DIGITAL BY DESIGN, SUSTAINABLE BY PURPOSE

ooredoo'

ESG Report 2024

WELCOME

We are pleased to share with you our latest Environmental, Social, and Governance (ESG) report, offering insight into our approach to sustainability and our commitment to responsible business practices. this report reflects our dedication to advancing both local and global ESG initiatives, as we continue to integrate these principles into every aspect of our operations.

The report covers our activities and progress from 1st January to 31st December 2024 – on issues deemed as material to our Operating Companies (OpCos) in Kuwait, Algeria, Tunisia, Palestine, and Maldives.

Our ESG performance is disclosed in line with the United Nations Sustainable Development Goals (UN SDGs), the Global Reporting Initiative (GRI) Standards, and the telecommunication sector-specific standards of the Sustainability Accounting Standards Board (SASB), while also aligning with the ESG Reporting Guide issued by Boursa Kuwait.

Read our integrated annual report:

Connect with us:

WHAT'S INSIDE?

CHAIRMAN'S MESSAGE

2024 was a year of significant progress and strategic partnership for Ooredoo Kuwait.

We advanced our sustainability agenda in alignment with Kuwait's national development priorities, reinforcing our role as a key enabler of the country's digital transformation. By working closely with both public institutions and the private sector, we remained focused on delivering tangible, meaningful impact that supports long-term national growth.

As part of the Ooredoo Group, we share a deep-rooted commitment to responsible growth, inclusive technologies, and sustainable development. In Kuwait, this commitment is reflected in our continuous investment in digital infrastructure, energy-efficient technologies, and social impact programs aimed at building a more resilient and empowered society.

In 2024, we strengthened our role as a trusted national partner by launching targeted Environmental, Social, and Governance (ESG) initiatives, expanding access to smart connectivity, and supporting youth empowerment and entrepreneurship through various local collaborations. We believe in the power of innovation to drive positive change and are committed to playing our part in creating a sustainable digital economy.

I extend my sincere gratitude to our Board of Directors, executive leadership, and every member of the Ooredoo Kuwait family for their unwavering dedication and contributions. Together, we are not only shaping the future of telecommunications in Kuwait but also delivering on our promise to Upgrade the World around us—responsibly and inclusively.

NASSER BIN HAMAD BIN NASSER AL-THANI

Chairman

WE ARE OOREDOO KUWAIT GROUP

National Mobile Telecommunications Company K.S.C.P ("Ooredoo Kuwait Group") is a Kuwaiti shareholding company established by Amiri Decree on October 10, 1997. The company operates under a license from the Ministry of Communications, State of Kuwait, and through subsidiaries across the Middle East, North Africa, and the Maldives. NMTC's shares are listed on Boursa Kuwait.

As a leading international telecommunications provider, we deliver mobile, fixed, and broadband internet services tailored to meet the needs of consumers and businesses across the Middle East, North Africa, and Southeast Asia.

Across our five Operating Companies (OpCos), we are committed to leveraging our expertise to create positive social and economic impact.

VISION

Enrich people's digital lives

At Ooredoo Kuwait, our vision is to be the leading telecommunications provider, enhancing lives through seamless connectivity and innovative digital solutions. We aspire to create a connected world that drives growth, development, and happiness for all.

MISSION

To become Kuwait's leading integrated communications provider

Our mission is to deliver superior telecommunications services and cutting-edge digital solutions that enrich our customers' lives. We aim to provide exceptional connectivity, promote digital inclusion, and contribute to Kuwait's socio-economic development.

OUR CORE VALUES

Connecting, Caring, Challenging

At Ooredoo Kuwait, our values shape who we are and guide every action, interaction, and decision. They reflect our dedication to our customers, our people, and the communities we serve.

A LEADING GLOBAL PLAYER

In 2024, we continued to strengthen our global presence, building on the momentum of past achievements. As our operations evolved and expanded, we delivered remarkable results—creating greater value through financial strength, innovation, and sustainable business practices.

Our 2024 revenue of KWD 711 million marked its highest performance in recent years, reflecting strong growth momentum across key markets.

Revenue
Amount in KWD million

KWD 653 M — 2023
KWD 711 M — 2024

711 Million

ENRICHING LIVES AROUND THE WORLD

In 2024, we reaffirmed our commitment to supporting national sustainable development goals and priorities, including Kuwait Vision 2035, while continuing to align with the United Nations Sustainable Development Goals (UN SDGs)

UN SDG	2024 Contribution snapshot	Priority/ material topic	Framework pillar	Kuwait Vision 2035 Pillar
GOOD HEALTH & WELL-BEING • 3.8 achieve universal health coverage • 3.D Strengthen the capacity for early warning, risk reduction, and management of health risks	In Algeria, a blood drive in collaboration with the national blood agency collected 295 bags, supporting **885 patients**, while a mobile clinic provided **free consultations to over 35,000 people** in remote areas across four provinces.	• Health & safety • Social impact / community development • Customer relations & health	Developing our people	High-Quality Healthcare
GENDER EQUALITY • 5.5 Ensure women's full participation in leadership and decision-making • 5.B Promote empowerment of women through technology	In Kuwait, Ooredoo launched "Women Behind The Upgrade" Campaign on Kuwaiti Women's Day aimed at honoring and empowering women both within the Company and the broader community.	• Equal opportunity, diversity & inclusion	Developing our people	Creative Human Capital
DECENT WORK & ECONOMIC GROWTH • 8.2 Diversif, innovate & upgrade for economic productivity • 8.4 Improve resource efficiency in consumption and production • 8.5 Full employment and decent work with equal pay • 8.8 Protect labour rights and promote safe working environments	In Algeria, Ooredoo also piloted a **livestock farming project** in khenchela to support rural female entrepreneurs. In Kuwait, Ooredoo advanced national economic growth by investing in **kuwaiti talent development** across technology, communications, and artificial intelligence (Ai). Through partnerships with national universities, the company provided **tailored internships, graduate programs, and summer training opportunities** for young kuwaitis.	• Economic performance • Corporate governance & business ethics • Nationalisation • Human rights • Labour practices & relations • Talent attraction, retention & development	Creating ethical economic opportunity	Diversified and Sustainable Economy and Creative Human Capital

SUSTAINABLE DEVELOPMENT GOALS — UN SDG	2024 Contribution snapshot	Priority/ material topic	Framework pillar	Kuwait Vision 2023 Pillar
INDUSTRY, INNOVATION & INFRASTRUCTURE • 9.1 Develop sustainable, resilient and inclusive infrastructures • 9.B support domestic technology development and industrial diversification • 9.C universal access to information and communications technology	Ooredoo Algeria introduced a stakeholder engagement framework to strengthen collaboration, transparency, and customer focus, while also launching snapism, an in-house digital innovation tool. In Kuwait, efforts focused on enhancing network performance, expanding 5g/5g advanced capabilities, and integrating iot, cloud, and ai technologies, alongside bolstering cyber resilience through integrated security, operations, and identity management. In the Maldives, the digital island initiative in noonu landhoo advanced digital literacy and financial inclusion.	• Risk management & business resilience • Digital innovation & transformation • Network quality & infrastructure investments • Data privacy & cybersecurity • Digital inclusion & accessibility	Digital enrichment & community care Safeguarding our customers	Diversified and Sustainable Economy
RESPONSIBLE CONSUMPTION & PRODUCTION • 12.2 Sustainable management and use of natural resources • 12.4 Responsible management of chemicals and waste • 12.5 Substantially reduce waste generation	In Algeria, Ooredoo achieved a 5.4% Reduction in direct energy consumption through improved energy management and launched a state-of-the-art modular data center designed to optimize power usage.	• Supply chain management • Responsible use of products & services • Responsible marketing & communications • Circular resource management • Waste management • Water management • Energy management & efficiency	Protecting our environment	Sustainable Living Environment
CLIMATE ACTION • 13.3 Build knowledge and capacity to meet climate change	In Kuwait, 27 sites were converted from diesel power to electricity grid-based systems, reducing co2 emissions by 2,376 tonnes. Both Algeria and Kuwait began measuring scope 3 emissions, while oman advanced green-based cybersecurity protection.	• Climate change & GHG emissions	Protecting our environment	Sustainable Living Environment
PARTNERSHIPS FOR THE GOALS • 17.6 Knowledge Sharing & Cooperation for Access to Science, Technology & Innovation • 17.16 Enhance the Global Partnership for Sustainable Development • 17.17 Encourage Effective Partnerships	Kuwait strengthened partnership with global tech leaders in AI, NVIDIA, and launched several key initiatives with our success partners across both the private and public sectors. Also, Ooredoo Kuwait fostered a strategic partnership with Alshaya Group to Launch Aura Mobile by Ooredoo, a new mobile service combining connectivity and retail rewards.		Digital Enrichment & Community Care	Prominent International Position

SUSTAINABILITY AT OOREDOO KUWAIT GROUP

At Ooredoo, sustainability is not just a commitment—it is a core enabler of long-term value, resilience, and social impact. We recognize our responsibility to future generations and are dedicated to minimizing our environmental footprint, fostering inclusive workplaces, and empowering the communities we serve. Through our operations, we leverage mobile technology to unlock human potential, reduce inequality, and accelerate progress toward a more inclusive and sustainable future.

Our ambition is to position Ooredoo as a regional sustainability leader in the telecommunications sector. By embedding environmental, social, and governance (ESG) principles into every aspect of our business, we strive to create meaningful, lasting impact at both the local and global level.

Our ESG Strategy: 2025 and Beyond

In 2024, Ooredoo Group began developing an enhanced ESG Strategy to guide the company's sustainability journey over the next three to five years. At the time of this report's publication, the strategy is in its final stages of development and alignment, with full implementation scheduled for 2025. Designed in close collaboration with expert advisors, the strategy embeds ESG principles more deeply into decision-making across the Group and its Operating Companies (OpCos), ensuring consistency, accountability, and long-term impact.

The enhanced framework prioritizes initiatives based on their influence on ESG ratings, capital investment requirements, and implementation feasibility. It provides a practical roadmap for closing performance gaps, strengthening ESG integration across core business operations, and delivering measurable outcomes that meet stakeholder expectations and align with global standards.

Key areas of strategic focus include: responsible supply chain practices, strengthened data privacy and cybersecurity, inclusive and dynamic talent ecosystems, proactive enterprise risk management, and adoption of circular economy principles. Rather than setting rigid short-term targets, the strategy establishes flexible guidance that enables scalability across diverse markets while maintaining operational agility.

Looking ahead, this forward-thinking strategy positions Ooredoo to lead with purpose—driving continuous ESG progress, future-proofing business resilience, and reinforcing our commitment to long-term value creation for people, planet, and performance.

In 2024, we strengthened our commitment to ESG by aligning stakeholder priorities with our five-pillar sustainability framework. This strategic alignment enables us to leverage our core expertise in mobile and digital technologies to drive positive social, environmental, and economic outcomes across the regions we serve.

Looking ahead, we remain focused on embedding sustainability at the heart of our operations. We will continue to refine our approach, enhance stakeholder engagement, and harness innovation to generate long-term value and meaningful impact for the communities we serve.

FADI KAWAR

CHIEF FINANCE OFFICER, OOREDOO KUWAIT

As part of our efforts to further embed transparency and governance into our sustainability strategy, Ooredoo Group undertook a limited assurance exercise focused on selected ESG performance indicators across its operations. Conducted in 2023 in accordance with recognized international standards, the assurance covered eight selected quantitative KPIs, including total hours of Health & Safety training, direct and indirect energy consumption, total GHG emissions, total water consumption, customer satisfaction rates, community investment value, and female employment rates, across operations in Algeria, Kuwait, Maldives, Palestine, and Tunisia in addition to other Ooredoo Group subsidiaries.

