

Report of the Human Resources Development Fund

Second quarter of 2021

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Executive Summary

This report provides a summary of the role of the Human Resources Development Fund in promoting and supporting labor market policies, increasing the rate of Emiratization and increasing the number of new entrants of male and female citizens in the labor market in the Kingdom, as it reviews the services and programs it provides in partnership with the relevant Ministry of Human Resources and Social Development. To be in line with the National Transformation Program 2020 and the Kingdom's Vision 2030, as well as with the changes that have occurred in the labor market.

It also reviews its achievements during the second quarter of 2021, and its most prominent activities and events that were achieved during this period.

The most prominent achievements of the Human Resources Development Fund during the second quarter of 2021

Number of those employed through the National Labor Portal (Taqat) **7,779**

Those who have been employed through rehabilitation and employment centers **14,091**

Those employed through fixed branches **15,015**

Those who were hired from the employment offices in universities **309**

Total number of beneficiaries of the National Job Seekers Assistance Program (Hafez) **183,734**

Total number of beneficiaries of the Employment Support Program **24,510**

Total number of students continuing from the Teacher Support Program in private schools **3,813**

Total number of beneficiaries of the Working Women Transfer Program (Wusool) **10,690**

Total number of beneficiaries of the training program in strategic partnership institutes **3,798**

Total number of beneficiaries of the training program for graduates of Saudi universities and scholarships on the job (Tamheer) **4,144**

Number of Supplements to Doroob E-Training Program Courses **261,681**

Program for Operating and Providing Training Services in Al-tmaiz Colleges **15,217**

Customer service satisfaction index **% 78**

Number of visitors to the website **607,450**

Website views **1,405,168**

Number of phone calls answered by the call center **149,820**

Human Resources Development Fund

The Human Resources Development Fund was established under the Council of Ministers Resolution No. 107 dated 29/04/1421 AH with the aim of supporting the efforts of qualifying the national workforce and employing it in the private sector.

To achieve its objectives, it may:

- 1- Providing subsidies for the qualification, training and employment of the national workforce in the private sector. Providing subsidies for the qualification, training and employment of the national workforce in the private sector.
- 2- Participation in the costs of qualifying the national workforce and training it for private sector jobs, and the Fund's Board of Directors determines the percentage of this participation and the remaining percentage is paid by the employer benefiting from the qualification of the trainee.
- 3- A percentage of the salary of those employed in private sector establishments after rehabilitation and training, as well as those employed in these establishments shall be borne in coordination with the Fund, and the employer shall pay the remaining percentage of the salary, and the Fund shall bear this percentage for a period not exceeding two years, and the Board of Directors shall set the necessary conditions for its disbursement.
- 4- Supporting the financing of field programs, projects, plans and studies aimed at employing Saudis and replacing them with expatriate workers.
- 5- Providing loans to the rehabilitation and training facilities of the private national workforce established in the Kingdom and existing establishments for the purpose of expanding their activities or introducing modern methods to them.
- 6- Carrying out research and studies related to its activities in the field of qualifying, training and employing the national workforce, as well as providing technical and administrative advice to the national workforce rehabilitation and training facilities.

The Human Resources Development Fund is also organizationally linked to the National Development Fund, which was established by Royal Decree No. (A/13) dated 13 Muharram 1439 AH corresponding to October 4, 2017, and enjoys legal personality and financial and administrative independence, and is organizationally linked to the Prime Minister. The National Development Fund aims to raise the level of performance of the associated development funds and banks to achieve the desired goals of their establishment and keep pace with what serves development priorities and economic needs in light of the goals and pillars of the Kingdom's Vision 2030.

The Human Resources Development Fund (HRDF) is currently working on reviewing and developing its regulatory document with the aim of updating it and adding new competencies in line with the ambitions of the Kingdom of Saudi Arabia's Vision 2030, the strategy of the National Development Fund, and the strategy of the Human Resources Development Fund and its new roles, where recommendations were submitted to those with the authority for approval and approval.

Vision, Mission, and Values of the Human Resources Development Fund:

Vision: Initiative and productive national human resources

Mission: Developing national human resources through effective high-impact initiatives delivered in partnership with key stakeholders in the labor market system.

Values:

Transparency

Focus on results

Team spirit

Focus on the customer

Speed of delivery

Excellence

Strategic Objectives of the Human Resources Development Fund:

Enabling the private sector to employ sustainable jobs for Saudis.

Alignment between job seekers and suitable job opportunities.

Raising the skills and competitiveness of national human resources.

Achievements of the Fund's programs and channels

First: Achievements of Employment Channels:

The Fund offers a range of channels targeting employers and job seekers to support employment and training services to increase stability and develop the workforce. The following are the channels and statistics of the employment support channels, which are as follows:

National Labor Portal (Taqat)

It is an integrated platform that translates the policies and visions of human resources development in the Kingdom into effective programs that are a tributary to the national economy with a qualified workforce. It aims to create a high-quality digital labor market to develop the competitiveness of the Saudi workforce, empower job seekers and enhance the percentage of Emiratization among the workforce.

The National Labor Portal "Taqat", an initiative of the Human Resources Development Fund and with the support of the Ministry of Human Resources and Social Development, provides a comprehensive electronic platform for the labor market in the Kingdom of Saudi Arabia, both public and private, and employment service providers, bringing together job seekers and employers and allowing the provision and exchange of employment and training services efficiently and effectively to increase the stability and development of forces operating in the Saudi labor market and contribute to the fair presentation of job opportunities for all.

The most important benefits of the portal are:

Providing a unified and integrated platform for all parties to the labor market.

Providing tools to manage the labor market and activate its programs and policies.

Support the orientation of human resource development according to the actual needs of the labor market.

Providing training services.

Enhancing the transparency of the labor market and providing its data to support decision-making.

Enhancing the competitiveness of the Saudi workforce.

Providing employment services.

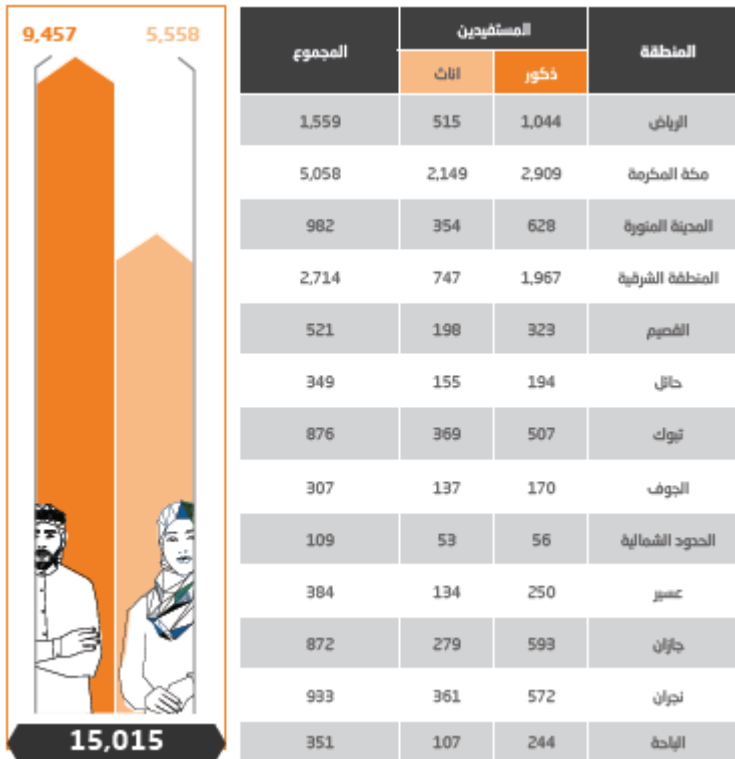
Achievements of the National Labor Portal (Taqat) during the second quarter of 2021:

عدد المنشآت المسجلة في البوابة الوطنية	عدد من تم توظيفهم من خلال البوابة		الشواغر الوظيفية			الإعلانات الوظيفية			المناطق
	الاث	ذكور	كلاهما	الاث	ذكور	كلاهما	الاث	ذكور	
489	465	796	2,957	1,441	1,626	17,462	606	748	الرياض
181	424	819	1,143	552	872	9,539	314	441	مكة المكرمة
57	88	209	163	152	195	2,557	98	108	المنورة المدينة
118	150	478	948	454	924	8,630	248	407	المنطقة الشرقية
49	81	178	116	96	88	1,569	50	65	القصيم
22	40	77	36	11	27	591	9	13	حائل
16	25	68	35	18	46	778	12	23	بوك
14	15	48	31	11	106	462	6	38	الجوف
15	25	31	18	16	17	365	9	14	الحدود الشمالية
38	67	188	179	75	109	1,433	43	53	عسير
12	22	99	102	32	50	1,123	23	31	بازان
23	27	95	34	9	20	1,103	7	16	بزان
3	11	42	9	8	13	402	6	8	البلحة
932	1,157	2,054	570	146	251	230	81	119	أخرى
1,969	2,597	5,182	6,351	3,021	4,344	46,244	1,512	2,084	المجموع

Fixed branches of the fund

A network of branches operated by the Fund in various regions of the Kingdom, and provides various training and employment support services to clients, such as attracting business owners, analyzing their needs and requirements, and working to meet them by organizing job meetings and workshops, and preparing work tables compatible with the requirements after providing career guidance services and human resources consulting, and the number of those who were employed through fixed branches in the second quarter of 2021 reached (15,015) beneficiaries.

Distribution of the Number of Employed Through Fixed Branches by gender and Region during the Second Quarter of 2021



Rehabilitation and employment centers

These centers aim to promote productive and continuous employment through the development of comprehensive rehabilitation and employment strategies for both gender and people with disabilities and enable the employer to keep pace with the changes in the labor market and implement policies, that impact economic and investment growth. In the second quarter of 2021, the number of employment centers was 47, including 24 for males, 16 for females, and 7 remote centers. The number of those employed through rehabilitation and employment centers in the second quarter of 2021 reached 14,091 beneficiaries.

Number of those employed in the private sector through rehabilitation and employment centers during the second quarter of 2021



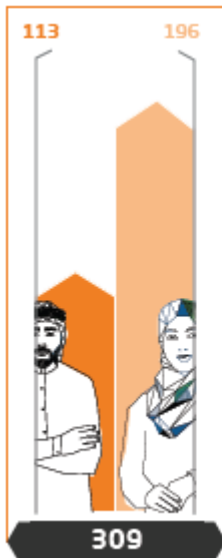
المجموع	المستفيدين		المنطقة
	إناث	ذكور	
38	38	-	القصيم
17	17	-	الجوف
3	3	-	الحدود الشمالية
50	50	-	جازان
13	13	-	نجران
7	7	-	الباحة

Employment Offices in Universities

The offices aim to establish a strategic partnership between the Fund and universities to achieve the common goals of employing university graduates and students expected to graduate from both Saudi gender and job seekers, in a way that raises the level of participation and stability of national forces in the labor market.

