 to develop a comprehensive understanding of economic, strategic and social variables, and assess performance indicators for initiatives working towards Vision 2030. Since its launch in Q4 of 2018 until the end of 2020, it has supported decision makers in over 55 million scenarios through AI and big data technologies.

- **SAR 49+ billion** in opportunities for savings and revenues were realized with assistance of the forecasting tool

## Financial Investigation Platform

Founded in 2019, the Platform supports the analysis, monitoring and follow-up of financial investigations through information gathering from various resources in accordance with international best practices and standards related to the issuance and dissemination of reports and the security of financial operations.

The Platform supported:

- The Kingdom joining the Financial Action Task Force (FATF)
- The automatic processing 14K+ reports annually



## Founding the Local Content and Government Procurement Authority

Formed to grow all local content at the national economy level, the Authority increased the Saudi economy with big, quick gains through 2020 across a number of projects, **with a value of over SAR 18 billion**. **Over 23,000 tenders** have been issued for local content and localization since the government tenders and procurement system was launched.



## The Establishment of the National Center for Government Resources System

Established in February 2021, the Center provides solutions and services for managing government resources through unified and integrated systems. This includes: budget management, procurement, supply chains, financial management, human resources, payments and revenue collection. It also develops data capabilities and business insights that provide supportive information to decision makers in government agencies, which contributes to increasing output quality, in line with strategic pillars within the objectives of Vision 2030.

## The Establishment of SMEs Bank

The Bank was launched in February 2021 as part of the National Development Fund, to **increase funding to business ventures** and enhance the contributions of financial institutions in providing innovative financing solutions.

## Allowing digital bank accounts to be opened remotely

Bank accounts could be opened online as soon as the decision was issued. The annual index reflected outstanding results as soon as implementation started. The percentage of investment accounts opened in 2019 through electronic know-your-customer procedures hit about **95%**, with **124,295 accounts** out of a total of **131,399 accounts** through the end of Q4 2020, compared to the year's target of **70%**.

## Creating "Fintech" Saudi

The decision to form Fintech was made in April 2019, with the aim of opening financial services to new types of actors in financial technology, developing funds, accelerators and incubators, and stimulating the entrepreneurial environment. **Among its prominent activities are:**

- Supporting entrepreneurs and SMEs in providing specialized work spaces in the financial technology sector and related services.
- Providing financial technology laboratories and solutions in a sandbox to develop fintech products in partnership with sector companies and actors, before obtaining official licenses from the supervisory authorities.
- Launching financial technology accelerator programs approved by the team.
- Communicating to promote fintech.
- Entering partnerships and agreements with partners and supporters to host related events inside and outside the Kingdom.
- Promoting the spread of financial technology.



## Government initiatives supporting the private sector

**The Saudi Central Bank launched a series of initiatives to support the private sector, including:**

- Increasing the liquidity of the banking sector by SAR 50 billion, supporting plans to maintain employment levels at the private sector, plus waiving fees on several electronic banking services.
- Launching a program to support private sector financing during the COVID-19 pandemic to mitigate forecasted financial and economic effects. The program included measures such as:
  - ▶ Supporting the financing of SMEs through the launch of: the Deferred Payments Program, the Guaranteed Financing Program and the Loan Guarantee Program.
  - ▶ Supporting fees for point-of-sale and e-commerce operations through the Central Bank absorbing these expenses for the benefit of service providers participating in the national system.
  - ▶ Working with banks and finance companies to facilitate payments to businesses in Mecca and Medina that were affected by COVID-19 related precautionary measures.
- Lending operations to the private sector continued with high efficiency; the collection of installments due in 2020 was postponed to 2021.

## Adopting 32 innovative financial companies

The Saudi Central Bank launched a sandbox for the innovative financial services market to understand and evaluate the impact of new technologies on the financial services market in the Kingdom, allowing it to transform into **a financial center characterized by technical intelligence**, which allows local and international companies wishing to test new digital solutions to enter the market. One of the key achievements of this initiative was the issuance of licenses for 32 innovative financial service companies.



# Digital Economy

## KSA in the Digital Competitiveness Index

The Kingdom was the most advanced country in digital competitiveness amongst G20 countries for the past three years, according to the “Digital Progress” report issued by the European Center for Digital Competitiveness. It also **ranked 9th in the Digital Capabilities Index** and 3rd among the G20 countries in the regulatory framework for adopting business technologies, according to the World Economic Forum.

## Fastest 5G internet in the world

The Kingdom ranked 1st in the world for 5G internet speed in 2020. More than **12,000 5G towers** have been deployed covering more than **60%** of major cities and more than **45%** of all cities.

## Expanding fiber-optic coverage

Only 1.2 million households in urban areas were covered by wireless networks in 2017, **rising to 3.5 million homes by 2020**. Previously, only 58,000 houses were covered by wireless broadband in remote areas, increasing to **more than 570,000 houses covered by 2020**. Government investment covered 40% of the infrastructure cost amounting to **SAR 6.5 billion**.



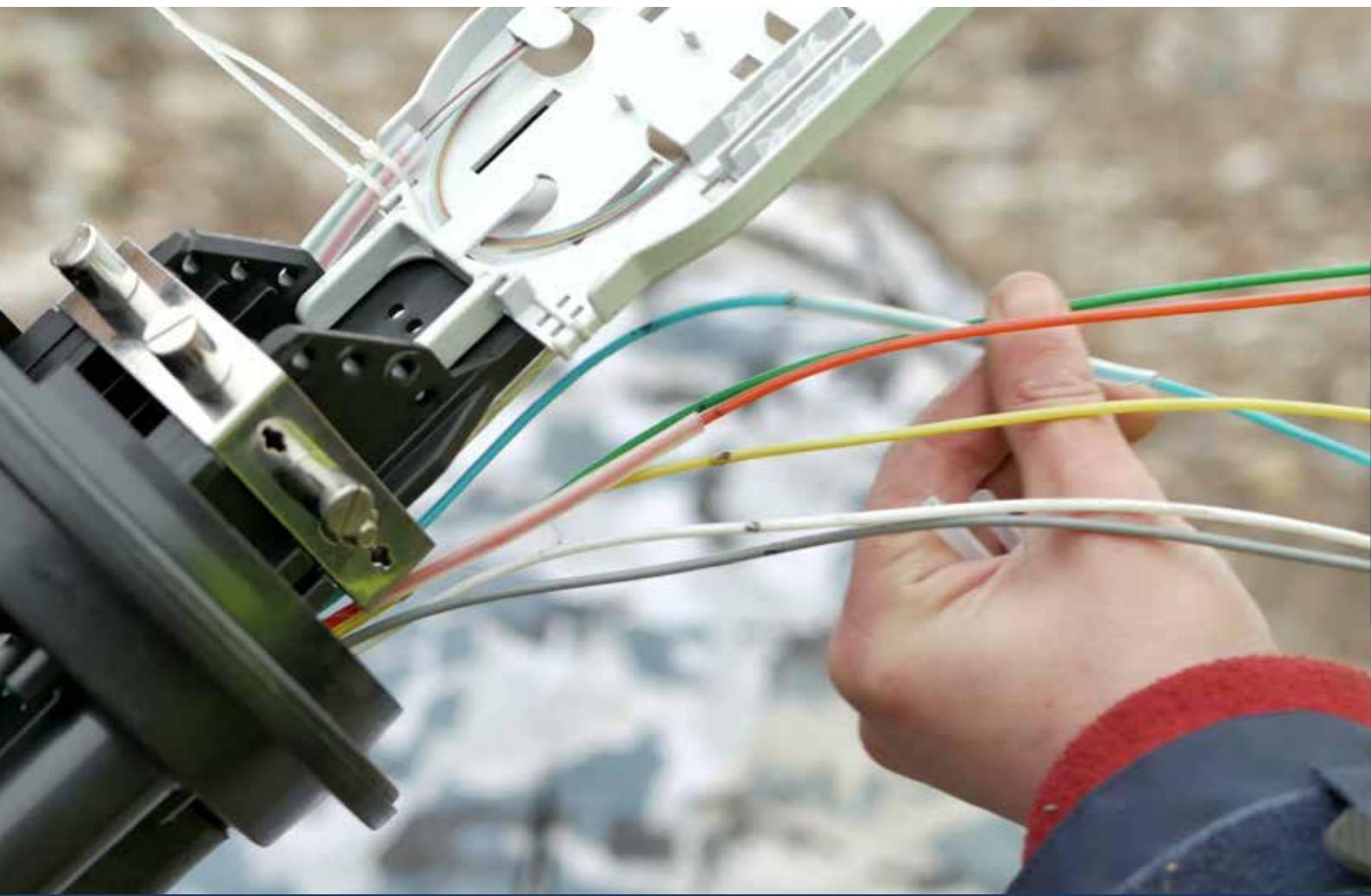
## Increasing the average internet speed in 2020

The Kingdom rose in the global ranking of internet speeds from **135th in 2017 to 5th place in 2020**, after increasing the average internet speed from **9 Mbps in 2017 to 109 Mbps in 2020**.



## Progress in the allocation of frequency domains

The Kingdom ranked **2nd amongst G20 countries** for the total allocation of globally defined frequency domains, providing mobile communication services.



## Providing access to basic communication services for all villages and rural areas

Mobile telecom service providers have been encouraged to offer local roaming and to share their networks across the Kingdom to allow access to basic communication services to **100% of villages and rural areas**.

## Achieving a quantum leap in space industries

King Abdulaziz City for Science and Technology launched the Saudi communications satellite to **secure high-speed space communications**.

## Diversification of electronic payments

There were no financial technology companies in 2016 however, by 2020 **13 companies were founded that support e-commerce**, diversify financial services and products offered by the financial sector and **drive digital transformation**.

## Launching the Aber digital currency project

The Saudi and Emirati Central Banks announced in November 2020 the launch of the groundbreaking “Aber” project, with the aim of **proving the principle of a digital currency** for central banks and using distributed ledger technology to implement remittances between banks in the two countries.