The assurance process confirmed that for the majority of operating companies, the data collection processes and selected KPI reporting controls were reliable and effective. Supporting documentation was found to be comprehensive, well-organized, and verifiable, underscoring the Group's commitment to data accuracy and integrity. The assurance also noted alignment with GRI Standards for the selected indicators, with Ooredoo's disclosures recognized as structured, detailed, and consistent with best practice expectations for assured metrics.
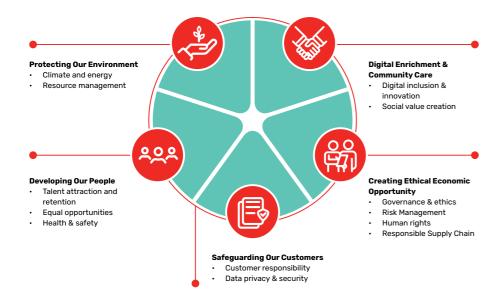
Effective coordination between corporate teams and country operations was also commended, highlighting the strength of Ooredoo's centralized ESG oversight approach. Furthermore, the collaboration and engagement of data owners across the Group reflected a strong culture of accountability and ownership of ESG data.

ESG FRAMEWORK

Introduced in 2023, our ESG framework serves as the foundation for embedding sustainability into our business operations. Built around five strategic pillars, the framework allows us to align sustainability objectives with commercial priorities and stakeholder expectations.

It guides how we design policies, build partnerships, and measure progress—ensuring that environmental, social, and economic considerations are integrated into every level of decision-making.

As we move forward, we remain committed to evolving our practices and exploring new opportunities to generate shared value.

Protecting Our Environment
- Climate and energy
- Resource management

Digital Enrichment & Community Care
- Digital inclusion & innovation
- Social value creation

Developing Our People
- Talent attraction and retention
- Equal opportunities
- Health & safety

Creating Ethical Economic Opportunity
- Governance & ethics
- Risk Management
- Human rights
- Responsible Supply Chain

Safeguarding Our Customers
- Customer responsibility
- Data privacy & security

Across all the pillars of our framework, we emphasize the empowerment of women and youth entrepreneurship, particularly in underserved communities.

ESG GOVERNANCE

In 2024, Ooredoo Group (OG) established a dedicated Group-wide Sustainability function under the leadership of the Group Chief Human Resources and Sustainability Officer. Oversight of our ESG strategy and performance is provided by a Board-level Sustainability Committee, ensuring alignment with our business strategy, risk management, and stakeholder engagement practices.

As part of our broader governance enhancements, the Nomination and Remuneration Committee was restructured into the Remuneration, Nomination and Sustainability Committee, formally embedding ESG accountability at the Board level. This reflects our long-term commitment to integrating sustainability across the highest levels of leadership and decision-making.

MATERIALITY ASSESSMENT

In 2023, we conducted a materiality assessment in accordance with the GRI Universal Standards 2021 and the double materiality principles, identifying and prioritizing key issues of significance for both our business and stakeholders. Aligned with the latest sector-specific GRI standards, we integrated impact analysis to not only rank material topics by their importance but also to focus on the most pressing concerns for our stakeholders, including communities, environmental groups, and social organizations. As part of our materiality process, we incorporated stakeholders' opinions through a survey to understand both the positive and negative impacts based on their perspectives and needs. Transparency and open communication remain at the core of our approach. For further details on our materiality process, please refer to

The topics identified are as shown below:

Material topics	Impact	Material topics	Impact
Supply Chain Management	100%	Digital Inclusion & Accessibility	75,4%
Risk Management & Business Resilience	93,3%	Customer Relations & Health	74,6%
Economic Performance	89,8%	Human Rights	74,0%
Corporate Governance & Business Ethics	89,1%	Labour Practices & Relations	73,3%
Digital innovation & Transformation	88,2%	Talent Attraction, Retention & Development	72,3%
Network Quality & Infrastructure Investments	84,0%	Health & Safety	72,1%
Data Privacy & Cybersecurity	82,5%	Circular Resource Management	72,1%
Nationalization	81,4%	Waste Management	71,4%
Responsible Use of Products & Services	80,8%	Climate Change & GHG Emissions	70,6%
Equal Opportunity, Diversity & Inclusion	79,8%	Water Management	70,1%
Social Impact/ Community Development	76,7%	Energy Management & Efficiency	69,2%
Responsible Marketing & Communications	75,7%		

ONGOING STAKEHOLDER ENGAGEMENT

Our Stakeholder Engagement Plan goes beyond periodic materiality assessments by maintaining continuous dialogue with those affected by our operations. This proactive approach enables us to address environmental and social impacts through clear mitigation strategies. To ensure transparency and accountability, we have established an accessible Grievance Mechanism within our Code of Conduct, empowering stakeholders and the public to raise concerns. Looking ahead, we will continue to expand and deepen our engagement efforts, ensuring that key material issues are effectively managed. For more details on our stakeholder engagement practices, please refer to our 2023 ESG report.

Ooredoo Palestine strengthened customer service by equipping staff with advanced tools, refining operational processes, and implementing performance-based incentives. Amid the humanitarian crisis in Gaza, the company provided free voice and data bundles, opened temporary stores in displacement areas, and facilitated money transfers to support affected families—demonstrating its commitment to connectivity and community support during emergencies.

Ooredoo Algeria focused on service quality through daily customer satisfaction surveys, real-time network monitoring, and customized offerings for diverse customer segments. The company actively engaged suppliers through regular meetings and integrated stakeholder feedback from materiality assessments into its business strategy, reinforcing its dedication to transparency, responsiveness, and customer-centric innovation.

Ooredoo Kuwait strengthened stakeholder engagement through an annual Customer Day Event which highlights the company's dedication to continuously improving the customer experience through hands-on involvement and service enhancements. As part of the event, senior leadership at Ooredoo Kuwait joined their customer-facing teams on the front lines, offering them a chance to experience firsthand the daily challenges and interactions their employees encounter.

LEADERSHIP VIEWPOINTS

ABDULAZIZ AL-BABTAIN

Chief Executive Officer
OOREDOO KUWAIT

> **Guided by 'the New Kuwait 2035 strategy,' we continue to align our goals with national development objectives—empowering our community, safeguarding natural resources, and building strategic collaborations that create long-term value for the country and our stakeholders.**

At Ooredoo Kuwait, 2024 marked a pivotal chapter in our journey to becoming a future-ready digital leader aligned with Kuwait's national vision. Our business transformation strategy continues to merge innovation with sustainability, placing customer needs and environmental stewardship at the core of everything we do.

We advanced our sustainability agenda by modernizing our network infrastructure with more energy-efficient systems and further integrating ESG practices into our operations. These efforts contributed to greater operational efficiency, enhanced customer satisfaction, and strengthened partnerships with government institutions and key players in the private sector.

We worked closely with stakeholders across the ecosystem to drive initiatives that contribute to Kuwait's digital economy and social progress. From supporting youth-led innovation to improving access to connectivity and digital literacy, our mission goes beyond telecommunications—it's about enabling a smarter, more inclusive, and sustainable society.

Guided by the New Kuwait 2035 strategy, we continue to align our goals with national development objectives—empowering our community, safeguarding natural resources, and building strategic collaborations that create long-term value for the country and our stakeholders.

As we move forward, we remain focused on unlocking new opportunities, accelerating digital transformation, and shaping a sustainable future for generations to come.

Performance highlights

Highest Group revenue to date

4,731 nationals employed

37% increase in Female employees in Senior Management

ISO 14001; 9001. 27001; 45001; and 5001 certifications

Zero substantiated complaints concerning breaches of customer privacy

Zero substantiated cases of bribery, corruption or harassment

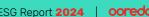**Zero** substantiated breaches of Code of Conduct

ENRICHING LIVES

Ooredoo Kuwait Group share a common vision to leverage our services to create a positive impact on the communities we serve. Our mission is to enrich lives and support human development. We firmly believe that mobile technology—particularly mobile broadband—has the power to connect, empower, and uplift individuals and communities, driving both social and economic progress.

3 GOOD HEALTH AND WELL-BEING **5** GENDER EQUALITY **8** DECENT WORK AND ECONOMIC GROWTH **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE **12** RESPONSIBLE CONSUMPTION AND PRODUCTION **13** CLIMATE ACTION
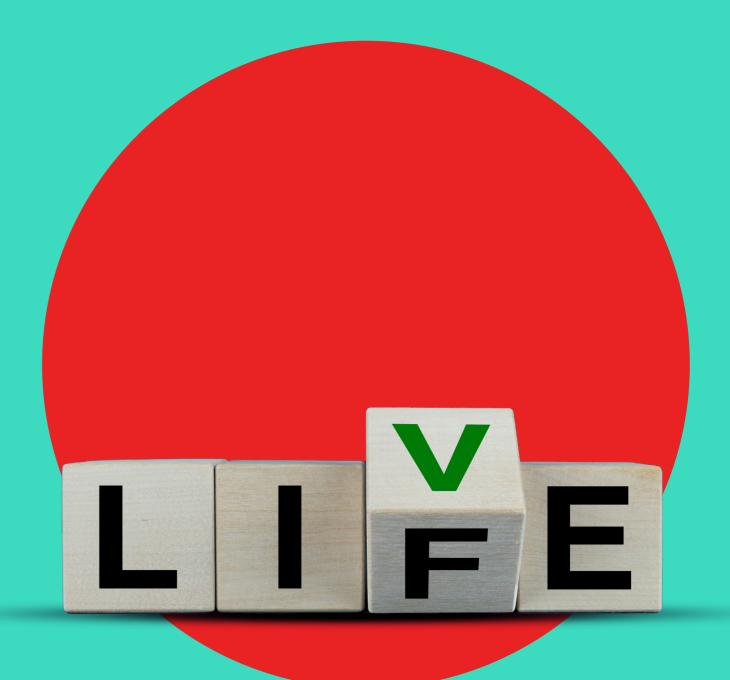
IN THIS SECTION:

• **Digital enrichment and community care**
• **Developing our people**

DIGITAL ENRICHMENT & COMMUNITY CARE

We recognize the transformative role of mobile technology, particularly mobile broadband, in enabling social and economic advancement, fostering greater connectivity, and empowering individuals and businesses alike.

In 2024, Ooredoo Kuwait launched a series of impactful initiatives aimed at supporting and uplifting communities across the country. These initiatives focused on cultural preservation, youth empowerment, women's leadership, and social inclusion reflecting Ooredoo Kuwait ongoing commitment to enriching lives and fostering human development. Through a combination of strategic partnerships and impactful initiatives, the company continues to create meaningful, lasting change within Kuwaiti society.

DIGITAL EMPOWERMENT FOR ALL

By expanding digital opportunities and ensuring seamless accessibility for all customers—regardless of location or background—we leverage our capabilities to improve societal well-being. We continue to strengthen our network's reach, speed, and reliability, ensuring connectivity even in remote areas. At the same time, we focus on enhancing the resilience and efficiency of our global networks to meet the growing digital demands of our customers.

Leveraging AI for Smarter Network Operations

In 2024, Ooredoo Kuwait Group accelerated the deployment of artificial intelligence (AI) to transform network operations, enhancing efficiency, resilience, and customer centricity. Through a strategic partnership with Huawei, several of our OpCos began implementing AI-driven solutions to improve fault identification, predictive maintenance, network topology management, and overall customer experience.

Key initiatives include rapidly correlating alarms across multiple network domains for faster fault resolution, deploying intelligent fault detection systems to proactively address service disruptions, automatically generating real-time network topology maps to support efficient troubleshooting, and predicting Radio Access Network (RAN) faults to reduce outages and strengthen stability. Advanced analytics were applied to assess subscriber-impact alarms, enabling targeted service improvements, while AI-driven models optimized network resources and addressed Quality of Experience (QoE) issues more effectively.

To further embed AI across operations, Ooredoo established a dedicated AI Hub—an in-house center of excellence supporting responsible, ethical, and impactful AI deployment across the Group and OpCos. This initiative prioritizes use cases that generate tangible business value, enhance employee capabilities, and deliver an exceptional experience for our customers.

