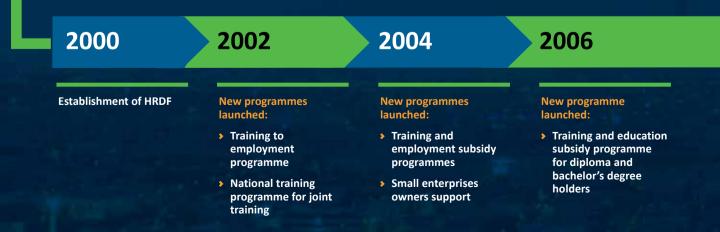
Our journey

2011 2012 2013 2014 Establishment of Job Recipient of the Inaugural Forum of New programmes World Summit the Job and Career **Placement Centres** launched: Award Specialities (CYM) Doroob National **New programmes** launched: **New programmes** New programmes e-learning platform launched: launched: > Hafiz Searching Tawafuq Employment for employment > Teachers College of of persons with disabilities programme programme subsidy Excellence training subsidy programme in Refresher Israr award private schools programme programme for programme health diploma > Safi summer Hafiz Difficulty (in searching holders – MOH training in finding for a job) employment programme phase one

Additional

wage support programme

> Okbalik initiative



2015

Establishment of the first mobile branch Granted the ISO Certificate

"Our youth is our future" project launched

New programmes launched:

- Subsidising the wage of dialysis days programme
- Israr award programme (in searching for a job)
 phase two

2016

Established the 100th HRDF branch in the Kingdom

Inauguration of *Taqat*.sa: The National Labour Gateway (Taqat)

Launch of the HRDF website and the Saudi HR website

Recipient of Gold, Silver, and Bronze awards for several areas of customer service at the Stevie Awards.

Recipient of the "Call Centre of the Year" award at the Middle East Call Centre Awards 2016 Recipient of the "Call

2017

Centre of the Year" award at the Middle East Call Centre Awards 2017 Awarded the "Gold Medal"

for Best Contact Centre and Best use of Social Media in the Contact Centre at the Contact Centre World Awards 2017

New programmes launched:

- Subol programme
- > Tamheer programme
- Rehabilitation of the Faculties of Science female graduates in the Health Sector
- Malls Saudization programme

2018

Established the Sectorial Skills Council

Established the Transformation Council

"Hadaf Compass" service launched on HRDF's website

Instituted the Strategy Refresher

Launched three new Mobile branches in 2018

Completed a review of all subsidy programmes

New programmes launched:

- Rehabilitation programme for graduates of health diplomas in the Saudi Red Crescent Authority
- Nationalization of 12 Retail Activities
- HRDF Leadership Academy Programme

