



Environmental benefits of the complete digital transformation of the services at the Zakat, Tax, and Customs Authority (ZATCA)



Executive Summary



Complete Digital Transformation

ZATCA has fully transitioned to providing its services online, eliminating the need to visit its branches.



Environmental Benefits

This report highlights the significant environmental benefits of this digital transformation.



Main Impact

Through resource consumption, reducing greenhouse gas emissions, and promoting sustainable practices.



Commitment to Sustainability

ZATCA affirms its commitment to environmental preservation while improving service efficiency and enhancing customer satisfaction.



Reducing Carbon Emissions

Reducing the need for travel

The shift to E-services has eliminated the need for customers to travel to branches, reducing vehicle movement.

Environmental Impact

This has contributed to lowering greenhouse gas emissions, especially (CO₂).

Tangible Example

A customer avoiding a single trip can save approximately 0.9 Kilograms of CO₂ emissions.



Resource Conservation

Paperless Operations

Digital services have eliminated the need for paper documents, significantly reducing paper consumption.

Environmental Impact

Producing one ton of paper requires 24 trees, 75,000 liters of water, and large amounts of energy.

Energy Efficiency

Digital systems rely on centralized data centers, which are typically optimized for energy consumption compared to the high energy use in operating multiple branches.



Reducing Waste



Eliminating Materials

E-services have helped avoid the use of paper forms and promotional materials thereby preventing waste production.



Electronic Communication

Relying on e-mail and digital notifications has reduced solid waste that would have contributed to the accumulation of landfill waste.



Promoting Sustainable Practices



Raising Awareness among Customers

By adopting electronic services, ZATCA provides a model for sustainable practices, encouraging customers and other organizations to adopt environmentally friendly digital solutions.



Reducing the operational Footprint

The unification of services through the internet has reduced the need for service facilities such as electricity, water, and air conditioning in physical branches.



Measurable Environmental Impact

Improving air quality and reducing urban congestion.

An estimated reduction of thousands of tons of CO2 emissions annually due to decreased travel by customers and employees.



Long-term Benefits



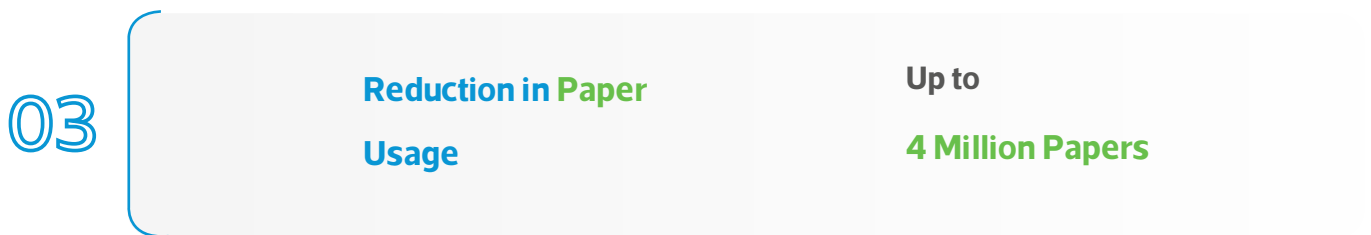
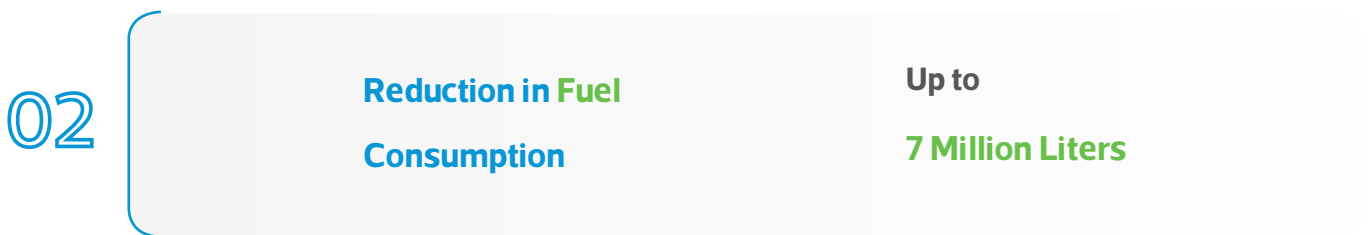
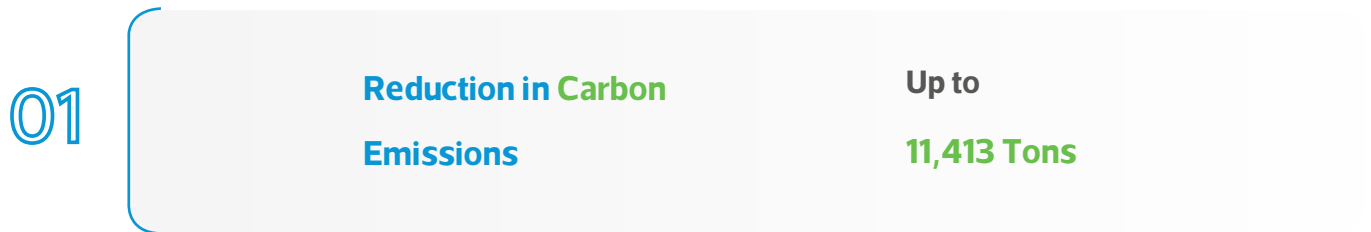
Annual Savings

