

ESG REVIEW

Environmental, Social and Governance Report

We are vigorously pursuing Environmental, Social and Governance targets to help build a sustainable legacy for all



Environmental, Social and Governance Report

1. Overview

The Environmental, Social and Governance (ESG) section provides an overview of our approach to sustainability and 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 2020-2022 across our nine markets in Qatar, Algeria, Iraq, Kuwait, Maldives, Myanmar, Oman, Palestine and Tunisia. Our operations in Indonesia and associated information such as Revenue, EBITDA, customers and CAPEX are no longer consolidated in this report due to the merger of Indosat Ooredoo (IO) and Hutchison in Indonesia as of January 4, 2022. The operation between IO and Hutchinson, now 'IOH', is classified as a joint venture company. The disclosures in our report are aligned with the requirements of Qatar Stock Exchange Guidance (QSE) on ESG Reporting. Our intent is to continue and maintain publishing an annual update on our activities and efforts towards sustainability going forward.

1.1. Our Commitment

Ooredoo is committed to the United Nations Sustainable Development Goals (UN SDG), which aim to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow and the future. 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. Ooredoo's digital products aim to assist customers in reducing their impact on the environment while still being able to receive the services that matter most to them. We promise to deliver not only on our customers' aspirations, but also work towards building a sustainable legacy too.

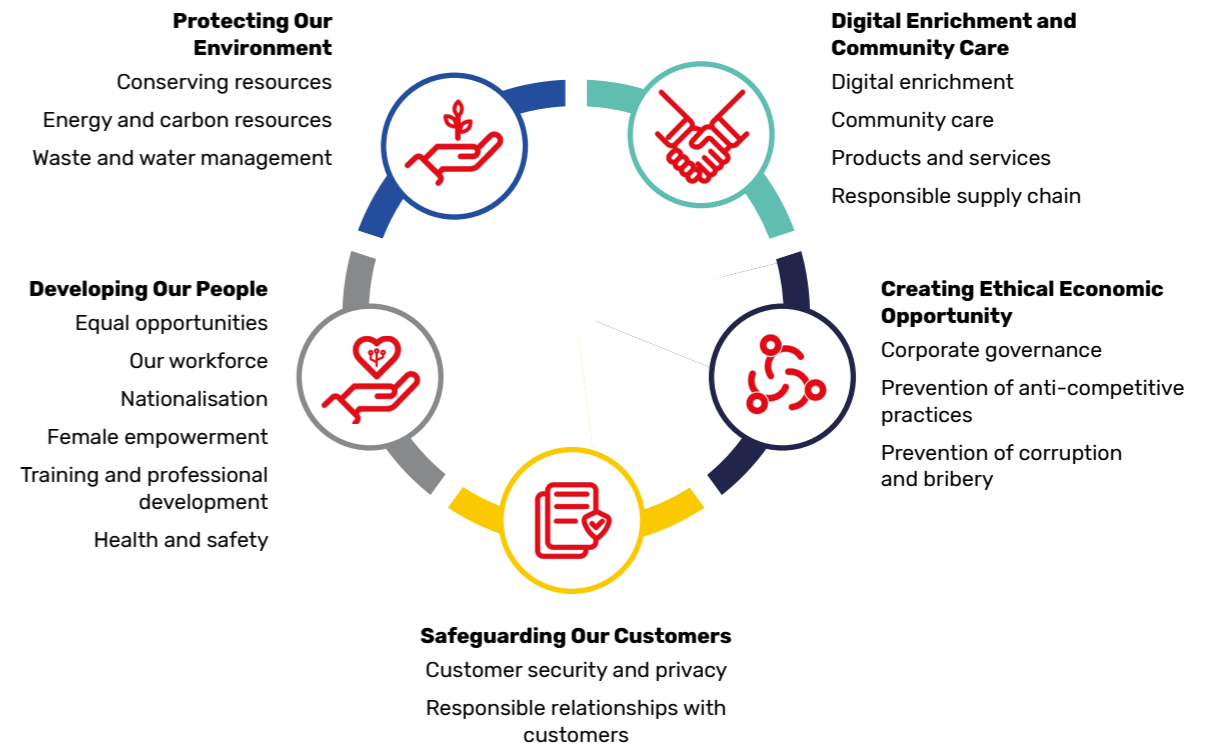
We are committed to leveraging our expertise in mobile technology to bring about positive social and economic change. Across our international footprint, we are working to become digital enablers, helping people to reach their potential and making a real difference in the communities we serve. While our impact relates to many of our goals, our approach is focused on the **following three objectives**:



Detailed information on how we work towards each goal can be found at www.ooredoo.com/ESG.

1.2. Our Sustainability Framework and Key Topics

We are working as a digital enabler across our markets and our aspiration is to help people simplify their lives and enjoy exciting and rewarding digital experiences. We continue to maintain our commitment to leveraging our expertise in mobile technology to bring about positive social, environmental and economic change. To help achieve this, we have made ESG a key priority, developing a Sustainability Framework to guide our efforts. Built around five key pillars, the Sustainability Framework is aligned with our mission and values, and global standards and frameworks. This year, we have slightly updated our framework and key material topics, in alignment with global ESG disclosures, and key material issues within the telecommunications sector applicable to our business.



1.3. Our Sustainability Highlights

89.8% nationals across total workforce	Recorded ZERO incidents of discrimination	Recorded an approx. 8.7% decrease in total GHG emissions in Asiacell Iraq
1.3% increase in females across total workforce	965 Gigajoule of generated renewable energy in Ooredoo Qatar	50% of Board seats now occupied by women in Ooredoo Maldives
46% female employment rate in Ooredoo Myanmar	55.5% increase in workforce aged under 30 in Ooredoo Oman	ZERO number of substantiated complaints concerning breaches of customer privacy

2. Digital Enrichment and Community Care

As a community-focused business, we are committed to using our services to improve people's lives and promote human growth. We believe that the social and economic growth of the communities to which we offer services are better supported with the value our mobile technology provides, particularly mobile broadband. By fostering digital opportunities and ensuring accessibility to all customers irrespective of their location and background, we use the strength of our capabilities to contribute to the wellbeing of people.

2.1. Digital Enrichment

With our ambition to drive organisational transformation and employee development to enhance business performance, we are constantly seeking to increase the speed, connectivity and coverage of our network in order to provide accessibility to all with a reach as far as remote areas, and to ensure our global networks' resilience in order to satisfy our customers' growing digital needs.

As we respond to changing demands and new challenges, Ooredoo continues in its digital transformation strategy by continually improving its Organisational Health Index (OHI), now establishing a launchpad to incubate ideas in terms of internal efficiencies and the external service portfolio to deliver a sustainable digital ecosystem. We develop skills sets, endless opportunities and several digital initiatives to further understand the collective readiness to embrace and establish a digital ethos in all aspects of daily operations. Engaging our staff in the global digital race, we have been conducting Design Thinking sessions with employees, enabling us to generate ideas and solutions such as 'Unique Shopper', 'Ooredoo Magic Box' and 'Ooredoo e-clinic'.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all

Ooredoo Tunisia: Introduced the 1st launch of 'Spotify' in the Tunisian Market and the 1st launch of 'Ooredoo EZ Platform' for eSports and gaming, organising two successful tournaments in 2022, providing participants with greater accessibility to competitive gaming and the eSports community in Tunisia.

Ooredoo Myanmar: Continued providing digital connectivity for 250 libraries across the nation transforming them into digital access libraries.

Ooredoo Palestine: Launched the 'Ivalua's Platform' (Sourcing Platform), a resilient digital transformation initiative that allowed employees to locate, retrieve, archive and analyse procurement and non-procurement contracts.

2.2. Community Care

We advocate prosperity of communities and focus on providing solutions regarding women's empowerment, youth entrepreneurship and underserved communities in our markets, running initiatives each year to support this commitment and encouraging our employees to volunteer.

Overall, our OPCO's have donated and contributed a total of more than USD 46 million in community investments.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



8.5. By 2030, achieve full productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.

Asiacell Iraq: Coordinated with the United National Development Programme (UNDP), International Organisation for Migration (IOM), Civil Development Organisation (CDO), and many global and local organisations to develop social and economic aspects of the community. The project included many activities such as training and developing skills, supporting schools and universities, supporting entrepreneurs and start-ups, training camps for mobile applications and coding classes for children.