The number of those employed through the employment offices in universities in the second quarter of 2021 The number of (309) beneficiaries distributed over some regions of the Kingdom

Distribution of Number of Recruited Through University Employment Offices by gender and Region



المجموع	المستفيدين		المنطقة
	إناث	ذكور	
22	13	9	الرياض
1	-	1	مكة المكرمة
2	-	2	المدينة المنورة
81	78	3	المنطقة الشرقية
42	21	21	القصيم
98	61	37	حائل
63	23	40	تبوك

Second: Achievements of Employment Support Programs:

It aims to increase job opportunities for individuals according to the needs of the labor market, increase the rates of Emiratisation in establishments with qualified workforce, and support their continuation on the job.

The following are the programs and statistics of employment support programs, as follows:

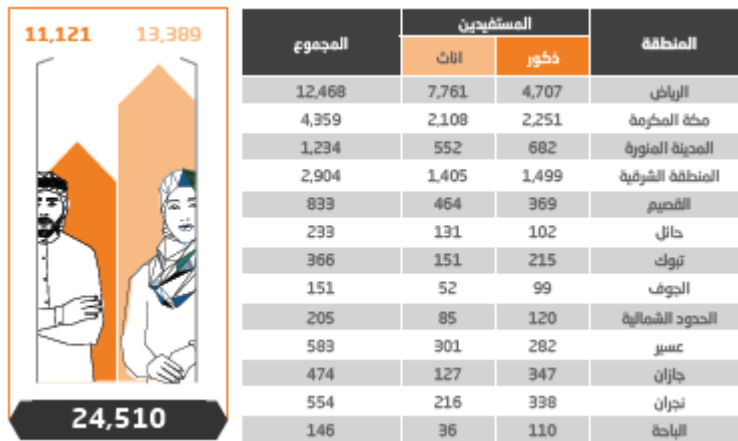
Employment Support Program

In April 2020, the Human Resources Development Fund launched the Employment Support Program to support job seekers in the private sector by bearing a percentage of the employee's wage.

Jobs in the private sector for full time, the program also adds additional support for employment in areas and cities with fewer job opportunities and on the employment of females, persons with disabilities, and small, medium, and micro enterprises, according to what the Fund launches from the mother-in-law directed to economic sectors For job titles, the Fund has launched the initiative to support retroactively the employing establishments starting from July 2019 until April 27, 2020, to maintain employment gains during that period that preceded Corona pandemic and to mitigate the effects of the repercussions of the pandemic, applications for registration began at the beginning of April 2020 and registration closed on May 10, 2020. The first disbursement of the program was made at the end of April for the establishments that completed the program's controls for the month of April as a due month and the month of March for the retroactive effect, and the program continues in the disbursement mechanism for establishments for a current month due and a month prior to retroactive effect for a period of 24 months, as the number of beneficiaries of the program during the second quarter of 2021 AD reached (24,510)

Beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region



National Job Seekers Assistance Program (Hafez)

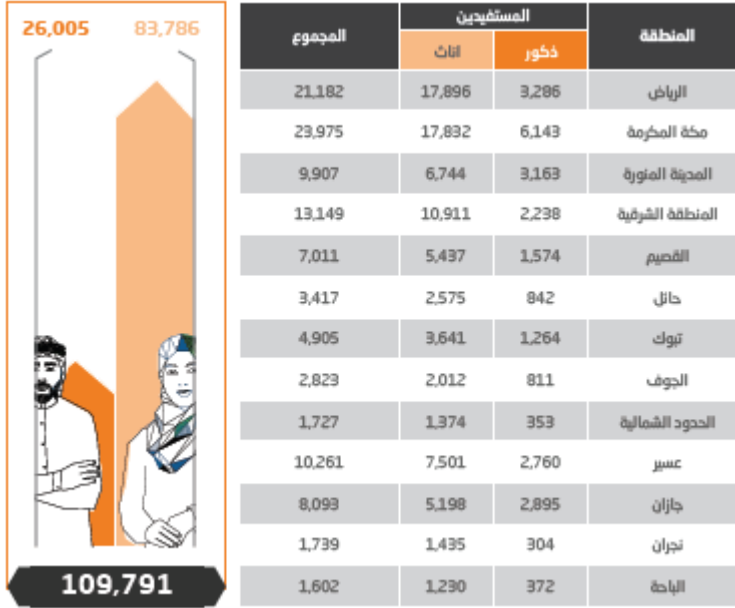
The program supports Emirati job seekers in order to obtain sustainable and suitable jobs, and equips them with the skills and resources needed to join the labor market. It consists of a job search incentive program and a difficulty in finding a job incentive program, as each program targets a specific category of job seekers work within specific eligibility controls. The National Job Seekers Assistance Program (Hafez) is divided into two parts:

First: Job Search Hafez Program:

The program provides a financial allocation of (2000) riyals every month for a period of (12) months and targets the category of young job seekers aged (20-35) years and they meet the controls of entitlement

to the program, as the number of beneficiaries of the program during the second quarter of 2021 reached (109,791) beneficiaries distributed over the regions of the Kingdom.

Distribution of Job Search Incentive Program Beneficiaries by gender and Region



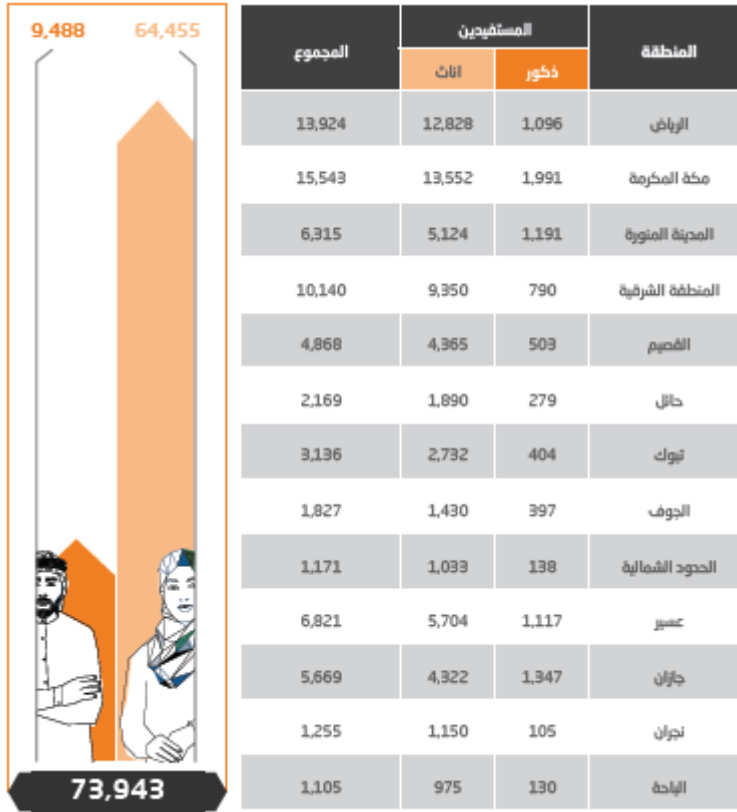
Second: Hafez Program Difficulty in Getting a Job:

The Hafiz program offers difficulty in finding a job with a financial allowance starting with SAR 1,500 per month for the first four months, then SAR 1,250 for the second four months, then SAR 1,000 for the last four months.

The program targets job seekers over the age of (35) years or those who have completed the job search incentive program without finding a suitable thing until the age of (60) years, as the number of beneficiaries of the program is free

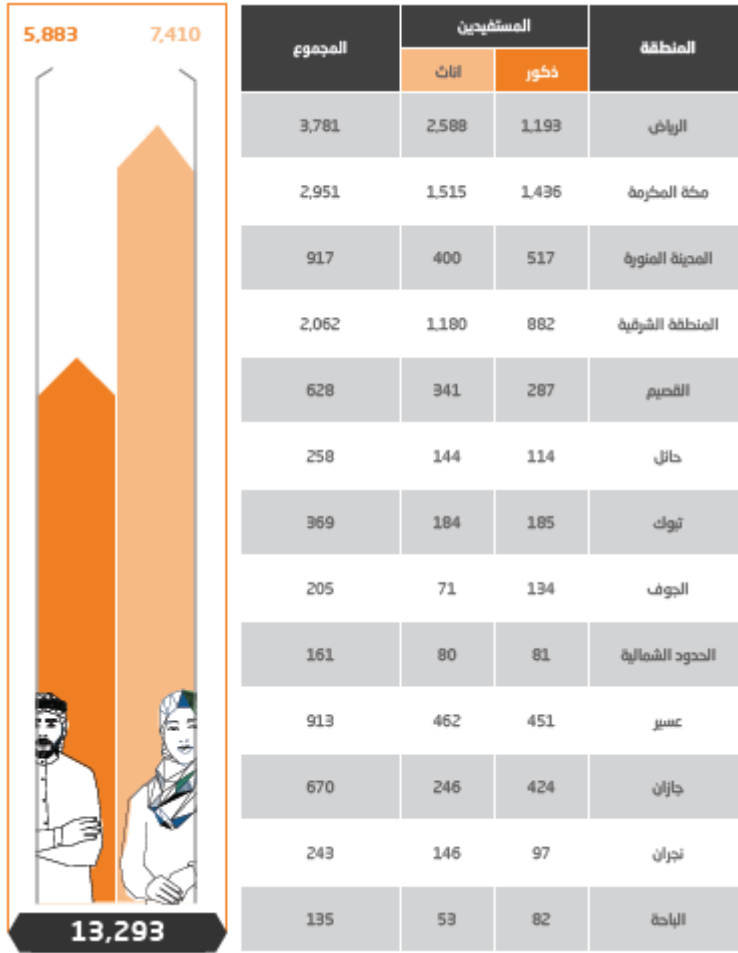
In the second quarter of 2021 (73,943), beneficiaries were distributed over the regions of the Kingdom.

Distribution of Employment Difficulty in Finding a Job Hafez Program by Gender and Region



The number of those employed through the Hafez program in the second quarter of 2021 reached (13,293) beneficiaries distributed over the regions of the Kingdom.

