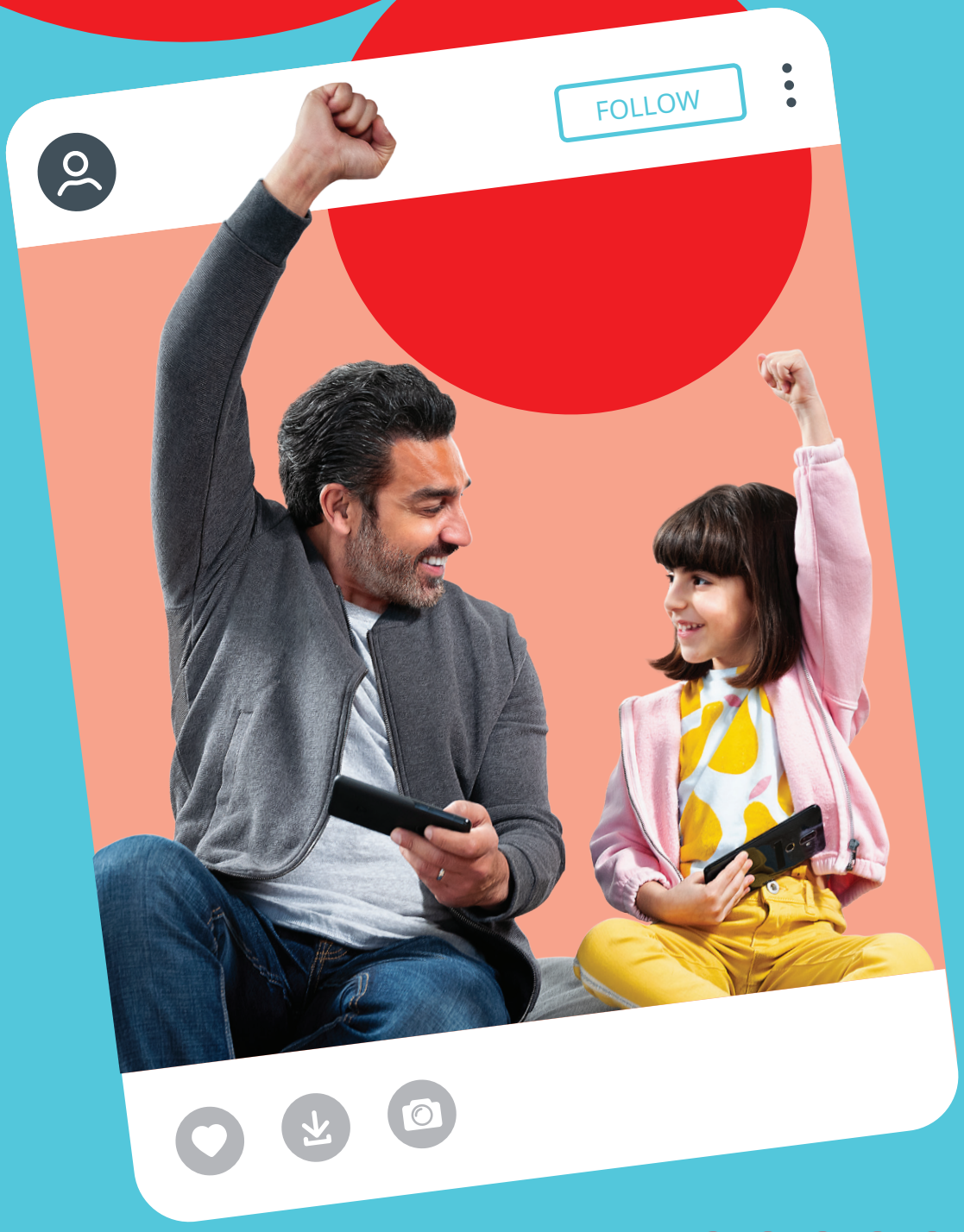
Environmental, Social and Governance Report 2020



ooredoo

Contents

Overview **3**
- Our Commitment 3
- Our Sustainability Framework and key topics 4

Digital Opportunities and Community Care **4**
- Digital Opportunities 4
- Community care and Procurement 5
- Community 5
- Procurement 7

Creating Ethical Economic Opportunity **8**
- Corporate Governance 8
- Prevention of anti-competitive practices 11
- Prevention of Corruption and Bribery 11

Safeguarding our Customers **11**
- Customer Security and privacy 11
- Responsible relationships with customers 13

Developing Our People **14**
- Ensuring equality and opportunity 14
- Our Workforce 14
- Nationalization 18
- Female Employment 19
- Training and professional Development 20
- Health and Safety 23

Protecting Our Environment **27**
- Conserving resources 27
- Energy, Carbon and Emissions 27
- Waste and Water Management 29

ESG

Overview

In December 2016, the Qatar Stock Exchange introduced its Guidance on ESG Reporting which encouraged all listed companies to voluntarily report on a set of environmental, social, and governance (ESG) performance indicators. This insert provides an overview of our approach to sustainability, our commitment to international initiatives as well as our practices and progress on those issues that we consider most material to our business.

For this sustainability performance coverage, we have collected performance data for the years 2017 - 2020 from our ten markets: Qatar, Algeria, Indonesia, Iraq, Kuwait, Maldives, Myanmar, Oman, Palestine and Tunisia . Our intent is to publish a full sustainability report going forward.

Our Commitment

Ooredoo is committed to the United Nation's Sustainable Development Goals (SDGs), which aim to eradicate extreme poverty, fight inequalities and injustice and fix climate change. While our impact relates to many of the goals, our approach is focused on the below three goals and related targets. Detailed information on how we work towards each goal can be found here.

Ensure healthy lives and promote well-being for all at all ages

Target 3.1 - By 2030, reduce the global maternal mortality ratio to less than 70 per 100,000 live births

Target 3.2 - By 2030, end preventable deaths of newborns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births

Target 3.d - Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks

Our focus is on making a real difference to people's lives, focusing our efforts on women's and child's health and wellbeing as well as humanitarian and disaster response support.

Achieve gender equality and empower all women and girls

Target 5.5 - Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

Target 5.b - Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women

The empowerment of women is a serious commitment for Ooredoo, one which sits at the heart of our corporate culture.

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Target 9.5 - Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending

Target 9.c - Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020

We are working to close the digital divide, help everyone stay connected, all of the time, and power local innovation in each of our markets.

1 Data availability might vary across markets, depending on the KPI in question.

Our Sustainability Framework and Key Topics

We're committed to leveraging our expertise in mobile technology to bring about positive social and economic change. Across our international footprint, we are working to become digital enablers, helping people to reach their potential and making a real difference in the communities we serve. This approach is embedded into our business model, strategy and operations. Our sustainability framework below outlines our five main focus areas, alongside 12 material topics, which inform the structure of this report.

Digital Opportunities and Community Care

As a community-focused company, we are guided by a vision of using our services to enrich people's lives and stimulate human growth. We believe in the power of mobile technology, specifically mobile broadband, as an enabler, to bring about social and economic progress.

Digital Opportunities

As one of the leading telecommunication companies worldwide, it is our mission to empower our customers and provide them with the best services and latest digital solutions. Hence, we constantly seek to enhance the speed, connectivity and coverage of our network, making it more accessible also in the most remote areas and future-fit for our customers' growing digital needs. The COVID-19 pandemic certainly has accelerated the push for digitalisation, and thanks to our head start on 5G research in 2014, we are now well positioned and one of the first companies in the world to launch a 5G network.