Ooredoo Tunisia: Launched the Tunisia Talent Factory, an NGO that aims to bridge the gap between education and the job market in the country by providing training, mentorship and job opportunities for young Tunisians in the technology industry.

Ooredoo Myanmar: Donated 4,000+ wireless routers with data loaded SIMs.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



3.4. By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.

3.4.1. Mortality rate attributed to cardiovascular disease, cancer, diabetes or chronic respiratory disease.

Ooredoo Qatar: UNHCR (UN Refugee Agency) participated in Ooredoo Qatar's Marathon. The agency highlighted the large impact of Ooredoo's Marathon on the health awareness of employees and participants.

Ooredoo Maldives: Started an initiative to donate essential Health Kits to all 166 Health Centres across the nation to help them provide essential and necessary care. The health kits included essential equipment such as stethoscope, digital sphygmomanometer, pulse oximeter, otoscope, digital thermometer and a nebuliser machine.

Ooredoo Tunisia: Collaborated with the Red Crescent to conduct surveys and one-to-one interaction with the local community on key areas around social issues. Ooredoo Tunisia launched its CSR programme 'Tounes T3ich' and has been focusing on the first pillar of its programme, health, making significant progress in providing medical services through its mobile clinic to thousands of people around the region.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



5.1. End all forms of discrimination against all women and girls everywhere.

Ooredoo Palestine: Became a sponsor of the Palestinian football Professional League and the Palestinian Women's National Team.

Ooredoo Oman: Ooredoo marked Omani Women's Day by holding the fifth annual Women's Incubator Forum. The annual forum brought together women's associations, female employees and short code partners from charitable associations and charity teams, alongside low-income families under the umbrella of the Ministry of Social Development, to explore innovative ways to help businesswomen in Oman reach their full potential for the benefit of themselves, their families and the wider community.

Ooredoo Algeria: Launched Women Leadership Empowerment with Dale Carnegie Institute, Women Engineering Day, Women Tech Talk and an entrepreneurship programme.

2.3. Products & Services

We are committed to delivering products and services that serve our local communities, foster development, and preserve natural resources. We seek to cover the various regions of operation in terms of the network and provide the highest service quality to our customers.

Ooredoo Myanmar has extended its widespread network that covers greater than 95% of population ensuring that their products and services are available in all parts of the country across all cross sections of population. Ooredoo Myanmar also offers products starting from 99 Ks right up to 9,999 Ks to ensure all customers are able to afford these, ensuring availability, reach and adoption to bridge the digital divide.

2.4. Responsible Supply Chain

Through our Corporate Guideline on Ethical Conduct and Fair Practices, we have formally agreed to ensure that social and environmental factors are considered throughout our supply chain. We have also included an obligation for all suppliers to adhere to Ooredoo's standard customer privacy obligation guidelines. All of our group framework agreements and tender documents include a clause requiring adherence to the Ooredoo Health, Safety, and Environmental Policy.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



12.7. Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

Ooredoo Algeria: Ensured that work with certified vendors now includes specific articles into contracts that protect human/children rights, ensure proper health and safety work conditions, prevention of corruption and bribery, encouraging ethical business practices and compliance with internal governance.

Ooredoo Tunisia: Amended its tendering procedure by adding technical evaluation criteria in accordance with ISO: 14001 requirements.

3. Creating Ethical Economic Opportunity

We are committed to maintaining the highest standards in all our operations and activities and encourage honesty among our stakeholders. We created a Corporate Ethics Framework for our operations to provide our investors and stakeholders with assurance of our commitment to ethical economic opportunity.

3.1. Corporate Governance

Our Corporate Governance Department is in charge of supporting management and the Board of Directors in making sure that corporate governance practices and policies are effectively implemented throughout the Ooredoo Group and its subsidiary entities. The Department supports the Board of Directors in its yearly review and evaluation of compliance with the Code of Conduct and oversees the Corporate Governance Code's implementation in all Ooredoo Group companies.

We have a specific whistle-blower report form in place that can be accessible via www.ooredoo.com to allow easy access for anyone seeking to raise observations or report misbehaviour. We have now also developed and published a new Human Rights Policy and Data Security Policy.

Ooredoo Qatar has been certified with the ISO 22301:2019 Business Continuity Management System an enterprise-wide implementation scope. Ooredoo Qatar has successfully passed the recertification audit and was awarded with the latest version of the international standard which ensures Ooredoo Qatar's readiness to respond to and recover from disruptive incidents with the least disruption to business and provides assurance to stakeholders with regards to its resilience and robustness.

3.2. Prevention of Anti-competitive Practices

We abide by rules and regulations that govern anti-competitiveness, as we believe that prosperous economies are more sustainable when there is fair competition. Our Code of Ethics outlines important commitments that protect honest, competitive business operations. These commitments are endorsed by our Group's senior management and all subsidiaries. We have Guidelines for Ethical Conduct and Fair Practices in place which must be followed by all suppliers engaging with Ooredoo Group. We take pride in upholding the highest ethical and legal standards in all aspects of our business operations, and we hold our business partners to a same standard of fair dealing, moral behaviour, corporate honesty, and openness.

3.3. Prevention of Corruption and Bribery

In most of our standard form agreements, we agree to comply with applicable anti-corruption laws, defined as any anti-corruption laws that are applicable to Ooredoo, its Affiliates, Suppliers, this agreement or any purchase order, which may include (where applicable) the US Foreign Corrupt Practices Act and the UK Bribery Act. We regularly run online training programmes for our employees. Our employees also sign our Code of Conduct on an annual basis, ensuring compliance and commitment to our Code of Business Conduct and Ethics.

4. Safeguarding our Customers

Customer satisfaction is our number one priority. We place particular importance on each customer's privacy and data security. We therefore continue to maintain and implement measures to ensure that all information, data and privacy is safeguarded.

4.1. Customer Security and Privacy

In compliance with our Customer Charter, Privacy Policy and local laws in the jurisdiction of each our markets, we seek to protect customer data at all times. All our activities have received ISO 20000-1 certification for superior IT service management systems and ISO 27001 certification for information security management systems. In order to achieve our objectives, these management frameworks help our Governance, Risk & Compliance personnel establish, monitor and continually improve information security operations.

All of our operations are founded upon a set of comprehensive security and data protection measures, starting from saving customers data in encrypted format within databases levels, to applying adequate prevention measures, escalating to advanced IT solutions and employee trainings. To keep pace with potential threats and cybersecurity risks, we regularly update our policies in place, perform access control reviews and security assessments and introduce advanced prevention measures. The process we use to manage information security risks aims to decrease any negative effects on information assets to a manageable level. Our primary focus areas include vulnerability management processes, incident monitoring, response and recovery processes, patch management and identity and access management. We do not knowingly collect personal data from children. For more information, please refer to our Privacy Policy available on our website.

4.2. Responsible Relationship with Customers

As stated in the Client Charter, we are dedicated to fostering respectful customer relationships and enhancing customer service. To ensure a structured and reviewed complaints handling processes, all of our operations have been ISO 9001 certified since 2020. We are dedicated to providing complete transparency about our goods and services. As a result, our terms and conditions as well as details about prices, services and offers are specified clearly on our website and on our app, and are available upon request 24 hours a day from our customer service representatives via phone, chat, or WhatsApp.

Customers can voice complaints over the phone, through our applications, on our website, through social media, or in our physical locations. In each of our markets, we routinely conduct customer satisfaction surveys. These surveys assist us in understanding what matters most to our customers.

Looking forward, Ooredoo Myanmar is committed to initiate Customer Reputation Management tools and processes in 2023. The proposed initiative has the objective to capture Customer's voices, sentiment across social media and online group, forum, and community. Feedbacks from customers has enabled Ooredoo Maldives to understand the strengths and area of opportunities and where corrective actions may be taken supporting their decision-making and strategic approaches.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



16.6. Develop effective, accountable and transparent institutions at all levels.

Ooredoo Qatar: Adheres to customers' data privacy and data protection policies and publishes privacy notices on its website. Information Security programmes and technical controls are aligned with industrial information security best practices. Ooredoo Qatar implemented advanced multiple layers of access control mechanisms and regular awareness training on data privacy and protection as well as information security for all employees and consultants. Information Security compliance is established to measure control effectiveness and compliance with Information Security policies and applicable laws and regulations. In addition, Ooredoo Qatar is certified and conducts internal and external independent audits including ISMS ISO 27001, Financial ICOFR, etc. at least once a year.

