PEOPLE STRATEGY

Group Chief Human Resources Officer, Fatima Al-Kuwari

FIFA WORLD CUP Qatar2022

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OFFICIAL MIDDLE EAST & AFRICA TELECOMMUNICATIONS OPERATOR

Challenges
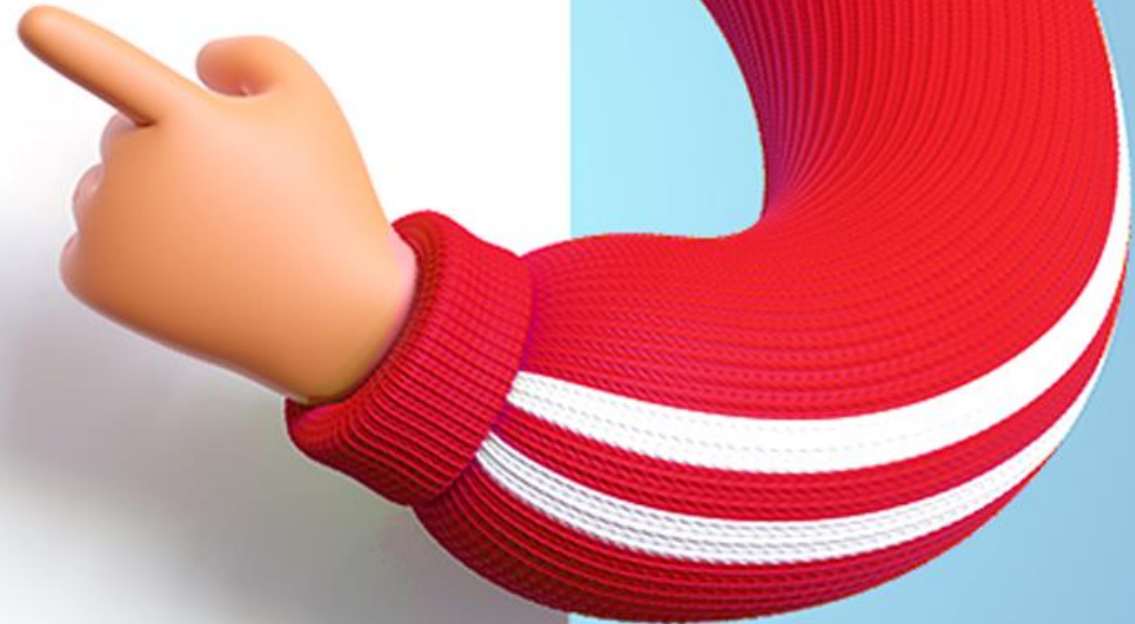
**Telecom Talent Gap
(Moving to Smart Telco)**

**Development and
Training strategies**

**Lack of Employee
Engagement post COVID**

WE GROW OOREDOO BY GROWING OUR PEOPLE

Bridging the skills gap: Enhancing telecoms talent

Future-forward
Strategic Workforce Planning in line with
Smart Telco business model

Working smarter
Digitalization and **new global collaboration**
ecosystems

We're creating a more connected Ooredoo

Ways of Working Policy
Better Performance, overall improvement in business performance comparing year 2021 with year 2022 so far better retention, in Qatar turnover rate reduced by 40%

Open & Trusting Work Environment
Ooredoo improved its organizational health and advanced from second quartile of health (OHI) in 2020 to the top quartile in 2021

Incentives & Rewards
Performance driven management system, financial and non-financial benefits

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We're empowering our employees through upskilling and reskilling

Skills Development
25 hours / year learning per employee as e-learning with 6000+ on LinkedIn track

Global Partnerships
includes LinkedIn Learning, Get Abstract, Coach Hub, MentorcliQ, and more

Peer-to-peer Learning
Ooredoo Coaching (60+ participants) & Mentoring Programs (250+ participants) in pilot

Leadership Culture
includes LDP and EDP, in collaboration with leading global universities such as Harvard

Individual Development Plans
linked to performance contracts, career & learning opportunities

Youth Development
includes trainee programs, rolled out in each OpCo

Looking to build a sustainable legacy for all: Highest standards of social impact

Increase Female participation in the workplace

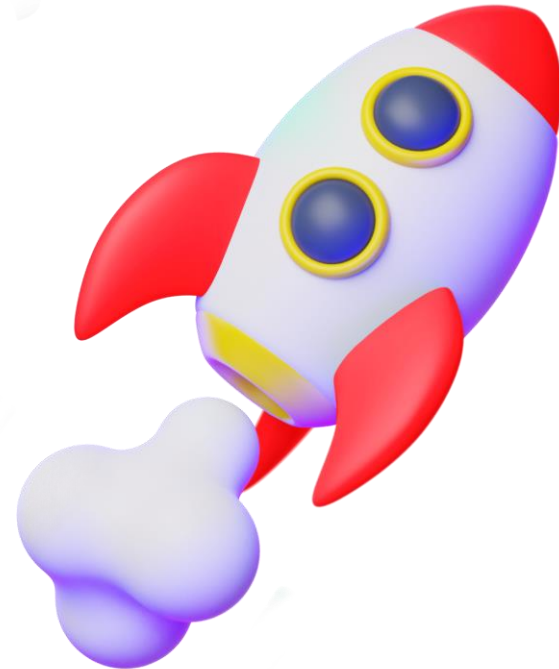**Increase female to male ratio in senior management and board of directors**

Reduce gender pay gap

Initiatives around diversity training, employee affinity groups, board level oversight, etc.

Enhance Nationalization rate in our Opcos

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