To date, we have set up more than 70 live 5G sites in Qatar and started to deploy 5G in Kuwait, Maldives and Oman, with other markets to follow swiftly. To support this roll-out, Ooredoo Group signed a global framework agreement with Ericsson in January 2020, to enable end-to-end 5G support to digitally transform and modernize Ooredoo's existing mobile networks across its operating companies. The agreement covers the supply of 5G radio, core and transport products and solutions, as well as related implementation and integration services for all ten of the Group's operating companies in Qatar, Algeria, Indonesia, Iraq, Kuwait, Maldives, Myanmar, Oman, Palestine and Tunisia. These solutions will also significantly shorten time-to-market for new services and improve our network performance to meet the growing expectations of consumers and enterprises. In addition, we entered a strategic partnership with Huawei in five countries, Kuwait, Oman, Indonesia, Tunisia and Maldives, to meet growing data traffic demands and deliver high-quality mobile broadband and fixed wireless experiences in these markets.

Underlining our successful journey in enhancing the digital experience for people, enterprises and industries, Ooredoo Qatar won the Gold Award for the 'Most Innovative Company of the Year' for its data network leadership and ICT innovation at the 2020 Stevie Annual International Business Awards, while Ooredoo Maldives was awarded with the Gold Award in the 'Company of the Year – Telecommunications' category for the first and fastest nationwide 4G+ network. In addition, Ooredoo Maldives received two Gold Awards in the 2020 Asia-Pacific Stevie Awards: one in the 'Innovation in Apps' category for the enhancement of Ooredoo Moolee, the first-of-its-kind e-commerce marketplace that is providing unprecedented digital opportunities for communities and businesses; the second in the 'Innovation in Customer Service' category for m-Faisaa, an innovative digital payment service that offers Maldivians an easy, secure and affordable way to manage their money.

Community Care and Procurement

Community

In line with our commitment to the SDGs, we seek to support the development of local communities and create an all-round healthier world for tomorrow. Every year, each market runs a number of local programs, focused around three main areas: women empowerment, youth entrepreneurship and underserved communities. For detailed information about our activities in each country please visit the Social Responsibility page on our website. Most of our locations also offer the opportunity for employees to take part in volunteering activities, which is usually well-received but less in 2020 as a result of the COVID-19 pandemic.

A lot of our efforts during the year were naturally in response to the pandemic. Across our markets we initiated a number of programs, leveraging our services to support governments and frontline workers with analytics or mobile data offerings. To prepare for the steep surge in internet usage, we have significantly optimized network performance and enhanced internet speeds. Our engineering teams are working around the clock to ensure our customers can continue to enjoy the internet despite significant pressure on the networks caused by the boom in social media usage and video consumption. Across markets we've also facilitated and upgraded our online services for our private and business customers, to allow them to stay-at-home, study-from-home and work-from-home effectively. Further information and regular updates about our COVID-19 response can be found on our website.

Highlight Story: Community engagement in Qatar

Ooredoo Qatar has a long history of working with communities, with a special focus on medical support and sports. We have been working with the Qatar Social Development Centre since 1996, supporting their Sama Nama initiative, targeting people with special needs and their families, which was particularly crucial during the COVID-19 pandemic. We also have a close partnership with the Qatar Cancer Society, supporting their work towards cancer prevention through a dedicated 'Ooredoo Cancer Awareness Centre' since 2014. Besides, we also continue to support the Fahad Bin Jassim Kidney Centre at the Hamad Medical Corporation, which provides dialysis facilities for 400 patients every week who suffer from kidney disease. We also support the annual Free Medical Camp for low-income workers who do not have easy access to healthcare facilities and encourage our staff to receive free medical check-ups on our Ooredoo Health Days.

We also conducted the annual Ooredoo marathon in January 2020, bringing people together, encourage them to live healthier lifestyles and give back to the community. Funds raised through the entry fees are donated to a range of charities in Qatar. We also held huge event on the occasion of Qatar Sports Day at the Museum of Islamic Arts park, where we ran activities and competitions for all employees and their family members to encourage a healthy lifestyle.

In addition, we carry out many activities to help the needy in the community and to spread the joy of Ramadan during the holly month each year. Last year we donated meals to our colleagues serving our customers at the call centre during the fast-breaking time, we provided shopping gift vouchers for families in need to attend to their household needs and we also held an e-gaming tournament for our employees to win attractive prizes.

As part of our environmental agenda, we carried out three beach clean-up campaigns with the social media hashtag #LeaveOnlySandcastles, aimed at promoting protection of the environment in collaboration with Friends of The Environment Centre.

Qatar

Community Development	2017	2018	2019	**2020**
Total value of community investments (QR million)	132	127	93	**77**
Total amount invested in the community as a percentage of revenues	1.7%	1.6%	1.3%	**1.1%**
Total number of local community development programs based on local community needs	30	10	10	**14**
Community investments as a percentage of pretax profit	6%	6%	5%	**4%**
Total number of employee volunteering hours	18	0	24	**144**

Kuwait

Community Development	2017	2018	2019	**2020**
Total number of local community development programs based on local community needs	5	5	5	**5**
Total number of employee volunteering hours	1,010	960	1,010	**500**

Palestine

Community Development	2017	2018	2019	**2020**
Total value of community investments ('000 USD)	370	599	343	**362**
Total amount invested in the community as a percentage of revenues	0.4%	0.6%	0.3%	**0.2%**
Total number of local community development programs based on local community needs	n/a	142	107	**41**
Community investments as a percentage of pretax profit	n/a	596%	31%	**3%**
Total number of employee volunteering hours	220	200	210	**130**

Indonesia

Community Development	2017	2018	2019	**2020**
Total value of community investments ('000,000 IDR million)	13,788	9,110	15,677	**147,533**
Total amount invested in the community as a percentage of revenues	0.0%	0.04%	0.06%	**0.53%**
Total number of local community development programs based on local community needs	11	14	12	**19**
Total number of employee volunteering hours	40,495	n/a	n/a	**51**

Myanmar

Community Development	2017	2018	2019	**2020**
Total value of community investments (USD)	1,923,159	668,462	241,299	**343,778**
Total number of local community development programs based on local community needs	47	31	30	**36**
Total number of employee volunteering hours	5,760	7,280	480	**n/a**

Maldives

Community Development	2017	2018	2019	**2020**
Total value of community investments (QR)	396,971	210,069	500,866	**148,259**
Total number of local community development programs based on local community needs	49	34	52	**24**
Community investments as a percentage of pretax profit	0.2%	0.1%	0.3%	**1.0%**

Iraq

Community Development	2017	2018	2019	**2020**
Total value of community investments (USD)	497,337	1,764,908	3,946,702	**1,760,874**
Total amount invested in the community as a percentage of revenues	0.0%	0.1%	0.3%	**0.2%**
Total number of local community development programs based on local community needs	26	38	45	**33**
Community investments as a percentage of pretax profit	0.5%	0.8%	2.2%	**1.0%**

Algeria

Community Development	2017	2018	2019	**2020**
Total value of community investments (DZD)	n/a	41,991,726	29,489,329	**77,939,702**
Total amount invested in the community as a percentage of revenues	n/a	0.05%	0.04%	**0.10%**

Tunisia

Community Development	2017	2018	2019	**2020**
Total number of local community development programs based on local community needs	n/a	n/a	n/a	2
Total number of employee volunteering hours	n/a	n/a	n/a	20

Oman

Community Development	2017	2018	2019	**2020**
Total value of community investments (OMR)	250,000	224,000	195,000	284 ,000
Total amount invested in the community as a percentage of revenues	0.1%	0.1%	0.1%	0.1%
Total number of local community development programs based on local community needs	5	5	5	6
Community investments as a percentage of pretax profit	0.8%	0.5%	0.6%	1.3%
Total number of employee volunteering hours	900	900	1,000	900

Procurement

Ooredoo has made a formal commitment to ensure the integration of social and environmental factors in the supply chain in its Guidelines for Ethical Conduct and Fair Practices. All our tender documents and group framework agreements contain a clause that requires compliance with the Ooredoo Health, Safety, Environment & Community (HSEC) Standards. This clause specifies that all vendors need to a) ensure environmental responsibility, b) prevent environmental impacts and save natural resources through waste management, pollution control and the promotion of renewable energy, c) set targets for environmental performance, d) monitor and improve performance through management plans, e) conserve and enhance the environment in and around project locations, f) provide safe working environment for employees and enhance their abilities through training and knowledge transfer and g) to respect all IFC's Environmental and Social Performance Standards. As one of the first Group companies, Ooredoo Maldives also screens a proportion of its new suppliers according to social criteria. Over the past years, 10% of their total suppliers have been assessed for social impacts. Going forward, we seek to implement environmental and social screening of new suppliers across the Ooredoo Group.