Distribution of Number of Employed Through Hafez by Gender and Region

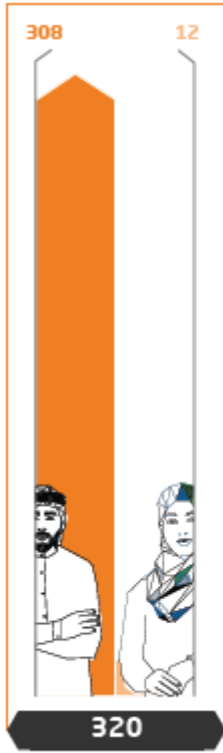


Self-employment support program (Al-nql Almojah)

The self-employment support program (Al-nql Almojah) targets workers in the activity of directing passenger transport vehicles through applications. It is intended for full-time workers in this activity and job seekers, and it is the result of cooperation between the Ministry of

Human Resources and Social Development, the Transport General Authority, the Human Resources Development Fund and the Future Work Company, where the support is provided by the Human Resources Development Fund as one of the Fund's initiatives aimed at raising the levels of Emiratization by covering the need in this activity, and creating opportunities according to different work patterns, as the number of beneficiaries of the program during the second quarter of 2021 reached (320) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region

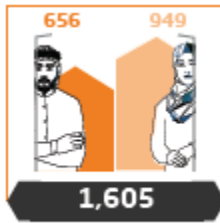


المجموع	المستفيدين		المنطقة
	إناث	ذكور	
17	-	17	الرياض
71	2	69	مكة المكرمة
2	-	2	المدينة المنورة
31	1	30	المنطقة الشرقية
53	3	50	القصيم
73	2	71	حائل
6	-	6	تبوك
28	3	25	الحدود الشمالية
26	-	26	عسير
2	-	2	جازان
1	-	1	نجران
2	-	2	الباحة
8	1	7	أخرى

Direct Employment Support Program

Human Resources Development Fund Report for the Second Quarter of 2021 23 22 Human Resources Development Fund Report for the Second Quarter of 2021 This program aims to employ job seekers in private sector establishments wishing to employ job seekers of both gender by supporting the employment salary by 50% and not exceeding (2,000) riyals per month - the support period is 24 months. The reception of support requests in the program was stopped as of September 2017, as The number of those continuing in the program during the second quarter of 2021 reached (1,605) beneficiaries distributed over some regions of the Kingdom.

Distribution of Continuing Numbers by Gender and Region



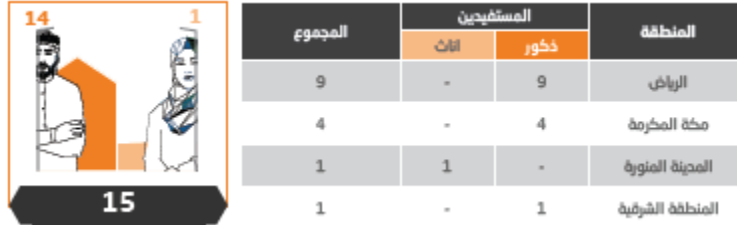
المجموع	المستفيدين		المنطقة
	إناث	ذكور	
954	852	102	الرياض
307	25	282	مكة المكرمة
254	6	248	المنطقة الشرقية
59	54	5	القصيم
31	12	19	الباحة

Additional wage support

This program aims to motivate establishments to localize jobs to enable Saudi job seekers to join job opportunities available in the private sector, as the program provides additional financial and time benefits for employing Saudis in establishments classified in the platinum and green bands in the Nitaqat program, the entity can link 20% in the case of the platinum domain and 15% in the case of the green band of the total number of its Saudi employees as a maximum on the additional support

program, provided that the beneficiaries are eligible according to the candidate's eligibility conditions. The reception of requests for support in the program was stopped as of October 2017, as the number of those continuing in the program during the second quarter of 2021 reached (15) beneficiaries distributed over some regions of the Kingdom.

Distribution of Continuing Numbers by Gender and Region

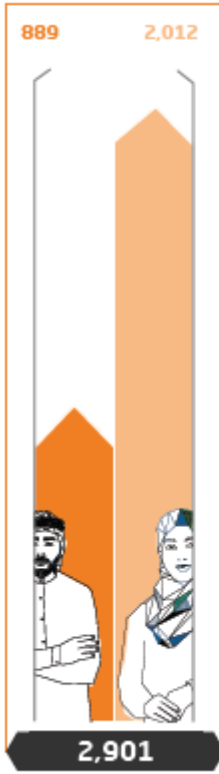


Employment Program for Persons with Disabilities (Tawafuq)

It aims to support and empower the workforce of persons with disabilities to work in the private sector, through the application of the principles of compatibility (rights - inclusion - skills - enabling environment - services). These principles are applied through the adoption of standards to achieve inclusiveness (compatible with Tawafuq), the development of policies and procedures, the development of applied tools for implementation on the ground, the training of those working on them, and the monitoring and documentation of

Information on the work of persons, and the number of beneficiaries of the program during the second quarter of 2021 reached (2,901) beneficiaries.

Distribution of Program Beneficiaries by Gender and Region



المجموع	المستفيدين		المنطقة
	إناث	ذكور	
1,572	1,316	256	الرياض
394	203	191	مكة المكرمة
58	32	26	المنطقة المنورة
337	188	149	المنطقة الشرقية
104	76	28	القصيم
48	20	28	حائل
59	18	41	تبوك
29	13	16	الجوف
16	10	6	الحدود الشمالية
67	32	35	عسير
119	60	59	جازان
83	37	46	نجران
15	7	8	الباحة

Dialysis Days Wage Support Program

The program aims to motivate private sector establishments to employ kidney failure patients and continue them in the work they joined in order to achieve job stability for them, provided that the Fund compensates private sector establishments for the wage of vacation days taken by employees to carry out hemodialysis for blood purification.

The number of new beneficiaries of the program during the second quarter of 2021 reached (1) beneficiaries in the Riyadh region. Also, the number of continuous beneficiaries during this quarter reached (13) beneficiaries distributed over some regions of the Kingdom.

Distribution of Continuing Beneficiaries by Gender and Region



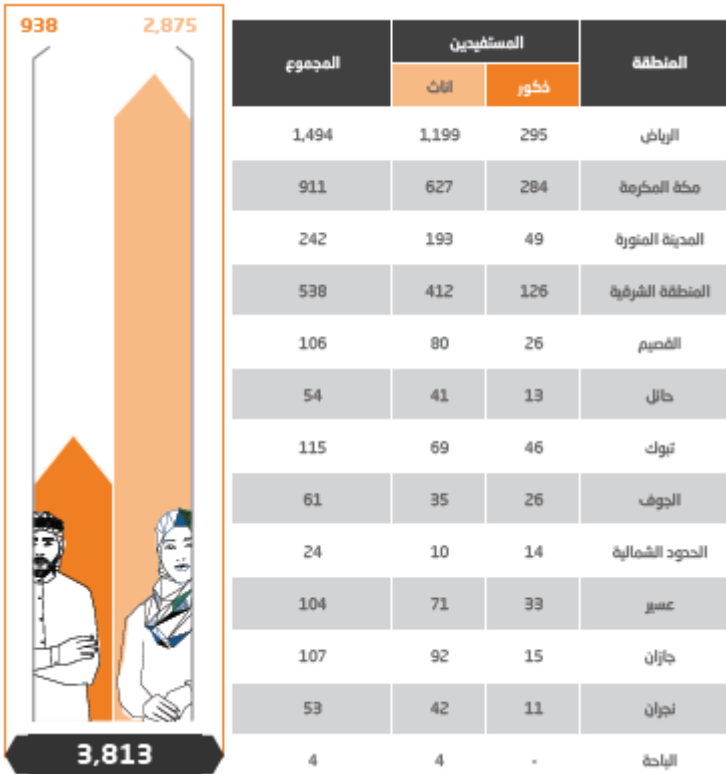
المجموع	المستفيدين		المنطقة
	إناث	ذكور	
3	-	3	الرياض
7	-	7	مكة المكرمة
2	-	2	المنطقة الشرقية
1	-	1	عسير

Teacher Support Program in Private Schools

This program aims to increase the job stability of male and female teachers working in private and foreign schools by supporting their salaries and setting a minimum salary so that it starts from (5,000) riyals with a transfer allowance of 600 riyals. In implementation of the provisions of the Royal Order No. (47632) dated 4/10/1437 AH

Accordingly, the receipt of support requests in the program was stopped as of September 2017, as the number of those continuing in the program during the second quarter of 2021 reached (3,813) beneficiaries distributed over the regions of the Kingdom.

Distribution of the number of continuing support by Gender and region



Children's Hospitality Program (Qurra)

Improving the children's hospitality system to meet the need for quality centers at an affordable cost in order to improve the work environment of children's hospitality centers and improve job opportunities for female employees and job seekers in the Saudi labor market as a result. This program supports increasing the percentage of Saudi women in general

In the private sector and encouraging their job stability by supporting them with part of the cost of fees for children's hospitality centers for working women, and in order to benefit from this program with the largest possible segment of Saudi women working in the private sector, the support mechanism has been amended so that the support continues for four years until the child reaches the age of (6) years, which are as follows:

In the first year, the amount of support 800 SAR

In the second year, the amount of support 600 SAR

In the third year, the amount of support 500 SAR

In the fourth year, the amount of support 400 SAR

The number of beneficiaries of the program during the second quarter of 2021 reached (270) beneficiaries.

Distribution of the number of beneficiaries of the program by region

عدد المستفيدات	المنطقة
81	الرياض
97	مكة المكرمة
9	المدينة المنورة
75	المنطقة الشرقية
1	حائل
1	تبوك
1	عسير
1	جازان
4	نجران
270	المجموع

Working Women Transportation Program (Wusool)

Empowering women to work and supporting the sustainability of their work, by providing affordable and high-toxic transportation to and from the workplace available and available in most cities and neighborhoods of high quality and reliability. This program supports the increased participation of women working in the private sector.

By improving and developing the transport environment for working women and bearing 80% of the cost of transporting women. In order to benefit from this program with the largest possible segment of Saudi women working in the private sector, the support mechanism has been amended as follows:

- 1- The subsidy is provided with a discount of 80% of the cost of each trip with a maximum of 1,100 riyals per month for the beneficiary with a salary less than or equal to 6000 per month and a maximum of 800 riyals per month for the beneficiary with a salary of 6001 - 8000 riyals per month.
- 2- The subsidy amount for the beneficiary is renewed at the beginning of each Gregorian month.
- 3- Duration of support: 24 months calculated from the date of the first flight.

The number of beneficiaries of the program during the second quarter of 2021 reached (10,690).

Distribution of the number of beneficiaries of the program by region

عدد المستفيدات	المنطقة
4,802	الرياض
2,387	مكة المكرمة
612	المدينة المنورة
1,407	المنطقة الشرقية
233	القصيم
145	حائل
214	تبوك
24	الجوف
16	الحدود الشمالية
328	عسير
101	جازان
18	نجران
17	اليابسة
386	أخرى
10,690	المجموع

Tissa ashar Program

It is an engine to change the work culture of the individual and society by encouraging and supporting entrepreneurship and small and medium enterprises and enabling individuals to create new jobs in innovative ways. The number of registered in the program during the second quarter of 2021 reached (26,995) registered.