Ooredoo Kuwait: Has been committed to manage data protection and data security under the guidance of Kuwait Regulatory - Communication and Information Technology Regulatory Authority (CITRA) and put into practice by implementing the required policies

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



16.6. Develop effective, accountable and transparent institutions at all levels.



Ooredoo Kuwait (cont.): and procedures. The Privacy Policy is published on our website www.ooredoo.com.kw including user rights on their individual data.

External Audits are conducted more than once a year that includes (1) Financial - ICFOR (2) ISMS - ISO 27001/27017 (3) PCI DSS 3.2.1. NOT limited to Internal Audit and (PIC) Process in Checks plans that are covered at least once a year. Ooredoo Kuwait has an ISMS compliance programme in place and certified standards evident with ISO/IEC 27001:2013; ISO/IEC 27017:2015 & PCI DSS 3.2.1 Certifications, which addresses key requirements of Security awareness through a digital programme, incident management system and Quarterly access reviews.

Asiacell Iraq: Implemented advanced state-of-the art multiple layer threat detection and prevention solutions (layered security approach) that have multiple security, firewalls and data loss prevention measures with 24/7 security assessments.

Asiacell Iraq: Introduced 'Security by Design' concept, whereby all or any products and systems introduced in Asiacell Iraq have to pass mandatory security requirements.

Ooredoo Oman: Information security and data protection is part of every supplier and vendor contract, and every contract requires proportionate third-party minimum security.

Ooredoo Algeria: Every Ooredoo employee is enrolled on an internal Cybersecurity awareness programme that familiarise employees with Cybersecurity risks that requires a passing test at the end of the programme. Ooredoo Algeria has been ISO 27001 certified since 2012.

Ooredoo Palestine: Has a SIEM (Security Information and Event Management) log server in place that captures, records, and monitors all critical events in all critical system components within Ooredoo Palestine, an addition to the Privileged Access Management (PAM) system that is used as a multi factor authenticator, when an employee attempts to log into a critical system in the company.

Ooredoo Myanmar: Won the Bronze Stevie® Award for Innovative Use of Technology in Customer Service in Telecommunications Industries at Asia-Pacific Stevie® Awards 2022 and the Bronze Stevie® Award for Achievement in Customer Satisfaction at 19th Annual International Business Awards® in 2022.

Ooredoo Tunisia: Has an information security policy in place. The policy includes a dedicated privacy and data protection section. Ooredoo Tunisia Mghira Data Centre has been ISO 27001- certified since 2016. All information security audits are conducted at Ooredoo Tunisia at least once a year via internal and external independent audit. In addition, information security trainings are provided for selected employees and an information security awareness programme covering all employees is in place.

Ooredoo Maldives: Established an Information Security (IS) Policy based on multiple international standards including ISO 27001 and the Payment Card Industry Data Security Standard (PCI DSS). The company conducts Vulnerability Assessments and Security Reviews to prevent any kind of data breach and misuse.

5. Developing Our People

The development of our people's talent is essential to our business, taking into account the continual advancement in digitalisation and telecommunication technology in our industry. Therefore, we ensure our employees are provided with the necessary learning tools and programmes required for their professional development.

Ooredoo is committed to investing in the development of young national leaders, focusing on their training, development and support opportunities. Individual development plans, management, and leadership development programmes, as well as coaching and mentoring, are all in place to help the company develop and retain its best people. A group-wide level an investment has been made into a Leadership Development Programme on yearly basis with globally ranked institutions.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



8.5. By 2030, achieve full productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.

Ooredoo Palestine: Launched a new improved leadership development programme and the award-winning Young Leadership Programme.

Ooredoo Kuwait: Dedicated 1,400 hours for talent development, offering 813 unique courses and training 253 employees.

Ooredoo Qatar: Have been putting measures in place to foster employee development. The company has been providing several learning and development programmes, such as Learning Agility Programme that focuses on various cross-functional digital competencies that are essential in the digital transformation journey. Moreover, Ooredoo Qatar supports the innovative thinking of its employees, where the company conducted 10 Design Thinking sessions with more than 200 employees, enabling the generation of 20 ideas, prototypes and solutions.

Ooredoo Myanmar: Awarded as the best Employee Engagement Company of the Year at Employee Engagement Leadership Awards, presented by World HRD Congress 2022. Awarded with Gold Stevie® Award for Innovative Achievement in Human Resources at Asia-Pacific Stevie® Awards 2022.

5.1. Equal Opportunities

We prioritise fostering a welcoming, inclusive workplace where everyone is valued equally and is aware that upholding moral principles is essential to the success of our company. We are therefore committed to preventing any type of discrimination, and will continue to maintain our employees' health, wellbeing and safety.

We are formally committed to promoting equal opportunity in all of our operations, as stated in our Code of Business Ethics. Our HR policy guarantees that all candidates and employees receive equal treatment in hiring, promoting, transferring, compensation, benefits and all other employment-related decisions, regardless of race, colour, marital status, parental status, ancestry, gender, age or disability. In the event of a dispute, a grievance procedure is in place, and we encourage continual communication between management and employees.

5.2. Our Workforce

With more than 11,000 employees over our nine operating companies in nine different countries, we are proud to be represented as a diverse and inclusive workplace, representing one of the widest numbers of diverse nationalities across the telecommunication sector. We manage to maintain our diversity and equality by promoting youth and women empowerment. Ooredoo Qatar now has around 56 different nationalities representing its workforce.

5.3. Nationalisation/Local Employment

In alignment with national visions and agendas in our jurisdictions, we remain one of the highest employers of nationals in the countries within which we operate. We deploy measures that promote the development and hiring of national employees. Such measures include development programmes, scholarships and sponsorships, succession planning, diploma and secondary school development programmes, as well as others.

5.4. Female Empowerment

We champion female empowerment in our organisation, supporting our female staff in overcoming any barriers which prevent them from pursuing their own economic and social development. We promote women's inclusion in all parts of our business. We recognise that the performance of our operations improves with greater gender equality and that women's empowerment is an essential component of promoting the International Labour Organisation's (ILO) Decent Work Agenda.

In order to fulfil our commitment, we have been developing projects specifically created to help women access and use information technology in a way that works for them, in accordance with our HR Policy and commitment to equal opportunity. Initiatives at Ooredoo Group included sponsoring a full women's month in March 2022, and the first edition of the Ooredoo Women Summit. Ooredoo Group and Ooredoo Qatar have both increased maternity leave days as part of a recent revision of HR policies. Mothers of children with disabilities have also been provided with enhanced flexibility in their work schedules.

Following the achievement of Ooredoo Maldives' equal representation of women and men in the Board of Directors, as well as their appointment of their first female Chairperson, Ooredoo Palestine appointed its first female Board member and promoted three other women to senior leadership positions.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



5.1. End all forms of discrimination against all women and girls everywhere.

Ooredoo Qatar: Ooredoo Qatar recognised the performance of female employees by deploying special recognition awards based on peer recognition and customer service. Moreover, Ooredoo Qatar revised HR policies to female employees to enhance maternity and escort leaves.

Ooredoo Kuwait: Advocated for gender equality in workplace through dedicated training Programmes to advance women in leadership positions and mentorship/coaching opportunities.

Ooredoo Algeria: Fostered women's empowerment in the workplace by enrolling Female Managers in Training & Development programmes to help them increase their leadership abilities.

Ooredoo Myanmar: Awarded for Women's Empowerment at the Asia's Excellence Awards 2022 (Tech Age Girls Project) and continued supporting Tech Age Girls programme to train 200+ young women in leadership and computer skills.

5.5. Training and Professional Development

We understand the significant impact our employees have on the company's operations and the communities we operate in. We are committed to providing our employees with the tools and skills required to maintain pace and capability with rapid market advancements.

We provide our employees with induction programmes, talent development, succession planning, leadership development programmes and external scholarships. While developing local talent, we provide employees with focused competencies programmes following periodic performance reviews. Depending on the skills required, employees are provided with in-house, online and live training.

In Ooredoo Myanmar, 279 employees attended different types of training on Coursera learning platform with an average of four courses completed per employee. Apart from Coursera online learning, Ooredoo Myanmar organised several training programmes internally or externally for its employees, such as Leadership Development Programme, Senior and Middle Management Leadership Competency Framework, Giving/Receiving Feedback, Business Continuity Management, Enterprise Risk Management, Supervisor Coaching Programme through 'CoachHub' and Senior and Middle Management Mentoring Programme.