With regards to local procurement, our markets are encouraged to work with local suppliers, but the actual share of local procurement varies depending on local regulations in each market. Most of our markets spend more than 50% of their procurement budget on locally based contractors or suppliers.

Qatar

Local Procurement	2017	2018	2019	**2020**
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	49%	57%	**50%**
Percentage of locally based suppliers	n/a	62%	63%	**65%**

Kuwait

Local Procurement	2017	2018	2019	**2020**
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	74%	93%	**72%**
Number of locally based suppliers	n/a	268	320	**343**

2 International Finance Corporation is a division of the World Bank. The IFC's Environmental and Social Performance Standards define IFC clients' responsibilities for managing their environmental and social risks. related with regards to risk management (PS1), labor (PS2), resource efficiency (PS3), community (PS4), land resettlement (PS5), biodiversity (PS6), indigenous peoples (PS7) and cultural heritage (PS8).

Palestine

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	n/a	30%	**42%**
Percentage of locally based suppliers	n/a	n/a	84%	**72%**

Indonesia

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	98%	90%	97%	**99%**
Percentage of locally based suppliers	95%	95%	94%	**93%**

Myanmar

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	64%	63%	**56%**
Percentage of locally based suppliers	n/a	98%	98%	**97%**

Maldives

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	48%	79%	**48%**
Percentage of locally based suppliers	n/a	95%	95%	**95%**
Percentage of new suppliers that were screened using social criteria	n/a	15%	10%	**15%**
Suppliers assessed for social impacts	n/a	10%	10%	**10%**

Algeria

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	63%	53%	**58%**
Percentage of locally based suppliers	n/a	86%	81%	**82%**

Tunisia

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	66%	60%	62%	**58%**
Percentage of locally based suppliers	87%	85%	86%	**84%**

Oman

Local Procurement	2017	2018	2019	2020
Percentage of spending on locally based contractors and suppliers (of total spending)	n/a	n/a	69%	**67%**
Percentage of locally based suppliers	n/a	n/a	n/a	**65%**

Creating Ethical Economic Opportunity

As a company, we are committed to an ethical approach across the business as a whole.

Corporate Governance

Our Corporate Governance Department was established in 2008 and is responsible for assisting the management and Board of Directors in ensuring the efficiency and implementation of corporate governance policies and practices in Ooredoo and its Group. The Department is responsible for monitoring the implementation of the Corporate Governance Code in all of Ooredoo Group companies and assists the Board of Directors in the annual assessment and evaluation of adherence to the Code of Conduct. To make it easy for anyone to raise any complaints or report misconduct, we have a dedicated whistleblowing report form in place which can be accessed on our website. For up to date information about our Board of Directors, committees and principles, please refer to the Corporate Governance chapter in this report as well as the Governance section on our website.

With regards to Board oversight on sustainability issues, the Ooredoo Group is putting more emphasis on environmental, social and governance issues by making sure that all Board members are aware of related strategies and risks. All Group Boards have an Audit and Risk Committee that is reviewing all sustainability issues facing the company. Moreover, our Enterprise Risk Management function is expanding the consideration of those risks posed by environmental and societal trends as well as changing stakeholder expectation, and directly reporting those to the Board Audit and Risk Committees. A dedicated ESG Team is currently working on a process to integrate sustainability into regular board level reviews.

Qatar

Corporate Governance	2017	2018	2019	2020
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	10	10	10	**10**
Female members of the Board of Directors	0	0	0	**0**
Percentage of Board seats occupied by women	0%	0%	0%	**0%**

Kuwait

Corporate Governance	2017	2018	2019	2020
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	6	6	6	**7**
Female members of the Board of Directors	1	1	1	**1**
Percentage of Board seats occupied by women	14%	14%	14%	**14%**

Palestine

Corporate Governance	2017	2018	2019	2020
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	7	7	7	**7**
Female members of the Board of Directors	0	0	0	**0**
Percentage of Board seats occupied by women	0%	0%	0%	**0%**

Indonesia

Corporate Governance	2017	2018	2019	2020
Chairman independence	n/a	n/a	n/a	**n/a**
Male members of the Board of Directors	3	5	5	**5**
Female members of the Board of Directors	1	0	0	**0**
Percentage of Board seats occupied by women	25%	0%	0%	**0%**

Myanmar

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	n/a	n/a	n/a	**n/a**
Male members of the Board of Directors	5	n/a	n/a	**n/a**
Female members of the Board of Directors	0	n/a	n/a	**n/a**
Percentage of Board seats occupied by women	0%	n/a	n/a	**n/a**

Maldives

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	7	7	7	**6**
Female members of the Board of Directors	1	1	1	**2**
Percentage of Board seats occupied by women	13%	13%	13%	**25%**

Iraq

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	9	9	9	**9**
Female members of the Board of Directors	0	0	0	**0**
Percentage of Board seats occupied by women	0%	0%	0%	**0%**

Algeria

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	6	6	6	**6**
Female members of the Board of Directors	0	0	0	**0**
Percentage of Board seats occupied by women	0%	0%	0%	**0%**

Tunisia

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	6	7	7	**7**
Female members of the Board of Directors	1	1	0	**0**
Percentage of Board seats occupied by women	14%	13%	0%	**0%**

Oman

Corporate Governance	2017	2018	2019	**2020**
Chairman independence	Yes	Yes	Yes	**Yes**
Male members of the Board of Directors	7	7	8	**8**
Female members of the Board of Directors	2	2	1	**1**
Percentage of Board seats occupied by women	22%	22%	11%	**11%**

Prevention Of Anti-Competitive Practices

Ooredoo has made a formal commitment prevent anti-competitive practices in its Code of Business Conduct and Ethics and is committed to fully complying with local legislation. All our Procurement Functions have policies in place, which are approved by the respective Board of Directors, governing the procurement of goods and services from the selection to the contracting and monitoring process. All tenders are managed by our Group-wide internal e-sourcing system, ensuring fair practices, ethical conduct, integrity and transparency during the whole procurement processes.

Furthermore, we have developed Guidelines for Ethical Conduct and Fair Practices, which are communicated to and need to be observed by all suppliers in their interactions with Ooredoo Group. We are proud to be committed to the highest ethical and legal standards in conducting our business, and we expect the same level of adherence and commitment to fair practices, ethical conduct, corporate values of integrity and transparency from our business partners.

Prevention Of Corruption and Bribery

We are committed to a zero-tolerance policy for any form of bribery and corruption. Our dedicated Revenue Assurance Team is overseeing the implementation and adherence to our policies in this respect. To ensure all our employees understand and comply with our Code of Business Conduct and Ethics, we regularly run online training programs and ask them to sign the Code on an annual basis.

Safeguarding our Customers

At Ooredoo, safeguarding customers' personal data is of utmost importance. We promise to deliver on our customers' aspirations while adopting industry best practices related to data security and information.