## Founding the Saudi Authority for Data and Artificial Intelligence (SDAIA)

The authority was founded in August 2019 to **bring the Kingdom to the forefront of data and artificial intelligence-based economies**. It has three executive fronts: The National Data Management Office (NDMO) for operations; the National Information Center (NIC) for legislation; and the National Center for Artificial Intelligence (NCAI) for innovation. **Key objectives including setting the strategic direction for data and AI in the Kingdom, coordinating and supervising the execution of said strategic direction in the authority's entities and publishing the field's achievements at the local and global levels.**

## Launching Boroog, a secure video conference platform

Rolled out in 2020 for remote internal and external video conferencing, **Boroog assisted in ensuring productivity and collaboration despite the pandemic**, in addition to **reducing the costs of regular meetings**. It hosted several significant meetings **including the 2020 Extraordinary G20 Leaders Summit on COVID-19**, the Council of Ministers Meeting and the Consultative Assembly of Saudi Arabia.

- 9,800+ virtual meetings and conferences were held on the platform

## The National Data Bank

The Bank was founded to store national data in a central, documented repository by merging data sets, sharing them with beneficiaries and developing services that enable automatic data acquisition for the purpose of automating government solutions and services and building national platforms to support decision-making. It also provides several services to improve the quality of data, provides a central index of national data that describes business-pertinent terminology and an integrated guide for all data fields and relationships between the systems of different entities. Some of the key achievements of the Bank between Q4 2018 and the end of 2020 include:

- Merging of **175+** million data sets
- Sharing of data **8+** million times
- Enabling **130+** data acquisition services





## Launching DEEM, a governmental cloud

The Bank was founded to store national data in a central, documented repository by merging data sets, sharing them with beneficiaries and developing services that enable automatic data acquisition for the purpose of automating government solutions and services and building national platforms to support decision-making. It also provides several services to improve the quality of data, provides a central index of national data that describes business-pertinent terminology and an integrated guide for all data fields and relationships between the systems of different entities. Some of the key achievements of the Bank between Q4 2018 and the end of 2020 include:

- Merging **165+** data centers
- Hosting **90%** governmental entities
- Providing **SAR 2+ billion** in savings and revenue opportunities



## Global AI Summit

A global AI summit was held in October 2020 for international decision-makers, technology specialists, entrepreneurs and investors to discuss the future of AI and its potential for the good of humanity. Focused on the theme of "**AI for the Good of Humanity,**" topics at the summit included: forming strategic visions, stimulating ideas and creativity, developing a roadmap for the future of AI and strengthening leadership and cooperation among concerned parties. The summit covered four main themes: shaping the new normal; AI governance; the future of AI; and AI and leadership. **His Royal Highness Prince Mohammed bin Salman bin Abdulaziz, Crown Prince, Deputy Prime Minister and Minister of Defense announced the National Strategy for Data and AI (NSDAI) to the attendees of the summit, which featured:**

- **9+ million** live viewers
- Attendees from **20+ countries**
- **60+ speakers** from around the world

## Progress on global AI and smart city indicators in 2020

The Kingdom continues to improve in global AI and smart city performance indicators, including:

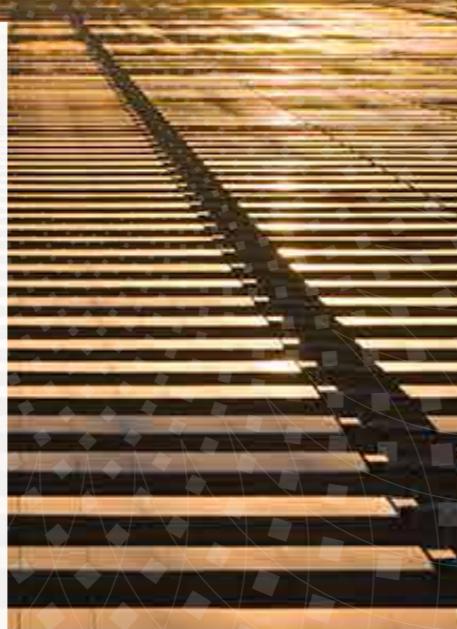
- 22nd in the Global Artificial Intelligence Index
- 1st place amongst Arab nations in the Global Artificial Intelligence Index
- 2nd place in the Government Strategy standard
- 9th place in the Operating Environment standard

Riyadh leaped 18 spots to 53rd on the Smart City Index 2020. The city made the best progress amongst other G20 capitals, taking 5th place.

# Energy

## Saudi Arabia leads the stability of the global oil market

The OPEC+ production cut in April 2020 under the leadership of the Kingdom represented a historic agreement that resulted in a **9.7 million barrels per day** reduction in production from May 2020 up to April 2022. The agreement stabilized the global oil market and achieved a better financial return for the Kingdom.



## Reducing costs and increasing energy efficiency

More than **one million streetlamps** in many cities have been replaced and more than **1,200** government buildings have been renovated to reduce costs and increase **energy efficiency**. The establishment of the National Energy Services Company "Tarshid" by the Public Investment Fund was an important step in the development of the energy efficiency sector in the Kingdom and it plays a key role in attracting international energy companies and FDI.

## Establishing the first renewable energy project

The Sakaka Solar Power Project is the first in the series of renewable energy projects in the Kingdom with a production capacity of 300 MW and a standard tariff of **SAR 0.0878 per kWh**, sufficient to power more than **45,000 households**. The 400MW Dumal al-Jandal project achieved a global record for wind power at the lowest tariff rate of SAR 0.0746 per kWh. 10 additional solar projects with a total capacity of **3600 MW** are still in progress.



## Launching the circular carbon economy concept

During the 2020 Saudi G20 Presidency, the Kingdom initiated the **concept of a circular carbon economy**, which the G20 leaders adopted as an integrated and comprehensive framework to address the challenges of greenhouse gas emissions and manage all available technologies. This approach is an economically sustainable way of managing emissions using the 4R framework - Reduce, Reuse, Recycle and Remove.

## Operation of Jizan Refinery Project

The Project includes the establishment of a power plant and the first plant in the Kingdom to **convert heavy petroleum liquids into clean purified gas** using integrated high-efficiency combined cycle technology.



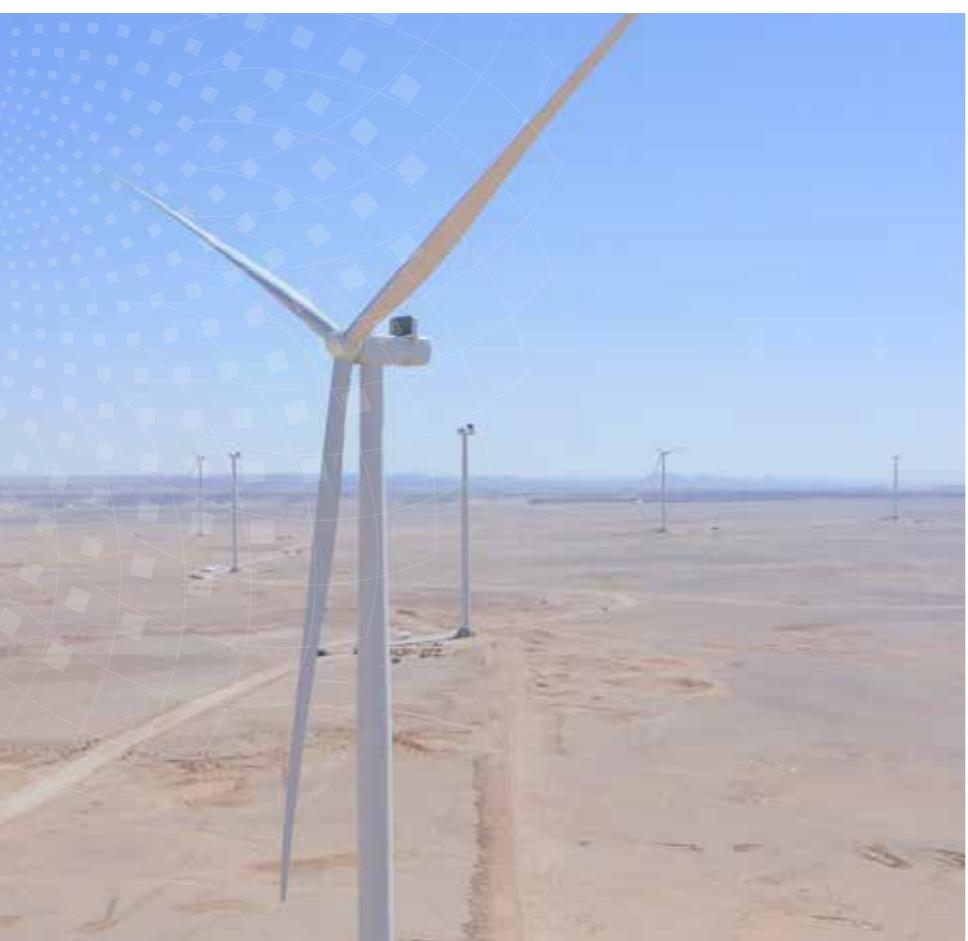
## Discovery of new oil and gas fields

- ◆ The discovery of the Hadabet Al Hijra gas field in Al Jawf and the Abroq Al Toloul field for oil and gas in the northern border area.
- ◆ A new oil field east of Al Dilam in the well of Dammam - 8, southwest of the city of Al-Kharj.
- ◆ Al Reish field for unconventional oil in the Eastern Province, northwest of Dhahran.
- ◆ Al Sahba'a field of unconventional gas southwest of Dhahran.



## Wind power production

The Dumat al-Jandal Wind power project received the “Deal of the Year” award for the renewable energy sector in the Middle East and Africa and is **the first wind power project established in the Kingdom.**



## Continuous development of oil and gas fields

The Continuous Exploration and Development of Oil and Gas Fields Program plays a prominent role in the exploration and development of hydrocarbon reserves. The oil and gas reserves of Saudi Aramco and the Kingdom's share in the Neutral Zone and adjoining area are **267,073 million barrels** and **324,914 billion ft<sup>3</sup>** respectively. Saudi Aramco has successfully compensated for the 2019 production of crude oil of 3,804 million barrels, with the discovery of **3,812 million barrels** of reserves, increasing the remaining crude oil reserves by 8 million barrels net in 2018.