> *At Ooredoo Kuwait, technology leadership is not just about keeping pace—it's about setting the pace*
>
> In 2024, we made bold strides by embedding AI-driven transformation into our everyday operations. The year witnessed groundbreaking achievements, including successful trials of next-generation 5G networks that offer enhanced speed, reliability, and capacity.
>
> Additionally, we continued expanding our infrastructure with a refreshed focus on customer experience, deploying more efficient technologies and accelerating the rollout of intelligent, resilient networks. These efforts are guided by our O25 strategy, which has introduced network operations automation and AI integration across Kuwait.
>
> We have also laid the strategic foundation for transforming our IT operations with streamlined, scalable, and efficient systems—critical pillars to serve our customers seamlessly. This IT Transformation program will continue its rollout in 2025, with highlights including:
>
> - Deployment of 5.5G mmWave technology, enabling faster and more reliable connectivity.
> - Introduction of NB-IoT solutions for smart industrial applications.
> - Adoption of solar-powered base stations, reinforcing our sustainability efforts.
>
> On the sustainability front, Ooredoo showcased its environmental commitment by implementing solar-powered hybrid solutions across 26 sites and optimizing energy use in data centers. These initiatives align with global sustainability goals and reflect our dedication to reducing our carbon footprint.
>
> We are redefining connectivity and its supporting systems—not just as access, but as a catalyst for sustainable, inclusive, and intelligent growth in the digital era."

ISSA HAIDAR
CHIEF TECHNOLOGY OFFICER, OOREDOO KUWAIT

In 2024, Ooredoo Kuwait's focus was on enhancing network performance, expanding 5G/5G advanced capabilities, integrating IoT solutions, and adopting cloud and AI-driven technologies. These efforts ensure that our customers experience greater speed, reliability, and accessibility, strengthening their ability to stay connected in an increasingly digital world. Ooredoo Kuwait has also prioritized energy-efficient data centres, cloud migration strategies, and secure remote work frameworks, reducing our environmental impact while broadening digital access.

Additionally, Ooredoo Kuwait continues to enhance cybersecurity measures to provide a safe and inclusive digital environment. By implementing multi-factor authentication, AI-powered threat detection, and automated security orchestration, we ensure that users can engage with our services confidently and securely. At the same time, our digital workplace solutions, such as Microsoft Teams, Jira, and cloud platforms, are enabling seamless collaboration and supporting a hybrid, connected workforce.

ESG IN ACTION

SECURING A DIGITAL FUTURE, KUWAIT

Coinciding with global Safer Internet Day on 6 February 2024, the company launched **"Cybro the Hero"**—an illustrated story and coloring book designed to teach children essential cyber-safety skills. The book addressed topics such as creating strong passwords, avoiding unknown links and downloads, recognizing phishing and unsafe websites, protecting privacy, communicating safely online, and preventing cyberbullying.

The campaign encouraged families and educators to engage in age-appropriate discussions on responsible internet use. It was activated at KidZania in collaboration with Alshaya and extended across schools through the distribution of coloring books and Gergaian boxes.

At Ooredoo Kuwait, we remain committed to enhancing digital security and operational efficiency as part of our ongoing digital transformation. In 2024, we took a major step forward by integrating DevSecOps (Development, Security, and Operations) and Identity Management (IDM) into our core processes, reinforcing cyber resilience and customer data protection.

DevSecOps:

To ensure security is embedded into every stage of development, we have implemented automated security compliance checks within our CI/CD pipelines (an automated building and testing process during software development), enabling us to detect and mitigate vulnerabilities in real-time. This shift has led to reduced deployment times, improved software security, and seamless collaboration between our development, security, and operations teams. By integrating Static and Dynamic Application Security Testing (SAST/DAST), Ooredoo Kuwait has enhanced its ability to proactively identify risks and secure applications before launch.

Identity Management (IDM):

As part of our commitment to protecting customer data, we introduced multi-factor authentication (MFA) and single sign-on (SSO) solutions, ensuring secure and seamless access to digital platforms. These measures have streamlined user authentication, reduced security risks, and strengthened compliance with industry standards. Additionally, we have enhanced user onboarding and offboarding processes, improving operational efficiency while minimizing unauthorized access risks.

DIGITAL TRANSFORMATION ACROSS OUR OPCOS

A key milestone in Ooredoo Tunisia was the successful execution of Cybersecurity Day, reinforcing awareness of cyber threats and aligning with the company's objective of fostering a strong security culture. Internally, Ooredoo Tunisia conducted cyber awareness training and certifications, equipping employees with the skills to recognize and mitigate risks. Additionally, phishing simulations were implemented to enhance vigilance and strengthen the company's overall security posture.

Ooredoo Tunisia continues to align with evolving regulatory requirements and stakeholder expectations for cybersecurity A significant milestone was becoming the first telecommunications operator in Tunisia to receive the N-Cloud certification from the National Cyber Security Agency (ANCS) in July 2024. This certification underscores the company's commitment to upholding the highest standards of data security and integrity for its customers. The N-Cloud certification is awarded to organizations that meet stringent cybersecurity criteria, ensuring their infrastructure and services align with international best practices. The official award ceremony took place on July 16, 2024, at the Ministry of Communication Technologies, attended by Minister Nizar Ben Neji and Ooredoo Tunisia's CEO, Mansoor Rashid Al Khater. This achievement reinforces Ooredoo Tunisia's proactive approach to cybersecurity and its dedication to maintaining customer trust in an increasingly digital world.

Ooredoo Maldives continued to drive financial inclusion and digital literacy through its Digital Island initiative in Noonu Landhoo, reinforcing its commitment to bridging the digital divide. At the heart of this transformation is the Ooredoo SuperApp, which integrates traditional telecom services, the m-Faisaa digital wallet, and the Moolee marketplace, enabling customers to seamlessly shop from local businesses with nationwide delivery. Today, 65% of retail payments are conducted digitally, reflecting the growing adoption of digital solutions across the country.

5G Further expanding its digital ecosystem, Ooredoo Maldives extended its 5G services in 2024, now reaching more than 60% of the country, enhancing connectivity, accessibility, and digital empowerment for communities nationwide.

ESG IN ACTION

REAL-WORLD IMPACT: HOW OOREDOO OPCOS ARE MAKING IT HAPPEN

Amid the immense challenges faced by Gaza, ensuring continuous communication services remained a top priority for **Ooredoo Palestine**. In response, the company developed Cell on Wheels (COWs)—mobile broadcast units designed in-house by Ooredoo engineers and locally fabricated using available materials despite resource shortages. Engineered for continuous operation for over 40 days without human intervention, these units provided critical connectivity in areas most affected by the war, particularly where displaced populations had concentrated. Beyond their technical capabilities, the COWs served as a humanitarian response, enabling residents to stay connected with loved ones and facilitating relief efforts by ensuring seamless communication between field teams and humanitarian organizations.

Ooredoo Algeria launched "Build Your Own Plan" (BYOP), a revolutionary feature that empowers customers to personalize their mobile plans based on their unique consumption patterns and usage behaviour. Recognizing that a one-size-fits-all approach does not meet the diverse needs of users across Algeria, Ooredoo introduced this feature to provide greater affordability, flexibility, and control over mobile services. This customer-centric model enables individuals, regardless of their income level or digital proficiency, to tailor their data, voice, and messaging bundles according to their preferences. By removing rigid plan structures, Ooredoo Algeria has effectively lowered the barrier to entry for digital services, allowing more people, including underserved communities, to become and stay connected.

ESG IN ACTION

IMPLEMENTING A %100 IN-HOUSE DIGITAL INNOVATION TOOL, ALGERIA

As part of its commitment to digital transformation and enhanced user experience, Ooredoo Algeria successfully developed and deployed Snapism—a fully in-house digital SIM activation and sales tool designed to streamline registration processes and improve operational efficiency.

Previously, Ooredoo Algeria relied on an externally supplied SIM activation tool that presented several challenges, including technical bugs, supplier dependency, and long activation times. To address these issues, the company conducted a diagnostic analysis to identify key pain points and opportunities for improvement. The outcome was Snapism—a homegrown, optimized solution built to accelerate activation time, improve reliability, and enhance the overall customer experience.

Since its launch, Snapism has significantly reduced SIM activation time and eliminated the need for third-party software, resulting in greater cost efficiency and operational independence.

RECOGNITIONS & AWARDS

In 2024, Ooredoo Kuwait's commitment to excellence, innovation, and customer-centricity was recognized on an international level, earning 11 prestigious awards across multiple domains. These recognitions highlight the company's expertise in technology, digital services, customer experience, and corporate leadership.

Among the most notable accolades were three Stevie MENA Awards (Gold for Innovative Achievement in Growth, Silver for Innovation in Business Info App, and Gold for Innovation in Business Information), and the Asian Telecom Awards, where Ooredoo Kuwait was named Mobile Operator of the Year and Telecom Company of the Year.

Further achievements included the Stevie Tech Excellence Award (Bronze for Technical Innovation in Tech), the Stevie International Business Award (Silver in Innovation in Technology), and the SAMENA LEAD Award for Excellence in Digital Services. Ooredoo Kuwait also stood out in customer engagement by winning the IDC Future Enterprises Award for Best in Future of Customer Services.

To conclude the year, the International Business Magazine Awards recognized Ooredoo Kuwait as Telecom Company of the Year and honored its Most Innovative Digital Upgrade.
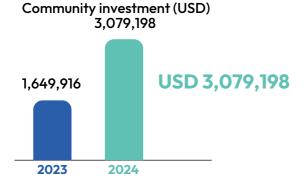
These accomplishments underscore Ooredoo Kuwait's position as a leader in driving digital transformation, strengthening its reputation across regional and global markets, and reaffirming its dedication to delivering world-class services that create value for customers and communities alike.

SOCIAL VALUE CREATION

At Ooredoo Kuwait Group, we believe that connectivity is more than a service — it's a catalyst for opportunity, inclusion, and empowerment. Guided by our ESG framework and corporate values, we are committed to creating positive social impact across the communities we serve. Through strategic partnerships, targeted investments, and employee engagement, we work to address local development priorities, reduce inequalities, and strengthen social cohesion.

In 2024, our OpCos collectively contributed, donated, and invested over USD 3 million in community-focused initiatives, with an emphasis on women's empowerment, youth entrepreneurship, healthcare access, education, and crisis response. These efforts are implemented in alignment with our Group Code of Business Conduct and Ethics, which ensures transparent, ethical, and values-aligned giving.

Community investment (USD)
3,079,198

1,649,916   **USD 3,079,198**

2023   2024

While individual OpCos may have their own Corporate Social Responsibility (CSR) policies, all contributions are fully aligned with the Group's Code of Business Conduct and Ethics, ensuring integrity, transparency, and ethical giving practices. Our sponsorship and donation policy is designed to support initiatives that resonate with our corporate values, strengthen stakeholder relationships, and foster long-term community growth.

Across the world, OpCos have generously supported local, national, and international causes, driving progress in women's and youth empowerment, disaster response, sports, arts, culture, environmental sustainability, and healthcare. By staying true to our values and investing in our communities, we continue to create meaningful, lasting impact for a better, more inclusive future.

EXAMPLES OF ACTIONS IN 2024 INCLUDE:

Ooredoo Algeria

- Distributed over 3,000 school bags and provided financial support to a training center for orphaned children.
- Launched a pilot project for the first livestock farm for rural women in Khenchela, empowering female entrepreneurs.
- Supported inclusive education by opening a center for 100 autistic children.
- Through the "Tawahod-Foot" initiative, 60 children with autism, including children of Ooredoo employees, engaged in team sports for social development.
- Distributed 3,400 food baskets and meals during Ramadan and hosted an Iftar event for people with physical disabilities.
- Partnered with the Algerian Red Crescent to provide 10,000 school uniforms for children.

Ooredoo Kuwait

- Through a strategic partnership with Omniya, set a target to reduce plastic waste on its premises by 50% by 2025.
- Sponsored a dedicated plastic collection point in a selected area to promote recycling and encourage public participation.
- Launched "Sustainable Kashta," an awareness series reaching over 50,000 viewers.
- Partnered with Rahma International Charity to distribute meals to underprivileged families during Ramadan.
- Supported community health and wellness by sponsoring the NBK Run, promoting physical activity and well-being.
- Collaborated with Khaleejesque to support the Kilmitain Forum, empowering creatives and thought leaders through cultural, societal, and educational discussions.
- Launched the "Touchpoint" & "البركة بعيالنا" social media series to celebrate local talent and influential figures, featuring interviews highlighting their work and contributions across social impact and creative industries.