Forsa:

An online platform that provides SMEs with access and competition for direct purchase orders and competition that Offered by government companies and major entities in the private sector, where the number of registered small and medium enterprises (616) establishments, with a number of opportunities offered exceeding (78,327,195) million riyals during the second quarter of 2021.

Bahr:

An online platform that connects business owners on the one hand and professional freelancers on the other to build the skills and expertise necessary to promote a culture of self-employment and entrepreneurship. The number of projects offered during the second quarter of 2021 reached 2276 projects, and the number of registered 3,552 independents.

Made in Saudi Arabia:

A commercial platform that enables artisans to open online stores and sell their locally made products inside and outside the Kingdom of Saudi Arabia. The platform is fully logistically serviced from delivery, storage and electronic payment. It is a new service where (3) additional craftsmen were registered in the second quarter.

Tojar Branches:

A service that allows productive families to sell their products by providing modern Branches (ground points of sale) with government agencies and major private companies. 10 Branches were established during the second quarter of 2021

Tojar Apps:

Adding Tissa Ashar of families specialized in food to the most famous and traded applications in the market, in order to enable families to work from home and to increase their income significantly. Where household sales reached during the second quarter of 2021 (1,647,933 SAR) and the number of registered households (30).

Kanf:

A business accelerator that enables owners of innovative ideas, by incubating them in a distinctive creative environment, to transform their ideas into existing projects that are easy to invest in through a wide network of local, regional, and international investors.

Zad:

An e-service that aims to enable owners of small businesses and entrepreneurs to develop their businesses and build their decisions on scientific foundations by employing interactive reports, integrated geospatial solutions, and technologies. 390 points of interest have been updated on the map and geospatial data for the Eastern Province has been published.

Attwar:

An information platform that summarizes the stations that entrepreneurs go through in simplified and interactive steps with practical solutions and a list of the most important service providers in the Kingdom of Saudi Arabia for each stage.

Third: Achievements of Training Support Programs:

The Human Resources Development Fund recognizes that the training and development of the Saudi national workforce is a key focus in efforts to support the recruitment process, and accordingly, the Fund offers many training programs to qualify and develop the national workforce with the aim of enhancing their employment opportunities and supporting their stability in the private sector.

The statistics of training support programs are as follows:

Training Program at Strategic Partnership Institutes

The program aims to train and employ job seekers on rare specialties available in private sector establishments, in one of the training bodies licensed by the Strategic Partnerships Department of the Technical and Vocational Training Corporation as non-profit training bodies, through mechanisms to support employment-related training in a number of specialties required in the labor market in order to cover the high demand for employment in the targeted sectors such as: Oil, construction, drilling, electricity services, industry, dairy and food, electronics and more. Where the number of beneficiaries of the program during the second quarter of 2021 reached (3,798) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region

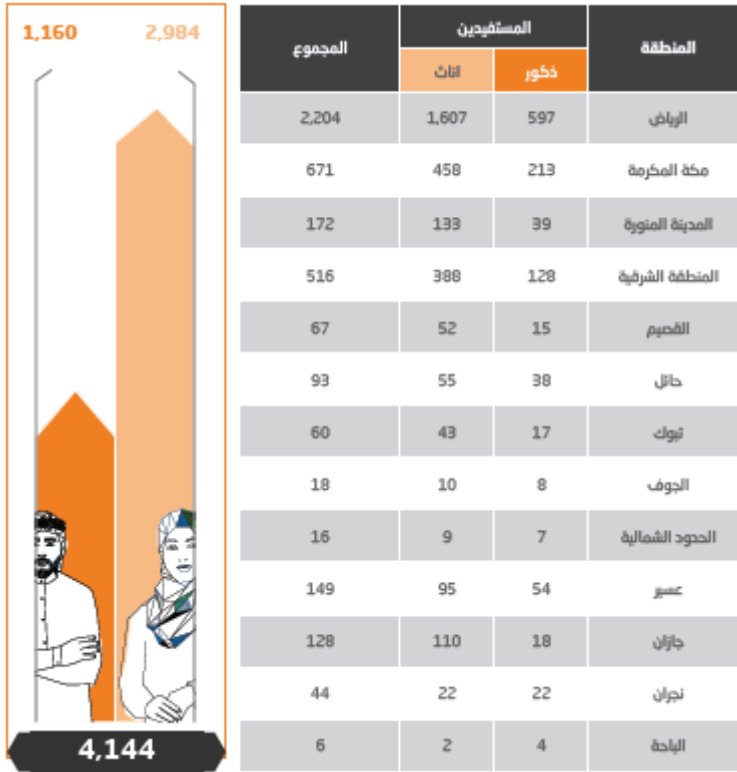


المجموع	المستفيدين		المنطقة
	إناث	ذكور	
686	14	672	الرياض
417	4	413	مكة المكرمة
2,387	96	2,291	المنطقة الشرقية
116	-	116	القصيم
127	-	127	الحدود الشمالية
44	-	44	جازان
21	-	21	الباحة

Training Program for Saudi University Graduates and Scholarships on the Internet (Tamheer)

An on-the-job training program directed to Saudi graduates from local and foreign universities for bachelor's degrees and above, and colleges and institutes for technical, health and administrative diplomas, and aims to train them in government institutions and distinguished companies in the private sector, so that they can acquire the necessary expertise and skills to prepare them to participate in the labor market. where the number of new beneficiaries of the program during the second quarter of 2021 AD (4,144) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region

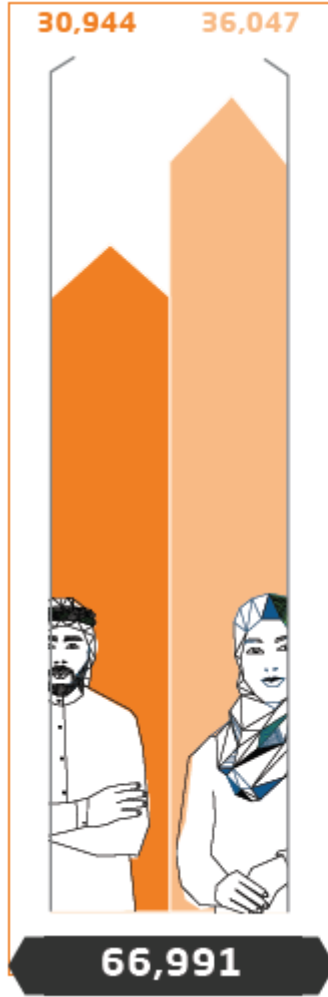


E-Training Program (Dorooob)

It is a national platform for e-training, and it is considered one of the initiatives of the Human Resources Development Fund «Hadaf» that seeks to develop the capabilities and skills of the national forces (job seekers - those on the job - Students, and providing them with job skills that support their access to the appropriate job and stability in it according to the requirements of the Saudi labor market. The "Dorooob" platform contains many electronic training programs and free training tracks for various training topics that meet job needs and can be accessed at any time and from any

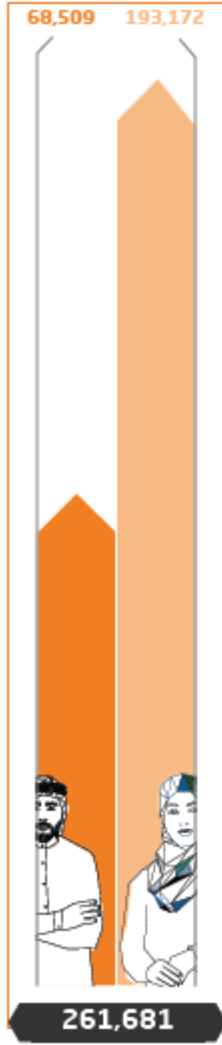
Place. The number of registered in the program during the second quarter of 2021 reached (66,991) trainees, while the number of those who completed the training courses of the program constituted (261,681) trainees distributed over the regions of the Kingdom.

Number of registered on Dorooob platform during the second quarter of 2021



المجموع	المستقيدين		المنطقة
	اناث	ذكور	
14,072	7,232	6,840	الرياض
12,156	6,079	6,077	مكة المكرمة
3,752	1,873	1,879	المدينة المنورة
6,934	3,486	3,448	المنطقة الشرقية
2,567	1,411	1,156	القصيم
1,179	649	530	حائل
1,646	876	770	تبوك
730	400	330	الجوف
609	327	282	الحدود الشمالية
3,388	1,810	1,578	عسير
2,246	1,170	1,076	جازان
704	322	382	نجران
925	398	527	الباحة
16,083	10,014	6,069	غير محدد

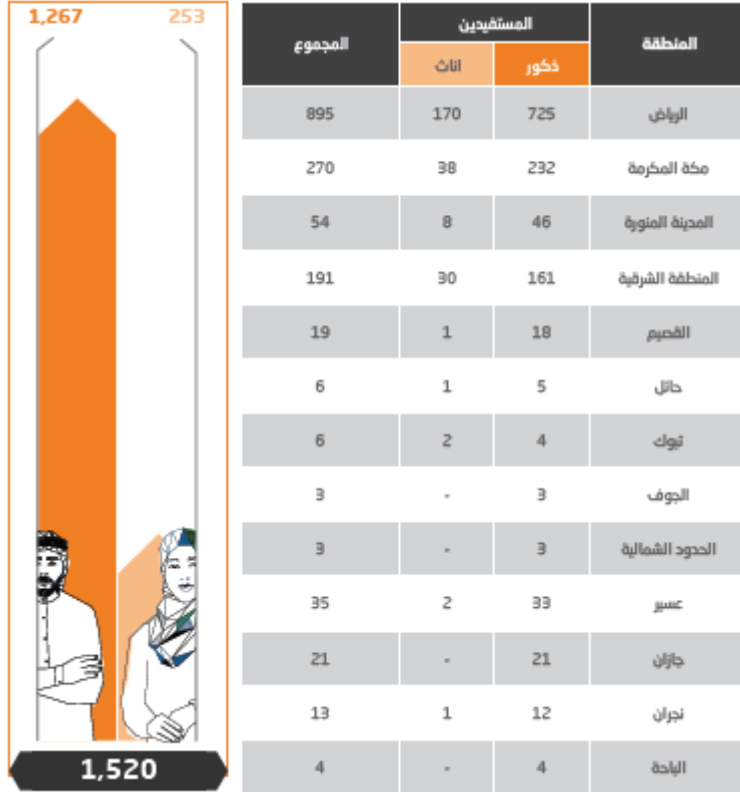
Number of Completing Dorooob Courses during the Second Quarter of 2021