## Approving the development of Aljaforah natural gas field

The approval of Aljaforah field makes the Kingdom **one of the most important gas producers in the world**, meeting the needs of the electricity sector, desalinated water production, petrochemical industries and gas mining operations. Aljaforah is expected to be completed in 2036.

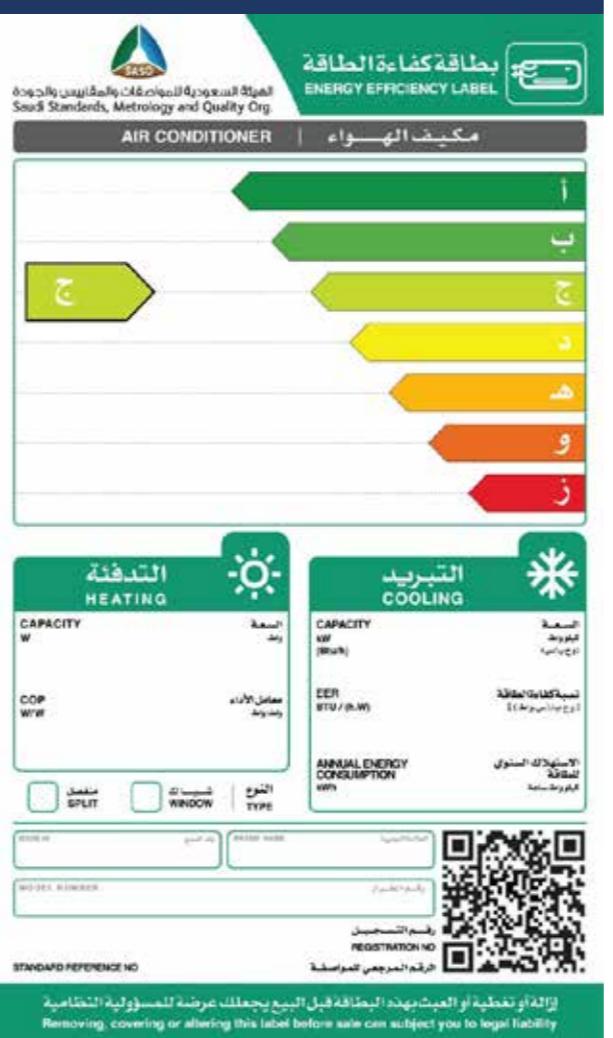


## Unprecedented achievements in the gas sector

Production capacity of associated and non-associated gas reached a record 18 billion ft<sup>3</sup> per day. Al Fadhili gas lab now treats **2.5 billion ft<sup>3</sup> per day** of non-associated gas daily and electricity generation efficiency was also increased to **39.2%** in 2019 thanks to increased gas production and conversion to higher efficiency plants.

## Energy Efficiency Program

**The Saudi Energy Efficiency Center Law was updated to include generation, transmission and distribution in the electricity sector and the efficiency of using feedstock, in addition to the transport and construction sector.**



◆ **Energy-saving and high-efficiency air conditioners:** The High Efficiency Air Conditioning Devices Initiative was launched to motivate citizens to purchase high-efficiency air conditioners, manufactured locally at discounted prices. 80,000 people bought around 190,000 air conditioners across the Kingdom.

◆ **Energy rationalization in buildings initiatives:** 26 energy efficiency specifications and standards were developed to improve and increase energy efficiency in the buildings sector, targeting products covering 90% of building energy consumption.

◆ **Initiatives to rationalize the consumption of the land transport sector:** There was an approximate 15% improvement rate in fuel economy for new vehicles between 2016 and 2019, while the number of high-efficiency vehicles with a very good rating and higher increased by 25%.

◆ **Energy rationalization in factories initiatives:** The initiative improved energy utilization in factories in line with international standards in the energy intensive areas of petrochemical plants, cement and iron.

## Establishment of the Saudi Investment Recycling Company (SIRC)

SIRC was established to develop the recycling sector in the Kingdom and has opened **the first construction and demolition waste treatment plant in Riyadh** with a capacity of 600 tons per hour.



## Successfully fulfilling the energy needs of the health system during the COVID-19 pandemic

A team of government and related companies formed to **solve various energy support challenges faced by the health system** during the pandemic and successfully implemented:

- ◆ Localizing the Kingdom's medical supplies industry by producing more than **10 million masks**, a 5-fold increase during the COVID-19 pandemic.
- ◆ Working with the energy companies to urgently provide **11,500 tons of methanol** for the manufacturing of sterilizers.
- ◆ Working with Chemanol, Sipchem, Sadara, SABIC and Saudi Aramco to **convert industrial ethanol into medical ethanol**.
- ◆ Working with energy companies to procure and provide PPE.
- ◆ Working with several entities such as the Ministry of Industry and Mineral Resources, the Ministry of Health and the Food and Drug Authority to **manufacture PPE locally**.

## Replacement of old mechanical meters with smart electronic meters

**10 million smart meters** were installed by the end of 2020, transforming the National Electricity Network into a smart network that provides many features that enhance **remote control**, increase the reliability and efficiency of the electricity grid and improve knowledge of subscribers' behavior and load predictions.



# Military industries

The General Authority for Military Industries is responsible for developing and localizing military and security industries. **50% of military equipment spending will be localized by 2030.**

## Accelerated steps towards localization and new industrial capabilities

- ◆ Localizing the combat systems of Spanish ships (Avante-2200).
- ◆ Localizing fast interceptor vessels (HIS-32).
- ◆ Production of Al Dahna vehicles.
- ◆ Initiating capability building to manufacture software-configured radios.
- ◆ Initiating capability building to manufacture drones.
- ◆ Signing the first industrial participation agreement with Raytheon Saudi Arabia to localize the maintenance and renovation of the “Patriot” air defense system.



# Efficient spending on military procurement

Efficiencies have been achieved by unifying procurement mechanisms across military sectors, as well as prioritizing contract localization.

## Opening licenses for military industries

**11 target areas** were identified in the military industry by the General Authority for Military Industries (GAMI) with many investors entering after the opening of licenses in 2019, increasing the percentage of localization in the sector **from 2% in 2016 to about 8% by the end of 2020**.



## Participation of local and international manufacturers in military industries

The Industrial Participation Program offers benefits to manufacturers committed to bringing added value to the military sector and **transferring technology**, knowledge and development opportunities to Saudis in the sector. GAMI has localized systems worth **SAR 4 billion**.

## Launching the licensing program for the practice of military industries

91 local and international companies were licensed with 142 constituent permits; **55% for manufacturing, 25% for the military services sector**, and **20% for the supply sector**. Domestic companies licensed constituted **83%** while foreign and mixed companies **made up 17% with an investment of SAR 25.2 billion** until the end of the first quarter of 2021.



## Establishment of the Saudi Arabian Military Industries Company (SAMI)



الشركة السعودية للصناعات العسكرية

Saudi Arabian Military Industries

SAMI has completed the acquisition of Advanced Electronics Company and the Aircraft Accessories and Components Company, in addition to establishing several joint ventures with major international companies.

### Targeting seven research and technical areas in the military sector

Seven research areas were identified, with 21 targeted technologies being developed and localized in cooperation with: local military beneficiaries, research centers, universities and companies operating in the military sector.



# Industry and Mining

## Developing the infrastructure of Increasing investment in the industrial sector

**14**

Cities and  
industrial oases

Development of more than  
**34** million m<sup>2</sup>  
of industrial facilities by MODON  
partners is underway

Increasing women's participation in the industrial sector  
by creating new job opportunities.

### Increasing investment in industrial sector

The innovative restructuring of the industrial sector introduced novel and indispensable amenities and encouraged investors to increase financial investment into the sector:

from SAR **955.4** billion before the Vision to SAR **1.11** trillion by 2020

This increased the number of employees in the industrial sector by 14%, from 472,602 employees at the end of 2016 to 537,261 by the end of 2020.

# Launching Senai platform

Senai facilitates the journey of industrial investors and moves all services online. It was launched in April 2020 to promote investment in Arab industrial products that have **faced difficulties due to the COVID-19 pandemic**. The platform's services include an industrial license application that allows the cancellation of initial approvals issued by the Industrial Services Agency to reduce bureaucracy for investors.

## Industry 4.0 applications

The delivery of Industry 4.0 transformation will be implemented in 8 factories with **Industry 4.0 applications to be implemented in 5 more factories to best maximize the use of modern technologies**. KACST's Industry 4.0 Innovation Center uses 4G for a number of technologies including: digital control manufacturing equipment, digital reverse engineering equipment, AR equipment and advanced metal casting and manufacturing equipment.



## Establishment of the Saudi EXIM Bank

Established in February 2020, the EXIM Bank aims to develop and diversify Saudi exports and **increase their competitiveness** and access to global markets by providing financing products to serve international exporters and buyers.



## Launching TAADIN (mining) Platform

TAADIN provides investor licensing services, promotes mining investment governance principles, develops effective dispute resolution mechanisms and ensures the efficiency of mining activities. It has issued more than **150 licenses** and registered more than **550 investors**. The license renewal time was shortened from 60 days to **7 days** with the possibility of reducing the license renewal period to one day after linking with banks.

## Launching the National Geological Database

The 1st edition of the National Geological Database was launched in January 2019, with more than **5,500** mined sites, **80-year geological survey** and **10,000 technical reports**.

## Conducting the largest regional geological study

The General Geological Survey Program is conducting the largest regional geological study, which is obtaining geological data to explore mining opportunities in the Kingdom within an area of up to **60,000 km<sup>2</sup>**, **covering the entire geological area known as the "Arabian Shield"**.