Ooredoo Palestine

- Supported and collaborated with the Injaz Association, Jenin and Hebron Chambers of Commerce, and Sharek Association to promote digital literacy and business skills.
- Provided educational sponsorships for Palestinian university students in Lebanon and partnered with local universities to offer internships, training, and access to modern technology.
- Partnered with Palestinian Civil Defense, Teachers' Union, and Ramallah and Al-Bireh Government to support local development efforts, strengthening relationships with organizations such as SOS Palestine.
- Distributed essential food baskets, clean water supplies, and educational tents to support families facing shortages and ensure continued learning opportunities for children and youth.

Ooredoo Tunisia
- Launched an online child protection campaign in partnership with UNICEF to raise awareness and propose solutions to reduce child abuse.
- Won the "Best Promising Initiative in the Telecommunication Sector" at the 3rd Edition of the CSR Forum Awards.
- Partnered with WWF to promote Earth Hour.
- Set a goal to reforest 100 hectares in Beja Mountain, an area damaged by wildfire, by 2027.
- Integrated CSR roadmaps into team performance reviews and began evaluating CSR initiatives annually as part of the Annual Operating Plan.

Ooredoo Maldives
- Donated MVR 16 million worth of medical equipment to the Air Ambulance, enabling critical care for 517 patients across 436 cases.
- Provided essential health kits to clinics nationwide and sponsored jerseys for Para Sports Club athletes in the 2024 Paralympic Games.
- Pledged to plant 20,000 trees annually, reinforcing environmental sustainability.
- Conducted interactive sustainability workshops for schools and elderly communities.
- Sponsored sports, arts, and environmental initiatives, including the Golden Futsal Challenge, reef restoration projects, and the Unveiling Visions 2024 art exhibition.
- Introduced awareness sessions on online safety to help users navigate digital platforms securely and responsibly.
- Onboarded and trained local enterprises to integrate digital payments, helping them adapt to the shift toward a digital economy.

ESG IN ACTION

PROMOTING HEALTH AND COMMUNITY ENGAGEMENT THROUGH THE OOREDOO NIGHT RUN 2024

As part of its ongoing commitment to health, well-being and social inclusion, Ooredoo Tunisia successfully hosted the 3rd edition of the Ooredoo Night Run by Xiaomi on March 29, 2024, at the iconic Habib Bourguiba Avenue in Tunis. This annual event brings together professional athletes, families, and causal runners, reinforcing Ooredoo's mission to unite communities through sports and philanthropy.

In 2024, it was particularly significant as it included donations to Diar Al Amal Association, which supports underprivileged children. Special booths and banners were set up to provide information on how to contribute, ensuring that the event had both a sporting and a social lasting impact.

DEVELOPING OUR PEOPLE

It was a year that celebrated major milestones in sustainability while marking the beginning of a new chapter rooted in responsibility, ambition, and long-term impact. On the human resources front, we made significant strides toward becoming the employer of choice—strengthening nationalization efforts, empowering young talent, and earning industry recognition.

Ooredoo Kuwait Group is committed to building a skilled, inclusive, and healthy workforce while creating positive social impact across its markets. Our approach focuses on talent development, diversity, employee well-being, and community engagement.

> *At Ooredoo Kuwait, our people remain at the core of our success. These achievements highlight our commitment to fostering an inclusive, empowered, and purpose-driven workplace where innovation and collaboration thrive.*
>
> *As we prepare to announce our enhanced ESG strategy in 2025, we are embedding sustainability even more deeply into our operations, creating measurable, long-term value for our employees, customers, partners, and the wider community.*
>
> *Our employees are not just part of the company; they are the company itself.*
>
> *Together with our stakeholders, we are charting a clear path toward a sustainable, equitable, and resilient future.*

OMAR AL BASSAM

CHIEF HUMAN RESOURCES AND ADMINISTRATION SERVICE OFFICER, OOREDOO KUWAIT

TALENT ATTRACTION AND RETENTION

We pursue strategic investment in developing workforce skills to keep pace with advances in a rapidly evolving market. Through comprehensive onboarding, tailored development programs, and leadership succession planning, we ensure our people are equipped for success. Employees benefit from a diverse range of learning opportunities, including e-learning, hands-on coaching, mentorship programs, specialized external courses, scholarships, and professional development initiatives.

Talent Development Achievements:

- Increased leadership roles held by Kuwaitis to 95%
- Introduced flexible work environments to support employee well-being
- Launched training programs for continuous growth
- Advanced gender equality and inclusivity across all levels

Diversity & Inclusion Impact:

- 17.2% of our workforce is between 18 and 30 years old
- 24% of senior management roles are held by women
- 29% of middle management positions are held by women

In 2024, leadership development remained a priority, with various initiatives implemented across all organizational levels. Our OpCos adapt their talent attraction and retention strategies to suit local needs and cultures. Notable examples include:

- **Ooredoo Algeria** continued delivering tailored training through its Akadimia training academy, powered by certified in-house trainers and an advanced Learning Management System (LMS).

- **Ooredoo Palestine** saw strong participation in Individual Development Plans (IDPs), with 90% of employees completing at least three courses focused on leadership, technical skills, and digital competencies, supported by departmental talent assessments to tailor training.

- **Ooredoo Tunisia** expanded its learning ecosystem by launching a new partnership with Coursera, complementing existing access to LinkedIn Learning, and collaborated with Harvard Business School to offer advanced development opportunities.

- **Ooredoo Kuwait** utilized SAP as its Learning Management System to support training and coaching, in partnership with Knowledge Club and the Kuwait Foundation for the Advancement of Sciences (KFAS), providing global learning opportunities for high-potential employees.

Ooredoo Kuwait has launched the Coaching and Mentoring program with more than 150 sessions conducted in 2024.

ESG IN ACTION

OOREDOO KUWAIT BOOSTS NATIONALIZATION AND EMPOWERS LOCAL TALENT THROUGH "WATHEEFTI" AND GLOBAL UNIVERSITY PARTNERSHIPS

Ooredoo Kuwait recently concluded its participation in the third edition of the "Watheefti" Career Fair, reaffirming its commitment to empowering Kuwaiti youth and supporting national employment. The event provided a platform for direct engagement with job seekers and aligned with Ooredoo's broader vision of contributing to Kuwait's digital transformation and the **"New Kuwait 2035" strategy.**

In parallel, Ooredoo Kuwait partnered with the Kuwait Foundation for the Advancement of Sciences (KFAS) and globally renowned institutions, including Harvard and Stanford, to launch a specialized leadership training program. This initiative focuses on strategic management and digital transformation, equipping future leaders with the skills and knowledge needed to drive innovation and operational excellence.

Through career fairs and advanced training programs, Ooredoo Kuwait continues to invest in national talent, emphasizing leadership development and fostering long-term organizational growth.
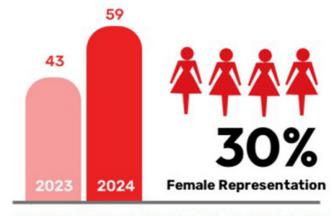
EQUAL OPPORTUNITY

With one of the most diverse workforces in the region, Ooredoo Kuwait Group is committed to fostering an inclusive and equitable workplace where every individual is valued and empowered. Our focus is on attracting, developing, and retaining local talent and young professionals, with a particular emphasis on women, ensuring that our workplace reflects the communities we serve.

Increasing the representation of women in our workforce is key to building a more inclusive, balanced, and effective organization. Women bring unique perspectives that enhance our ability to meet diverse customer needs and contribute meaningfully to national development goals and the UN Sustainable Development Goals (SDGs).

In line with our strategic commitment to gender equality, we implement policies that support women's professional growth—ranging from generous maternity and miscarriage leave to financial, emotional, and housing support. In 2024, Ooredoo Kuwait achieved a 37% increase in women in senior management, rising from 43 in 2023 to 59 in 2024. Women now represent 30% of our total workforce, and we remain committed to policies that support professional growth, well-being, and equity across all levels.

WOMEN BEHIND THE UPGRADE

43 — 2023
59 — 2024

30% Female Representation

INCREASE IN FEMALE SENIOR MANAGEMENT

Ooredoo Kuwait celebrated Kuwaiti Women's Day on May 16th with a series of initiatives honoring and empowering women within the organization and the wider community. On Kuwaiti Women's Day 2024, Ooredoo Kuwait Launches "Women Behind the Upgrade" campaign, aimed at honouring and empowering women both within the Company and the broader community.

As part of the celebration, Ooredoo Kuwait hosted Eng. Sondos Bushahri, Managing Director of SAP Kuwait, in an inspiring podcast where she shared her personal journey and advocated for female empowerment and workplace equality.

In collaboration with Alnowair, Ooredoo Kuwait also sponsored the final workshop of the Young Women Leadership Initiative at the American University of Kuwait. The nine-day program focused on developing leadership and personal skills among young Kuwaiti women using applied theatre techniques.

These initiatives reflect Ooredoo Kuwait's broader mission to support gender equality, invest in future female leaders, and foster a more inclusive and empowered society.
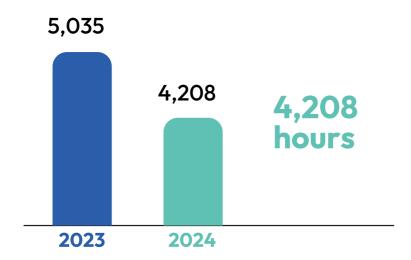
HEALTH & SAFETY

At **Ooredoo Kuwait Group,** we proactively identify and mitigate occupational health and safety risks to ensure a safe and healthy workplace for all. Our approach includes a hierarchy of controls to minimize hazards, enforce compliance, and reduce the risk of injury or illness across all our operations.

Guided by the Occupational Health and Safety Management System (OHSMS) structured risk assessments, incident management processes, and ongoing trainings are applied to employees, consultants, contractors, and visitors. 98% of our OpCos manage Occupational Health and Safety (OHS) through internationally recognized certifications such as ISO 45001, reinforcing our commitment to international safety standards. In 2024, employees received 4,208 hours of safety training to cultivate a proactive and preventive safety culture.

In **Ooredoo Algeria**, employees participated in three blood donation operations in partnership with the National Blood Agency, collecting 295 blood bags and helping 885 patients across Algiers, Oran, and Constantine. The company also partnered with the Win Nelka Association to launch a mobile healthcare initiative in remote regions such as Blida, Médéa, Béjaïa, and Tiaret. Covering 17 medical specialties, this initiative delivered essential healthcare to more than 3,500 patients in underserved areas. Additional efforts included two specialized screening campaigns for breast and prostate cancer, which provided clinical consultations, on-site ultrasounds, and exams to 91 women and 48 men.

Health and safety Training (hours)

5,035

4,208

4,208 hours
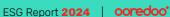
2023　2024

UPGRADE YOUR WORLD

PROTECTING OUR ENVIRONMENT

As we grow our digital footprint, we're also cutting emissions, saving energy, and using resources wisely—helping shape a more sustainable, low-carbon future.

WE SUPPORT

UN GLOBAL COMPACT

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

IN THIS SECTION:

- **Climate and energy**
- **Resource management**

CLIMATE & ENERGY

Energy consumption is a key environmental consideration for the telecommunications sector and directly linked to greenhouse gas emissions. This impact is driven by the expansion of network infrastructure to meet rising data demands, as well as the deployment of new technologies such as 5G and AI, which require more energy-intensive systems. Our OpCos are transitioning to site electrification through grid and solar power, reducing reliance on diesel generators, cutting costs and emissions, and improving power stability for customers.

Reducing energy consumption and greenhouse gas emissions is a priority, which aligns with ISO 14001 for environmental management. Several of our OpCos have adopted energy management systems and we continue to implement efficiency measures—optimizing buildings, investing in energy-saving equipment, and promoting a culture of environmental responsibility.

In 2024, Ooredoo Kuwait Group reported total greenhouse gas emissions (GHG) 390,201 tonnes of carbon dioxide equivalent (tCO_2e), covering both direct (scope 1) and indirect (scope 2) sources. In line with the industry's trajectory of increased demand in data consumption, AI deployment, data centers etc.