Customer Security and Privacy

Ooredoo is committed to ensure customer data privacy and security as outlined in our Customer Charter and Privacy Policy, in compliance with local legislation across our markets. All our operations are ISO 20000-1 certified for excellence in information technology service management systems and ISO 27001 for information security management systems. These management frameworks help our Governance, Risk and Compliance Team to properly establish, implement, operate, monitor, maintain and continually improve the information security processes to achieve our objectives. This involves vulnerability management process, incident monitoring and response and recovery process, patch management, identity and access management and among others.

To protect our network from internal and external cyberattacks, multiple layers of security tools have been implemented to detect, prevent and mitigate such threats, such as firewalls, privilege access management, network access control, anti-malware, security information and other controls. In addition, our Security Operation Center Team works 24/7 to timely detect, manage, respond and recover from any cybersecurity incidents and attacks.

Regular technical assessments and audits are conducted to evaluate the effectiveness of our information security controls, objectives and processes. Senior management is regularly reviewing any internal and external information security issues, audit results, non-conformities, risk assessment and treatment results and is responsible for approval of projects and initiatives for continuous improvement of information security.

Ooredoo Qatar

Ooredoo Qatar continues to take significant actions in the area of data protection and privacy following a roadmap developed in 2019. In addition to recent updates to our Privacy Policy, we also formalized a privacy impact assessment process for all vendors storing personal data on the cloud. Within the past few months, we have implemented a cookie consent manager on our website that, among other things, requests consent for tracking cookies within the State of Qatar. Furthermore, we recently implemented a new feature in our customer app by which subscribers may opt out of marketing communications from Ooredoo. We conducted a dedicated training for the Legal Department and plan to roll out a privacy training for the entire workforce in early 2021.

Qatar

Customer Privacy and Data	2017	2018	2019	**2020**
Privacy training sessions offered to employees (#)	n/a	1	2	

Palestine

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	1	1	0	**2**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0	0	0	**-**
Percentage of business units analyzed for risks related to corruption	0%	0%	0%	**0%**
Privacy training sessions offered to employees (#)	0	0	0	**-**

Indonesia

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0	**0**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	0	0	0	**0**
Percentage of business units analyzed for risks related to corruption	0%	0%	0%	**0%**
Privacy training sessions offered to employees (#)	n/a	n/a	1	**3**

Maldives

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	n/a	0	0	**0**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	n/a	0	0	**0**
Privacy training sessions offered to employees	n/a	0	0	**0**

Iraq

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	n/a	n/a	n/a	**n/a**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	n/a	n/a	n/a	**n/a**

3 Note that data for 2020 is not comparable to previous years due to a change in methodology (from Face to Face to telephone interviews)

Algeria

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0	**0**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0	0	0	**0**
Privacy training sessions offered to employees	0	0	0	**1**

Tunisia

Customer Privacy and Data	2017	2018	2019	**2020**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	n/a	n/a	4	**6**

Oman

Customer Privacy and Data	2017	2018	2019	**2020**
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0	**0**
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0	0	0	**0**

Responsible Relationships with Customers

Ooredoo is committed to ensure responsible customer relations and customer service improvement as outlined in the Customer Charter. All our operations are ISO 9001 quality management certified, to ensure a smooth complaint management system. We are committed to full transparency about our products and services; hence our terms and conditions as well as information about costs, services and offers are clearly specified on our website and in our app and can be requested 24/7 from our hotline, chat or WhatsApp community managers.

Customers have the opportunity to file complaints in various ways, via phone, our apps, our website, social media or in our retail shops, and we do conduct customer satisfaction surveys across all our markets regularly. These surveys help us gain insights into what matters most to our customers, understand their needs and help us continuously improve our product offering and customer experience.

Showcasing our success, Ooredoo Indonesia received awards from Frost & Sullivan for Excellence in Customer Experience for their Contact Centre as well as their In-Store Experience, while Ooredoo Tunisia was awarded with the Gold Stevie Award for Customer Service Innovation in 2020.

Qatar

Customer satisfaction	2017	2018	2019	**2020**
Customer satisfaction results [3]	85%	87%	88%	**82%**
Number of customer complaints	445,481	418,558	408,179	**399,523**

Kuwait

Customer satisfaction	2017	2018	2019	**2020**
Customer satisfaction results	n/a	64%	66%	**49%**
Number of customer complaints	n/a	187,517	168,002	**69,466**

Palestine

Customer satisfaction	2017	2018	2019	**2020**
Customer satisfaction results	86%	89%	88%	**86%**
Number of customer complaints	71,306	116,536	149,685	**73,326**

4 2020 figures deviate from previous years due to a change in calculation methodology

Indonesia

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	n/a	n/a	n/a	**80%**
Number of customer complaints	n/a	929,172	1,424,626	**850,545**

Myanmar

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	n/a	86%	85%	**87%**
Number of customer complaints	n/a	58,671	77,442	**86,433**

Maldives

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	86%	89%	83%	**82%**
Number of customer complaints	29,554	31,624	24,363	**30,300**

Iraq

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	50%	49%	54%	**54%**
Number of customer complaints	120,885	405,747	414,069	**573,453**

Algeria

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	n/a	85%	88%	**78%**
Number of customer complaints	1,537,980	1,442,791	1,833,766	**1,590,177**

Tunisia

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results [4]	n/a	84%	83%	**72%**
Number of customer complaints	n/a	426,962	410,266	**307,793**

Oman

Customer satisfaction	2017	2018	2019	2020
Customer satisfaction results	81%	83%	84%	**74%**
Number of customer complaints	95,158	121,019	152,556	**210,520**

Developing Our People

Ooredoo recognizes the importance of harnessing the human potential without causing harm.

Ensuring Equality and Opportunity

Ooredoo has made a formal commitment to promote equal opportunity in its Code of Business Ethics. Our HR Policy ensures that all applicants and employees shall have equal opportunities in hiring, promotion, transfer, compensation, benefits, and all other employment decisions irrespective of their race, color, marital status, parental status, ancestry, source of income, religion, sex, gender, age, national origin or handicap. For any disputes, a grievance mechanism is in place, and we encourage regular dialog between management and employees.

5 Internship employees working in our contact centre and showrooms positions

Our Workforce

Qatar

Workforce Profile	2017	2018	2019	2020
Total number of employees	1,455	1,378	1,348	**1,255**
Full-time employees	1,455	1,378	1,348	**1,255**
Part-time employees	0	0	0	**0**
Salaries paid (‘000 QR)	838,982	737,825	782,599	**747,710**
Benefits paid (‘000 QR)	149,154	131,317	135,760	**121,710**
Percentage of employee engagement	86%	85%	80%	**80%**
Number of grievances filed in the reporting period	38	57	38	**21**
Number of these grievance addressed or resolved	5	20	8	**8**
Number of grievances filed prior to reporting period that were resolved during the reporting period	0	0	0	**0**
Turnover rate	12%	10%	10%	**8%**
Total number of employees who left the organization	170	134	135	**102**
Incidents of discrimination	0	0	0	**0**

Kuwait

Workforce Profile	2017	2018	2019	2020
Total number of employees	490	483	456	**448**
Full-time employees	489	482	455	**447**
Part-time employees	1	1	1	**1**
Salaries paid (‘000 KD)	9,813	9,584	9,834	**9,507**
Benefits paid (‘000 KD)	950	1,076	1,026	**866**
Percentage of employee engagement	79%	75%	n/a	**70%**
Number of grievances filed in the reporting period	24	21	11	**n/a**
Number of these grievance addressed or resolved	13	8	3	**n/a**
Turnover rate	23%	15%	20%	**13%**
Total number of employees who left the organization	91	40	60	**30**
Incidents of discrimination	0	0	0	**0**

*Excludes trainees, students and outsourced staff. Where there are full-time and part-time employees on the workforce, this is shown in a dedicated breakdown.