# Logistics

## Saudi Arabia ranked 1st in the Road Connectivity Index

Saudi Arabia ranked 1st in the world on the **Road Connectivity Index** for 2019 according to the Global Competitiveness Forum report, reflecting the objective of transforming the Kingdom into a logistics hub connecting the three continents of Asia, Africa and Europe.

## Saudi Railway Company breaks record

The Saudi Railway Company (SAR) transported more than **733,000** containers in 2020 and was ranked in the top three rail companies in the International Union of Railways (UIC) annual safety index.

## World-class capacity of the Saudi Naval fleet

The Kingdom's naval fleet ranked **1st in the Arab world** and 20th globally for cargo capacity in 2020 according to UNCTAD.



## Operation of a Saudi port fully owned by the private sector

King Abdullah Port in the King Abdullah Economic City project was inaugurated as the **first Saudi port to develop and operate under full private sector ownership**. The private sector has also engaged in the management and operation of some port operations in Jeddah and Dammam, with a total investment of **SAR 16 billion**.

## Launching the electronic customs issues system

Launched under the Saudi Customs Authority's **Maximization of Government Revenues from the Saudi Customs initiative**, the system: improves the implementation of customs procedures, integrates the various organizational units and government entities and accelerates the collection of customs fines.

In addition, diagnostic studies on revenue uplift opportunities resulted in **SAR 57 billion** of efficiency gains annually.



## Improving regional and international connectivity

The **Arar Port between Saudi Arabia and Iraq** was reopened to increase the capacity for goods and passengers and to improve local, regional and international connectivity of trade and transport networks.



## Launching 5 new shipping lines

These new lines serve MENA, West Africa, the Eastern Mediterranean, Northern Europe and the Indian subcontinent and **increase the connectivity of the Kingdom's ports to global markets**.

## Reducing the customs release period from 288 hours to 9 hours

The integration of the "**Fasah**" and "**Saber**" platforms accelerate customs procedures and make them more flexible for traders and importers. This has led to the release period for goods falling **from 288 hours to just 9 hours**.

## Self-Service Automated Border Clearance (ABC) Kiosks

The kiosks allow travellers to complete travel procedures (entry and exit) by themselves through self-service ABC Kiosks. Over 960,000 citizens, residents and visitors have benefited by independently completing their travel procedures, which contributed to:

- Cutting expenses
- Improving services
- Increasing operational efficiency
- Speeding up travel procedures

# Tourism and Sports



## Modern tourism with new horizons

The tourism sector constitutes an important component in the development of the national economy and in February 2020 the Ministry of Tourism was established.

## Electronic tourist visa in 5 minutes

The Kingdom opened its doors to tourists from around the world in September 2019 with the introduction of online electronic tourist visas for 49 countries, with other nationals able to apply for a visa at their nearest Saudi embassy or consulate.

More than **440,000 visas** were issued by March 2020. With a growth rate of **14%**, the tourism sector was the fastest growing in the world before COVID-19 and its contribution to the Saudi economy reached **9.5%** in 2019.

## Chairing the first G20 Tourism Working Group

The first G20 Tourism Working Group was established under the chairmanship of the Kingdom. The Working Group adopted a number of initiatives including the Diriyah Statement, the AlUla Framework for Inclusive Community Development through Tourism and a report on easy and safe travel.

## Establishment of the Saudi Tourism Authority

The Authority is concerned with developing tourism packages and products, marketing the Kingdom locally and abroad and **developing the tourist experience** through its research.

## First regional office of the World Tourism Organization in Riyadh

The first regional office of the World Tourism Organization (**WTO**) opened in Riyadh in 2021.

## Increase in the Tourism Spending Index

The Tourism Information and Research Center "MAS" showed an increase in tourism expenditure in the Kingdom from **SAR 130.5 billion** in 2015 to **SAR 164.6 billion** in 2019, an increase of **26%**.

## Activating agricultural tourism in the Kingdom

102 agricultural tourism licenses were issued in: Riyadh, Al-Qassim, Al-Ahsa, Ha'il, Tabuk, Najran, Jeddah, Madinah, Taif and the governorates of these regions.



## Loans for tourism projects

More than **67 tourism projects** worth more than **SAR 200 million** have been financed through the Financing Guarantee Program, "Kafalah", and the Tourism and Hotel Projects Lending Support Initiative. Additionally, 18 leading and specialized professions in the tourism accommodation sector have been localized.

## Investment in sports

An independent Ministry of Sports was established in February 2020 to **expand the base of sports practitioners** and strengthen participation.

## Launching the Sports Clubs Support Strategy

Since its launch in 2019, the Strategy has achieved several milestones, including:

- ◆ Clubs meeting governance targets increased to **54%** in 2020-2021.
- ◆ The number of different sports in clubs increased by **755%** in 2020-2021.
- ◆ Sports clubs provided 1,353 jobs in 2018-2019, 1,964 in 2019-2020 and **3,097** in 2020-2021, a jump of **129%**.





## Increased number of sports federations

In line with the Vision 2030 objective to create champions in various sports, the number of sports federations has increased **from 32 in 2016 to 64 in 2020** and is expected to reach 92 in 2021.



## Establishment of private sports investment companies

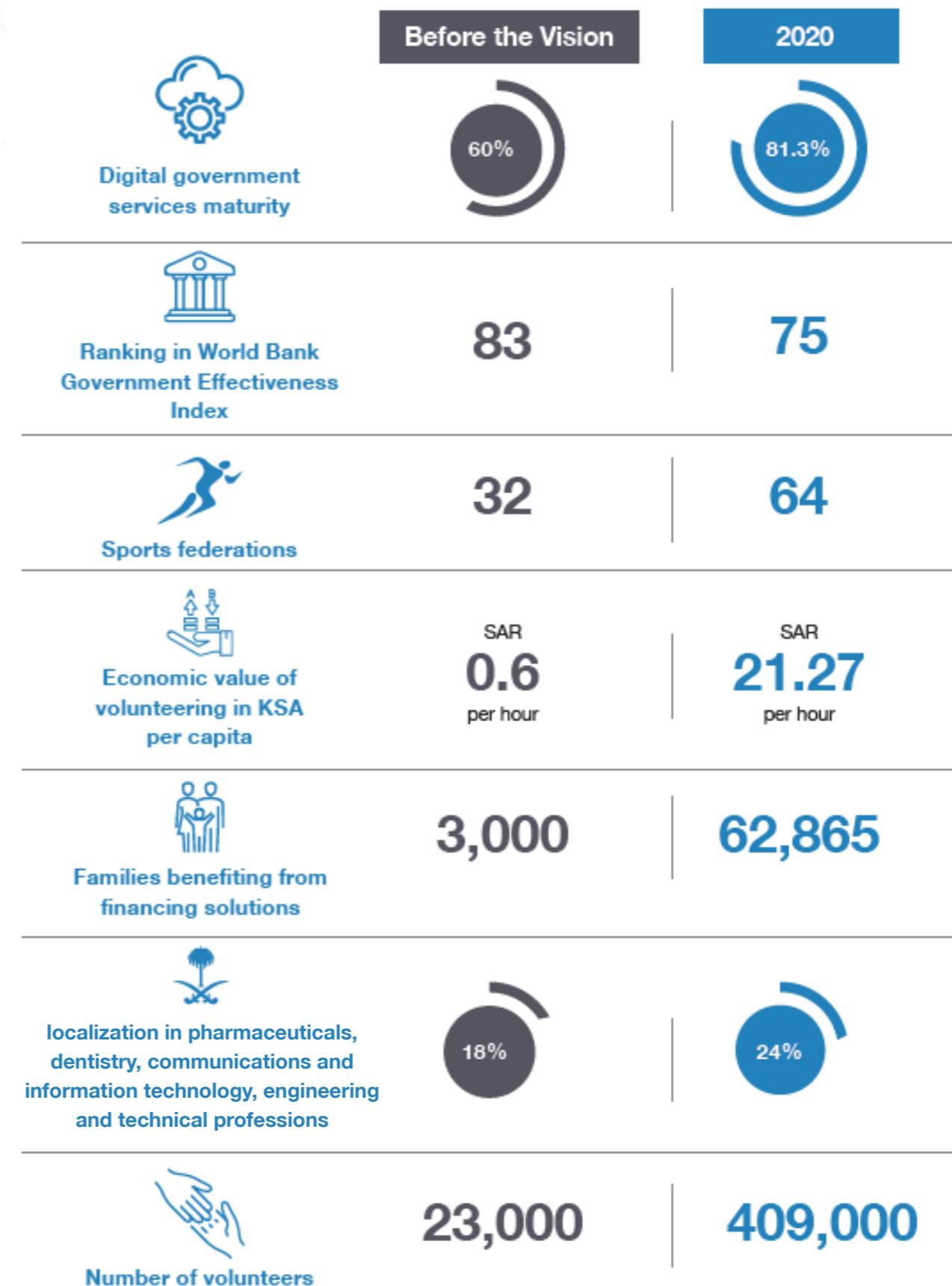
In 2015, no club had a private sports investment company. By 2020, **3 private sports investment companies** were established under clubs for the first time to ensure their financial sustainability.

# An Ambitious Nation

The people of Saudi Arabia are known for their ambition and determination. Vision 2030 has implemented many initiatives to improve systems and services, and expand communication channels between government entities, citizens and the private sector. Under Vision 2030, Saudi Arabia has updated governance and management practices to ensure the highest levels of transparency and accountability. The Kingdom has built an effective business sector, maximized the social impact of the non-profit and charitable sectors and invested in the Kingdom's strengths, protecting its natural resources.



## Towards Ambitious Nation



# Development of Government Systems

Vision Realization Programs (VRPs) updated governance and management practices to raise them to international standards and ensure high levels of transparency and accountability. They adopted objectives, plans and performance indicators to track progress and effectiveness. Through the **expansion of online government service provision**, the Vision aspires to a leading position in e-government.