Ooredoo Kuwait Group remains fully committed to enhancing energy efficiency, scaling up renewable energy integration, and progressively decoupling business growth from emissions.

Ooredoo Algeria achieved a 13.4% reduction in energy consumption by launching a high-efficiency modular data center with improved Power Usage Effectiveness (PUE) and upgrading existing facilities. It also partnered with local health associations to modernize clinical operations.

Ooredoo Kuwait *continued expanding its clean energy efforts by converting 27 telecom sites to grid electricity—up from just five in 2023—resulting in a cumulative reduction of 2,376 metric tonnes of CO2e. Where grid connections are not feasible, Kuwait is deploying solar hybrid systems. Virtual Drive was also scaled up to reduce emissions from traditional fuel-based field tests.*

Ooredoo Tunisia made strong gains in operational efficiency, reducing its energy consumption from 0.13 kWh/GB in 2023 to 0.115 kWh/GB—surpassing its 2027 target of 0.118 kWh/GB three years ahead of schedule. These improvements were achieved through AI-driven optimization, infrastructure upgrades, and lithium battery rollouts, which now cover 61% of its radio sites.

ISO Tunisia maintained its ISO 50001 certification

Additionally, Algeria and Kuwait have commenced measuring and understanding their scope 3 emissions. This is currently under review and is planned for disclosures in future reporting, while Tunisia is planning to implement a climate Change Adaptation Plan in 2026.

ESG IN ACTION

TRANSITIONING TELECOM SITES FROM DIESEL GENERATORS TO GRID AND SOLAR POWER, KUWAIT

In 2024, Ooredoo Kuwait took significant steps to enhance operational efficiency and sustainability by transitioning telecom sites from diesel generators (DGs) to grid and solar power. Many sites located in remote areas, such as deserts and highways, lacked grid connectivity and relied on DGs for power. To address this, Ooredoo Kuwait relocated these sites to the nearest available grid supply locations whenever feasible. However, securing leased properties near grid connections posed challenges due to landowner reluctance, requiring extensive negotiations. For sites where grid access was not an option, solar energy solutions were explored as a viable alternative.

ESG IN ACTION

ENHANCING ENERGY EFFICIENCY

In 2024, Ooredoo Algeria made significant strides in enhancing energy efficiency across its data centers—one of its most energy-intensive infrastructures. A key milestone was the launch of a state-of-the-art modular data center in the eastern region of Algeria, equipped with advanced, energy-efficient systems designed to optimize power consumption. With a Power Usage Effectiveness of less than 1.5, this new facility represents a major improvement compared to the previous data center's PUE of 2.4.

Alongside this, modernization projects were implemented to replace outdated power and cooling systems in existing data centers with more efficient alternatives. These initiatives were part of a broader integrated energy management approach, which also included optimizing air conditioning by transitioning from closed offices to open spaces, preventive equipment maintenance, LED lighting upgrades, automated controls and occupancy sensors, and the introduction of flexible workspaces. Staff engagement was also a priority, with awareness programs and communication tools reinforcing energy-conscious behaviors.

RESOURCE MANAGEMENT

Efficient resource management is central to our sustainability efforts, as we work to optimize energy, water, land, and materials across our operations. While some OpCos such as Palestine operate ISO 14001-compliant QHSE Management Systems others adhere to the relevant environmental regulations of their respective countries, ensuring environmental stewardship is embedded in our local strategies.

REDUCING WASTE

As sustainability gains traction in the telecom sector, we continue to prioritize responsible waste management, including the upcycling and recycling of e-waste and the gradual elimination of single-use plastics. While each market implements resource-saving initiatives tailored to local needs, all Ooredoo operations uphold the Group's commitment to reducing waste, reusing materials, and promoting recycling in support of a circular economy. In 2024, these efforts expanded across the region, driving meaningful environmental impact through innovative waste reduction strategies.

ESG IN ACTION

Partnering with Omniya to tackle plastic waste, **Ooredoo Kuwait** established collection points aimed at reducing plastic waste by 50% by 2025. This collaboration was through the My School's Wish 2024-2025 initiative, which engaged 100 public schools across all governorates. The initiative successfully collected 185 tonnes of recyclable plastic waste in just six weeks, contributing to a reduction of over 462.5 tonnes of carbon dioxide emissions and saving 555 cubic meters of landfill space.

SAVING WATER

Ooredoo Kuwait Group is committed to sustainable water management across its operations, recognizing the importance of conservation in water-scarce regions. In 2024, we expanded our efforts by integrating efficient water-saving technologies and optimizing resource use into our activities.

ESG IN ACTION

Ooredoo Tunisia conducted a specialized water audit to establish long-term reduction targets decreasing water consumption by 20% by 2026, alongside the installation of automatic watering systems to reduce irrigation needs.

Ooredoo Kuwait Group recorded water consumption totalling 120,378 m³ in 2024

Water consumption in Tunisia dropped by 17% compared to last year

RESPONSIBLE GOVERNANCE

We uphold the highest standards of corporate governance across all aspects of our operations, ensuring stability, security, and a positive impact on all stakeholders. This commitment extends to safeguarding customer rights and ensuring fair treatment across all OpCos.

IN THIS SECTION:
- Creating ethical economic opportunity
- Safeguarding our customers

CREATING ETHICAL ECONOMIC OPPORTUNITY

We are committed to upholding international standards on anti-corruption practices, fostering fair competition for sustainable economic growth. Our Code of Ethics, endorsed by senior management and OpCos, reinforces our dedication to integrity, transparency, and ethical business conduct across all operations.

Kuwait Opco has developed and published several policies for responsible governance practices. The whistle-blower report form in place that can be accessible via www.ooredoo.com.kw to allow easy access for anyone seeking to raise observations or report misbehavior.

UPHOLDING THE CODE OF ETHICS

At Ooredoo, responsible governance is central to maintaining ethical business operations, safeguarding stakeholder trust, and fostering a culture of integrity across our Group and subsidiaries. Our Code of Ethics serves as the foundation of our corporate conduct, ensuring fair competition, transparency, and compliance with international regulations. Endorsed by senior management, this framework reinforces our commitment to anti-corruption, fair business practices, and ethical leadership.

We strictly prohibit corruption and bribery, embedding anti-corruption clauses into supplier agreements and aligning with applicable anti-corruption laws. Our Speak-Up Policy provides a confidential and secure channel for reporting unethical behavior, with clear procedures for investigation and resolution.

100% compliance with the code of ethics

Our Corporate Governance Department plays a vital role in overseeing the implementation of governance policies and ensuring compliance across all OpCos. The Board of Directors, supported by its Audit and Risk Committees, conducts annual evaluations of governance practices, risk management, and adherence to the Corporate Governance Code across the Group. Employees undergo continuous training and an annual Code of Ethics review, reinforcing awareness of ethical expectations, workplace conduct, and anti-harassment policies.

To uphold fair business practices, we expect our suppliers to comply with our Guidelines for Ethical Conduct and Fair Practices, ensuring corporate honesty, transparency, and accountability. Some OpCos have dedicated policies to ensure a safe and fair workplace, such as Ooredoo Algeria which has a code highlighting topics such as harassment, bribes, and conflict of interest.

RISK MANAGEMENT

Ooredoo Kuwait Group considers risk management and business continuity as integral components of its strategic and operational approach, ensuring the organization remains resilient, compliant and responsible to foreseeable and unforeseeable challenges.

Ooredoo's Risk Management Policy establishes a comprehensive framework for identifying, assessing, and mitigating risks, aimed at safeguarding the company's investments and operations. This policy ensures that risk management practices are embedded throughout the organization, with a focus on proactive decision-making and operational resilience.

To ensure swift recovery of critical services in case of disruptions, Ooredoo's Business Continuity Management Policy plays a crucial role. Several OpCos have achieved ISO 22301:2019 certification, demonstrating their commitment to global business continuity standards.

The Group's governance framework mandates the Board of Directors to oversee risk management and ensure effective mitigation strategies are in place. This includes monitoring and managing risks at all levels, with the Board being provided regular insights into evolving risk exposures. To ensure financial stability, Ooredoo Kuwait Group maintains stringent controls over financial transactions and related-party dealings. The Audit Committee and Internal Audit Department conduct quarterly reviews across subsidiaries, ensuring potential threats are identified and addressed.

To further strengthen its governance, Internal Audit supports the annual strategic planning process and works in collaboration with the Group's Risk Management team to ensure consistency across OpCos. While approaches to risk management may vary among OpCos, a standardization process is underway, ensuring that audit committees across subsidiaries provide dedicated oversight of risk related matters.

By embedding these policies and frameworks, Ooredoo reinforces its strategic resilience, regulatory compliance, and financial stability across its operations, extending these principles to its supplier relationships and broader operational activities.

RESPONSIBLE SUPPLY CHAIN
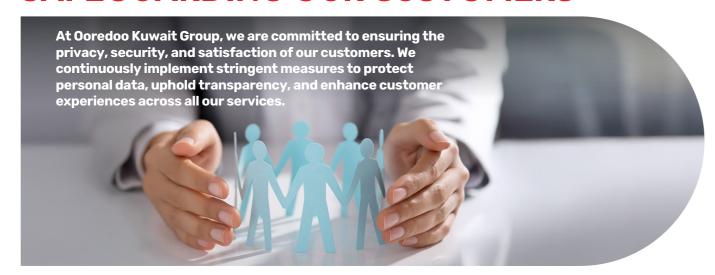
At Ooredoo, our frameworks and agreements oblige suppliers to follow our Privacy Policy as well as to adhere to the Ooredoo Health, Safety, and Environmental Policy.

We encourage our suppliers to effectively communicate and uphold our expectations across their workforce, including their parent companies, subsidiaries, affiliates, and subcontractors involved in Ooredoo's projects, contracts, agreements, and orders. This ensures compliance and proper enforcement at all levels. Suppliers will be held accountable for the conduct and actions of their employees.

Some of our OpCos have their own supplier code of conduct and prerequisites, such as Ooredoo Palestine's Supplier Code of Conduct / Guide. Others, like Ooredoo Maldives, require declarations from all suppliers in the Request for Registration Form (RRF) assuring they meet all requirements, such as adherence to ESG standards including anti-bribery, child labor and anti-money laundering.

Ooredoo Kuwait requires all suppliers to sign the Code of Conduct and Business Ethics Acknowledgement upon registration. This acknowledgment outlines expectations across key ethical and professional principles, including professional competence, independence, transparency, and disclosure, conflict of interests, professional confidentiality and privacy, environmental protection , and discrimination, workplace harassment and violence. This commitment ensures that all suppliers align with Ooredoo Kuwait's ethical standards and sustainability values throughout their engagement.

SAFEGUARDING OUR CUSTOMERS

At Ooredoo Kuwait Group, we are committed to ensuring the privacy, security, and satisfaction of our customers. We continuously implement stringent measures to protect personal data, uphold transparency, and enhance customer experiences across all our services.

RESPONSIBLE PRODUCT DEVELOPMENT AND MARKETING

We strive to provide complete transparency about our goods and services; in support of this, 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.

In each of our markets, we routinely conduct customer satisfaction surveys. These surveys assist us in understanding what matters most to our customers. We also track Net Promoter Score (NPS) and Customer Satisfaction (CSAT) in most of our markets to determine satisfaction levels across a variety of attributes deemed to be critical by customers. Customers can voice complaints over the phone, through our applications, on our website, through social media, or in our physical locations.

In 2024, Ooredoo Kuwait's customer satisfaction results increased to 85% from 84 % in 2023 while the customer complaint received through communication channels drastically reduced from 159K to 124K, a drop of 22%, with 100% of the customer complaints being answered. Also, the number of substantiated complaints concerning breaches of customer privacy & losses of customer data stood at zero in 2024.