المجموع	المستفيدين		المنطقة
	إناث	ذكور	
43,253	32,854	10,399	الرياض
41,142	29,265	11,877	مكة المكرمة
15,126	10,253	4,873	المدينة المنورة
23,191	17,761	5,430	المنطقة الشرقية
10,443	8,195	2,248	القصيم
4,596	3,515	1,081	حائل
7,307	5,543	1,764	تبوك
3,314	2,301	1,013	الجوف
2,346	1,781	565	الحدود الشمالية
13,976	9,982	3,994	عسير
10,558	7,066	3,492	جازان
2,502	1,845	657	نجران
3,033	2,032	1,001	الباحة
80,894	60,779	20,115	غير محدد

Professional Certification Program

A program that aims to encourage and motivate the national workforce in the public and private sectors, in addition to job seekers to obtain accredited professional certificates in the fields required in the labor market, by compensating financially for the costs of obtaining a professional certificate after verifying the validity of the certificate, as the number of beneficiaries of the program during the second quarter of 2021 reached (1,520) Gender and Region

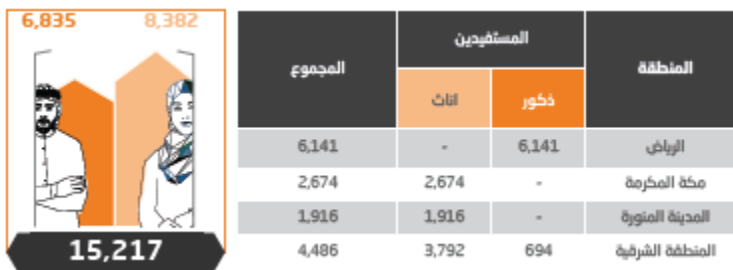


Program for Operating and Providing Training Services in Al-Tmaiz Colleges

The project aims to increase the ability and quality of TVET in the Kingdom of Saudi Arabia to meet the requirements of the local market in cooperation with the best applied training organizations internationally and relying on their international cadres.

Specialized for high school graduates, as the number of beneficiaries of the program during the second quarter of 2021 reached (15,217) beneficiaries distributed over the regions of the Kingdom.

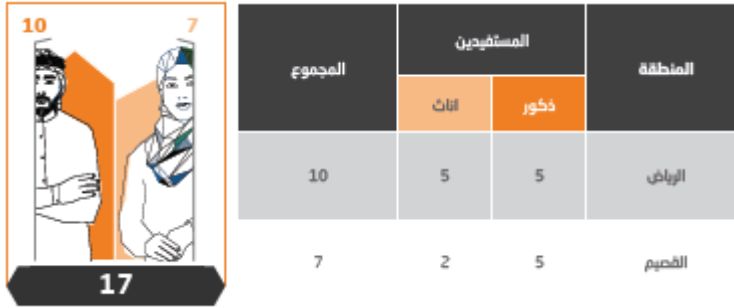
Distribution of Program Beneficiaries by Gender and Region



Maher program to qualify specialized cadres

A training program for job seekers that aims to train and qualify in many professions required by the labor market and increase the supply of qualified specialists. The program was stopped in 2012, and there are still numbers of trainees continuing on the study benches and their training period did not end during 2021, as the number of beneficiaries of the program during the second quarter of 2021 reached (17) beneficiaries distributed over the regions of the Kingdom.

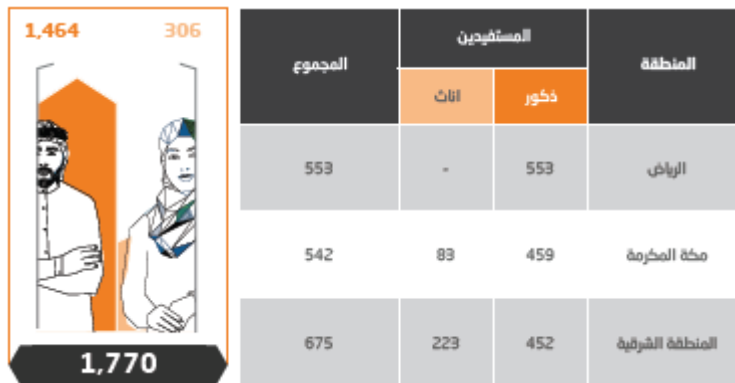
Distribution of Program Beneficiaries by Gender and Region



Agreement on the training and qualification of occupational health safety professions

An initiative launched by the Ministry of Human Resources and Social Development with the support of the Human Resources Development Fund, to enhance the knowledge and skill of human cadres in the field of toxicity and occupational health through two tracks: practitioner and professional, with the aim of promoting the application of toxic and occupational health practices in establishments, as the number of beneficiaries of the program during the second quarter of 2021 reached (1,770) distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region



Agreement to implement training programs based on employing female outputs at Nazra Women's Institute for Training

The program aims to qualify 1200 of the national women's workforce, train them theoretically and practically, and employ them in the field of women's decoration according to mechanisms and controls specified by the Human Resources Development Fund "Hadaf" and implemented by the Nadra Institute for Women's Training in the following programs: sales specialist, exhibition supervisor, makeup sales specialist, skin care sales specialist, beauty and hair, as the number of beneficiaries of the program during the second quarter of 2021 reached (310) beneficiaries in the Riyadh region.

Career Development and Counseling Program (SPL)

An online portal for career development and guidance on which career development and guidance activities are based for all target segments, in addition to providing information, interactive content and visual content about the labor market supported by tests to measure job tendencies. It aims to provide an environment

Interactive electronic concerned with career development and guidance with the target segments and enable the target groups to effectively choose the paths of education and work, and develop tools that help identify tendencies and match them with Career paths, where the number of visitors to the platform during the second quarter of 2021 reached (181,524) visitors to the Career Development and Guidance Platform (SPL).

Distribution of the number of visitors to the platform by region

عدد الزوار	المنطقة
74,636	الرياض
70,249	مكة المكرمة
4,936	المدينة المنورة
14,768	المنطقة الشرقية
2,156	القصيم
728	حائل
500	تبوك
73	الجوف
102	الحدود الشمالية
433	عسير
165	جازان
94	نجران
22	اليابسة
12,662	لدى
181,524	المجموع

The level of services provided by vocational counselors has also been rehabilitated and raised, as the number of vocational counselors who have been qualified (53) vocational counselors.

Remote Career Counseling

Providing career counseling services remotely by specialists in career counseling to help target groups in professional development (schools, universities, job seekers, and employees).

It aims to provide the service of career development and guidance sessions for all segments of beneficiaries raise the level of knowledge of the tendencies and self-capabilities of the beneficiaries and link them to all disciplines and professions and their paths and needs Labor market, and raise the level of services provided in career guidance to the beneficiary segments to develop the vocational planning skills of the beneficiaries and help them make appropriate educational and professional decisions to obtain the job to raise awareness about the skills required in the labor market and future professions. The number of beneficiaries of the remote career guidance service through the Career Development and Guidance Platform (SPL) during the second quarter of 2021 reached (3,474) beneficiaries of remote career guidance services in the regions of the Kingdom.

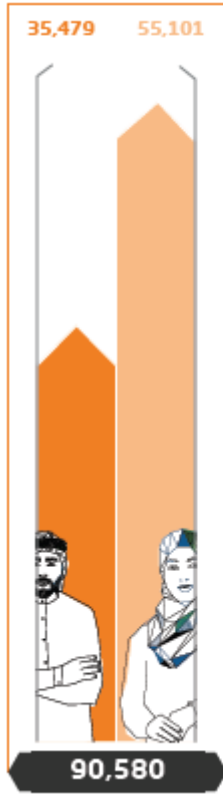
Distribution of Beneficiaries of Remote Career Counseling Services by Region and Gender

المجموع	المستفيدين			المنطقة
	أخرى	اناث	ذكور	
409	125	196	88	الرياض
486	92	272	122	مكة المكرمة
84	24	34	26	المنطقة المنورة
196	84	74	38	المنطقة الشرقية
115	56	38	21	القصيم
44	23	13	8	حائل
65	19	32	14	تبوك
18	8	8	2	الجوف
12	4	4	4	الحدود الشمالية
97	28	51	18	عسير
45	13	17	15	جازان
11	2	7	2	نجران
17	6	7	4	الباحة
1,875				أخرى
3,474	484	753	362	المجموع

Occupational Tendencies Scale

The scale for determining professional tendencies and personal traits helps you understand and know your tendencies and professional ability through several questions that take a period of time between 30 to 45 minutes based on scientific and practical methodologies that contribute to raising the level of quality and meeting development requirements, as the number of beneficiaries of the scale during the second quarter of 2021 AD reached (90,580) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region

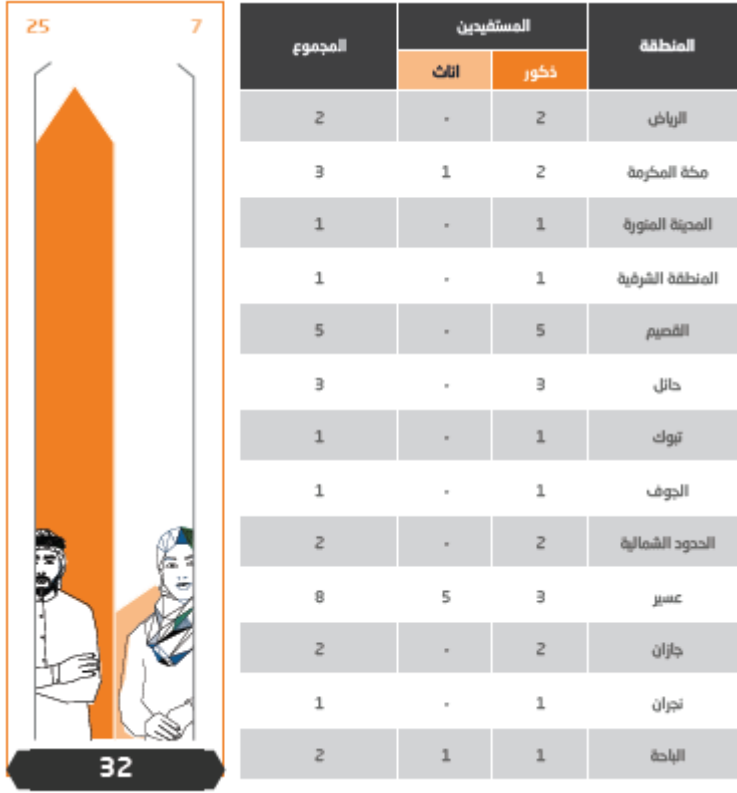


المجموع	المستفيدين		المنطقة
	إناث	ذكور	
22,692	14,332	8,360	الرياض
22,073	13,139	8,934	مكة المكرمة
6,949	4,134	2,815	المدينة المنورة
14,069	8,763	5,306	المنطقة الشرقية
4,234	2,577	1,657	القصيم
1,726	996	730	حائل
3,255	2,119	1,136	تبوك
1,279	707	572	الجوف
1,013	593	420	الحدود الشمالية
6,244	3,900	2,344	عسير
4,488	2,320	2,168	جازان
1,338	814	524	نجران
1,220	707	513	الباحة

Mashroot Program

The program aims to provide training opportunities to raise the skills of job seekers in the jobs of operation and maintenance programs in private sector establishments contracting with government sectors and increase the stability of those on the job by reducing the gap between the skills required in the job and the skills of the job seeker or employee, and the number of beneficiaries who completed the training program during the second quarter of 2021 AD (32) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region



The agreement signed with the National Cybersecurity Authority

About The Program:

This agreement was signed with the National Cybersecurity Authority on 5/2/2020, which aims to train and qualify 500 job seekers for theoretical and practical training, employ and stabilize them after completing the training period to meet the job needs of private sector establishments in the fields of cybersecurity.