UN Sustainable Development Goals (SDGs)

Ooredoo's Contribution



8.5. By 2030, achieve full productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.

Ooredoo Qatar: Established a formal policy that covers Training & Development across the organisation and the overall training needs of the workforce, which is summarised in the company's training plan as part of the yearly business plan cycle.

Ooredoo Oman: Implemented the 'tatweer' programme facilitating employees and their managers to enhance discussions to understand and identify their learning development needs.

5.6. Health and Safety

We value our employees and therefore we prioritise their health, safety, and wellbeing. Our Occupational Health and Safety Management System covers all workers including employees, consultants, contractors, and visitors. In addition, we have ensured we have processes in place to identify hazards and assess risks relating to the incidents, to determine corrective actions.

Ooredoo Qatar has executed HSE enhancements project on fire safety and emergency preparedness at critical Ooredoo Qatar sites during 2022. In Ooredoo Tunisia, the occupational health and safety policy has evolved into an HSE policy to integrate the environmental protection component. They conducted an awareness campaign; "Your health is our concern" and raised health awareness digitally. Asiacell Iraq has conducted many training courses about first aid and how to use firefighting extinguishers to train employees on fire emergency response. Both Ooredoo Myanmar and Ooredoo Oman reported zero fatalities and zero LTI's in 2022.

Ooredoo Qatar scored 82% in the Annual Organisation Health Index Survey, a +2% increase vs 2021 OHI Score - which indicates very strong organisational health. This score ranks in the top 10% and is comparatively higher than benchmark peer organisations within the telecom industry and in the MENA Region.

In Ooredoo Maldives, we closed the year 2022 with a staggering Organisational Health Index ("OHI") score of 93% which is a 4% increase compared to 2021. In addition, an Eye Camp was held for all employees with arrangements to obtain spectacles on the spot if required.

6. Protecting Our Environment

6.1. Conserving Resources

The digital nature of the products has helped to facilitate the reduction of resource use and ecological footprint across our organisation and customers. Our efforts to conserve resources are showcased in the following sections based on the nature of reductions made or targeted.

6.2. Energy, Carbon and Emissions

In telecommunication sector, the main source of environmental impacts stems from energy use required for our operations. Our goals in terms of energy and emissions are to cut back on and optimise both our use of energy across our operations as well as all associated GHG emissions. There are several initiatives that have been implemented throughout our operations that have now been achieved or are still under implementation to improve building management systems. This has included replacing conventional lights with LED lights. Mechanical, Electrical, and Plumbing (MEP) systems are also being optimised to reduce energy use and other environmental impacts. We are committing to and studying the use of solar power where economically possible

UN Sustainable Development Goals (SDGs)



13.2. Integrate climate change measures into national policies, strategies and planning.

13.3. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

Ooredoo's Contribution

Ooredoo Qatar: Switched GSM sites powered by diesel generators to Kahramaa supply (Grid Electricity) in 2022. It is expected to reduce energy consumption and consequent carbon emissions in 2023 significantly.

Ooredoo Kuwait: Studied the switch from diesel generator tower sites to an environmentally friendly grid system connection.

Ooredoo Tunisia: Installed anti-solar reflective films in their headquarter and technical building, that can reduce up to 80% of the sun's heat from entering the buildings through the windows and reduce air conditioning needs. Maintained ISO 50001 certification of the Energy Management System (EnMS). Organised the first edition of Ooredoo Energy Forum in partnership with the main stakeholders of the national energy sector, to set up an action plan to mitigate risks related to energy security and costs and climate change impact.

UN Sustainable Development Goals (SDGs)



12.2. By 2030, achieve the sustainable management and efficient use of natural resources.

Ooredoo's Contribution

Ooredoo Myanmar: Collected used engine oil and filters from the sites and stored at warehouse to prevent earth pollution and disposed via Licensed Waste Contractor and Regularly Preventive Maintenance/ MOH is carried out in DG sites for reducing the Carbon emission and prevent excessive noise.

Ooredoo Maldives: Connected sites to golden line, National Grid Power (NGP) and converted about 700 sites to a lithium system. They plan as well to install another 700 Lithium System Units and connect the remaining sites that are off grid to NGP.

Ooredoo Qatar: As part of the newly developed QSHE policy the company's commitment to preventing pollution and minimising environmental impacts has been included.

Ooredoo Tunisia: Implemented several initiatives regarding transportation such as, optimising the ridesharing in taxis and Ooredoo cars, increasing the shuttle numbers to cover most parts of Great Tunis, and minimising transport lines where possible.

Ooredoo Myanmar: Finished the electrification of 71 sites with grid, and enhanced 313 batteries backup at off-grid sites.

6.3. Waste and Water Management

In the last few years and more notably after COVID-19, there has been significant inclination towards digitalisation throughout all sectors. We are committed to reducing resource use and to align with universal efforts to adopt recycling initiatives. Across our operations, we aim to maintain our waste recycling initiatives and raise awareness on reducing waste.

UN Sustainable Development Goals (SDGs)



12.5. By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

Ooredoo's Contribution

Ooredoo Qatar: Emphasised the impact of generated, recycling 83% of the non-hazardous waste generated in 2022.

Ooredoo Palestine: Switched to using paper shredders with 30-tonne capacities to ready wastepaper for further recycling processing.

Ooredoo Oman: Started moving toward digitalisation to reduce plastic SIMs (e.g. e-sims) and paper as well by using more soft copies rather than hard copies.

Ooredoo Kuwait: Started to comply their product, goods and material uses, according to environmental sustainability requirements, such as minimising daily materials consumption such as paper, printing inks using an approved quota and also digitising key document forms which will have impact on saving resources and transportation too.

Asiacell Iraq: Reduced their drinking water consumption by 3.2% through raising awareness among employees on the scarcity of water in the region.


Ooredoo Myanmar: Collected used engine oil and filters from the sites and stored at warehouses to prevent soil pollution and disposed it via Licensed Waste Contractors. Conducted 3382 site E&S inspections in 2022 and found minimal Oil/ Fuel spills, with minimal housekeeping issues successfully closing findings implemented by OML designated vendors/third parties.

Ooredoo Maldives: Has now implemented planned automation of all ..




7. Performance Indicators


7.1. Environmental Performance Indicators

 **Qatar**

Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	727	733	792
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	442,141	480,907	520,237
Indirect energy consumption (electricity)	GJ	470,574	405,921	409,351
Amount of renewable energy generated	GJ	2	2	965
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	102,772	95,477	98,076
GHG intensity	GHG/workforce	82 ¹	79	84
Direct GHG emissions (scope 1)	t CO ₂	32,317	34,702	36,787
Indirect GHG emissions (scope 2)	t CO ₂	70,455	60,775	61,289

 **Algeria**

Energy	Unit	2020	2021	2022
Energy intensity	GJ/workforce	39	104	257
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	55,786 ²	46,018	103,387
Indirect energy consumption (electricity)	GJ	60,595	233,828 ³	542,441⁴
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	14,547	44,479	102,951
GHG intensity	GHG/workforce	5	17	41
Direct GHG emissions (scope 1)	t CO ₂	3,842	3,169	7,119
Indirect GHG emissions (scope 2)	t CO ₂	10,705	41,310	95,831

 **Asiacell-Iraq**


Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	746	947	852
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	2,192,174	2,446,270	2,189,806
Indirect energy consumption (electricity)	GJ	242,372	294,992	285,569
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	101,293	225,926	206,989

¹ GHG intensity data reinstated as a result of the updated headcount in 2020 in Qatar


² Direct energy consumption values from 2020 and 2021 were updated considering direct energy consumption in network sites and data centers in Algeria

³ Indirect energy consumption values starting from 2021 includes data centers and network sites power consumption in Algeria


⁴ Indirect energy and Direct consumption monitoring improved in 2022 for a more accurate reporting of consumption in Algeria

 **Asiacell-Iraq**

GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	196,682	224,105	204,666
GHG intensity	GHG/workforce	60	77	70
Direct GHG emissions (scope 1)	t CO ₂	150,968	168,467	150,805
Indirect GHG emissions (scope 2)	t CO ₂	45,714	55,639	53,862

 **Kuwait**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GHG/workforce	866	867	963
Direct energy consumption	GJ	341,127	337,161	345,257
Indirect energy consumption (electricity) / HQ	GJ	29,854	26,463 ⁵	30,749
Indirect energy consumption (electricity) / Data Centres + 60 sites	GJ	53,265	55,378 ⁶	63,313
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	41,535	40,984	44,192
GHG intensity	GHG/workforce	85	85	97
Direct GHG emissions (scope 1)	t CO ₂	23,511	23,238	23,796
Indirect GHG emissions (scope 2)	t CO ₂	18,024	17,746	20,396