Preserving biodiversity by reducing deforestation for paper production.

Saving hundreds of tons of paper, equivalent to preserving thousands of trees.



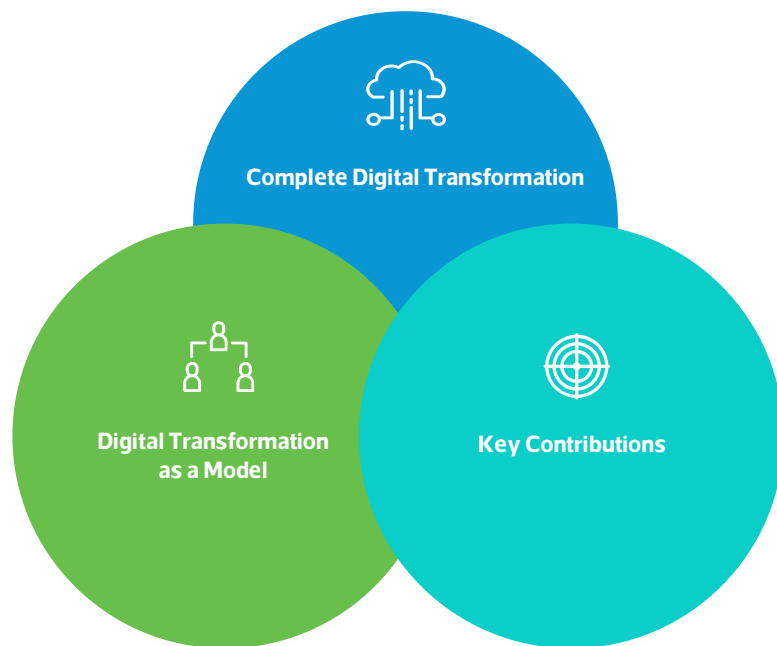
Measured Environmental Impact for 2024





Conclusion

The digital transformation of the Zakat, Tax, and Customs Authority serves as an example for combining operational efficiency with environmental responsibility.



This digital transformation sets as a model that can be adopted by other organizations seeking to achieve a balance between innovation and environmental conservation.

Reducing carbon emissions, conserving natural resources, and promoting sustainable practices contributes significantly to achieving the Authority's global environmental goals.



Scan this code to view the last
version and all published documents
Or visit the website zatca.gov.sa