## Issuing legislation to support institutional structures

- ◆ **60 new laws** have been enacted to support institutional structures including the Chambers of Commerce Law and the Saudi Central Bank Law.
- ◆ **77 new regulations** issued including the Digital Government Authority Regulations, the Authority of Spending Efficiency and Government Projects Regulations and the Sports Boulevard Regulations.
- ◆ **36 regulatory arrangements** including the Regulatory Arrangements for the Public Health Authority, and the Regulatory Arrangements for the Non-Oil Revenues Development Center.
- ◆ **24 new regulations aimed** at individuals rather than institutions, most notably the Public Decency Regulations and the Micro Enterprise Regulations.

## KSA in the e-Government Index

The Kingdom has progressed in the United Nations E-Government Development Index 2020 to be ranked **43rd** globally in the main index, **27th globally** in the Communications Infrastructure sub-index and 35th globally in the Human Capital sub-index.

**142 government entities provide 3,474 e-services to the Kingdom's residents.**

## High digital government services maturity

The maturity rate in government e-services has increased to **81.3%** and reflects the level of development in the provision of **government digital services** to the public. The Digital Shura Council Development System has been launched through the electronic government transactions program, Yesser.

## KSA advancement in the Corruption Perceptions Index

After promoting the values of transparency in government work by measuring the performance of public agencies including: ministries, government agencies and funds, the Kingdom advanced in the Corruption Perceptions Index from the **57th position in 2017 to 52nd in 2020.**

### An electronic system for collecting government revenues

Developing a collection method for non-oil state revenues using state-of-the-art modern technology to facilitate the collection of state revenues, preserve public money, and increase revenues. The system links to the SADAD system and government agencies. The system also assists in collecting all government revenues, allowing beneficiaries to pay government fees through multiple payment methods with ease and provides data for more efficient analysis and tracking. It has been linked to over 400 government agencies.

### Launching Etimad (Governmental financial services platform)

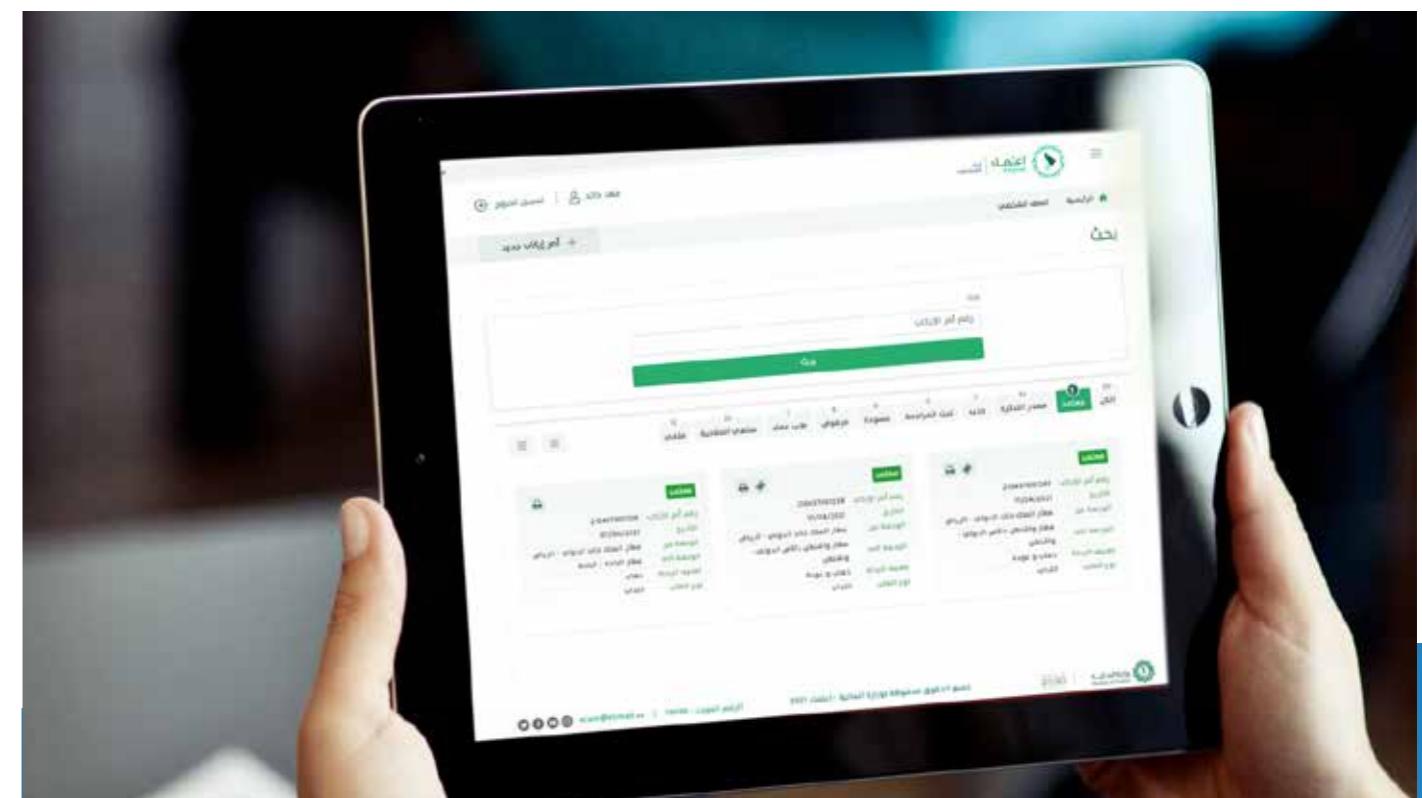


The platform was launched in 2018 to allow government bodies to efficiently manage financial resources, as well as governing the documentary cycle by automating payment orders. This improves and speeds up payment procedures, helping to increase transparency and control and measure performance. There are over **167,732 users** on the platform.

The number of tenders offered were over 96,000, amounting to SAR 1.203 billion. Direct procurement orders totalled 307,000, with a total of **SAR 17 billion**, which increased private sector opportunities. The number of contracts and verifications totalled over **571,000**, with a value of over **1.092 billion riyals**. The number of payment orders was over **2.8 million**, with a value of over **SAR 2.4 trillion**.

## Launching SARF, the governmental workers' entitlements system

SARF is part of the National Center for Government Resources Systems (NCGR). It provides a **central database for the financial rights of government employees** which includes salaries, allowances, bonuses and any other financial benefits. It contributes to improving operational efficiency and the experience of beneficiaries by relying on digital financial operations, digital certification as an alternative to paper orders and notices and technology in developing payment methods to achieve the objectives of Vision 2030.



### (Irkab) Digital travel service

The NCGR developed a travel order management service for government employees via Etimad. It is a digital travel service for civil and military employees of government agencies. It also provides other government services, such as scholarships and medical trips, with automated procedures through a single platform, from issuing and approving boarding orders to booking and issuing tickets electronically, and providing air services in partnership with Saudi Airlines.

# Etimad Marketplace

The Etimad Marketplace allows open transaction between government agencies and the private sector. It provides lists of goods at standardised prices through framework agreements with **Expenditure Efficiency & Projects Authority**, enabling government bodies to procure, deliver, and receive goods via the platform.



## Launching the New Government Tenders and Procurement System and Ratifying its Executive Regulations

The System was launched to **increase spending efficiency, improve financial planning for government agencies**, manage financial resources effectively and organize and manage procedures related to government procurement. This system is a fundamental shift in its legal and electronic terms, as purchasing methods have evolved by directing all government procurement transactions through Etimad. It also launched a change management project to strengthen the new government tenders and procurement system through training government agency employees, qualifying procurement ambassadors and supporting the standardized call center.

# Instant Payments System



The Instant Payment System (IPS) provides customers with access to instant transfers around the clock. It provides **greater flexibility** for customers to add details of payment instructions to beneficiaries, facilitate financial settlements, conduct business between companies and verify beneficiaries and account details. The system also **improves the efficiency of the financial system**: including fraud risk management, anti-money laundering, improvement of existing banking products and management of business sector cash flows.

## Municipal services portal

**Balady** was launched to provide municipal services with more than 1 million people using the platform:

- ◆ Issuing more than 1 million construction and commercial licenses.
- ◆ Reaching 82% of instant municipal licenses.
- ◆ Activating the '940' customer service line to receive, process reports and complaints.
- ◆ Launching and automating more than 100 municipal services in 285 municipal agencies.
- ◆ Launching an interactive platform with 252,089 respondents to surveys on the effectiveness of municipal services.

## Designing an isolated testing environment for the innovative financial services market and 32 currently authorized companies

The Saudi Central Bank has designed an isolated testing environment (Sandbox) to understand and assess the impact of new technologies on the financial services market and to help transform the Kingdom into a **smart financial hub** that allows local and international companies to test new digital solutions. There are **32 participating companies** supporting the Bank's efforts to: grow e-commerce, enhance and diversify financial services and the products offered in the financial sector and push towards digital transformation in line with the objectives of the Financial Sector Development Program to increase financial inclusion.



## An electronic system for collecting government revenues

An updated electronic billing and collection system was developed to collect all state revenues and link with the SADAD system and government entities. The system makes it easier to collect government revenues and enables beneficiaries to pay their bills using multiple payment methods. It also provides data for more efficient analysis and tracking. In 2019, the collection system was linked electronically with **38 main entities and 350 sub-entities**.

## Launching the Esal platform for business invoices

The platform is a major step forward in the digitization of services in the Kingdom. It provides an **integrated solution for billing and payments between government entities**, various business sectors and suppliers dealing with these entities.



## Expansion in services provided by Absher platform

The Absher platform provides multiple electronic government services to the public. It offers around **335 services** across its three platforms (Absher Individuals, Absher Business, and Absher Government). The platform has improved the performance of governmental services, in addition to having world standard cyber security. Main Absher milestones include:

- ◆ More than **20 million** documented users.
- ◆ More than **44 million** procedural services implemented annually.
- ◆ More than **70 million** inquiry services implemented annually.
- ◆ More than **23 billion** visits to the platform annually.
- ◆ More than **6 million** digital identity uploads on Absher app for smart devices.
- ◆ More than 250 million working hours saved annually.
- ◆ **47 services and 115 amendments** to facilitate procedures for the Kingdom's residents during COVID-19.