Training Areas:

Governance, Risk and Compliance (GRC)

Penetration Testing & Incident Response

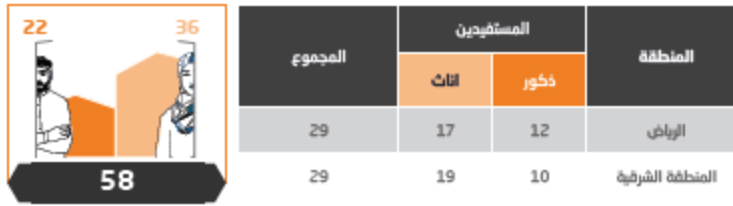
Digital Forensics & Incident Response

Infrastructure Security

Cybersecurity Operations

Whereas, the number of beneficiaries who completed the training program during the second quarter of 2021 reached (58) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by Gender and Region



The most prominent partnerships and work of the Fund at the level of the regions of the Kingdom

The most prominent partnerships and work of the Fund at the level of the regions of the Kingdom

Riyadh Region:

It was agreed with the Riyadh Chamber to implement workshops for private sector establishments in the region, and more than one workshop has been implemented and other workshops are being scheduled with the Riyadh Chamber.

Participation in a workshop at the Riyadh Chamber with the Ministry of Tourism to market the initiative (100) thousand job opportunities and explain the support of the Fund in the initiative, and the workshop was implemented with the participation of more than (100) establishments.

Implement a career guidance initiative with the Career Guidance Department in cooperation with universities, education departments, and private sector establishments in Riyadh, to increase the percentage of career awareness of employees, students, and job seekers.

Cooperating with the Tawteen Agency at the Ministry of Human Resources to activate their Tawteen program, and providing the headquarters of the Fund's branches to establish employment forums for the program, and many job meetings were held in the Riyadh branch.

Cooperation with Eshraqa Association for the Care and Rehabilitation of Addiction Patients, and attended the inauguration ceremony of the association and presented the services of the Human Resources Development Fund.

Holding an introductory workshop on the Fund's programs with the Chamber of Commerce in Al-Kharj, and the workshop was implemented in the Chamber with the participation of more than (100) establishments.

A workshop was implemented to explain the Fund's programs to private sector establishments in cooperation with the Riyadh Chamber.

Meeting of female entrepreneurs – supporting women entrepreneurs through the implementation of a workshop to explain the programs and services of Hadaf.

A workshop in cooperation with Majmaah Chamber to explain the Fund's programs for private sector enterprises.

Signing a training agreement in non-profit institutes (Saudi Railway Technical Institute - SAR).

Signing an agreement to support the dialysis program (Herfy Company).

Signing an agreement to support the dialysis program (Al-Salam Aviation Industries Company).

The second meeting with the Technical and Vocational Training Corporation (TVTC) regarding the signing of a memorandum of understanding between the Human Resources Development Fund and the Technical and Vocational Training Corporation (TVTC) has been completed.

A meeting was held with KAMCO (Riyadh Metro) regarding the mechanism of providing them with the list of candidates, training and employing them, knowing that the number exceeds (200) vacancies.

Organizing a number of job meetings with private sector establishments, and job meetings were held in the presence of establishments and a number of job seekers.

Makkah Province:

Localization and referral of several jobs and their entry within the employment support program, and a series of job meetings were held at the level of the regions of the Kingdom.

Coordination was made with the Technical and Vocational Training Corporation to conduct (5) training courses for graduate students to educate them about the training and employment programs provided by the Fund, and nearly (1500) beneficiaries were attended.

Coordination has been made with the Ministry of Human Resources to recruit pharmacy graduates to employ (110) graduates in communication with (79) facilities to localize the pharmacy track.

Activating the cooperation project with the Ministry of Investment, through which (14) marketing visits were carried out to present the Fund's services in cooperation with the Ministry of Investment.

Conducting a workshop in coordination with the Authority to explain the Fund's support programs, as well as conducting joint visits with the Authority to attract job and training opportunities and conducting many job meetings, in addition to conducting training courses for accountants to educate them about the requirements of employment in this sector.

A meeting was held with the Secretary-General of the Saudi Council of Engineers to develop an action plan to localize the engineering track, and a workshop was held in coordination with the Council to explain the Fund's support programs in the presence of (62) facilities

Geometric.

A working team has been formed from the Ministry of Human Resources to prepare the work for job vacancies in coordination with the Jeddah Municipality and the Fund's branch to follow up the localization of the activities targeted by Emiratization and coordinate with the emirate to support Those competent establishments.

Concluding an agreement with the University of Jeddah to establish an employment office at the university to serve graduate students through coordination with the university to provide them with job vacancies and support them with programs that serve students to prepare them in the labor market.

Signing an agreement with the Jeddah Chamber of Commerce, through which workshops were provided to private sector establishments to introduce the Tamheer program at the Chamber of Commerce, in addition to coordinating a marketing campaign through the Chamber on their website and social networking sites.

Signing a partnership for training on the Toxic and Occupational Health Cadres Program, through which an agreement was signed with the Higher Institute of Water and Electricity Technologies, which aims to train (500) students on the program, as well as signing an agreement with the Arab Academy for Firefighting, Toxicity and Industrial Security to train (100) students, and signing a training agreement with the Higher Institute for Paper and Industrial Technologies to train (200) trainees.

Localization of (9) activities in Al-Qunfudhah branch, in cooperation with the Ministry of Human Resources to inventory establishments and make marketing visits to them, and (175) opportunities were targeted for the Tamheer program and the employment program, (104) job opportunities were attracted and (88) researchers were recruited to work in the paths of localization of sales outlets.

Signing an agreement with the Makkah Chamber, through which a meeting was held with the Chamber for the purpose of addressing 40 distinguished establishments in Makkah and inviting them to benefit and register in the program.

A cooperation agreement was concluded between Jeddah branch and Panda Retail Company by employing more than (200) employees on the sales and retail activity, and a job meeting was held and (50) employees were employed.

The Jeddah branch concluded a cooperation agreement with Bin Laden Holding Group and all its branches, in order to benefit from the Fund's services and Emiratization initiatives, and then an employment application was received for (40) vacant on the accounting track.

A cooperation agreement was concluded between the Jeddah branch and the Department of Education in Makkah Region to implement a number of

One of the interactive courses for career guidance programs and the SPL program for male and female students in private and government schools.

Madinah Region:

Cooperation with the Deanship of Community Service at the Assamese University to train and guide (50) job seekers on the job of barista on-the-job training, and two vocational guidance workshops were implemented for (25) trainees.

Visit Taibah University for Women to activate the Tamheer program.

Cooperating with the region's prisons administration to guide inmates and benefit from the Tamheer program, through which a request was submitted from the prison administration for a number of training opportunities to benefit from the program.

The management of the Yanbu branch paid a marketing visit to the manager of the Saudi Airlines branch in Yanbu, in which the programs and services of the fund were reviewed.

Participation in a workshop with the Ministry of Tourism to market the Tourism Jobs Initiative in cooperation with the Chamber and explain the Fund's support in the initiative, with the participation of more than (50) establishments in the region.

Cooperation was made with the Madinah Development Association to support entrepreneurs, and an introductory presentation was made on the most important programs and initiatives of Hadaf in

supporting entrepreneurs, introducing the services of the nine-tenths platform, supporting employment, and Tamheer program.

Eastern Province:

Implementing a career guidance workshop for new students at the National Institute for Industrial Training, in order to familiarize them with the Fund's services and programs and support mechanisms, as well as the most important services provided with regard to employment.

Implementing a remote career guidance workshop in cooperation with the Office of the Deanship of Medical Affairs at King Faisal University for university graduates, in order to explain and provide the Fund's services to support graduates in their search for career opportunities.

A cooperative meeting was held between the Fund's branch in Al-Ahsa and the Department of Education in Al-Ahsa, during which the programs and mechanisms of the Fund were explained in order to develop an action plan to support the education sector by maintaining the implementation of the decision to localize the educational sector, in addition to preparing to sign partnership agreements with the Education Department in the field of guidance.

A cooperative meeting was held with the officials of Aramco contractors (Abqaiq - Hawiyah - Othmania - Haradh), in which the programs and mechanisms of the Fund were introduced and an action plan was developed in order to ensure that all contractors adhere to the ratios of

Required Emiratisation. Approving the agreement of Prince Mohammad Bin Fahd University within the support of employment offices in universities.

Qassim Region:

An agreement was concluded for training in non-profit institutes (Industrial Means Company).

Cooperating with the Emiratisation Department at the Ministry of Human Resources branch to identify (75) job opportunities.

Cooperating with the academic affairs and training in the health cluster in order to activate the professional certificates program for the employees of the Ministry's branch.

Holding a cooperation meeting with the Social Development Bank and activating an action plan to market the "Al-nql almwjah" program for the bank's beneficiaries.

Participation in the award of His Highness the Emir of the region «Self-Made Young Award».

Cooperation with the Ministry of Tourism to present a workshop «Emiratization and training trends in the tourism sector».

Cooperation with the Emirate of the region in working with the Communications and Information Technology Commission to provide support

Logistic in opening specialized facilities in the region, and supporting the creation of (230) job opportunities.

Hail Region:

Participation in the first meeting of the Supervisory Committee of the Applied College at the University of Hail.

Meeting with the Alumni Employment Office at the University of Hail and Taqat Center in Hail to present the objectives of the region.

Holding a workshop for the Leadership Academy program, in which the program was presented by the Director General of the Academy and held in the Hail Chamber.

Participation in the building and reconstruction exhibition.

Tabuk Region:

A partnership agreement to sign a training agreement ending with employment with the Red Sea Project for (500) trainees.

A partnership contract to sign a training agreement ending with employment with NEOM Company for (3296) trainees.

A partnership contract to sign an agreement to support an employment office at Prince Fahd bin Sultan National University.