> *At Ooredoo, our customers are at the center of everything we do, guided by our brand promise to 'Upgrade Your World.' By actively listening to their needs, delivering products and services responsibly, maintaining transparency in our marketing, and safeguarding privacy and data security, we foster enduring trust, loyalty, and meaningful connections with every customer.*

TAPAN TRIPATHI
CHIEF COMMERCIAL OFFICER, OOREDOO KUWAIT

We continue to enhance customer experience through advanced data protection tools and by refining engagement channels to build lasting trust. Ooredoo Kuwait won the Globe Trotter Award; Best in Customer Experience 2024 at IDC Future Enterprise EMEA Awards.

ESG IN ACTION

FIRST CERTIFIED CALL CENTER IN MALDIVES

Ooredoo maintains a continuous drive towards exceptional customer service, operational consistency and maintaining a competitive market edge in the market. This led to us becoming the first ISO-certified contact center in the Maldives after gaining the ISO 18285-1 and ISO 18295-2. This places us as a leader in customer service excellence, setting a new benchmark for quality and standards in the industry,

"Achieving ISO certification for our Call Centre Management is a testament to the relentless dedication of our team and our unwavering commitment to excellence in customer service. This milestone establishes us as the first ISO-certified Call Center in the Maldives and reaffirms our position as a regional leader in telecommunications. By implementing best international practices, we have set a new benchmark for service quality, ensuring that our customers receive the highest standards of care and support. This achievement highlights our drive to continuously innovate and enhance customer experiences, building a resilient and customer-centric service infrastructure for the future."

Hussain Niyaz,
Chief Commercial Officer, Ooredoo Maldives

PRIVACY AND DATA SECURITY

We are committed to safeguarding customer data in accordance with our Privacy Policy and local regulations in each of our markets. Our dedication to robust information security is reinforced by our ISO 20000-1 certification for IT service management and ISO 27001 certification for information security management. These globally recognized standards enable our Governance, Risk & Compliance teams to establish, monitor, and enhance security operations effectively.

In full compliance with our privacy policy and local laws,Ooredoo Kuwait is dedicated to always protecting customer data. We have successfully achieved recertification for the latest Payment Card Industry (PCI) - Data Security Standards (DSS) 4.0 Compliance International Certification and ISO/IEC 27001:2022 & 27017:2015 (Information Security Management System certification for our information security management systems. This management framework assists our Governance, Risk & Compliance personnel in establishing, monitoring, and continually improving information security operations. These accomplishments enhance all payment channels, safeguard customer data, and reflect Ooredoo's proactive approach to risk management, regulatory adherence, and stakeholder trust. The upgrade to PCI DSS 4.0 showcases their dedication to staying ahead of evolving security requirements and threats in the payment card industry.

ESG IN ACTION

Ooredoo Kuwait conducted workshops for its customers whereby the educational workshops covered a variety of topics; such as:
- Understanding Cyber Threats: Introduction to the current landscape of cybersecurity threats, including phishing, ransomware, and social engineering tactics, Best Practices for Personal and Business Security: Tips on securing passwords, two-factor authentication (2FA), secure browsing, and ensuring devices are protected with proper software.
- Emerging Technologies in Cybersecurity: Discussions about new tools and technologies, such as AI-driven threat detection, blockchain for secure transactions, and advanced encryption methods.
- Building a Security Culture: Guidance on how individuals and organizations can foster a security-aware mindset to help prevent breaches.
- Regulations and Compliance: Information about local and international cybersecurity regulations, such as the GDPR, and how businesses can ensure they remain compliant.

By hosting such workshops, Ooredoo Kuwait not only supports its customers in securing their online presence but also demonstrates a commitment to community education and safety in the digital world. 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.

DETAILED DISCLOSURES

ESG performance is reported in alignment with the ESG Reporting Guide published by Boursa Kuwait It has been prepared in accordance with GRI Standards and in alignment with SASB Standards.

IN THIS SECTION:
- **Performance Data**
- **GRI Index**

Performance Data

Algeria

Digital Enrichment	Unit	2022	2023	2024
Number of mobile customers	Number	13,033,959	13,371,448	14,733,630
Digitally offered products out of all products	Percentage	76	75	75
Percent of digitally acquired customers	Percentage	8	13	89
Radio access network sites evolution	Number	6,377	7,109	8,178

Community Care	Unit	2022	2023	2024
Total value of community investments	USD	340,496	248,500	382,177
Total amount invested in the community as a percentage of revenues	Percentage	0.06	0.04	0.05
Number of CSR projects	Number	35	44	32
Community investments as a percentage of pretax profit	Percentage	2	1	1
Number of volunteers	Number	194	247	344
Total number of employee volunteering hours	Hours	619	933	472
Number of volunteering days	Days	9	25	7
Revenues	USD	513,605	547,681	779,710
Operating costs	USD	298,246	288,489	331,174
Employee wages and benefits	USD	79,492	60,044	75,147

Developing our People	Unit	2022	2023	2024
Total number of employees (excluding trainees, students, and outsourced staff)	Number	2,512	2,429	2,387
Full-time employees	Number	2,485	2,410	2,372
Female full-time employees	Number	744	728	730
Male full-time employees	Number	1,741	1,682	1,642
Part-time employees	Number	27	19	15
Female part-time employees	Number	15	11	9
Male part-time employees	Number	12	8	6
Workers who are not employees	Number	1,638	1,487	1,451
Senior Management	Number	68	73	82
Male employees in senior management	Number	53	58	59
Female employees in senior management	Number	15	15	23
Middle Management	Number	238	236	262
Female employees in middle management	Number	61	62	65
Male employees in middle management	Number	177	174	197
New employee hires (males)	Number	95	107	89
New employee hires (females)	Number	58	57	47
Total number of new employees who joined the organization	Number	153	164	165
Parental leave (males)	Number	146	121	108
Parental leave (females)	Number	43	46	40
Total parental leaves	Number	189	167	148
Number of employees returned to work after parental leave (males)	Number	146	121	108

Algeria

Developing our People	Unit	2022	2023	2024
Number of employees returned to work after parental leave (females)	Number	43	46	40
Total number of employees returned to work after parental leave	Number	189	167	148
Workforce by age 18-30	Number	406	375	247
Workforce by age 31-40	Number	1,260	1,172	1,047
Workforce by age 41+	Number	846	882	1,093
Number of full-time national employees	Number	2,474	2,402	2,364
Female national employees	Number	743	727	729
Male national employees	Number	1,731	1,675	1,635
National full-time employees in senior management	Number	68	73	82
Nationalization rate of senior management	Percentage	91	100	100
Nationalization rate among total workforce	Percentage	99.6	98.9	99.7
Number of employees of other nationalities	Number	11	8	7
Number of female employees	Number	758	728	730
Female employment rate	Percentage	30.16	30.0	31
Females in senior management	Number	15	15	23
Ratio of the basic salary of women to men	Percentage	35.7	35.5	44.9
Ratio of the remuneration of women to men	Percentage	38.3	35.1	44.0
Turnover rate	Percentage	9	9	9
Total training provided for females	Hours	11,450	25,404	14,333
Total training provided for males	Hours	23,448	54,466	22,986
Total training provided for total workforce	Hours	34,898	79,870	37,320
Total training provided for senior management	Hours	1,428	3,910	1,522
Total training provided for middle management	Hours	5,902	11,410	4,089
Average hours of training per employee	Hours	22.3	33.8	15.6
Average hours of training per female employee	Hours	23.6	35.9	19.3
Average hours of training per male employee	Hours	21.6	32.9	13.9
Average hours of training per senior management employee	Hours	26.1	49.5	18.5
Average hours of training per middle management employee	Hours	30.9	41.1	15.6
Percentage of employees receiving regular performance and career development reviews	Percentage	95.7	99.9	99.9
Percentage of female employees	Percetage	95.7	100	99.9
Percentage of male employees	Percentage	95.7	99.9	100
Percentage of senior management employees	Percentage	100	100	100
Percentage of middle management employees	Percentage	96.4	99.4	99.9
Ratio of basic salary of women to me	Percentage	35.7	35.5	44.9
Ratio of renumeration of women to me	Percentage	38.3	35.1	43.9
Percentage of employee engagement	Percentage	70	89	87
Number of grievances filed in the reporting period	Number	5	28	35
Number of these grievance addressed or resolved	Number	5	28	35

Algeria

Developing our People	Unit	2022	2023	2024
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	N/A
Work hours (employees)	Hours	5,024,10	5,098,369	7,968,576
Number of workers covered by an occupational health and safety management system	Number	2,512	2,429	3,773
Total workers covered by the health and safety management system	Percentage	100	100	100
Workforce represented in joint management-worker H&S committees	Percentage	0	0	0
Employee fatalities as a result of work-related injury	Number	0	0	0
Employee fatalities rate as a result of work-related injury	Percentage	0	0	0
Contractor fatalities as a result of work-related injury	Number	0	0	0
Contractor fatalities rate as a result of work-related injury	Percentage	0	0	0
Employee high consequence work related injury (excluding fatality)	Number	0	0	0
Employee high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Contractor high consequence work related injury (excluding fatality)	Number	0	0	0
Contractor high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Employee work related injury (excluding fatality and high consequence work)	Number	0	0	0
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Contractor work related injury (excluding fatality and high consequence work)	Number	0	0	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Fatalities as a result of work-related ill health	Number	0	0	0
Cases of recordable work-related ill health	Number	0	0	0
Total hours of H&S training provided to employees	Hours	4,842	4,692	1,710
Average hours of H&S training per year per employee	Hours	16	16	13
Average hours of H&S training per employee for nationals	Hours	16	16	13
Total cost of HSE training	USD	4,614	19,154*	19,154

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gs, diesel, purge gas and off gases used as fuel)	GJ	103,387	105,666	100,006
Indirect energy consumption (electricity)	GJ	542,441	562,267	668,710
Direct GHG emissions (Scope1)	tCO2e	7,119	4,037	3,817
Indirect GHG emissions (Scope 2)	tCO2e	95,831	99,334	118,139
Indirect GHG emissions (Scope 3)	tCO2e	-	-	3,055
Total GHG emissions	tCO2e	102,951	106,585	125,011
GHG emissions intensity	tCO2e / workforce	41.0	43.9	52.4
Sites converted to commercial power	Number	0	0	0
Sites converted to hybrid model	Number	0	0	0
Number of sites converted from COWs to RDM	Number	0	0	0

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Climate Change and Energy	Unit	2022	2023	2024
Amount of reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	0	0	0

Resource Management	Unit	2022	2023	2024
Total water consumption	m³	n/a*	n/a*	96,220
Water intensity	m³/ workforce	n/a*	n/a*	40.3
Total hazardous waste disposed	Kilograms	8,000	6,000*	7,000
Total non-hazardous waste disposed	Kilograms	700,000	760,000	730,000
Amount of e-waste generated	Kilograms	413,000	370,000	392,500

Ethical Economic Opportunity	Unit	2022	2023	2024
Chairman's independence	Y/N	Yes	Yes	Yes
Total number of Board members	Number	6	6	6
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	Percentage	0	0	0.00%
Percentage of Board independence	Parentage	100	100	100.00%
Total number of non-independent members	Number	0	0	0.00%
Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to.	Percentage	0	0	-
Total number of governance body members that have received training on anti-corruption, broken down by region.	Number	0	0	-
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0	0	-
Number of incidents of discrimination reported	Number	0	0	0
Number of incidents of discrimination reviewed	Number	0	0	0
Number of incidents of discrimination resolved	Number	0	0	0

Safeguarding Customers	Unit	2022	2023	2024
Customer satisfaction results	Percentage	76.6	76.9	79.0
Percentage of customers actively responding to the survey	Percentage	3.3	7.1	n/a
Customer complaints received through communication channels	Number	1,568,483	1,216,796	1,149,767
Percentage of customer complaints that were answered	Percentage	100	100	33
Percentage of customer complaints that were solved	Percentage	96.73	95.28	96.35
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	1
Total number of legal actions for ani-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	n/a
Privacy training sessions offered to employees	Number	1	1	4
Attempted cyberattacks	Number	1,883	2,363	2,370
Actual cyber breaches	Number	1,840	2.223*	2,223
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	1
Number of customers affected	Number	0	0	0
Complaints received from outside parties and substantiated by the organization	Number	0	0	2