 **Maldives**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	250	272	281
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	38,560	43,505	48,581
Indirect energy consumption (electricity)	GJ	81,008	84,925 ⁷	89,020
Amount of renewable energy generated	GJ	4,205	4,205	4,205
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	4,205	4,205	4,205
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	20,335	21,524 ⁸	22,763
GHG intensity	GHG/workforce	43	46	47
Direct GHG emissions (scope 1)	t CO ₂	2,603	2,935	3,277
Indirect GHG emissions (scope 2)	t CO ₂	17,732	18,589	19,485

⁵ Indirect energy consumption figures updated for 2020 and 2021 in Kuwait

⁶ Indirect energy consumption figures updated for 2020 and 2021 in Kuwait

⁷ 2020 and 2021 figures updated and additional 102 street pole sites were added in last year's calculation in Maldives

⁸ GHG figures in 2020 and 2021 changed due to the update in indirect consumption figures in Maldives

7.1. Environmental Performance Indicators (cont.)
 **Myanmar**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/workforce	1,499	1,795	2,113
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	1,013,976	1,087,027	1,130,521
Indirect energy consumption (electricity)	GJ	262,890	334,883 ⁹	338,249
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	98,659	111,586	114,950
GHG intensity	GHG/ workforce	116	141	165
Direct GHG emissions (scope 1)	t CO ₂	69,829	74,860	77,855
Indirect GHG emissions (scope 2)	t CO ₂	28,830	36,726	37,095

 **Oman**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	494	615	634
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	96,940	99,422	157,169¹⁰
Indirect energy consumption (electricity)	GJ	379,107	484,684	439,274
Amount of renewable energy generated	GJ	n/a	n/a	5,676¹¹
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	n/a	n/a	4,832
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	78,180	98,264	93,676
GHG intensity	GHG/workforce	81	103	100
Direct GHG emissions (scope 1)	t CO ₂	6,676	6,847	10,824
Indirect GHG emissions (scope 2)	t CO ₂	71,504	91,417	82,852

 **Palestine**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	190	163	155
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	54,215	35,157	30,004
Indirect energy consumption (electricity)	GJ	63,544	66,140	69,449

 **Palestine**

GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	16,178	15,374	15,667
GHG intensity	GHG/workforce	26	25	24
Direct GHG emissions (scope 1)	t CO ₂	3,734	2,421	2,066
Indirect GHG emissions (scope 2)	t CO ₂	12,444	12,952 ¹²	13,600

 **Tunisia**

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	166	212	239
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	20,960	20,720	21,640
Indirect energy consumption (electricity)	GJ	243,837	295,883	310,537
Amount of renewable energy generated	GJ	1,039	1,039	1,039
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	6,016	5,719	2,520
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	38,940	46,927	49,244
GHG intensity	GHG/workforce	25	32	35
Direct GHG emissions (scope 1)	t CO ₂	1,443	1,427	1,490
Indirect GHG emissions (scope 2)	t CO ₂	37,497	45,500	47,754

 **Qatar**

Water	Unit	2020	2021	2022
Fresh water used - purchased	m ³	90,691	86,559	106,905
Water Intensity	m ³ / workforce	74	72	91
Waste	Unit	2020	2021	2022
Total hazardous waste disposed	Tonnes	137	146	158
Total non-hazardous waste disposed	Tonnes	13	15	15
Percentage of hazardous waste recycled	%	69%	67%	64%
Percentage of non-hazardous waste recycled	%	87%	81%	83%
Total waste recycled	Tons	108	110	113

⁹ 2021 Indirect energy consumption (electricity) update. Additional measurements added to previous years records in Myanmar

¹⁰ Increase of direct consumption in 2022 was caused by Power cut (black out) on 5th of Sept 2022 from 13:00 till 21:00 where most of OO towers were relying on Diesel as energy source in Oman

¹¹ Some of the Diesel operated sites moved to solar in Oman

¹² Indirect energy consumption values were updated in 2020 and 2021 including network electricity for sites. Current values reported for Indirect energy consumption for 2020, 2021 and 2022 includes electricity consumed in Data centres, showrooms/stores, buildings, and network sites in Palestine

7.1. Environmental Performance Indicators (cont.)
 **Algeria**

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	16,640	16,964	15,032
Water Intensity	m ³ /workforce	6	6	6
Waste	Unit	2020	2021	2022
Total hazardous waste disposed	Tonnes	12	14	8
Total non-hazardous waste disposed	Tonnes	n/a	900	700

 **Kuwait**

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	13,752	19,303	18,000
Water Intensity	m ³ /workforce	5	7	7
Waste	Unit	2020	2021	2022
Total non-hazardous waste disposed	Tonnes	60	85	60
Percentage of non-hazardous waste recycled	%	40%	50%	40%

 **Oman**

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	n/a	767	24000
Waste	Unit	2020	2021	2022
Total non-hazardous waste disposed	Tonnes	29	29	34
Percentage of hazardous waste recycled	%	n/a	8%	0%
Percentage of non-hazardous waste recycled	%	36%	37%	37%

 **Tunisia**

Water	Unit	2020	2021	2022
Fresh water used - purchased	m ³	15,887	20,796	20,950
Waste and other emissions	Unit	2020	2021	2022
Total hazardous waste disposed	Tonnes	n/a	n/a	119
Total non-hazardous waste disposed	Tonnes	27	n/a	25
Percentage of hazardous waste recycled	%	n/a	n/a	n/a
Percentage of non-hazardous waste recycled	%	26%	n/a	75%

 **Tunisia**

Waste and other emissions	Unit	2020	2021	2022
Total waste recycled	Tonnes	n/a	n/a	n/a
Amount of e-waste generated	Tonnes	n/a	n/a	9
Amount of e-waste recycled	Tonnes	n/a	n/a	6

 **Palestine**

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	n/a	n/a	2,870
Water Intensity	GJ/ workforce	n/a	n/a	5

 **Asiacell-Iraq**

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	n/a	251	243

7.2 Social Performance Indicators
 **Qatar**

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	1,255	1,210	1,175
Full-time employees	Number	1,255	1,210	1,175
Part-time employees	Number	0	0	0
New employee hires (males)	Number	13	48	41
New employee hires (females)	Number	4	14	17
Total of new employees hires	Number	17	62	58
Parental leave (males)	Number	0	0	5
Parental leave (females)	Number	15	26	18
Total Parental leaves	Number	15	26	23
Number of employees returned to work after Parental leave (males)	Number	0	0	5
Number of employees returned to work after Parental leave (females)	Number	15	26	18
Total number of employees returned to work after Parental leave	Number	15	26	23
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	112	110	106
Workforce by age 31-40	Number	464	425	395
Workforce by age 41+	Number	679	675	674

7.2 Social Performance Indicators (cont.)

 Algeria

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	2,971	2,694	2,513
Full-time employees	Number	2,906	2,648	2,485
Part-time employees	Number	65	46	28
New employee hires (males)	Number	120	32	95
New employee hires (females)	Number	54	16	58
Total of new employees hires	Number	174	48	153
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	661	357	305
Workforce by age 31-40	Number	1,536	1,395	1,247
Workforce by age 41+	Number	774	942	961

 Kuwait

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	490	483	456
Full-time employees	Number	489	482	455
Part-time employees	Number	1	1	1
New employee hires (males)	Number	19	37	44
New employee hires (females)	Number	7	9	29
Total of new employees hires	Number	26	46	73
Parental leave (males)	Number	4	8	14
Parental leave (females)	Number	4	3	5
Total Parental leaves	Number	8	11	19
Number of employees returned to work after Parental leave (males)	Number	4	8	14
Number of employees returned to work after Parental leave (females)	Number	4	3	5
Total Number of employees returned to work after Parental leave	Number	8	11	19
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	38	34	53
Workforce by age 31-40	Number	206	184	178
Workforce by age 41+	Number	204	180	189