Palestine

Workforce Profile	2017	2018	2019	2020
Total number of employees	571	532	534	**619**
Full-time employees	571	532	534	**512**
Part-time employees	0	0	0	**107**
Percentage of employee engagement	84%	83%	n/a	**n/a**
Number of grievances filed in the reporting period	16	28	18	**5**
Number of these grievance addressed or resolved	16	28	18	**5**
Number of grievances filed prior to reporting period that were resolved during the reporting period	2	5	3	**5**
Turnover rate	4%			
Total number of employees who left the organization	59	64	57	**57**
Incidents of discrimination	0	0	0	**0**

Indonesia

Workforce Profile	2017	2018	2019	2020
Total number of employees	3,060	2,832	2,830	**2,258**
Full-time employees	3,060	2,832	2,830	**2,258**
Part-time employees	0	0	0	**0**
Salaries paid (IDR million)	291,817	260,389	272,130	**200,584**
Benefits paid (IDR million)	59,050	112,277	53,829	**77,806**
Percentage of employee engagement	84%	74%	n/a	**82%**
Number of grievances filed in the reporting period	6	0	0	**0**
Number of these grievance addressed or resolved	6	0	0	**0**
Number of grievances filed prior to reporting period that were resolved during the reporting period	0	0	0	**0**
Turnover rate	7%	6 %	5%	**2%**
Total number of employees who left the organization	233	156	126	**47**
Incidents of discrimination	0	0	0	**0**

Myanmar

Workforce Profile	2017	2018	2019	2020
Total number of employees*	1,020	966	928	**852**
Full-time employees	1,020	966	928	**852**
Part-time employees	0	0	0	**0**
Salaries paid (USD million)	n/a	16.3	13.4	**13.7**
Benefits paid (USD million)	n/a	12.9	10.4	**8.3**
Percentage of employee engagement	86% (ECHO) 66% (GPTW)	88% (ECHO) 75% (GPTW)	n/a (ECHO 79% (GPTW))	**51% (OHI)** **81% (GPTW)**
Number of grievances filed in the reporting period	3	7	1	**0**
Number of these grievance addressed or resolved	3	7	1	**0**
Turnover rate	13%	17%	23%	**16%**
Total number of employees who left the organization	128	160	196	**131**

Maldives

Workforce Profile	2017	2018	2019	2020
Total number of employees	345	466	475	**478**
Full-time employees	345	359	370	**367**
Part-time employees	n/a	107	105	**111**
Salaries paid ('000 MR)	n/a	1,172,495	1,268,807	**1,345,525**
Percentage of employee engagement	86%	90%	89%	**67%**
Number of grievances filed in the reporting period	1	0	1	**0**
Number of these grievance addressed or resolved	1	0	1	**0**
Number of grievances filed prior to reporting period that were resolved during the reporting period	0	0	0	**0**
Turnover rate	6%	7%	4%	**4%**
Total number of employees who left the organization	21	25	16	**10**
Incidents of discrimination	0	0	0	**0**

Iraq

Workforce Profile	2017	2018	2019	2020
Total number of employees	2,791	3,021	3,342	**3,263**
Full-time employees	2,781	2,977	2,990	**2,904**
Part-time employees	10	44	352	**359**
Salaries paid (IQD million)	77,100	75,200	80,900	**84,600**
Benefits paid (IQD million)	22,200	27,100	27,400	**26,900**
Turnover rate	7%	7%	8%	**7%**
Total number of employees who left the organization	196	188	227	**217**

Algeria

Workforce Profile	2017	2018	2019	2020
Total number of employees	2,781	2,824	2,907	**2,971**
Full-time employees	2,702	2,760	2,852	**2,906**
Part-time employees	79	64	55	**65**
Salaries Paid (DZD million)	4,422	4,857	5,022	**5,413**
Benefits paid (DZD million)	1,934	1,851	2,075	**1,953**
Percentage of employee engagement	71%	69%	n/a	**61%**
Number of grievances filed in the reporting period	46	15	24	**3**
Number of these grievance addressed or resolved	46	15	24	**3**
Number of grievances filed prior to the resulting period that were solved during the reporting period	0	0	0	**0**
Turnover rate	18%	16%	20%	**5%**
Total number of employees who left the organization	321	216	257	**135**
Incidents of discrimination	0	0	0	**0**

Tunisia

Workforce Profile	2017	2018	2019	2020
Total number of employees	1,598.5	1,584.5	1,614.5	**1,591.0**
Full-time employees	1,453	1,449	1,486	**1,466**
Part-time employees	145.5	135.5	128.5	**125.0**
Salaries paid (000'TND)	74,927	75,712	88,622	**98,548**
Benefits paid (000'TND)	41,427	45,140	48,354	**45,127**
Percentage of employee engagement	n/a	70%	80%	**n/a**
Number of grievances filed in the reporting period	0	0	0	**0**
Number of these grievance addressed or resolved	0	0	0	**0**
Number of grievances filed prior to reporting period that were resolved during the reporting period	0	0	0	**0**
Turnover rate	5%	6%	6%	**3%**
Total number of employees who left the organization	76	98	94	**56**

Oman

Workforce Profile	2017	2018	2019	2020
Total number of employees	1,044	968	986	**963**
Full-time employees	1,044	968	986	**963**
Part-time employees	0	0	0	**0**
Salaries paid ('000 OMR)	23,700	23,660	24,100	**24,010**
Benefits paid (000' OMR)	8,660	9,880	8,030	**5,200**
Percentage of employee engagement	72 %	71%	71%	**n/a**
Number of grievances filed in the reporting period	n/a	n/a	7	**9**
Number of these grievance addressed or resolved	n/a	n/a	7	**9**
Turnover rate	6%	5%	2%	**3%**
Total number of employees who left the organization	58	54	21	**28**
Incidents of discrimination	0	0	0	**0**

Nationalization

Ooredoo is committed to support the development of local talent. Nationalization rates across our markets are generally quite high, in most markets above 90%. In countries where the rates are lower, such as Qatar, we do have comprehensive policies and strategies in place to actively promote the increase of nationalization among our workforce.

Qatar

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	13%	14%	15%	**15%**
Nationalization rate among total workforce	40%	40%	41%	**42%**

Kuwait

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	48%	67%	57%	**60%**
Nationalization rate among total workforce	57%	54%	52%	**52%**

97% is the Nationalization Rate for direct employees only. The Nationalization Rate including outsourced workforce is 99%. When reporting to regulators, the latter number including outsourced workforce is numbered.

Palestine

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	100%	100%	100%	**100%**
Nationalization rate among total workforce	100%	100%	100%	**100%**

Indonesia

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	72%	70%	65%	**68%**
Nationalization rate among total workforce	99%	99%	99%	**99%**

Myanmar

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	30%	23%	24%	**36%**
Nationalization rate among total workforce	95%	95%	96%	**97%** [6]

Maldives

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	42%	44%	38%	**33%**
Nationalization rate among total workforce	93%	92%	93%	**92%**

Iraq

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	61%	56%	67%	**63%**
Nationalization rate among total workforce	95%	96%	96%	**96%**

Algeria

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	88%	89%	91%	**92%**
Nationalization rate among total workforce	99.6%	99.7%	99.7%	**99.7%**

Tunisia

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	97%	97%	97%	**97%**
Nationalization rate among total workforce	99.9%	99.9%	99.8%	**99.8%**

Oman

Nationalization	2017	2018	2019	2020
Nationalization rate of senior management	66%	67%	75%	**78%**
Nationalization rate among total workforce	92%	92%	92%	**93%**

Female Employment

Women empowerment is one key pillar of our CSR Strategy, and we are dedicated to support women inside and outside of our company. As per our HR Policy and commitment to equal opportunity, we have been launching initiatives specifically designed to bring women into the workplace as well as enable women to access and use information technologies in a way which works for them. To read more about how we bring together and empower women across our markets, please visit the Women Empowerment section on our website.