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Safeguarding Customers	Unit	2022	2023	2024
Complaints from regulatory bodies	Number	0	0	0
Number of customers whose information is used for secondary purposes	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local suppliers	Percentage	57	61	58
Percentage of local suppliers	Percentage	82	79	74
Number of suppliers identified as having significant actual and potential negative social impacts	Number	0	0	0
Suppliers with which relationships were terminated as a result of audit	Number	0	0	0
Number of suppliers identified as having significant actual and potential negative environmental impacts	Number	0	0	0
Suppliers with which relationships were terminated as a result of audit	Number	0	0	0

Figures restated due to improvements in reporting methodology for greater accuracy

Maldives

Digital Enrichment	Unit	2022	2023	2024
Number of mobile customers	Number	334,877	345,617	404,000
Number of wireline subscribers	Number	36,005	37,135	47,602
Number of broadband subscribers	Number	15,968	9,072	47,602
Share of digital invoice payment from total payments	Percentage	91.30	92.60	92.20
Digitally offered products out of all products	Percentage	n/a	69.7	69.5
Percent of digitally acquired customer	Percentage	6	8	20
Radio access network sites evolution	Number	726	748	786

Community Care	Unit	2022	2023	2024
Total value of community investments	USD	471,152	471,152	2,181,994
Number of CSR projects	Number	62	86	103
Community investments as a percentage of pretax profit	Percentage	1	1.0	1
Operations with significant actual or potential negative impacts on local communities	Number	n/a	n/a	n/a
Number of volunteers	Number	25	30	30
Revenues	USD	124,805,255*	135,979,248*	142,857,523
Operating costs	USD	63,239,872*	65,659,922*	71,182,166
Employee wages and benefits	USD	15,359,587*	15,045,071*	16,336,770
Payments to providers of capital	USD	14,601,367*	21,339,754*	30,839,300
Payments to the government	USD	12,971,228*	14,066,510*	15,735,789

Developing our People	Unit	2022	2023	2024
Total number of employees (excluding trainees, students, and outsourced staff)	Number	489	517	523
Full-time employees	Number	367	380	382
Female full-time employees	Number	96*	102*	100
Male full-time employees	Number	271*	278*	282
Part-time employees	Number	122	137	141
Female part-time employees	Number	67	75	72
Male part-time employees	Number	55	62	69
Workers who are not employees	Number	0	0	0
Senior Management	Number	36	46	45

Developing our People	Unit	2022	2023	2024
Male employees in senior management	Number	30	37	32
Female employees in senior management	Number	6	9	13
Middle Management	Number	86	90	97
Female employees in middle management	Number	26	26	26
Male employees in middle management	Number	60	64	71
New employee hires (males)	Number	60	51	41
New employee hires (females)	Number	48	46	71
Total number of new employees who joined the organization	Number	108	97	65
Parental leave (males)	Number	6	8*	9
Parental leave (females)	Number	6	14	9
Total parental leaves	Number	12	23	18
Number of employees returned to work after parental leave (males)	Number	6	8	9
Number of employees returned to work after parental leave (females)	Number	6	15	9
Total number of employees returned to work after parental leave	Number	12	23	18
Workforce by age 18-30	Number	219	233	220
Workforce by age 31-40	Number	193	199	207
Workforce by age 41+	Number	77	85	96
Number of full-time national employees	Number	341	359	364
Female national employees	Number	96	102	100
Male national employees	Number	245	257	264
National full-time employees in senior management	Number	18	28	35
Nationalization rate of senior management	Percentage	47	58	78
Nationalization rate among total workforce	Percentage	94	95	95
Number of employees of other nationalities	Number	23	21	18
Number of female employees	Number	96*	102*	100
(%) Female employment rate	Percentage	34	38	33
Females in senior management	Number	6	9	13
Turnover rate	Percentage	6.0	5.3	4.6
Total number of employees who left the organization	Number	22	29	24
Total training provided for females	Hours	3,550	7,671	5,917
Total training provided for males	Hours	4,212	6,770	12,047
Total training provided for total workforce	Hours	7,762	14,441	17,965
Total training provided for senior management	Hours	2,124	949	1,622
Total training provided for middle management	Hours	2,429	2,459	3,875
Average hours of training per employee	Hours	15.87*	27.93*	34.28
Average hours of training per female employee	Hours	21.78*	43.34*	34.40
Average hours of training per male employee	Hours	12.92*	19.91*	34.22
Average hours of training per senior management employee	Hours	26.10*	49.49*	81.10
Average hours of training per middle management employee	Hours	30.90*	41.19*	51.67

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Developing our People	Unit	2022	2023	2024
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100
Percentage of female employees	Percentage	34	38	33
Percentage of male employees	Percentage	41	36	67
Percentage of senior management employees	Percentage	7	9	39
Percentage of middle management employees	Percentage	18	17	27
Total number of employees that the organization's anti-corruption policies have been communicated to	Number	489	517	524
Percentage of employees that the organization's anti-corruption policies have been communicated to	Percentage	100	100	100
Ratio of basic salary of women to men	Percentage	26	28	27
Percentage of employee engagement	Percentage	93	94	96
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
Work hours (employees)	Hours	719,320	774,320	748,720
Work hours (contractors)	Hours	239,120	270,299	276,360
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	367	380	382
Total workers covered by the health and safety management system	Percentage	100	100	100
Workers covered by the health and safety management system that has been internally audited	Number	367	380	382
Total workers covered by the health and safety management system that has been internally audited	Percentage	100	100	100
Workers covered by the health and safety management system that has been audited or certified by an external party	Number	367	380	382
Total workers covered by the health and safety management system that has been audited or certified by an external party	Percentage	100	100	100
Employee fatalities as a result of work-related injury	Number	0	0	0
Employee fatalities rate as a result of work-related injury	Percentage	0	0	0
Contractor fatalities as a result of work-related injury	Number	0	0	0
Contractor fatalities rate as a result of work-related injury	Percentage	0	0	0
Employee high consequence work-related injury (excluding fatality)	Number	0	0	0
Employee high consequence work-related injury rate (excluding fatality)	Percentage	0	0	0
Contractor high consequence work-related injury (excluding fatality)	Number	0	0	0
Contractor high consequence work-related injury rate (excluding fatality)	Percentage	0	0	0

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Developing our People	Unit	2022	2023	2024
Employee work-related injury (excluding fatality and high consequence work)	Number	0	0	0
Employee work-related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Contractor work-related injury (excluding fatality and high consequence work)	Number	0	0	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Fatalities as a result of work-related ill health	Number	0	0	0
Cases of recordable work-related ill health	Number	0	0	0
Total hours of H&S training provided to employees	Hours	344	57	1,524
Average hours of H&S training per year per employee	Hours	4	0.15	2.91
Average hours of H&S training per employee for nationals	Hours	4	0.16	4.19
Total cost of HSE training	USD	1,885	140	7467

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	48,581	51,010	48,877
Indirect energy consumption (electricity)	GJ	89,020	93,530	100,062
Amount of renewable energy generated	GJ	4,205	5,887	8,040
Direct GHG emissions (Scope1)	tCO2e	3,277	3,677	3,300
Indirect GHG emissions (Scope 2)	tCO2e	19,485	20,425	21,902
Total GHG emissions	tCO2e	22,762	24,102	25,202
GHG emissions intensity	tCO2e / workforce	46.5	46.6	48.2
Sites converted to commercial power	Number	0	0	0
Sites converted to hybrid model	Number	0	0	20
Number of sites converted from COWs to RDM	Number	0	0	0
Amount of reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	0	0	0

Resource Management	Unit	2022	2023	2024
Total water consumption	m3	n/a	n/a	5,475*
Water consumption intensity	m3/total employees	n/a	n/a	10.5

Ethical Economic Opportunity	Unit	2022	2023	2024
Chairman's independence	Y/N	No*	No*	No
Total number of Board members	Number	8	8	8
Male members of the Board of Directors	Number	4	4	5
Female members of the Board of Directors	Number	4	4	3
Percentage of Board seats occupied by women	Percentage	50	50	38
Percentage of Board independence	Percentage	63	63	63
Total number of non-independent members	Number	3	3	3
Total number for training hours delivered to Board members	Hours	48	28	32
Average number of training hours delivered to Board members	Hours	6	3.5	4
Total number of governance body members that received training on anti-corruption	Number	0	0	8

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Ethical Economic Opportunity	Unit	2022	2023	2024
Average number of governance body members that received training on anti-corruption	Number	0	0	1
Percentage of business units assessed for risks related to corruption	Percentage	0	0	0
Total number of confirmed incidents of corruption	Number	0	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	Number	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0	0	0
Total number of governance body mem-bers that the organization's anti-corrup-tion policies and procedures have been communicated to	Number	8.0	8.0	8
Percentage of governance body mem-bers that the organization's anti-corrup-tion policies and procedures have been communicated to	Percentage	100	100	100
Total number of governance body members that have received training on anti-corruption, broken down by region	Number	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0	0	0

Safeguarding Customers	Unit	2022	2023	2024
Customer satisfaction results	Percentage	82	84	83
Customer complaints received through communication channels	Number	29,048	29,238	30,024
Percentage of customer complaints that were answered	Percentage	100	100	100
Percentage of customer complaints that were solved	Percentage	99	99.76	100
Number of substantiated complaints concerning breaches of customer priva-cy and losses of customer data	Number	0	0	0
Total number of legal actions for an-ti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Privacy training sessions offered to employees	Number	2	4.0	4
Attempted cyberattacks	Number	n/a	30,000	5
Actual cyber breaches	Number	n/a	0	5
Number of substantiated complaints concerning breaches of customer priva-cy and losses of customer data	Number	0	0	0
Number of customers affected	Number	0	0	0
Complaints received from outside parties and substantiated by the orga-nization	Number	0	0	0
Complaints from regulatory bodies	Number	0	0	0
Number of customers whose informa-tion is used for secondary purposes	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local sup-pliers	Percentage	24	26*	22
Percentage of local suppliers	Percentage	73	67*	71
Percentage of new suppliers that were screened using social criteria	Percentage	25	27	24
Number of suppliers that are subject to social audits	Number	15	20	24

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Supply Chain	Unit	2022	2023	2024
Number of suppliers identified as having significant actual and potential negative social impacts	Number	0	0	0
Suppliers with which relationships were terminated as a result of audit	Number	0	0	0
Percentage of new suppliers that were screened using environmental criteria	Percentage	3	7	12
Number of suppliers that are subject to environmental audits	Number	12	20	24
Number of suppliers identified as having significant actual and potential negative environmental impacts	Number	0	0	0
Suppliers with which relationships were terminated as a result of audit	Number	0	0	0

Figures restated due to improvements in reporting methodology for greater accuracy

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Digital Enrichment	Unit	2022	2023	2024
Number of mobile customers	Number	1,409,959	1,438,541	1,552,901
Radio access network sites evolution	Number	11	34	32

Community Care	Unit	2022	2023	2024
Total value of community invest-ments	USD	746,340	634,204	240,229
Total amount invested in the community as a percentage of revenues	Percentage	0.6	0.58	0.22
Number of CSR projects	Number	35	44	24
Community investments as a percentage of pretax profit	Percentage	4.04	3.56	1.83
Total number of employee volunteering hours	Hours	148	144	876
Revenues	USD	115,520,016	109,001,985	108,950,237
Operating costs	USD	75,518,301	70,005,853	74,952,375
Employee wages and benefits	USD	21,900,049	18,012,689	19,564,696
Payments to providers of capital	USD	59101	0	0
Payments to the government	USD	6,137,024	5,694,995	5,896,432

Developing our People	Unit	2022	2023	2024
Total number of employees (excluding trainees, students, and outsourced staff)	Number	641	633*	633
Full-time employees	Number	526	517	516
Female full-time employees	Number	110	113	112
Male full-time employees	Number	416	404	404
Part-time employees	Number	115	116	117
Female part-time employees	Number	87	94	86
Male part-time employees	Number	28	22	31
Workers who are not employees	Number	0	0	117
Senior Management	Number	7	9	9
Male employees in senior management	Number	6	8	8
Female employees in senior management	Number	1	1	1
Middle Management	Number	43	41	44
Female employees in middle man-agement	Number	6	6	6
Male employees in middle manage-ment	Number	37	35	38