 Asiacell-Iraq

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	3,263	2,894	2,906
Full-time employees	Number	2,904	2,814	2,852
Part-time employees	Number	359	80	54
New employee hires (males)	Number	142	88	153
New employee hires (females)	Number	86	26	46
Total of new employees hires	Number	228	114	199
Parental leave (males)	Number	93	120	92
Parental leave (females)	Number	36	49	47
Total Parental leaves	Number	129	169	139
Number of employees returned to work after Parental leave (males)	Number	93	120	92
Number of employees returned to work after Parental leave (females)	Number	28	38	41
Total Number of employees returned to work after Parental leave	Number	121	158	133
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	857	546	505
Workforce by age 31-40	Number	1,367	1,289	1,238
Workforce by age 41+	Number	1,039	1,059	1,163

 Maldives

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	478	473	489
Full-time employees	Number	367	365	367
Part-time employees	Number	111	108	122
New employee hires (males)	Number	52	67	60
New employee hires (females)	Number	23	41	48
Total of new employees hires	Number	75	108	108
Parental leave (males)	Number	5	3	6
Parental leave (females)	Number	7	11	6
Total Parental leaves	Number	12	14	12
Number of employees returned to work after Parental leave (males)	Number	5	3	6
Number of employees returned to work after Parental leave (females)	Number	7	11	6
Total Number of employees returned to work after Parental leave	Number	12	14	12

7.2 Social Performance Indicators (cont.)

 **Maldives**

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	238	215	219
Workforce by age 31-40	Number	183	194	193
Workforce by age 41+	Number	57	64	77

 **Myanmar**

Workforce Profile	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	852	792	695
Total Full-time employees	Number	852	792	695
Total Part-time employees	Number	0	0	0
New employee hires (males)	Number	136	25	38
New employee hires (females)	Number	61	5	26
Total of new employees hires	Number	197	30	64
Parental leave (males)	Number	15	19	23
Parental leave (females)	Number	24	15	13
Total Parental leaves	Number	39	34	36
Number of employees returned to work after Parental leave (males)	Number	n/a	n/a	23
Number of employees returned to work after Parental leave (females)	Number	n/a	n/a	13
Total Number of employees returned to work after Parental leave	Number	35	34	36
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	387	291	212
Workforce by age 31-40	Number	362	405	388
Workforce by age 41+	Number	72	92	95

 **Oman**

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	963	950	941
Full-time employees	Number	963	950	941
Part-time employees	Number	0	0	0

 **Oman**

Workforce size	Unit	2020	2021	2022
New employee hires (males)	Number	11	21	15
New employee hires (females)	Number	3	11	5
Total of new employees hires	Number	14	32	20
Parental leave (males)	Number	51	46	56
Parental leave (females)	Number	30	22	21
Total Parental leaves	Number	81	68	77
Number of employees returned to work after Parental leave (males)	Number	51	46	56
Number of employees returned to work after Parental leave (females)	Number	30	22	21
Total Number of employees returned to work after Parental leave	Number	81	68	77
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	120	103	85
Workforce by age 31-40	Number	579	572	537
Workforce by age 41+	Number	264	275	319

 **Palestine**

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	619	622	641
Full-time employees	Number	512	523	526
Part-time employees	Number	107	100	115
New employee hires (males)	Number	29	42	54
New employee hires (females)	Number	9	23	15
Total of new employees hires	Number	38	65	69
Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	305	309	277
Workforce by age 31-40	Number	274	272	312
Workforce by age 41+	Number	40	41	52

 **Tunisia**

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	1,591	1,490	1,393
Full-time employees	Number	1,466	1,330	1,255
Part-time employees	Number	125	160	138
New employee hires (males)	Number	25	18	36

7.2 Social Performance Indicators (cont.)

 Tunisia

Workforce size	Unit	2020	2021	2022
New employee hires (females)	Number	17	11	24
Total of new employees hires	Number	42	29	60
Parental leave (males)	Number	0	0	0
Parental leave (females)	Number	30	31	19
Total Parental leaves	Number	30	31	19
Total Number of employees returned to work after Parental leave	Number	30	31	19

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	136	113	95
Workforce by age 31-40	Number	626	485	458
Workforce by age 41+	Number	829	892	837

Employee Turnover & Engagement

 Qatar

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	5%	3%	6%
Total number of employees leaving the organisation	Number	61	35	66

 Algeria

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	5%	7%	9%
Total number of employees leaving the organisation	Number	135	349	328

 Asiacell-Iraq

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	7%	7%	7%
Total number of employees who left the organisation	Number	217	215	193

 Kuwait

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	13%	25%	11%
Total number of employees who left the organisation	Number	30	99	48

 Myanmar

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	16%	7%	17%
Total number of employees who left the organisation	Number	131	87	173

 Maldives

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	4%	8%	6%
Total number of employees who left the organisation	Number	10	26	22

 Oman

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	3%	3%	3%
Total number of employees who left the organisation	Number	28	32	25

 Palestine

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	0.3%	2%	1%
Total number of employees who left the organisation	Number	57	42	58

 Tunisia

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	3%	15%	10%
Total number of employees who left the organisation	Number	56	218	151

 Qatar

Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	80%	80%	82%


 Algeria

Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	49%	61%	70%


 Asiacell-Iraq

Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	53%	65%	76%


7.2 Social Performance Indicators (cont.)

 **Kuwait**


Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	70%	90%	91%

 **Maldives**


Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	87%	89%	93%

 **Myanmar**


Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	51%	72%	78%

 **Oman**


Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	56%	59%	65%

 **Tunisia**


Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	70%	71%	80%

 **Qatar**


Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	21	9	19
Number of these grievance addressed or resolved	Number	8	8	19

 **Asiacell-Iraq**


Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	n/a	n/a	69
Number of these grievance addressed or resolved	Number	n/a	n/a	42
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	n/a	n/a	14

 **Kuwait**


Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	n/a	14	8
Number of these grievance addressed or resolved	Number	n/a	12 ¹³	7¹⁴
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	7

 **Maldives**


Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	0	1	0
Number of these grievance addressed or resolved	Number	0	1	0
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0

 **Myanmar**

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	0	0	1
Number of these grievance addressed or resolved	Number	0	0	1
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0

 **Oman**

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	7	9	2
Number of these grievance addressed or resolved	Number	7	9	1
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	7	9	0

 **Palestine**

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	5	0	0
Number of these grievance addressed or resolved	Number	5	0	0
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	5	0	0

¹³ In 2021, one of the cases was withdrawn

¹⁴ In 2022, one of the cases was withdrawn and one was switched to pardon

7.2 Social Performance Indicators (cont.)

 Tunisia

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	0	0	0
Number of these grievance addressed or resolved	Number	0	0	0
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0

 Qatar

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	48%	43%	40%
Nationalisation rate among total workforce	%	42%	44%	43%

 Algeria

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	92%	90%	91%
Nationalisation rate among total workforce	%	100%	100%	100%

 Asiacell-Iraq

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	63%	60%	60%
Nationalisation rate among total workforce	%	96%	95%	95%

 Kuwait

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	60%	57%	38%
Nationalisation rate among total workforce	%	52%	52%	53%

 Maldives

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	33%	47%	47%
Nationalisation rate among total workforce	%	92%	92%	94%

 Myanmar

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	36%	29%	46%
Nationalisation rate among total workforce	%	97%	94%	95%

 Oman

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	78%	86%	81%
Nationalisation rate among total workforce	%	93%	94%	94%

 Palestine

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	100%	100%	100%
Nationalisation rate among total workforce	%	100%	100%	100%

 Tunisia

Nationalisation	Unit	2020	2021	2022
Nationalisation rate of senior management	%	96%	96%	96%
Nationalisation rate among total workforce	%	100%	100%	100%

 Qatar

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	307	296	291
Female employment rate	%	25%	25%	25%
Females in senior management	Number	16	16	15
Ratio of the basic salary of women to men	%	107%	107%	111%
Ratio of the remuneration of women to men	%	97%	98%	102%

 Algeria

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	927	833	758
Female employment rate	%	31%	31%	30%
Females in senior management	Number	19	17	20

7.2 Social Performance Indicators (cont.)
 **Asiacell-Iraq**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	632	530	531
Female employment rate	%	19%	18%	18%
Females in senior management	Number	7	7	8
Ratio of the basic salary of women to men	%	82%	79%	81%
Ratio of the remuneration of women to men	%	81%	77%	80%

 **Kuwait**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	102	92	109
Female employment rate	%	23%	23%	26%
Females in senior management	Number	1	0	1

 **Maldives**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	154	149	165
Female employment rate	%	32%	32%	34%

 **Myanmar**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	385	356	317
Female employment rate	%	46%	45%	46%
Females in senior management	Number	4	5	6
Ratio of the basic salary of women to men	%	96%	96%	94%
Ratio of the remuneration of women to men	%	84%	86%	87%