Qatar

Female Employment	2017	2018	2019	2020
Number of female employees	340	324	335	**312**
Female employment rate (%)	23%	24%	25%	**25%**
Females in senior management	13	12	14	**14**

Kuwait

Female Employment	2017	2018	2019	2020
Number of female employees	118	113	104	**102**
Female employment rate (%)	24%	23%	23%	**23%**
Females in senior management	1	1	1	**1**

Palestine

Female Employment	2017	2018	2019	2020
Number of female employees	99	107	106	**139**
Female employment rate (%)	17%	20%	20%	**22%**
Females in senior management	1	1	1	**1**

Indonesia

Female Employment	2017	2018	2019	2020
Number of female employees	865	793	777	**648**
Female employment rate (%)	28%	28%	27%	**29%**
Females in senior management	12	10	8	**9**

Myanmar

Female Employment	2017	2018	2019	2020
Number of female employees	462	424	387	**385**
Female employment rate (%)	45%	44%	42%	**45%**
Females in senior management	5	6	3	**4**

Maldives

Female Employment	2017	2018	2019	2020
Number of female employees	87	144	153	**154**
Female employment rate (%)	25%	31%	32%	**32%**
Females in senior management	5	4	3	**5**

Iraq

Female Employment	2017	2018	2019	2020
Number of female employees	478	510	591	**632**
Female employment rate (%)	17%	17%	18%	**19%**
Females in senior management	1	1	7	**7**

Algeria

Female Employment	2017	2018	2019	2020
Number of female employees	834	855	909	**927**
Female employment rate (%)	30%	31%	31%	**31%**
Females in senior management	15	17	16	**19**

Tunisia

Female Employment	2017	2018	2019	2020
Number of female employees	545	550	578	**571**
Female employment rate (%)	34%	35%	36%	**36%**
Females in senior management	10	10	12	**14**

Oman

Female Employment	2017	2018	2019	2020
Number of female employees	323	305	309	**303**
Female employment rate (%)	31%	32%	31%	**31%**
Females in senior management	1	1	1	**6**

Training and Professional Development

Ooredoo commits to invest in the development of young national leaders, focusing on training, development, and support opportunities. Our HR management plan addresses all elements of employee compensation, succession planning, wellbeing of employees, working hours, safe working environment and employee counselling. We have a number of programs in place to develop and retain talent, such as individual development plans, management and leadership development programs as well as coaching and mentoring. Our learning program also enables employees to pursue a certification or advanced degree to accelerate their career path. To ensure our employees are satisfied, motivated and committed we regularly conduct surveys under our Organizational Health Index program, which informs HR strategies in all our markets.

Qatar

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	158	140	128	**104**
Workforce by age 31-40	581	543	537	**475**
Workforce by age 41+	716	695	683	**676**
Average hours of training per employee	13	18	16	**4**
Average hours of training per female employee	15	19	18	**4**
Average hours of training per male employee	12	18	15	**4**
Average hours of training per senior management employee	13	17	5	**14**
Average hours of training per middle management employee	18	22	12	**3**

Kuwait

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	70	71	47	**38**
Workforce by age 31-40	253	235	213	**206**
Workforce by age 41+	167	177	196	**204**
Average hours of training per employee	29	99	4	**12**
Average hours of training per female employee	48	104	6	**15**
Average hours of training per male employee	10	97	3	**12**
Average hours of training per senior management employee	20	36	12	**12**
Average hours of training per middle management employee	43	22	13	**12**

Palestine

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	299	227	223	**305**
Workforce by age 31-40	245	273	275	**274**
Workforce by age 41+	27	32	36	**40**
Average hours of training per employee	34	17	15	**22**
Average hours of training per female employee	24	15	15	**26**
Average hours of training per male employee	36	18	15	**21**
Average hours of training per senior management employee	7	9	15	**0**
Average hours of training per middle management employee	25	21	18	**7**

Indonesia

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	418	320	308	**237**
Workforce by age 31-40	1,179	1,042	980	**809**
Workforce by age 41+	1,463	1,470	1,542	**1,212**
Average hours of training per employee	n/a	5	10	**7**
Average hours of training per female employee	16	4	8	**7**
Average hours of training per male employee	19	5	11	**7**
Average hours of training per senior management employee	26	6	7	**6**
Average hours of training per middle management employee	17	5	10	**9**

Myanmar

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	596	540	439	**387**
Workforce by age 31-40	297	305	317	**362**
Workforce by age 41+	70	69	56	**72**
Average hours of training per employee	27	29	24	**35**
Average hours of training per female employee	26	28	23	**37**
Average hours of training per male employee	17	22	13	**23**
Average hours of training per senior management employee	13	10	17	**16**
Average hours of training per middle management employee	26	21	16	**19**

Maldives

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	175	273	259	**238**
Workforce by age 31-40	131	142	158	**183**
Workforce by age 41+	39	51	58	**57**
Average hours of training per employee	19	16	19	**19**
Average hours of training per female employee	3	10	24	**7**
Average hours of training per male employee	3	19	17	**25**
Average hours of training per senior management employee	6	32	16	**11**
Average hours of training per middle management employee	2	11	26	**27**

Iraq

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	746	858	1,026	**857**
Workforce by age 31-40	1,308	1,347	1,372	**1,367**
Workforce by age 41+	737	816	944	**1,039**
Average hours of training per employee	18	17	17	**14**
Average hours of training per female employee	14	13	16	**12**
Average hours of training per male employee	19	18	18	**14**
Average hours of training per senior management employee	5	0	10	**11**
Average hours of training per middle management employee	15	22	15	**11**

Algeria

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	783	723	709	**661**
Workforce by age 31-40	1,549	1,549	1,539	**1,536**
Workforce by age 41+	449	552	659	**774**
Average hours of training per employee	19	16	21	**22**
Average hours of training per female employee	20	15	18	**24**
Average hours of training per male employee	19	17	22	**21**
Average hours of training per senior management employee	21	17	23	**24**
Average hours of training per middle management employee	16	16	19	**18**

Tunisia

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	100	135,75	163	**136**
Workforce by age 31-40	816.25	819	707.5	**626**
Workforce by age 41+	682.25	629.75	744	**829**
Average hours of training per employee	25	26	24	**18**
Average hours of training per female employee	22	25	23	**18**
Average hours of training per male employee	26	29	25	**18**
Average hours of training per senior management employee	12	20	20	**9**
Average hours of training per middle management employee	24	30	27	**23**
Average hours of training per middle management employee	24	30	27	**23**

Oman

Training and Development	2017	2018	2019	2020
Workforce by age 18-30	272	168	154	**120**
Workforce by age 31-40	618	616	607	**579**
Workforce by age 41+	154	184	225	**264**
Average hours of training per employee	22	20	18	**23**
Average hours of training per female employee	22	23	20	**22**
Average hours of training per male employee	22	20	18	**23**
Average hours of training per senior management employee	23	22	17	**22**
Average hours of training per middle management employee	20	20	20	**21**

Health and Safety

Ooredoo has made a formal commitment to identify, address and eliminate all health and safety hazards and manage associated risks in its QHSE Policy. Some of our locations, such as Indonesia and Tunisia, have an occupational health and safety management system (OHSAS 18001 and ISO 45001 respectively) in place. We also incorporate health and safety requirements into our contracts, thereby ensuring service providers perform risk assessments, implement permit-to-work systems, conduct HSE inductions and trainings, perform regular HSE inspections and conduct committee meetings and emergency drills as appropriate. Our HSE Security Task Force oversees this process, conducts periodic assessments and site visits and responds to any critical issues through putting the appropriate controls and enhancement plans in place.

During the COVID-19 pandemic we ensured that our own employees are staying safe through putting in place several measures, such as activating a health protocol in our shops, intensifying sanitary setups such as compulsory wearing of masks and social distancing, or work-from-home wherever possible.