## Increasing Court completion rates

The Judicial Operations Center has increased the completion rate of the enforcement courts to **82%** and the completion rate of civil affairs courts to **59%**.

## Launching the Najiz platform

Najiz has eliminated the need to visit judiciary offices by providing **more than 120 online services**. This increased user satisfaction with the services of the Ministry of Justice and enhanced operational efficiency. It has 70,000 daily users and the unified call center for justice services – 1950 – processed **2.6 million calls in 2020**.



## A center to support the justice system

With the goal to protect and improve asset values and right fulfilments, The Entrustment and Liquidation Center Infath was established in 2019. It is a specialized center that is financially and administratively independent which supports the justice system by performing liquidations and sales, **taking into consideration the public interest in liquidations** without posing extra work on legislator and government entities.



## Increase KSA ranking in the justice sector

As part of the aim to increase KSA's global ranking in justice sector performance across legislation analysis and developing legislature instruments, the "Monitor of International legislative Indicators and Reports" and the "Legislations Office Unit" were established to be the central reference for International indicators and reports. All of which is part of the initiative **to raise KSA global index rankings in the justice sector**.

## Remote litigation platform

Launched in response to the pandemic, it is part of a package of initiatives and projects that enhanced court procedures. The platform includes all litigation procedures stipulated in the procedural laws such as the Law of Procedure Before Sharia Courts and the Law of Criminal Procedure. It supports: the exchange memorandums between parties, submission of documents and reports, electronic pleading sessions, either through written pleading or pleading via video communication, sentencing, receipt of judgment and objection before the Supreme Court. Around **207,000 cases** were heard on the platform and up to **588,000 court sessions were held remotely**.

## Review centers to support courts

To increase operational efficiency and accelerate judicial procedures, a number of specialized centers have been established to **provide support to courts**.

## Providing real estate services online

The "Najiz" portal of the Ministry of Justice enables beneficiaries to sell and transfer real estate in full without the need for the relevant authorities. More than **34,000** electronic transactions worth over **SAR 2.5 billion** were carried out.

## Electronic powers of attorney

The issuance of powers of attorney of all kinds was made available through the "Najiz" portal. The number of electronic powers of attorney has reached **6 million** since the launch of the service in 2018.

## Remote reconciliation platform

The Taradhi platform enables disputing parties to undertake "remote reconciliation". Taradhi offers services for all stages of reconciliation from filing the case to reaching a result without the need to appear before the court. The number of reconciliation cases referred to the platform reached more than **139,000 cases**, with more than **12,000 reconciliation documents** issued by the end of 2020.

## Launching E-mazad platform

The Platform enables courts to put up property for sale in a fully electronic manner, which allows all participants to enter and bid directly and transparently. **521 auctions** were held on the platform with **8,419 registered users**, and **330 properties sold**. The value amounted to **SAR 1.205 billion**.

## Launching mobile notary services

These services enable the elderly, people with disabilities, hospital and care homes patients and stationed soldiers to issue powers of attorneys and real estate transactions. Mobile notaries serve more than **42,000 annually**.

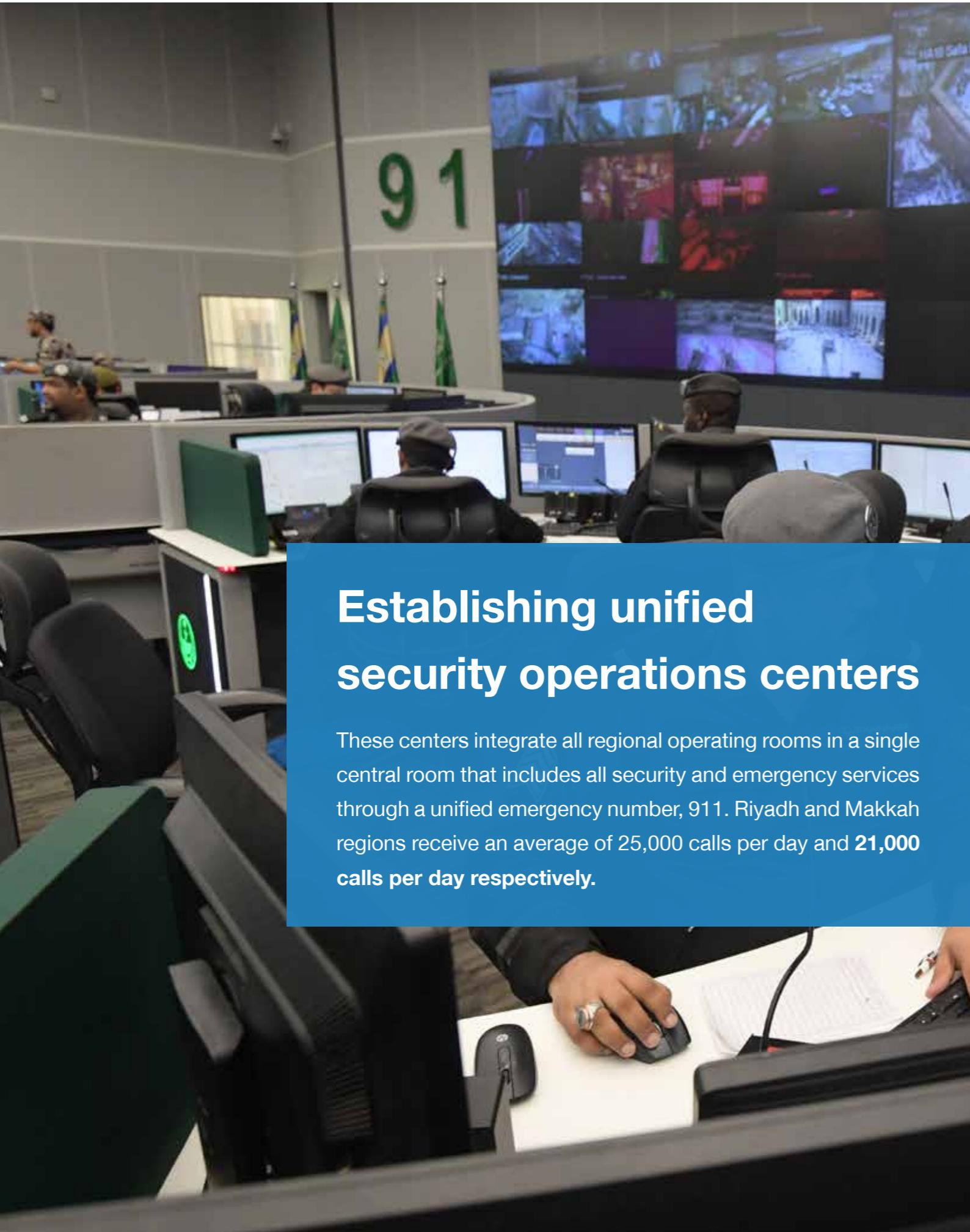
## Digital service to communicate with deaf people in justice facilities

In order to facilitate communication between deaf people and service providers and improve service quality, the digital service "Eshara" was launched for deaf people in all judicial facilities, providing free interpretation services.



## Automating marriage contracts

Automating marriage contracts eliminates the need to visit government entities to complete the procedure. **40,000** electronic marriage contracts have been concluded through the system.



## Establishing unified security operations centers

These centers integrate all regional operating rooms in a single central room that includes all security and emergency services through a unified emergency number, 911. Riyadh and Makkah regions receive an average of 25,000 calls per day and **21,000 calls per day respectively.**

## A National Cloud Computing Committee

The National Committee for Digital Transformation has adopted the Cloud First Policy to **accelerate and catalyze the transition of the public sector** from traditional technology solutions to modern computing-based solutions.



## Automation of ship, fishing boat, and pleasure craft services

The “**Marine Transport Portal**” was launched to enable all maritime transport workers (individuals and organizations) to submit licensing applications and to remotely complete all procedures online.

## Launch Compliant Campaign

The campaign aims to support municipalities in promoting coronavirus measures and **engaging volunteers in the awareness process.**



## Acceleration of urban development plans

Enhancing plans approval procedures have cut waiting times to within **60 days** instead of the previous period of two years or more.

## Launching the Private Sector Participation Law

The Law aims to create an environment that raises the volume and level of services provided to citizens and residents and **provides the necessary flexibility** in the regulatory and investment environment for PSP projects in the Kingdom.



## Private Sector Participation and Public Participation Partnership projects

Signing 18 PSP and PPP projects has resulted in the improvement of: the quality and efficiency of services provided to citizens, the efficiency of public infrastructure, the employment and operation of PSP projects and enhancing the role of the private sector in providing services.

## Launching "Recalls" center

Recalls Center was launched to recall approximately **2 million** defective vehicles and **500,000** defective goods.



## Establishing the Monitoring and Warning Center for Unsafe Products

Established in July 2018, the Center is building an integrated system to **exchange information on incidents of unsafe non-food and nonpharmaceutical consumer products**.

The e-platform allows government agencies to notify and exchange information on consumer products that may cause harm to consumers and take necessary preventative measures.



## Increasing the efficiency of recruitment procedures

The Jadara system has **1.7 million users**, increasing the performance efficiency of government entities in managing recruitment procedures.

## Localization of professions

Localization processes in key professions have raised the localization rate from **18%** at the beginning of 2017 to **24%** by the end of 2020. Around 422,000 citizens have been employed in key professions since the beginning of 2019, including:

- ◆ **3,800 jobs** in the pharmaceutical sector
- ◆ **2,000 jobs** in the dentistry sector
- ◆ **1,816 jobs** in the communications and information technology sector
- ◆ **48,000 jobs** in the engineering and technical sectors

## Enabling employee and job data exchange

The Eltizam service allows the exchange of employees and job data automatically, and securely, between **90 government entities**. The number of beneficiaries exceeded **1.3 million**.

## Expansion of employment options for women in the private sector

The Labor Law was amended to increase the number of Saudis entering the labor market. Changes were designed to: **empower women economically**, support them in doing business without discrimination, apply work environment regulations to protect all groups and expand private sector employment options for women.