 **Oman**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	303	308	306
Female employment rate	%	31%	32%	33%
Females in senior management	Number	2	3	5
Ratio of the basic salary of women to men	%	n/a	n/a	25%
Ratio of the remuneration of women to men	%	n/a	n/a	25%

 **Palestine**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	139	161	197
Female employment rate	%	22%	26%	31%
Females in senior management	Number	1	1	4
Ratio of the basic salary of women to men	%	23%	23%	28%
Ratio of the remuneration of women to men	%	23%	23%	28%

 **Tunisia**

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	571	561	523
Female employment rate	%	36%	38%	38%
Females in senior management	Number	14	13	15
Ratio of the remuneration of women to men	%	36%	38%	38%

 **Qatar**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	4	3	11
Average hours of training per female employee	Number	4	5	9
Average hours of training per male employee	Number	4	3	12
Average hours of training per senior management employee	Number	14	3	21
Average hours of training per middle management employee	Number	3	9	16
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

 **Algeria**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	22	21	12
Average hours of training per female employee	Number	24	19	12
Average hours of training per male employee	Number	21	21	12
Average hours of training per senior management employee	Number	24	17	12
Average hours of training per middle management employee	Number	18	22	13

7.2 Social Performance Indicators (cont.)
 **Asiacell-Iraq**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	14	18	27
Average hours of training per female employee	Number	12	16	22
Average hours of training per male employee	Number	14	18	28
Average hours of training per senior management employee	Number	11	15	21
Average hours of training per middle management employee	Number	11	16	28
Percentage of employees receiving regular performance and career development reviews	%	93%	99%	99%

 **Kuwait**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	12	4	8
Average hours of training per female employee	Number	15	4	6
Average hours of training per male employee	Number	12	4	9
Average hours of training per senior management employee	Number	12	6	10
Average hours of training per middle management employee	Number	12	7	16

 **Maldives**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	19	22	21
Average hours of training per female employee	Number	7	22	15
Average hours of training per male employee	Number	25	22	16
Average hours of training per senior management employee	Number	11	21	59
Average hours of training per middle management employee	Number	27	77	28
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

 **Myanmar**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	35	23	26
Average hours of training per female employee	Number	37	31	27
Average hours of training per male employee	Number	23	13	17
Average hours of training per senior management employee	Number	16	19	19
Average hours of training per middle management employee	Number	19	18	22
Percentage of employees receiving regular performance and career development reviews	%	35%	23%	26%

 **Oman**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	23	23	20
Average hours of training per female employee	Number	23	23	12
Average hours of training per male employee	Number	23	23	8
Average hours of training per senior management employee	Number	23	23	22
Average hours of training per middle management employee	Number	21	23	23
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

 **Palestine**

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	22	16	18
Average hours of training per female employee	Number	26	17	17
Average hours of training per male employee	Number	21	18	19
Average hours of training per senior management employee	Number	0	11	17
Average hours of training per middle management employee	Number	7	20	19
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

7.2 Social Performance Indicators (cont.)

 Tunisia

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	18	12	15
Average hours of training per female employee	Number	18	9	12
Average hours of training per male employee	Number	18	9	17
Average hours of training per senior management employee	Number	9	10	8
Average hours of training per middle management employee	Number	23	9	15
Percentage of employees receiving regular performance and career development reviews	%	18%	12%	15%

 Qatar

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	2,601,984	2,555,520	2,479,488
Work hours (contractors)	Hours	3,206,016	2,640,000	4,452,502
Employee fatalities	Number	0	0	0
Contractor fatalities	Number	0	0	1
Employee lost time injuries	Number	0	0	0
Contractor lost time injuries	Number	0	0	2
Employee total recordable injuries	Number	0	0	0
Contractor total recordable injuries	Number	1	0	2
Employee accident frequency rates	%	0%	0%	0%
Contractor accident frequency rates	%	0.06%	0%	0.09%
Employee lost-day rate	%	0%	0%	0%
Contractor lost-day rate	%	0%	0%	0.09%
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	2,750	2,460	2,532
Average hours of training per middle management employee	Number	27	77	28
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

 Qatar

Health and Safety Training	Unit	2020	2021	2022
Total hours of H&S training provided to employees	Hours	270	83	1,234
Average hours of H&S training per year per employee	Hours	0.2	0.1	1
Average hours of H&S training per employee for nationals	Hours	1	0.2	0.1
Total cost of HSE training	QR	8,100	n/a	61,420

 Algeria

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	5,658,240	5,591,968	5,024,010
Work hours (contractors)	Hours	n/a	n/a	n/a
Employee fatalities	Number	n/a	n/a	0
Employee lost time injuries	Number	822	550	506
Employee total recordable injuries	Number	13	11	22
Employee accident frequency rates	%	0%	0%	1%
Employee lost-day rate	%	0.3%	49%	0.2%
Total hours of H&S training provided to employees	Hours	1,380	1,698	1,596
Average hours of H&S training per year per employee	Hours	10	18	21
Average hours of H&S training per employee for nationals	Hours	0	25	25
Average hours of training per middle management employee	Number	27	77	28
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%
Total cost of HSE training	DZD	2,558,462	4,190,192	0

 Asiacell-Iraq

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	n/a	n/a	1,960
Work hours (contractors)	Hours	n/a	n/a	1,960
Employee fatalities	Number	n/a	n/a	3
Employee lost time injuries	Number	n/a	n/a	41
Employee total recordable injuries	Number	n/a	5	6
Employee accident frequency rates	%	n/a	n/a	1%
Employee lost-day rate	%	n/a	n/a	2%
Heat stress events	Number	n/a	n/a	0

7.2 Social Performance Indicators (cont.)

 **Asiacell-Iraq**

Health and Safety Overview	Unit	2020	2021	2022
Total hours of H&S training provided to employees	Hours	n/a	120	1,240
Average hours of H&S training per year per employee	Hours	n/a	n/a	0.4
Total cost of HSE training	IRD	n/a	n/a	2,368,000

 **Kuwait**

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	798,295	700,480	700,480
Employee total recordable injuries	Number	7	0	0

 **Maldives**

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	983,963	693,154	719,320
Work hours (contractors)	Hours	173,000	181,944	239,120
Employee fatalities	Number	0	0	0
Contractor fatalities	Number	0	1	0
Employee lost time injuries	Number	0	0	0
Contractor lost time injuries	Number	0	0	0
Employee total recordable injuries	Number	0	0	0
Contractor total recordable injuries	Number	0	0	0
Employee accident frequency rates	%	0%	0%	0%
Contractor accident frequency rates	%	0%	0%	0%
Employee lost-day rate	%	0%	0%	0%
Contractor lost-day rate	%	0%	0%	0%
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	100%	100%	100%
Total hours of H&S training provided to employees	Hours	243	212	344
Average hours of H&S training per year per employee	Hours	1	1	4
Average hours of H&S training per employee for nationals	Hours	1	0.4	4
Total cost of HSE training	MVR	n/a	26,132	125,556

 **Myanmar**

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	2,036,080	1,966,848	1,719,744
Employee fatalities	Number	0	0	0
Employee lost time injuries	Number	0	0	0
Contractor lost time injuries	Number	n/a	n/a	0
Employee total recordable injuries	Number	0	0	0
Contractor total recordable injuries	Number	n/a	0	0
Employee accident frequency rates	%	0%	0%	0%
Contractor accident frequency rates	%	n/a	0%	0%
Employee lost-day rate	%	0%	0%	0%
Contractor lost-day rate	%	n/a	0%	0%
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	821	792	695
Total hours of H&S training provided to employees	Hours	5	5	20
Average hours of H&S training per year per employee	Hours	n/a	1%	n/a
Average hours of H&S training per employee for nationals	Hours	n/a	1%	n/a
Total cost of HSE training	USD	n/a	n/a	n/a

 **Oman**

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	1,848,960	1,824,000	1,806,720
Work hours (contractors)	Hours	2,112	2,453	1,920
Employee total recordable injuries	Number	1	0	0
Employee accident frequency rates	%	0%	5%	0%
Contractor accident frequency rates	%	0%	0%	0%
Employee lost-day rate	%	0%	0%	0%
Contractor lost-day rate	%	0%	0%	0%
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	n/a	76	941
Total hours of H&S training provided to employees	Hours	493	503	1,932
Average hours of H&S training per year per employee	Hours	1	1	2
Average hours of H&S training per employee for nationals	Hours	1	1	2
Total cost of HSE training	OMR	30,000	25,000	45,343