Covering the job needs of the high-end services company, and 300 job seekers were nominated and employed.

Partnership with the General Administration of Health Affairs in Tabuk to activate the Fund's programs with the health sector, and the Tamheer program was activated and subsidized for (130) training opportunities and nomination for them.

Partnering with the Tabuk Chamber of Commerce and Industry to implement and hold workshops in cooperation with the Chamber to introduce the Fund's programs and services.

Covering the job needs of the high-end services company, and 300 job seekers were nominated and employed.

Holding (14) job meetings in partnership with a number of private sector establishments in the Tabuk region.

Activating the partnership with the Tabuk Municipality, through which the meeting was held with the Mayor of Tabuk Region and a liaison officer was identified between the authorities to activate the recommendations of the meeting, which are as follows: providing the Fund with the databases of establishments in the Baladi platform, activating the Tamheer program with the Municipality, and inventorying the data of operating contracts to market Hadaf programs with companies.

Al-Jouf Region:

Tawteen decision in Al-Jawf region, through which all establishments to which the decision applies, and 648 job seekers were employed.

Held several meetings with Vestas, the Technical Training Corporation and King Abdulaziz City for Science and Technology to offer the establishment of a strategic renewable energy partnership institute/center.

Cooperation with Al-Jouf University to establish an alumni office.

Participation in a workshop for enrichment programs for Al-Jouf Award for Excellence and Creativity.

Implementation of 7 job meetings through which (81) candidates were nominated.

Attracting approximately (50) job opportunities in cooperation with the branch of the Ministry of Islamic Affairs and Endowments in the region and employing more than (30) people for these jobs.

Work with the branch of the Ministry of Transport in the region and obtain a number of training opportunities and nominate them for the Tamheer program.

8Work on organizing a vocational guidance workshop for the preparatory year at Al-Jouf University for (200) male and female students, introducing them to the goal programs and ways to search for a job and preparing them to enter the private sector.

Organizing a career guidance workshop for graduates of the Technical College in Qurayyat for (100) students and introducing them to the programs of the goal and ways to search for a job and prepare them to enter the private sector.

Northern Border Region:

Cooperating with the Saudi Mining Technical Institute in the strategic partnership institutes program and working to offer a number of opportunities through Tamheer.

Activating the Tamheer program in governmental, semi-governmental and non-profit agencies in the region, through which communication was made with the university, health affairs, the Ministry of Commerce and Transport, the Chamber of Commerce, the General Organization for Technical Education and a number of NGOs with the aim of activating the Tamheer program.

Holding job meetings in cooperation with several companies, including: Samaya Company and the North Colleges of Nursing, Desert Rose Hotel, for a number of vacancies, through which a number (29) was employed in Samaya Company as well as (5) in the North Colleges of Nursing.

Asir Region:

Completing the tasks of the Fund's workshop with the Asir Region Development Authority as directed by His Highness the Emir of the region.

Coordination to sign a cooperation agreement with King Khalid University, including more than one item for cooperation with the Fund's sectors.

Presenting a workshop on the Employment Support Program – Tourism Path in cooperation with the Chamber of Commerce.

Coordination with the South Cement Company in Asir to monitor the full training needs required by the company.

Jazan Region:

Providing the Higher Institute for Tourism and Hospitality in Jazan with a database at each training stage with training ending with employment - employment of short course graduates.

Holding several introductory workshops on the Fund's programs, as well as job meetings in cooperation with the Jazan Chamber.

Participation in the Tripartite Committee for the Localization of Private Education Schools by the Emiratization Department at the Jazan Labor Office.

Conducting career counseling courses for college students at Jazan University.

Conducting vocational guidance courses by the Technical and Vocational Training Corporation in Jazan for students

They are expected to graduate, and work meetings for graduates of the region's colleges.

Participation in meetings with the Advisory Board of the College of Industrial Applications at Jazan University, with the aim of determining the number of students in disciplines according to the needs of the labor market in the region.

Najran Region:

Partnership with the Chamber of Commerce and Industry represented in holding periodic meetings and meetings with the employees of the Chamber and MAC private sector establishments, as well as providing workshops to explain the programs and capabilities of the Fund

in support and increasing Emiratization rates in many activities and sectors.

Signing a partnership agreement with Najran University represented by the Najran University Graduates Employment Office to employ (500) graduates.

Partnership with Najran University, the branch of the Ministry of Human Resources and the Chamber of Commerce in the Tamkeen initiative, the branch was involved in training and qualifying (100) opportunities.

Participation with the branch of the Ministry of Human Resources in the region regarding the meetings of the training initiative directed to the regions (NAFES), through which an understanding was reached regarding the role and responsibility of each participating party.

Al Baha Region:

Participation in the meeting of the Higher Committee for Emiratization chaired by His Highness the Emir of the region and the Undersecretary of the Emirate, to discuss many of the committee's work.

Partnership with the General Directorate of Health Affairs in Al-Baha to activate the Fund's programs, through which the procedures for opening an account in the National Labor Portal, registering training opportunities and attracting job opportunities with operating companies were completed.

Providing a workshop for career guidance at the Academic Guidance and Counseling Forum and how to choose specializations compatible with the labor market, for the targeted high school graduates with the participation of (162) beneficiaries.

Partnership with the Emirate of the region and the Development Bank for the Guided Transport Program, through which 120 beneficiaries were contacted with job seekers.

The Fund's most prominent contributions at the level of multiple sectors

The Fund's most prominent contributions at the level of multiple sectors

The Fund's contributions to the localization of the education sector

In support of the decision to localize private and international education, work has been done with the Ministry of Education and the Ministry of Human Resources and Social Development to activate a number of initiatives aimed at supporting the decision, including:

Work to attract establishments affected by the decision to limit job opportunities

- Approval of the inclusion of the profession of teacher in Tamheer
- Assign a track owner responsible for lifting

Recruitment, vacancy inventory and processing of applications Enterprise Support

Work has also been done with the Ministry of Education to prepare a training program that raises the readiness of job seekers to work in private and international schools in various disciplines, and the program is still under design and accreditation to be launched at the end of this year.

Fund contributions to activate Taqat

In order to improve and develop the Taqat portal and its reflection on employment figures, a committee has been established to activate Taqat, where the guidance is headed by His Excellency the Minister of Human Resources and Social and Executive Development headed by His Excellency the Director General of HRDF, and its tasks:

Develop appropriate plans to benefit from Emiratization decisions and reflect them on the labor market by presenting them on the Taqat platform and following up on Implementation.

- Develop a methodology to motivate companies to help by freeing the platform and benefit from its outputs
- Motivating recruitment companies to benefit from the Taqat platform and work in partnership with the Fund

Among the most prominent achievements of the Committee is the increase in the number of job vacancies by 83% starting from July 2020 to June 2021, and the number of beneficiaries of Hadaf services and programs who were employed in the labor market for the period from September 2020 to the end of June 2021 reached (255,038) beneficiaries, compared to (134,899) for the same period of the previous year before the start of the Committee, reflecting the activation of Emiratization decisions and the establishment of tracks.

Specialized to focus on serving serious job seekers and supporting them in obtaining productive and sustainable jobs.

Fund's contributions to the tourism sector

To achieve the objectives of the vision and support the growth of the tourism sector, we are constantly working with our partners to support the sector in the creation and generation of jobs and to achieve this:

- Work with the Tourism Fund and the Ministry of Investment and Tourism to target tourism projects and investors.
- The memorandum of cooperation has been completed with Diriyah Gate Development Authority to be signed and launched in the third quarter, which aims to target companies operating in Diriyah and raise Emiratization and launch joint training programs During the identification and study of training needs and functional with stakeholders and study Design appropriate employment support program Within the limits of the Party's competencies and responsibilities Second, marketing joint programs and holding

workshops to raise awareness of them and ensure that the entities working with the first party benefit from these programs, and cooperation shared between the two parties to serve the sons and daughters of the local community and the private sector in the region to raise their skills and readiness and cooperation in the exchange of information within the scope of application of this memorandum, without prejudice to the confidentiality obligations of each party.

- Work was done to hold a workshop with the Ministry of Tourism for companies operating in the tourism sector to introduce them to the programs and services of the goal, and 300 companies were attended.
- To raise awareness among job seekers In the tourism sector and the most important skills that required by working in the sector has been endured courses On (7) specialized courses for the tourism sector in the Doroob platform, and these courses were attended by (10) thousand people, and a work plan was also worked on to establish 3 interactive sessions through the Doroob platform, and the session was launched The first interactive entitled (Objectives of the Tourism in Vision 2030 (1,800 people attended)).
- In support of job generation, work has been done with The Red Sea to build a relationship aimed at raising Benefiting from Hadaf programs to serve the objectives of the project that serve the sons and daughters of the community Local and access for companies operating in The project, the program has also been adopted Training ending with employment with Al Bahar Company The first phase of it aims to Training and employment of (500) trainees, and the partnership with The Red Sea Company focuses on Attracting investors and establishments working in the project.
- Funding (22) professional certificates have been approved in cooperation with the Ministry of Tourism.

Fund's contributions to the industrial sector

Work was done with the Special Economic Cities Authority and the Ministry of Investment to study the incentives required to develop human capital in the Ras Al-Khair area and develop proposals based on the programs currently approved in the Fund.

- A number of workshops were held with the sector Special to introduce the industrial path in the national portal, which targets factories that have an industrial license to raise their benefit of HRDF programs and services in support of the sectoral system in creating job opportunities.
- Several meetings were held between Hadaf and the Ministry Industry and the Transport Authority to design a model that supports transportation solutions for national cadres in the industrial cities, and an agreement was signed with SAPTCO Transport to expand the Wusool program for shared transport.
- Work has been done on an action plan to hold (25) workshops aimed at reaching industrialists through coordination with the Ministry of Industry and Mineral Resources and the Council of Chambers and will be launched in the third quarter and extend to next year.

The Fund's contributions to the ICT sector

- Redesign cooperation between Hadaf and the Ministry Communications and Information Technology A memorandum of cooperation will be signed with pathways concerned with exchanging data, targeting investors, serving job seekers and raising their skills through training programs starting with or ending with employment, which will be launched in the third quarter.

- Work with SDAIA to identify aspects of cooperation under two tracks to approve 5 professional certificates and approve the financing of training camps ending with employment in case they are not supported by the national plan of the Ministry of Communications and Information Technology.

Fund's contributions to the health sector

Work with the Commission for Health Specialties to implement training programs ending with employment for a number of important jobs in the sector, which will be launched in the second half of this year.