## Providing innovative and secure digital solutions for government employees

The national human resources management platform “**Masar**” provides innovative and secure digital solutions for government employees.

The platform provides services, such as: reviewing job data, preparing and following up on promotion records, submitting and **following up on grievances**, as well as other services that contribute to the achievement of government performance excellence.



## Developing Tawakkalna App (COVID-19 Test & Trace)

The Tawakkalna ecosystem was expanded to include the Tawakkalna App, a national SDAIA service created to assist governmental effort to contain and address the COVID-19 pandemic through the dissemination of digital permits during curfew and the cautious return to normalcy and ending curfew. Tawakkalna is the Kingdom's official app for limiting the spread of the virus. It aims to be a comprehensive governmental app for facilitating communication with citizens, residents and the private sector by providing a unified platform for governmental services and apps. Also Tawakkalna app provides other government services, such as government documents and other services.

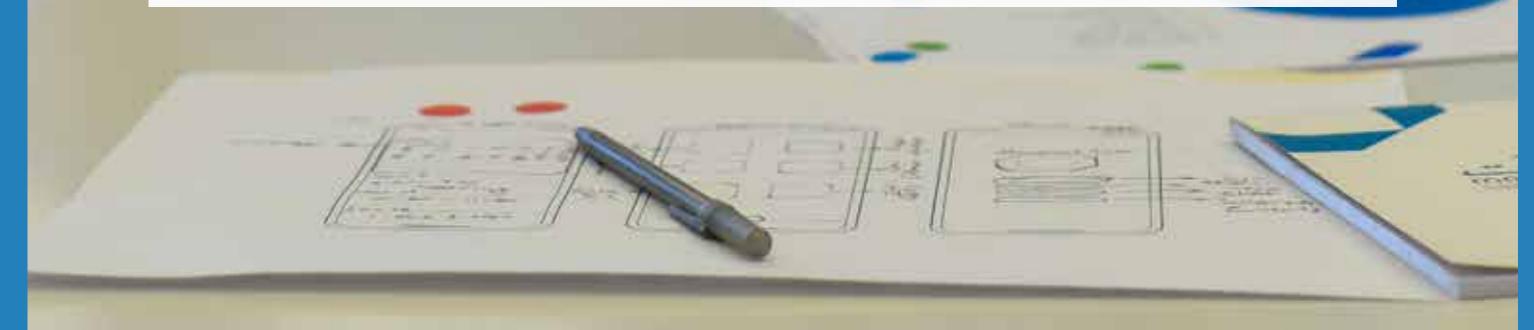
Since the launch in May 2020 until the end of the year, the app has:

- served **21+ million** users
- offered **50+** services
- provided **27+ million** permits during curfew

## National Data Governance Regulations

Seven new policies have been adopted that contributed to raising the level of data and AI:

- **Data Classification:** Securing the confidentiality of national data and classifying it at four levels.
- **Open Data:** Making open data and information available to all beneficiaries.
- **Sharing Data:** Improving data sharing to integrate government agencies and obtain data from their sources.
- **Personal Data Protection:** Organizing the process of gathering, processing, disclosing, and maintaining national sovereignty over personal data.
- **Freedom of Information:** Regulating beneficiaries' access to open information or obtaining it, regardless of forms, from government agencies.
- **General Regulations for Disclosure of Data Outside the Geographical Borders of the Kingdom:** Ensuring that the disclosure of personal data outside the Kingdom's geographical borders is regulated, as well as preserve the national sovereignty of this data and the privacy of persons concerned.
- **Protecting the Personal Data of Minors:** Protecting minors and similar demographics from inappropriate content and advertisements on the Internet, as well as assisting relevant authorities to protect them from the risks of collecting and processing this personal information.



## Nabaa (Saudi national notifications platform)

Launched in 2010, it is a national platform that allows for more effective communication by sending notifications and alerts to individuals, integrating governmental and private establishments and target groups via direct communications channels such as texts, audio notes, emails, and mobile notifications. It cuts costs related to sending text messages from various government agencies and reduces spam messages by reaching the targeted group based on various criteria determined by each respective agency. **The Platform sent 600,000 daily notifications in 2014, increasing to 4 million by 2021.** Among its achievements are:

- **1.1+ billion** notifications
- **600+** content templates created



## Efaa (National violations platform)

Launched in January 2020, the Platform seeks to increase behavioral discipline and social awareness by ensuring adherence to the law by alerting citizens, residents, visitors and business owners of any government agency violation with ease. It unifies, simplifies, and improves violation procedures for relevant authorities that issue violations. **The Platform also seeks to improve government services and the continuity of business by improving corporate governance and its effectiveness** in managing procedures and services related to issuing violations and achieving excellence at the service and financial levels.

## Forming IAM

IAM is a national service for citizens and residents that documents and issues people with their digital identities and serves over 240 entities, validating over **430 million registrations**. It works on saving operation costs to check identity, plus facilitates operations for user access to services by **supporting the digital economy**. The platform is tightly secure in accordance with the best international practices and a single authentication portal of **over 14 million users by end of 2020**.

# Enabling Social Responsibility

The Kingdom's Vision places faith in Saudis' ability to deliver remarkable and important change for the country, helping citizens to be independent and active members of society. **All the people of the Kingdom have a shared responsibility to shape an exciting future of opportunity for the next generation.**

## Launching the volunteering platform

The platform has **533,950** registered users and provides a stimulating and safe environment that regulates the relationship between volunteering opportunities, providers and volunteers. The platform measures: the number of volunteers in the Kingdom, the number of opportunities available, the economic value of volunteering, the number of volunteer hours, and the satisfaction rate of volunteers.

It has provided over **156,000** volunteering opportunities, and the economic value of volunteering per capita increased from **SAR 0.6 per hour** in 2016 to **SAR 21.27 per hour** in 2020.



## 18 times growth in the number of volunteers since the launch of the Vision

The number of volunteers increased from **23,000** in 2015 to more than **409,000** volunteers in 2020, exceeding the 2020 target of **300,000** volunteers.

## Financing programs for people with disabilities

**5,721** people with disabilities benefited from social finance, self-employment and SME financing programs.

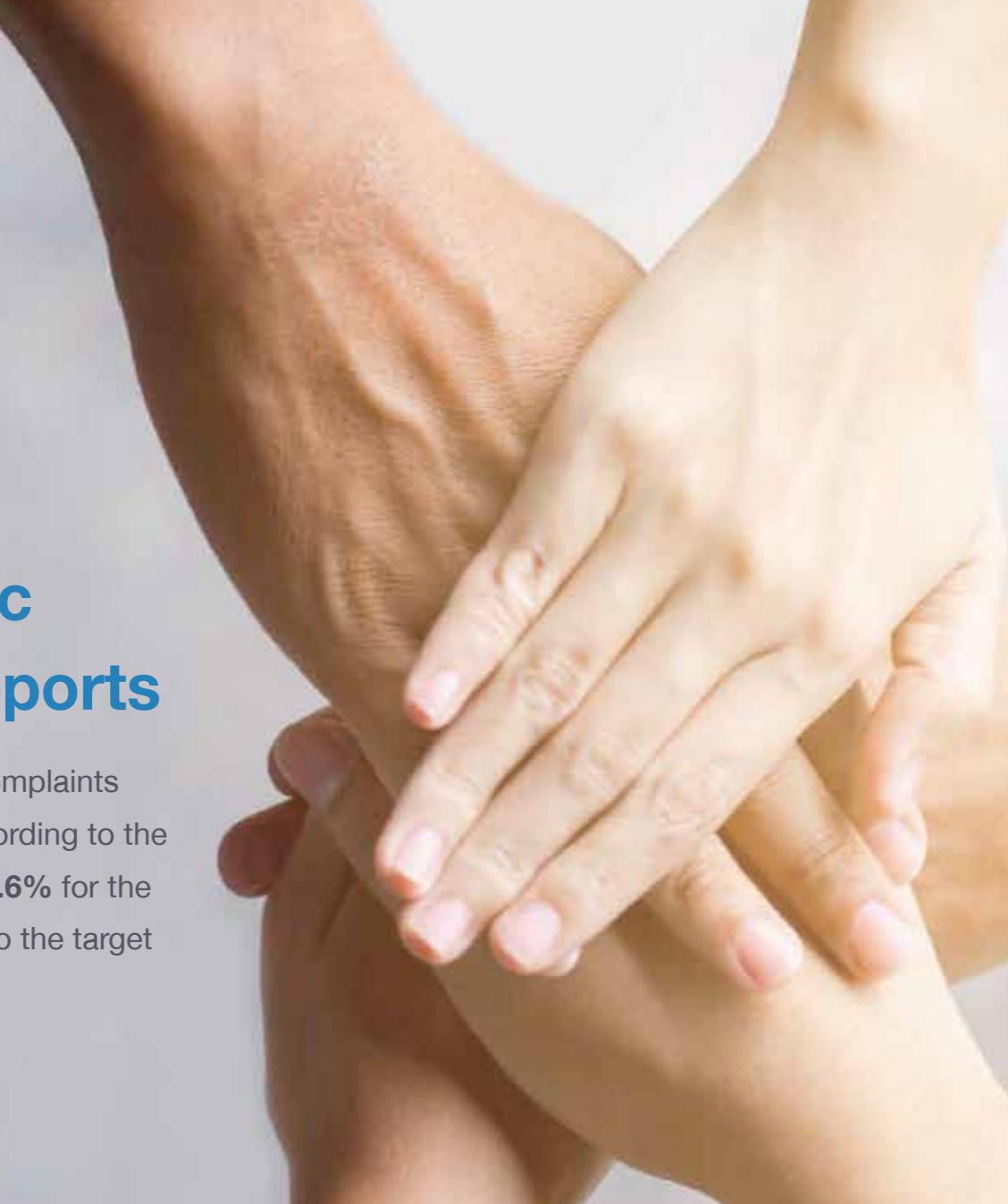


## Launching the E-Diagnostic System for People with Disabilities

With the aim of expanding the range of care for different segments of society, the E-Diagnosis of Persons with Disabilities System was launched as part of the "Expansion of Extended Care Services" **initiative to electronically register people with disabilities.**

## Higher response to domestic violence reports

The response rate to complaints received increased according to the level of risk and was **99.6%** for the Q4 of 2020 compared to the target of **94.5%**.