Qatar

Health and Safety	2017	2018	2019	2020
Work hours (employees)	2,816,880	2,667,808	2,609,728	**2,652,672**
Work hours (contractors)	2,507,120	2,656,192	2,714,272	**3,155,328**
Employee fatalities	0	0	0	**0**
Contractor fatalities	0	0	0	**0**
Employee lost time injuries	1	0	0	**0**
Contractor lost time injuries	1	2	1	**0**
Employee total recordable injuries	1	0	0	**0**
Contractor total recordable injuries	4	2	1	**1**
Employee accident frequency rates (%)	0.1%	0.0%	0.0%	**0.0%**
Contractor accident frequency rates (%)	0.3%	0.2%	0.1%	**0.1%**
Employee lost-day rate (%)	0.1%	0.0%	0.0%	**0.0%**
Contractor lost-day rate (%)	0.1%	0.2%	7.0%	**0.0%**
Total hours of H&S training provided to employees	306	639	1,836	**270**
Average hours of H&S training per year per employee	0.2	0.5	1.4	**0.2**
Average hours of H&S training per employee for nationals	0.5	1.2	3.3	**0.5**
Total cost of HSE training (QR)	7,000	12,400	130,200	**8,100**

Kuwait

Health and Safety	2017	2018	2019	2020
Employee total recordable injuries	12	11	6	**4**

Palestine

Health and Safety	2017	2018	2019	2020
Work hours (employees)	1,119,160	1,055,488	1,046,640	**1,003,520**
Work hours (contractors)	69,440	280,280	246,960	**209,720**
Employee fatalities	0	0	0	**0**
Contractor fatalities	0	0	0	**0**
Total hours of H&S training provided to employees	64	50	25	**0**
Average hours of H&S training per year per employee	0.1	0.1	0.1	**0.0**
Total cost of HSE training ('000 USD)	11,640	1,940	1,600	**0**

6 Direct energy consumption refers to natual gas, diesel, purge gas and off gases used as fuel

Indonesia

Health and Safety	2017	2018	2019	2020
Work hours (employees)	5,955,864	5,482,752	5,478,880	**4,713,280**
Employee fatalities	0	0	0	**0**
Contractor fatalities	0	0	0	**0**
Employee lost time injuries	0	0	0	**0**
Contractor lost time injuries	0	0	0	**0**
Employee total recordable injuries	6	0	2	**0**
Contractor total recordable injuries	1	1	0	**0**
Employee accident frequency rates (%)	0.0%	0.2%	0.3%	**0.0%**
Employee lost-day rate (%)	0.0%	1.7%	3.4%	**0.0%**
Contractor lost-day rate (%)	0	0	0	**0**
Heat stress events	0	0	0	**0**
Total hours of H&S training provided to employees	20,800	960	952	**768**
Average hours of H&S training per year per employee	6.8	0.3	0.3	**0.3**
Total cost of HSE training (000' IDR)	187,000	6,000	37,200	**83,251**

Myanmar

Health and Safety	2017	2018	2019	2020
Work hours (employees)	2,288,088	2,145,330	2,013,760	**2,036,080**
Employee lost time injuries	2	0	0	**0**
Employee total recordable injuries	2	0	0	**0**
Employee accident frequency rates (%)	n/a	0%	0%	**0%**

Maldives

Health and Safety	2017	2018	2019	2020
Work hours (employees)	n/a	942,578	960,783	**983,963**
Work hours (contractors)	n/a	258,000	258,000	**173,000**
Employee fatalities	n/a	0	0	**0**
Contractor fatalities	n/a	0	0	**0**
Employee lost time injuries	n/a	0	0	**0**
Contractor lost time injuries	n/a	0	0	**0**
Employee total recordable injuries	n/a	0	0	**0**
Contractor total recordable injuries	n/a	0	0	**0**
Employee accident frequency rates (%)	0%	0%	0%	**0%**
Contractor accident frequency rates (%)	0%	0%	0%	**0%**
Employee lost-day rate (%)	0%	0%	0%	**0%**
Contractor lost-day rate (%)	0%	0%	0%	**0%**
Heat stress events	0	0	0	**0**
Total hours of H&S training provided to employees	n/a	252	232	**243**
Average hours of H&S training per year per employee	n/a	0.5	0.5	**0.5**
Average hours of H&S training per employee for nationals	n/a	0.6	0.5	**0.6**

Iraq

Health and Safety	2017	2018	2019	2020
Employee fatalities	0	0	0	**0**
Contractor fatalities	0	0	0	**0**

Algeria

Health and Safety	2017	2018	2019	2020
Work hours (employees)	5,339,520	5,422,080	5,581,440	**5,658,240**
Employee fatalities	0	0	0	**0**
Employee lost time injuries	216	691	1,570	**822**
Employee total recordable injuries	11	26	33	**13**
Employee accident frequency rates (%)	2.5%	4.9%	6.0%	**2.3%**
Employee lost-day rate (%)	11.3%	26.1%	57.5%	**29.5%**
Heat stress events	0	0	0	**0**
Total hours of H&S training provided to employees	1,608	648	5,298	**n/a**
Average hours of H&S training per year per employee	0.6	0.2	1.8	**n/a**
Average hours of H&S training per year for nationals	0.6	0.2	1.8	**n/a**
Total cost of HSE training (DZD)	622,428	280,092	2,370,288	**n/a**

Tunisia

Health and Safety	2017	2018	2019	2020
Employee fatalities	0	0	0	**2**
Employee total recordable injuries	0	0	0	**1**
Employee accident frequency rates (%)	0.0 %	0.0 %	0.0 %	**0.4 %**
Employee lost-day rate (%)	0.0 %	2.5 %	0.0 %	**0.8 %**
Total hours of H&S training provided to employees	414	924	990	**96**
Average hours of H&S training per year per employee	0.3	0.6	0.6	**0.1**
Total cost of HSE training (000'TND)	117,647	470,664	3,073,662	**352,941**

Oman

Health and Safety	2017	2018	2019	2020
Employee fatalities	0	0	0	**0**
Contractor fatalities	0	0	0	**0**
Employee lost time injuries	0	0	0	**0**
Contractor lost time injuries	0	0	0	**0**
Employee total recordable injuries	0	0	0	**0**
Contractor total recordable injuries	0	0	0	**0**
Average hours of H&S training per year per employee	0.5	0.5	0.5	**0.5**
Average hours of H&S training per employee for nationals	1.0	1.0	1.0	**1.0**
Total cost of HSE training (OR)	30,000	30,000	30,000	**30,000**

Indonesia

Health and Safety	2017	2018	2019	2020
Total hours of H&S training provided to employees	20,800	960	952	**768**
Average hours of H&S training per year per employee	6.8	0.3	0.3	**0.3**
Total cost of HSE training ('000 IDR)	187,000	6,000	37,200	**83,252**

Protecting Our Environment

At Ooredoo, we are committed to the highest standards of environmental protection. As an industry leader, we are working to the best of our ability to reduce our ecological footprint.

Conserving Resources

We recognize the importance of environmental sustainability in order to ensure future generations inherit a healthy planet. Communications and information technology can be a great enabler of sustainable living, by reducing the need for excess travel. However, operating our networks does entail an environmental impact, and our operating companies continue to work to reduce this impact throughout the year. Our Quality, Health, Safety and Environment Management (QHSE) Systems Policy guides our approach to minimize our environmental impact and complies with ISO 14001.