Fund contributions to small and micro enterprises

- Work is underway to implement a program ending with commercial franchise in cooperation with Monsha'at, starting with Tamheer.
- To raise the benefit of HRDF programs and services for small and medium enterprises, workshops were held to introduce the programs, and an action plan was developed for these workshops that will continue until the end of the year, as well as cooperation between the branches of Hadaf and the business centers of Monsha'at for marketing, and meet the requests for support through Monsha'at business centers in support of small and medium enterprises and to facilitate services as we work to connect a target call center to the web page of a goal
- In support of the growth of small and medium enterprises, a path has been adopted to exclude Tamheer for some enterprises in the white range that have the capacity for training and knowledge transfer.

IMF Contributions to the Energy Sector

Working with the energy sector to support investors in the field of renewable energy by providing the right candidates for the project's needs, a training program was also implemented for (121) trainees with the Higher Institute of Water and Electricity Technologies, ACWA Power and the Ministry of Human Resources, as part of an initiative aimed at the first stage to train (120) candidates and employ them in energy companies, provided that the following stages are training and employment (5,000) per month, and the duration of training is 6-12 - months, and training includes (5) specializations: human resources, quality, business intelligence, toxicity, and renewable energy.

Initiatives that the Fund is currently working on

- Early Action Initiative, which is a national transformation initiative that contributes to

Strategic Objective «Promoting the values of determination this initiative aims to cultivate work ethics and skills for the age group 24-15 years through training, cooperative training, on-the-job training, summer training, and all types and patterns of work, in a way that contributes to preparing them for the labor market and targeting (350) thousands of the age group 15-24 years enrolled in early work until the end of 2020.

- Program Redesign Initiative, which is a strategic initiative to re-evaluate programs and their effectiveness in achieving strategic objectives and their alignment with the labor market, and the initiative included several meetings with legislators, regulators, the private sector and non-profit from the beneficiary establishments, as well as meetings with job seekers and beneficiaries of programs in order to include their views in the study, and the study will be completed and recommendations will come out in the fourth quarter of this year.

- Studying possible job opportunities in the financial sector in cooperation with the Central Bank and the Capital Market Authority, in addition to the training programs required to support the growth of Emiratization in the sector for jobs that are highly acquired by foreigners.

Customer Service

Excellence in Customer Service

The Human Resources Development Fund attaches high importance to customer satisfaction, as it is committed to measuring their satisfaction with the services and programs provided through standards that have been set to measure the impact on its customers in addition to responding to inquiries and complaints submitted.

Voice of the customer

The Customer Service Quality Department measures the satisfaction of the beneficiaries of the Fund's programs and services available to them, and satisfaction is measured quarterly through various questionnaires.

Objective of Voice of the Customer report

- Measuring the satisfaction of beneficiaries with the programs and services provided.
- Inventory most of the observations received from the beneficiaries and display them for the purpose of development and improvement.
- Analysis of beneficiaries' applications received electronically of all kinds.
- Follow up on pending requests in the customer service system and the scope of departments in processing them.
- Share confidential agent results.

Report Methodology

This report was completed through various questionnaires, including: phone call, text messages and e-mail, by communicating with the beneficiaries to find out the extent of satisfaction with their experience of the service or program provided, and customer data is obtained through the concerned department of the program.

Beneficiary satisfaction index cases



Indicator and sample calculation method

The Beneficiary Satisfaction Index (CSAT) was used to calculate total beneficiary satisfaction, which is a global indicator that measures beneficiary satisfaction according to the following formula:

- (Number of beneficiaries satisfied with their experience with a rate of 4 and above ÷ total sample number).
- This report is statistically subject to a 95% confidence level and a margin of error of 5%.

- The study needs a sample of 385 beneficiaries as a minimum for the study to reflect the statistical community, and in the event that the required sample is not achieved for any of the programs, it is taken into account in the general satisfaction index of the report.

Measurement criteria used in the report to assess the level of satisfaction of beneficiaries

Procedures

Speed

Employees

Electronic System

Outputs

Satisfaction Questionnaire Design

The first level (service evaluation in general) in case of answering 3 or less, the transition will be made to the second level

The second level (basic satisfaction criteria) in case of answering with 3 or less, move to the third level

Third level (sub-criteria)

Measuring satisfaction by customer rating

It is the measurement of the level of satisfaction through monthly and quarterly questionnaires according to a monthly report (Voice of the Customer Report), studying them and escalating suggestions and complaints to take corrective plans and actions to improve the level of service and raise the level of overall satisfaction.

Overall Satisfaction Index % 78

Overall satisfaction index for each program

Wusool % 88

Qura % 96

Tamheer % 78

Doroob % 86

Hafez % 82

Professional Certifications % 66

Measuring the satisfaction of the Fund's channels

Branches % 75

Call Center % 91

Social Media Channels % 52

Human Resources Development Fund Call Center

The Fund provides a unified call center (920020301) to respond to customer inquiries and requirements related to all the Fund's programs and take the necessary measures immediately and directly on their requirements in order to improve the level of service.

Instant chats

The Fund provides an immediate and direct service to communicate with its customers to achieve their requirements and answer their inquiries through a specialized team working around the clock.

Human Resources Development Fund Call Center

Number of phone calls answered 149,820

Number of electronic conversations 124,763

Percentage of resolving the customer's request from the first contact % 81

Human Resources Development Fund Website

The website of the Human Resources Development Fund (www.hrdf.org.sa) is one of the main means of communicating with its clients and offering its services and programs. The site also displays a summary of «Hadaf» and the most prominent Services provided, activities, events and direct channels of communication with the customer.

Customer Satisfaction Index % 78

Customer order resolution ratio % 86

Average processing time for customer orders 5.95

Fund Location :

Number of visitors 607,450

Views 1,405,168

Agreements and memoranda of understanding with the relevant authorities

Agreements and memoranda of understanding with the relevant authorities

Cooperation Agreement between SAPTCO and Takamul to support the transfer of Saudi female employees in the private sector under the auspices of the Human Resources Development Fund

The Human Resources Development Fund sponsored the signing of a cooperation agreement between the Saudi Public Transport Company (SAPTCO) and Takamul Business Services Company, to support the transfer of Saudi women working in the private sector, as the support agreement comes within the initiatives to enable Saudi women to work in the private sector

And raise the rate of its participation in the labor market to achieve the Kingdom's Vision 2030. It stipulates that the service provider «SAPTCO» will provide various transport services to the beneficiaries of the Wusool program, including shared transport at economical prices and with a fleet of vehicles to

serve all beneficiaries in Riyadh, Jeddah and Dammam through the smart sharing mobility service «Passengers».

Which aims to enable women to work in the private sector and raise their participation in the labor market by helping the employee to overcome the difficulties of transportation to and from the workplace in order to support their job stability, as it works for a program with financial support from the Development Fund

Human resources and in cooperation with vehicle routing applications to provide transportation service with high quality and at an appropriate cost.

[Signing an agreement to support the employment office with Najran University to develop the skills of graduates and increase their employment rates in the private sector](#)

The Human Resources Development Fund (HRDF) and Najran University have signed a remote cooperation agreement to support the employment of university graduates and students expected to graduate of both gender , with the aim of increasing their competitiveness in the labor market and raising the employment rate, as part of its initiatives in the program to support graduate employment offices in universities.

The agreement comes within the framework of joint efforts between the two parties to support the training and employment of the national workforce in private sector establishments, through the many programs and appropriate support mechanisms provided by the Fund, which aims to establish a strategic partnership between the Fund and the University to achieve the goals.

The two are represented in training, qualifying, and employing university graduates and students expected to graduate of both gender and job seekers, to increase their competitiveness in the labor market, increase the employment rate, develop the skills of national cadres, and provide them with individual and basic skills and experience, in line with National transformation targets and the Kingdom's Vision 2030.

[Signing an agreement with the National Center for Documents and Archives Minutes of the list of specialized documents](#)

The Human Resources Development Fund (HRDF), represented by the Department of the Documents and Archives Center in the National Labor Observatory Sector, signed with the National Center for Documents and Archives the minutes of the list of specialized documents, and this signature paves the way for the approval of the Fund's specialized documents by the Center, so that the Fund can organize and save its specialized documents.

[Signing an agreement to support the employment office with Fahd Bin Sultan University to develop the skills of graduates](#)

The Human Resources Development Fund (HRDF) and Fahd Bin Sultan University (FHBSU) have signed a remote cooperation agreement to support the employment of university graduates and students expected to graduate of both gender , with the aim of increasing their competitiveness in the labor market and raising the employment rate, as part of the Fund's initiative in the program to support graduate employment offices.

in universities.

The agreement comes within the framework of joint efforts between the two parties to support the training and employment of the national workforce in private sector enterprises, through the many programs and appropriate support mechanisms provided by the Fund. Which establishes a strategic partnership between the Fund and the University to achieve the common goals of training, qualifying and employing university graduates, medical students expected to graduate of both gender and job seekers, to increase their competitiveness in the labor market, increase the employment rate, develop the skills of national cadres and provide them with individual and basic skills and experience, in line with the objectives of the national transformation and the Kingdom's Vision 2030.

[Signing an agreement with Prince Sattam bin Abdulaziz University to support graduate employment](#)

The Human Resources Development Fund (HRDF) and Prince Sattam bin Abdulaziz University signed a third cooperation agreement at the Fund's headquarters in Riyadh, in order to support the employment of university graduates and students expected to graduate of both gender , with the aim of increasing their competitiveness in the labor market and raising the employment rate, as part of the Fund's initiative in the program to support graduate employment offices in universities. The agreement comes within the framework of joint efforts between the two parties to support the training and employment of 1,000 male and female graduates.

In private sector establishments, through the many programs and appropriate support mechanisms provided by the Fund, where the agreement establishes a strategic partnership between the Fund and the university to achieve the common goals between them, represented in training, qualifying and employing university graduates, medical students expected to graduate of both gender and job seekers, to increase their competitiveness in the labor market, increase the employment rate, develop the skills of national cadres and provide them with individual and basic skills and experience, in line with the objectives of the national transformation and the Kingdom's Vision 2030.

[Signing an agreement with Majmaah University to support graduate employment](#)

The Human Resources Development Fund (HRDF) and Majmaah University signed a cooperation agreement at the Fund's headquarters in Riyadh, to support the employment of university graduates and students expected to graduate of both gender , with the aim of increasing their competitiveness in the labor market and raising the employment rate, as part of the "Hadaf" initiative in the Support program Graduate employment offices in universities.

The agreement comes within the framework of joint efforts between the two parties to support the training and employment of 500 graduates in private sector establishments, through the many programs and appropriate support mechanisms provided by the Fund, and establishes a strategic partnership between the Fund and the University to achieve common goals between them.

It is represented in training, qualifying, and employing university graduates and students expected to graduate of both gender and job seekers, to increase their competitiveness in the labor market, increase the employment rate, develop the skills of national cadres, and provide them with individual and basic skills and experience, in line with the objectives of the national transformation and the Kingdom's vision 2030.

