

Investing in Our People

Rooted in our Vision, Mission, and Values, we are committed to developing the people of GIG as our greatest asset to enhance both their personal growth and the quality of service we deliver to our customers.

Our People, Our Strength

As our most important asset, we strive to attract, develop, and retain the most qualified and talented people to work at GIG. We achieve this by creating a culture of trust, professional development, and well-being, while also providing a dynamic workplace.

At the same time, we believe that diversity and inclusion lead to better decision-making, while also delivering better outcomes for our stakeholders. GIG aims to build, develop, and foster a diverse culture where every employee feels comfortable, confident, and empowered.

We assign great importance to our employees' health and well-being, while establishing upskilling initiatives alongside a constructive learning culture. Our Learning and Development strategy aims to build a solid employee value proposition by continuous nurturing and upskilling them. We conduct structured talent development programs, covering technical training, soft skills training, and much more. GIG also supports employees in acquiring professional qualifications and certifications where relevant.

Workforce Strategy

Working Environment: We foster a positive and inclusive workplace that values diversity, collaboration, and employee well-being. We also offer work-life balance initiatives such as remote and Hybrid work.

Learning & Development: We develop learning and development programs that align with both the employees and the organization's goals. We also offer a variety of training opportunities including workshops, online courses, and virtual training. We constantly work on career development and succession plans, for employees to enhance their skills and competencies.

Digital Initiatives: We implement the HR system to automate HR tasks like payroll, leave management, recruitment, employee self-services, and performance management.

Other Initiatives: We recognize the best employees and departments through our "Extra Milers," "Employee of the Month," and "The Best Department" initiatives to empower people. We also implement employee engagement initiatives such as employees' birthday celebrations, social events, and wellness programs.

Social KPI



+4,100

Group Employees



16.4%

Total New Hires in 2024
(at the Group level)



+1,520

No. of Courses
(incl. certifications)



+9,200

No. of Learners in Training



11%

Total no. of Kuwaiti Hires in 2024
(Avg. growth in companies in Kuwait)



+54,180

Hours of Learning



59

Diverse Nationalities

Our Approach Going Forward

Looking ahead to 2025, GIG is focused on aligning HR objectives with strategic business goals by enhancing data-driven decision-making, strengthening leadership development, and advancing employee well-being. Our approach will emphasize technology integration, sustainability, continuous feedback, and a culture of adaptability to attract top talent and nurture a resilient workforce.

GIG key strategies for 2025 include:

- **Fostering a Diverse Culture:** Embrace a culture of diversity across group companies by sharing experience, knowledge, best practices, and resources.
- **Redefining Talent Management Strategies:** Revamp strategies for talent acquisition, training and development, and succession planning.
- **Investing in HR Analytics:** Focus on digitalization and automation of HR processes, while utilizing reports to enhance employees experience.
- **Promoting Wellness:** Implement strategies that support a healthy work-life balance, employee well-being, and mental and physical health, in addition to flexible or hybrid work arrangements.
- **Improving Performance Management:** Establish clear goals, align employee and company goals, establish continuous feedback mechanisms, while focusing on capability building and automation of the performance management process.
- **Enhancing Employee Engagement:** Boost engagement and satisfaction while measuring progress through Net Promoter Score (NPS).
- **Reassess Total Rewards Strategies:** Conduct salary benchmarking, analyze market trends, develop competitive total rewards strategies to retain talents, and introduce long-term incentive programs.
- **Aligning HR with ESG Goals:** Embed ESG principles into HR initiatives, ensuring alignment with overarching company and sustainability goals.



41%

Female Employees at the Group Level (Approx.)

21.6%

Growth in Women Hires in 2024