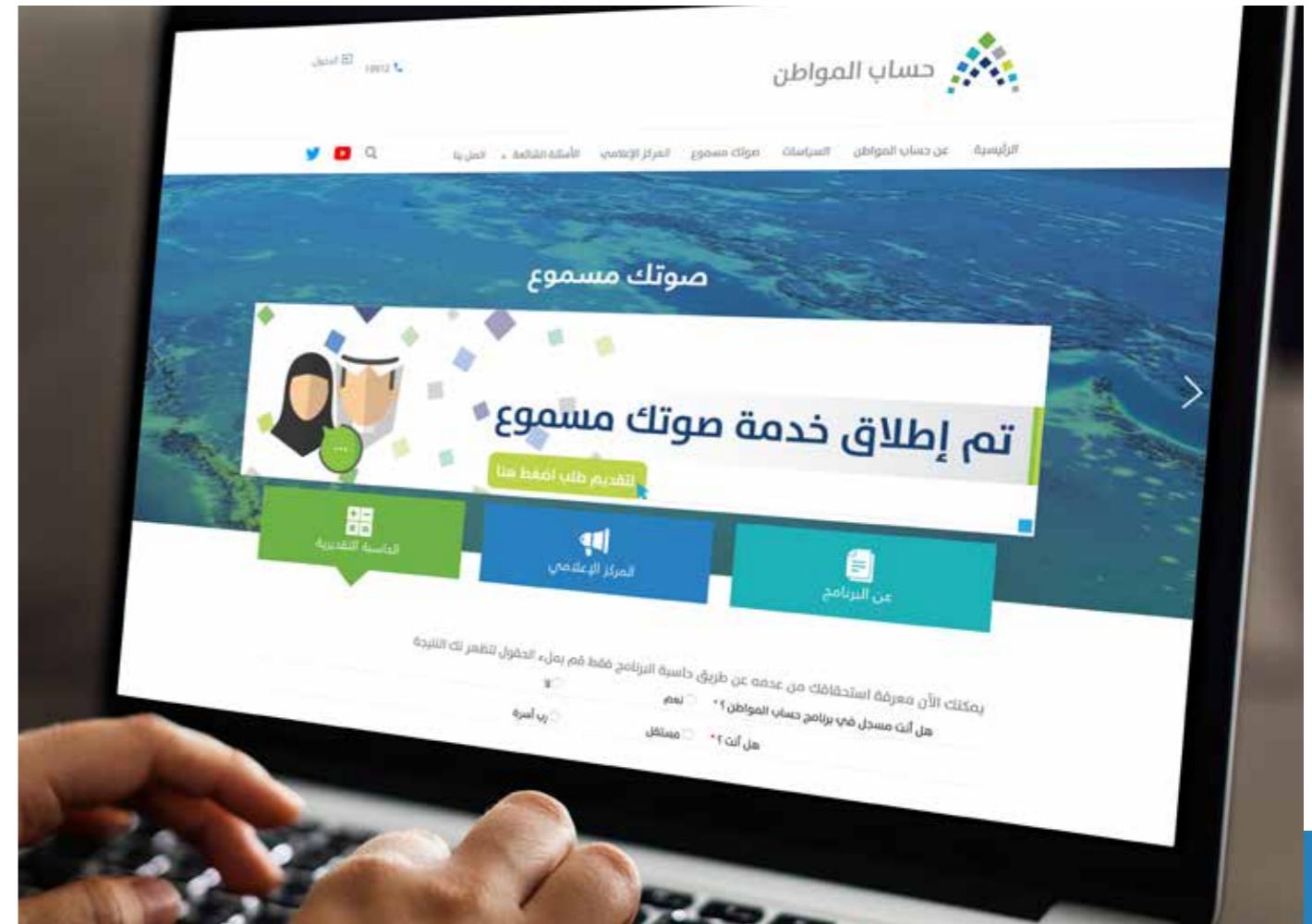


## Protecting the rights of children in custody

As part of the "**Shamel**" initiative, which aims to provide social support for parents and children and protect the rights of children in custody, around 32 centers have been established to provide a **safe and secure environment for children**. The total beneficiaries of the initiative's services reached **34,000**.

## Citizen's Account to support people at risk of poverty

More than **SAR 86.10 billion** has been deposited in the Citizen's Account since its launch in 2017.



## Establishment of the National Center for the Development of the Non-Profit Sector

With the aim of activating and expanding the role of non-profit sector organizations, the Center was established to consolidate government efforts in providing licensing services, tighten financial, **administrative and technical oversight of the sector** and increase coordination and support.

## A national platform for donations

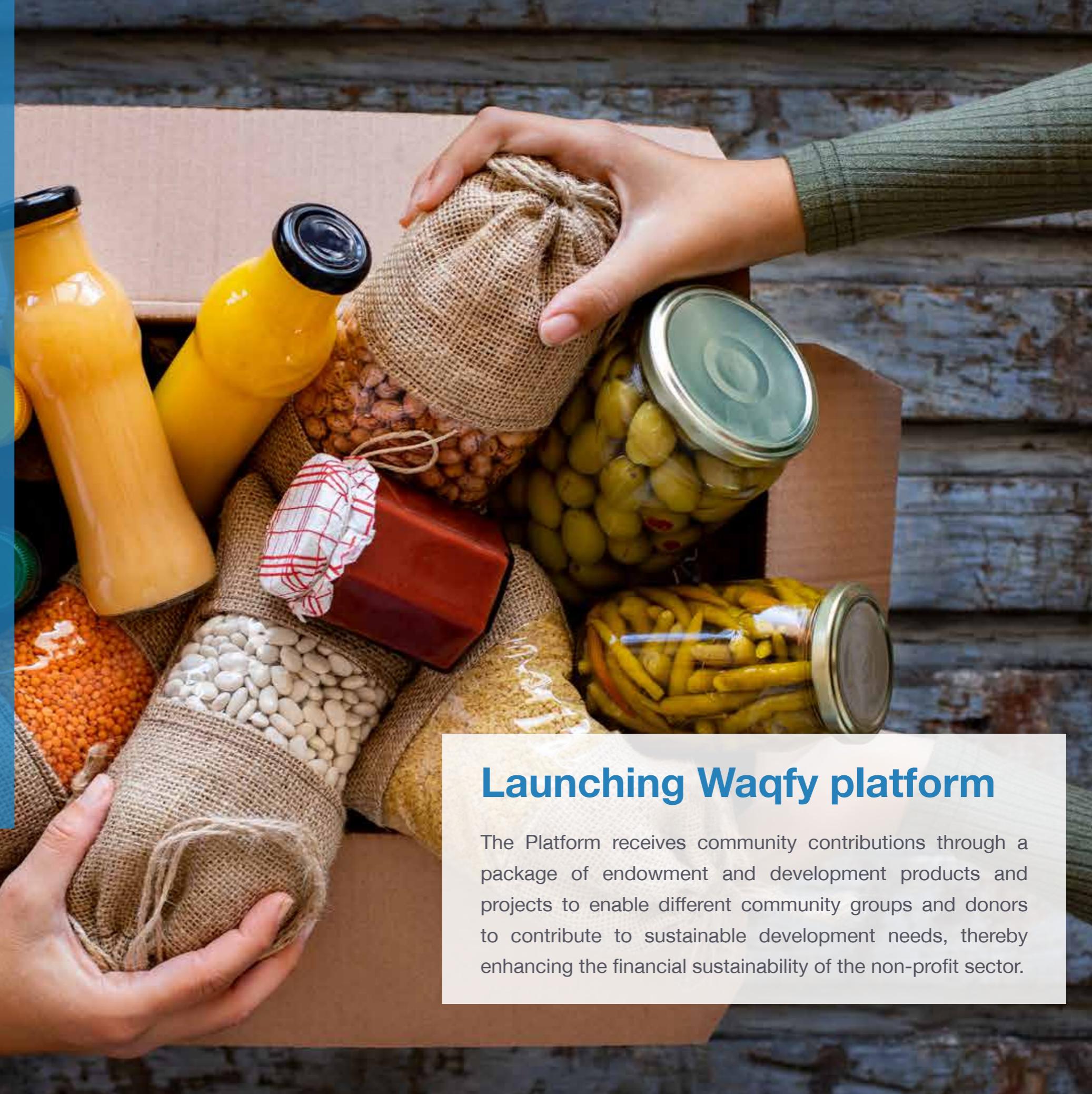
The National Voluntary Platform was established to ensure that donations are regulated and accessible to beneficiaries. Its objectives include raising the Kingdom's ranking in the "World Giving Index" to ensure the efficiency of the non-profit sector's work. The platform promotes the initiatives of accredited community organizations.

More than **160,000** donors have used the platform, benefiting more than 272,000 people.

## Supporting micro enterprises

More than **62,900** people benefited from financing solutions that supported microenterprises in 2020 compared to **3,000** beneficiaries in 2016.

The sales of microenterprises supported by the Social Development Bank have exceeded the 2020 target of **SAR 1.8 billion** to reach **SAR 8.856 billion**.



## Launching Waqfy platform

The Platform receives community contributions through a package of endowment and development products and projects to enable different community groups and donors to contribute to sustainable development needs, thereby enhancing the financial sustainability of the non-profit sector.

## Conclusion ...

“ No matter how much they try to hinder our efforts, we will not stop. This is because I live among a mighty and great people. They just set a goal and easily achieve it. ”

## His Royal Highness

**Prince Mohammed bin Salman  
bin Abdulaziz Al Saud**

Crown Prince, Deputy Prime Minister and  
Chairman of the Council of Economic and  
Development Affairs

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