7.2 Social Performance Indicators (cont.)

 Palestine

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	1,003,520	1,010,552	1,060,41
Work hours (contractors)	Hours	209,720	218,831	231,840
Employee fatalities	Number	0	0	0
Contractor fatalities	Number	0	0	0
Total hours of H&S training provided to employees	Hours	0	0	480
Average hours of H&S training per year per employee	Hours	0	0	480
Average hours of H&S training per employee for nationals	Hours	n/a	n/a	15
Total cost of HSE training	USD '000	0	0	2

 Tunisia

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	2,908,224	3,004,320	2,839,584
Work hours (contractors)	Hours	183,744	183,744	183,744
Employee fatalities	Number	2	1	1
Employee lost time injuries	Number	10	0	0
Employee total recordable injuries	Number	1	0	0
Employee accident frequency rates	%	0%	0%	0%
Employee lost-day rate	%	1%	0%	0%
Number of workers covered by an occupational health and safety management system	Number	1,268	1,217	1,139
Total hours of H&S training provided to employees	Hours	96	128	228
Average hours of H&S training per year per employee	Hours	12	16	14
Average hours of H&S training per employee for nationals	Hours	12	16	14
Total cost of HSE training	TND	352,941	1,950	17,310

 Qatar

Community Development	Unit	2020	2021	2022
Total value of community investments	QR M	77	57	154
Total amount invested in the community as a percentage of revenues	%	1%	1%	2%
Total number of local community development programs based on local community needs	Number	14	8	30
Community investments as a percentage of pre-tax profit	%	4%	3%	8%
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0
Total number of employee volunteering hours	Number	144	121	130

 Algeria

Community Development	Unit	2020	2021	2022
Total value of community investments	DZD	77,939,702	75,929,200	48,642,331
Total amount invested in the community as a percentage of revenues	%	0.1%	0.1%	0.1%
Total number of employee volunteering hours	Number	n/a	n/a	619

 Asiacell-Iraq

Community Development	Unit	2020	2021	2022
Total value of community investments	USD	1,760,874	1,902,297	1,996,443
Total amount invested in the community as a percentage of revenues	%	0.2%	0.2%	0.2%
Total number of local community development programs based on local community needs	Number	33	46	76
Community investments as a percentage of pre-tax profit	%	1%	1%	1%
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0

 Maldives

Community Development	Unit	2020	2021	2022
Total value of community investments	QR M	1,087,899	835,056	1,715,464
Total number of local community development programs based on local community needs	Number	24	47	62
Community investments as a percentage of pre-tax profit	%	1%	1%	1%

7.2 Social Performance Indicators (cont.)
 **Myanmar**

Community Development	Unit	2020	2021	2022
Total value of community investments	USD	2,727,140	4,746,096	972,896
Total number of local community development programs based on local community needs	Number	36	58	43
Total number of employee volunteering hours	Number	480	553	20,373

 **Oman**

Community Development	Unit	2020	2021	2022
Total value of community investments	OMR	284,000	123,317	224,333
Total amount invested in the community as a percentage of revenues	%	0.1%	0.1%	0.1%
Total number of local community development programs based on local community needs	Number	6	7	8
Community investments as a percentage of pre-tax profit	%	1%	0.3%	0.4%
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0
Total number of employee volunteering hours	Number	900	900	1,000

 **Palestine**

Community Development	Unit	2020	2021	2022
Total value of community investments	USD	362,000	774,000	746,300
Total amount invested in the community as a percentage of revenues	%	0%	1%	1%
Total number of local community development programs based on local community needs	Number	41	68	35
Community investments as a percentage of pre-tax profit	%	0%	5%	4%
Operations with significant actual or potential negative impacts on local communities	Number	n/a	n/a	n/a
Total number of employee volunteering hours	Number	130	120	148

 **Tunisia**

Community Development	Unit	2020	2021	2022
Total value of community investments	TND	n/a	100,000	100,000
Total number of local community development programs based on local community needs	Number	2	10	1
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0
Total number of employee volunteering hours	Number	20	100	100

 **Qatar**

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	50%	55%	56%
Percentage of locally based suppliers	%	65%	65%	64%

 **Algeria**

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	58%	60%	57%
Percentage of locally based suppliers	%	82%	81%	82%

 **Asiacell-Iraq**

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	50%	50%	51%
Percentage of locally based suppliers	%	87%	86%	87%

 **Kuwait**

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	72%	63%	66%
Number of locally based suppliers	Number	343	352	239

 **Oman**

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	67%	53%	68%
Percentage of locally based suppliers	%	65%	65%	68%

7.2 Social Performance Indicators (cont.)

 Palestine

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	42%	28%	21%
Percentage of locally based suppliers	%	72%	83%	79%

 Maldives

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	48%	21%	24%
Percentage of locally based suppliers	%	95%	77%	73%

 Myanmar

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	56%	77%	87%
Percentage of locally based suppliers	%	97%	96%	96%

 Tunisia

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	58%	61%	53%
Percentage of locally based suppliers	%	84%	84%	70%

7.3 Governance Performance Indicators

 Qatar

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	10	10	10
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	40%	40%	40%

 Algeria

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	6	6	6
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	100%	100%	100%

 Asiacell-Iraq

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	9	9	9
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%

 Kuwait

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	10	10	10
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%

 Maldives

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	6	4	4
Female members of the Board of Directors	Number	2	4	4
Percentage of Board seats occupied by women	%	25%	50%	50%
Percentage of board independence	%	63%	63%	63%

 Myanmar

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	6	5	5
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	17%	20%	20%

7.3 Governance Performance Indicators (cont.)
 **Oman**

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	10	10	10
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	40%	40%	40%

 **Palestine**

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	No	No	No
Male members of the Board of Directors	Number	7	7	6
Female members of the Board of Directors	Number	0	0	1
Percentage of Board seats occupied by women	%	0%	0%	17%
Percentage of board independence	%	100%	100%	100%

 **Tunisia**

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	8	8	8
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	n/a	n/a	13%

 **Qatar**

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	1
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Percentage of business units analysed for risks related to corruption	%	n/a	n/a	n/a
Privacy training sessions offered to employees	Number	0	0	1
Customer satisfaction results	%	82%	81%	81%

 **Qatar**

Customers	Unit	2020	2021	2022
Number of customer complaints	Number	399,523	324,049	394,285
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

 **Algeria**

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Privacy training sessions offered to employees	Number	1	2	1
Customer satisfaction results	%	78%	76%	77%
Number of customer complaints	Number	1,590,177	1,629,805	1,568,483
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	96%	95%	97%

 **Asiacell-Iraq**

Customers	Unit	2020	2021 ^o	2022
Customer satisfaction results	%	72%	72%	77%
Number of customer complaints	Number	573,453	150,972	193,568
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

 **Kuwait**

Customers	Unit	2020	2021	2022
Customer satisfaction results	%	76%	79%	82%
Number of customer complaints	Number	399,523	324,049	628,131
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

7.3 Governance Performance Indicators (cont.)

Maldives

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Percentage of business units analysed for risks related to corruption	%	0%	0%	0%
Privacy training sessions offered to employees	Number	0	2	2
Customer satisfaction results	%	82%	81%	82%
Number of customer complaints	Number	30,300	25,267	29,048
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	99%

Myanmar

Customers	Unit	2020	2021	2022
Customer satisfaction results	%	87%	81%	82%
Number of customer complaints	Number	86,433	80,641	79,487
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

Oman

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Privacy training sessions offered to employees	Number	n/a	1	1
Customer satisfaction results	%	210,520	175,102	143,438
Number of customer complaints	Number	100%	100%	100%
Percentage of customer complaints that were answered	%	82%	82%	90%
Percentage of customer complaints that were solved	%	100%	100%	100%

Palestine

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Percentage of business units analysed for risks related to corruption	%	0%	0%	0%
Privacy training sessions offered to employees	Number	0	6	6
Customer satisfaction results	%	86%	82%	84%
Number of customer complaints	Number	73,326	61,212	49,844
Percentage of customer complaints that were answered	%	100%	100%	100%

Tunisia

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	2
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	6	6	0
Privacy training sessions offered to employees	Number	n/a	n/a	2
Customer satisfaction results	%	72%	71%	72%
Number of customer complaints	Number	307,793	303,389	320,437
Percentage of customer complaints that were solved	%	n/a	100%	99%