Energy, Carbon and Emissions

With regards to energy and emissions, we are committed to reduce and optimize our energy consumption and ultimately all atmospheric emissions that are related to energy consumption. A key area of our environmental impact is the energy required to power our network. In more remote areas, these may be powered by diesel generators as there is no available electricity grid, entailing higher carbon emissions. In 2019 we started to migrate a number of mobile network sites to run on solar energy, and we are seeking to roll out this of solar powered hybrid solutions at a larger scale. Overall, in 2020 The recent deployment of 5G in some of our markets, as well as the increased use of online services during the COVID-19 pandemic has led to an increase in energy consumption overall.

Across our markets, we implement a range of different activities. In Palestine we worked extensively on improving our fleet, switching to smaller cars that are more fuel efficient. In addition, all locations changed to LED lights, reducing our electricity consumption by 25%, and implementing waste segregation and disposal programs. In Tunisia we started the process of setting up an energy management system in accordance with ISO 50001 and an environmental management system in accordance with ISO 14001, to help improve our environmental impact and meet regulatory requirements.

Highlight Story:Increasing energy efficiency in our core business

Ooredoo Group has implemented the following initiatives to increase energy efficiency and manage our energy mix in the civil mechanical and electrical (CME) domain:

- Implementation of a modular and scalable data center in Indonesia and Oman, with a fully integrated data center infrastructure monitoring to further optimize energy utilization.
- Remote infrastructure management has become a standard in all sites built since 2018 in all our markets. This system of remote monitoring allows for power and environmental performance monitoring , enabling further power consumption optimization.
- We are phasing out lead-based VRLA batteries, replacing them with more environmentally friendly lithium-ion solutions, which can be properly recycled to avoid any heavy metal contamination.
- In Indonesia, we switched from air condition to free / district cooling solutions based on site condition to save energy. We also swapped our rectifier system to more energy efficient options and reduced multiple power systems to one whenever possible.
- To save energy in the field of radio access networks (RAN), while still maintaining the network performance our customers expect, we implemented the following projects:
- Centrally we use performance management solutions to monitor cells that can be locked during quieter periods of the day, using its 3G and 4G energy saving features.
- We use distributed RAN power saving features across all technologies and markets, such as MCPA Intelligent Power Management and TX Power Savings for 2G to put MCPA's with no traffic in a low-power state or disable them when not required, a Traffic Aware Power Save for 3G, automatically switching off cell-carriers during periods with low traffic, as well as various sleep modes for 4G to turn off cells and save energy when there is no data to send.

7 Direct energy consumption refers to natual gas, diesel, purge gas and off gases used as fuel
8 Estimates, final numbers not available as of time of publishing

Qatar

Energy and Emissions	2017	2018	2019	2020
Energy intensity (GJ/FTE)	489	767	620	**727**
Direct energy consumption (GJ)	411,694	449,481	437,532	**442,141**
Indirect energy consumption (electricity, GJ)	300,001	607,858	397,573	**470,577**
Amount of renewable energy generated (GJ)	547	600	650	**650**
Renewable energy intensity (GJ/FTE)	0. 4	0.4	0.5	**0.5**
Total GHG emissions (tCO2eq)	81,670	134,343	100,307	**110,670**
GHG intensity (tCO2/FTE)	56	93	69	**76**

Kuwait

Energy and Emissions	2017	2018	2019	2020
Indirect energy consumption (electricity, GJ)	n/a	17,607,450	17,857,450	**10,738,300**

Palestine

Energy and Emissions	2017	2018	2019	2020
Energy intensity (GJ/FTE)	7,320	8,010	6,002	**5,114**
Direct energy consumption (GJ)	1,743,254	1,562,978	802,393	**1,374,066**
Indirect energy consumption (electricity, GJ)	2,436,255	2,698,380	2,402,623	**1,791,756**
Amount of renewable energy generated (GJ)	0	0	0	**0**

Iraq

Energy and Emissions	2017	2018	2019	2020[8]
Direct energy consumption (('000 liters)GJ)	61,429	55,419	52,892	**55,560**
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives ('000 liters)	n/a	6,009	2,527	**2,567**

Algeria

Energy and Emissions	2017	2018	2019	2020
Energy intensity (GJ/FTE)	n/a	6,868	8,237	**5,677**
Direct energy consumption (GJ)	n/a	10,550	32,220	**33,407**
Indirect energy consumption (electricity, GJ)	n/a	19,384,064	18,098,789	**16,831,874**

Tunisia

Energy and Emissions	2017	2018	2019	2020
Energy intensity (GJ/FTE)	4,742.0	4,950.0	6,230.0	**5,824.0**
Direct energy consumption (GJ)	27,212	26,644	28,613	**17,184**
Indirect energy consumption (electricity, GJ)	215,965	222,982	260,866	**243,837**
Amount of renewable energy generated (GJ)	937	1,039	1,039	**1,039**
Renewable energy intensity (GJ/FTE)	0.6	0.7	0.6	**0.7**
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives (GJ)	n/a	1,738	475	**n/a**
Indirect GHG emissions (Scope 2) (tCO2)	3,212	2,891	2,803	**2,038**
Total GHG emissions (tCO_2)	3,212	2,891	2,803	**2,038**
GHG intensity (tCO2/FTE)	2	2	2	**1**
Percentage of offices ISO 14001 certified	0	0	0	**0**

Waste and Water Management

Ooredoo's QHSE Policy specifies a formal commitment to reduce hazardous and non-hazardous waste and to conserve resource use by decreasing the use of materials and water. We implement different initiatives across our markets in line with local regulations, requirements and realities. In Kuwait for example, we introduced a water saving campaign and installed water saving tabs to reduce our water consumption. We also recycle or appropriately dispose of our waste and hazardous waste, such as batteries. In Qatar we implemented a paperless initiative, whereby all our shops are now paper-free, 99% of our customers migrated to e-bills and most of our processes transitioned to electronic. In addition, all printers are set up to automatically print double sided while we also limit the number of prints per person per month. Under our recycling program, all paper waste and plastic bottles from our administrative buildings are now collected and recycled through an approved contractor. Going forward, we will be considering life cycle assessments of products during procurement stage to minimize our footprint.

Qatar

Waste and Water	2017	2018	2019	**2020**
Total hazardous waste disposed (tons)	42	93	123	**137**
Total non-hazardous waste disposed (tons)	5	5	6	**13**
Percentage of hazardous waste recycled	n/a	54%	65%	**69%**
Percentage of non-hazardous waste recycled	97%	75%	73%	**87%**
Total waste recycled (tons)	5	54	84	**108**
Fresh water used -purchased (m³)	127,559	129,312	79,205	**90,691**
Fresh water used – company generated (m³)	0	0	0	**0**
Water Intensity (m³/FTE)	88	94	59	**62**

Kuwait

Waste and Water	2017	2018	2019	**2020**
Total non-hazardous waste disposed (tons)	n/a	110	116	**60**
Percentage of non-hazardous waste recycled	n/a	60%	60%	**40%**
Fresh water used -purchased (m³)	n/a	13,518	17,558	**13,752**
Water Intensity (m³/FTE)	n/a	28	39	31

Indonesia

Waste and Water	2017	2018	2019	**2020**
Total hazardous waste disposed (tons)	n/a	n/a	n/a	**2**

Algeria

Waste and Water	2017	2018	2019	**2020**
Fresh water used -purchased (m³)	n/a	n/a	14,137	**16,640**
Water Intensity (m³/FTE)	n/a	n/a	5	6

Tunisia

Waste and Water	2017	2018	2019	**2020**
Total non-hazardous waste disposed (tons)	36	38	35	**27**
Percentage of non-hazardous waste recycled	88%	84%	87%	**26%**
Fresh water used -purchased (m³)	23,188	23,168	23,720	**15,887**
Fresh water used – company generated (m³)	0	0	0	**0**
Water Intensity (m³)	15	15	15	**10**

Ooredoo Q.P.S.C | West Bay, PO Box 217, Doha-Qatar | T: +974 4440 0400 | www.ooredoo.com