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Developing our People	Unit	2022	2023	2024
New employee hires (males)	Number	54	44	36
New employee hires (females)	Number	15	23	11
Total number of new employees who joined the organization	Number	69	67	49
Parental leave (males)	Number	61	55	50
Parental leave (females)	Number	12	13	7
Total parental leaves	Number	73	68	57
Number of employees returned to work after parental leave (males)	Number	61	55	50
Number of employees returned to work after parental leave (females)	Number	12	13	7
Total number of employees returned to work after parental leave	Number	73	68	57
Workforce by age 18-30	Number	277	298	300
Workforce by age 31-40	Number	312	271	267
Workforce by age 41+	Number	52	64	66
Number of full-time national employees	Number	526	517	516
Female national employees	Number	110	113	112
Male national employees	Number	416	404	404
National full-time employees in senior management	Number	7	9	9
Nationalization rate of senior management	Percentage	100	100	100
Nationalization rate among total workforce	Percentage	100	100	100
Number of employees of other nationalities	Number	0	0	0
Number of female employees	Number	110*	113	112
Female employment rate	Percentage	17*	18	18
Females in senior management	Number	1*	1	1
Turnover rate	Percentage	11	8	4
Total number of employees who left the organization	Number	58	43	21
Total training provided for females	Hours	820	577	982
Total training provided for males	Hours	2,865	2,618	3,045
Total training provided for total workforce	Hours	3,685	3,195	4,027
Total training provided for senior management	Hours	61	83	141
Total training provided for middle management	Hours	1,106	974	877
Average hours of training per employee	Hours	5.75*	5.05*	6.36
Average hours of training per female employee	Hours	4.16*	2.79*	4.69
Average hours of training per male employee	Hours	6.45*	6.15*	7.00
Average hours of training per senior management employee	Hours	15.3*	16.6*	23.5
Average hours of training per middle management employee	Hours	18.1	17.1	14.9
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100
Percentage of female employees	Percentage	21	22	22
Percentage of male employees	Percentage	79	78	78

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Developing our People	Unit	2022	2023	2024
Percentage of senior management employees	Percentage	1	2	2
Percentage of middle management employees	Percentage	8	8	9
Total number of employees that the organization's anti-corruption policies have been communicated to	Number	N/A	N/A	N/A
Percentage of employees that the organization's anti-corruption policies have been communicated to	Percentage	N/A	N/A	N/A
Ratio of basic salary of women to men	Percentage	27	28	28
Ratio of renumeration of women to men	Percentage	17	17	17
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
Work hours (employees)	Hours	1,060,416	1,079,496	1,027,872
Work hours (contractors)	Hours	231,840	242,208	223,104
Employee fatalities as a result of work-related injury	Number	0	0	0
Employee fatalities rate as a result of work-related injury	Percentage	0	0	0
Contractor fatalities as a result of work-related injury	Number	0	0	0
Contractor fatalities rate as a result of work-related injury	Percentage	0	0	0
Employee high consequence work related injury (excluding fatality)	Number	0	0	0
Employee high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Contractor high consequence work related injury (excluding fatality)	Number	0	0	0
Contractor high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Employee work related injury (excluding fatality and high consequence work)	Number	0	0	0
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Contractor work related injury (excluding fatality and high consequence work)	Number	0	0	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Fatalities as a result of work-related ill health	Number	0	0	0
Cases of recordable work-related ill health	Number	0	0	0
Total hours of H&S training provided to employees	Hours	480	0	600
Average hours of H&S training per year per employee	Hours	0	0	1.2
Average hours of H&S training per employee for nationals	Hours	1.5	0	1.2
Total cost of HSE training	USD	2,000	0	3000

Palestine

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	15,318*	11,271*	6,906*
Indirect energy consumption (electricity)	GJ	71,287 *	70,845 *	63,773*
Amount of renewable energy generated	GJ	0	0	5
Direct GHG emissions (Scope1)	tCO2e	1,050*	773*	472*
Indirect GHG emissions (Scope 2)	tCO2e	13,960*	13,874*	12,489*
Total GHG emissions	tCO2e	15,011*	14,647*	12,961*
GHG emissions intensity	tCO2e/ workforce	23.4*	23.1*	20.5*
Sites converted to commercial power	Number	0	0	0
Sites converted to hybrid model	Number	0	0	0
Number of sites converted from COWs to RDM	Number	0	0	0
Amount of reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	0	0	0

Resource Management	Unit	2022	2023	2024
Total water consumption	m³	2,870	2,686	2,775
Fresh water used - company generated	m³	0	0	0
Water intensity	m³/ workforce	4.5	4.2	4.4*

Ethical Economic Opportunity	Unit	2022	2023	2024
Chairman's independence	Y/N	No	No	No
Total number of Board members	Number	7	7	7
Male members of the Board of Directors	Number	6	6	6
Female members of the Board of Directors	Number	1	1	1
Percentage of Board seats occupied by women	Percentage	14	14	14
Percentage of Board independence	Percentage	0	0	0
Total number of non-independent members	Number	7	7	7
The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	Percentage	13.4	14.7	14.6
The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	Percentage	1.4	1.5	1.4
Total number for training hours delivered to Board members	Hours	0	0	0
Average number of training hours delivered to Board members	Hours	0	0	0
Total number of governance body members that received training on anti-corruption	Number	0	0	0
Average number of governance body members that received training on anti-corruption	Number	0	0	0
Total number of business units assessed for risks related to corruption	Number	0	0	0
Percentage of business units assessed for risks related to corruption	Percentage	0	0	0
Total number of confirmed incidents of corruption	Number	0	0	0

Palestine

Ethical Economic Opportunity	Unit	2022	2023	2024
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	Number	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0	0	0
Total number of governance body members that the organization's anti-corruption policies and procedures have been communicated to.	Number	0	0	0
Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to.	Percentage	0	0	0
Total number of governance body members that have received training on anti-corruption, broken down by region.	Number	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0	0	0
Number of incidents of discrimination reported	Number	0	0	0
Number of incidents of discrimination reviewed	Number	0	0	0
Number of incidents of discrimination resolved	Number	0	0	0

Safeguarding Customers	Unit	2022	2023	2024
Customer satisfaction results	Percentage	84	83	81
Percentage of customer complaints that were answered	Percentage	100	100	100
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 behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Privacy training sessions offered to employees	Number	1	0	1
Attempted cyberattacks	Number	n/a	1,400,000	1,450,000
Actual cyber breaches	Number	n/a	72	0
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of customers affected	Number	0	0	0
Complaints received from outside parties and substantiated by the organization	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local suppliers	Percentage	21	30	47
Percentage of local suppliers	Percentage	79	78	83

Figures restated due to improvements in reporting methodology for greater accuracy

Tunisia

Digital Enrichment	Unit	2022	2023	2024
Number of mobile customers	Number	6,683,736	6,762,293	6,464,598
Number of wireline subscribers	Number	89,379	118,410	147,778
Number of broadband subscribers	Number	354,757	379,458	420,857
Share of digital invoice payment from total payments	Percentage	11.54	16.99	n/a
Percent of digitally acquired customer	Percentage	16.43	24.05	33
Radio access network sites evolution	Number	2,705	2,790	2,858
Community Care	**Unit**	**2022**	**2023**	**2024**
Total value of community investments	USD	32,000	32,000	88,978
Total amount invested in the community as a percentage of revenues	Percentage	0	0	0.01
Number of CSR projects	Number	8	4	8
Community investments as a percentage of pretax profit	Percentage	0	0	0.09
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0
Number of volunteers	Number	48	70	25
Total number of employee volunteering hours	Hours	100	48	100
Number of volunteering days	Days	3	3	8
Revenues	USD	402,975,411*	403,769,054*	423,509,540
Operating costs	USD	175,610,763*	203,620,464*	186,250,960
Employee wages and benefits	USD	48,606,926*	47,616,798*	61,072,796
Payments to providers of capital	USD	58,188,983*	57,874,823*	32,311,634
Payments to the government	USD	192,109,104*	202,255,425*	187,248,489
Developing our People	**Unit**	**2022**	**2023**	**2024**
Total number of employees (excluding trainees, students, and outsourced staff)	Number	1,390	1,348	1291
Full-time employees	Number	1,252	1,222	1,166
Female full-time employees	Number	418	414	412
Male full-time employees	Number	834	808	754
Part-time employees	Number	138	126	125
Female part-time employees	Number	104	102	102
Male part-time employees	Number	34	24	23
Workers who are not employees	Number	71*	97	95
Senior Management	Number	89	97	99
Male employees in senior management	Number	71	80	78
Female employees in senior management	Number	18	17	21
Middle Management	Number	178	180	175
Female employees in middle management	Number	61	66	70
Male employees in middle management	Number	117	114	105
New employee hires (males)	Number	36	26	23
New employee hires (females)	Number	24	25	22
Total number of new employees who joined the organization	Number	60	51	45
Parental leave (males)	Number	0	0	27
Parental leave (females)	Number	19	13	5
Total parental leaves	Number	19	13	32
Number of employees returned to work after parental leave (males)	Number	0	0	26
Number of employees returned to work after parental leave (females)	Number	19	13	3

Tunisia

Developing our People	Unit	2022	2023	2024
Total number of employees returned to work after parental leave	Number	19	13	29
Workforce by age 18-30	Number	105	78	72
Workforce by age 31-40	Number	484	408	329
Workforce by age 41+	Number	801	863	890
Number of full-time national employees	Number	1,387	1,342	1,284
Female national employees	Number	522	516	514
Male national employees	Number	865	827*	770
National full-time employees in senior management	Number	89	97	99
Nationalization rate of senior management	Percentage	96	92.9	100
Nationalization rate among full-time employees	Percentage	99.8	99.6	99.4
Number of employees of other nationalities	Number	3	6	7
Number of female employees	Number	522	516	514
Female employment rate	Percentage	38	38	40
Females in senior management	Number	20	18	21
Turnover rate	Percentage	11	7	8
Total number of employees who left the organization	Number	146*	92	103
Total training provided for females	Hours	9,452	10,742	15,524
Total training provided for males	Hours	15,272	18,733	22,003
Total training provided for total workforce	Hours	24,723	29,475	37,527
Total training provided for senior management	Hours	1,870	3,370	4,421
Total training provided for middle management	Hours	4,755	5,745	6,717
Average hours of training per employee	Hours	18*	21	29
Average hours of training per female employee	Hours	18*	21	30
Average hours of training per male employee	Hours	18*	23*	28
Average hours of training per senior management employee	Hours	26*	49*	45
Average hours of training per middle management employee	Hours	31*	41*	38
Percentage of employees receiving regular performance and career development reviews	Percentage	0	100	93
Percentage of female employees	Percentage	0	100	92
Percentage of male employees	Percentage	0	100	93
Percentage of senior management employees	Percentage	0	0	n/a
Percentage of middle management employees	Percentage	0	0	n/a
Total number of employees that the organization's anti-corruption policies have been communicated to	Number	0	0	n/a
Ratio of basic salary of women to men	Percentage	32	32	50
Ratio of renumeration of women to men	Percentage	31	31	46
Percentage of employee engagement	Percentage	80	81	92
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

Tunisia

Developing our People	Unit	2022	2023	2024
Work hours (employees)	Hours	2,839,584	3,083,520	2,643,696
Work hours (contractors)	Hours	183,744	200,640	220,176
Number of workers covered by an occupational health and safety management system	Number	1,139	1,349	1,771
Total workers covered by the health and safety management system	Percentage	82	100	100
Workers covered by the health and safety management system that has been internally audited	Number	1,139	1,349	1,259
Total workers covered by the health and safety management system that has been internally audited	Percentage	82	100	71
Workers covered by the health and safety management system that has been audited or certified by an external party	Number	1,139	1,349	1,259
Total workers covered by the health and safety management system that has been audited or certified by an external party	Percentage	82	100	71
Workforce represented in joint management-worker H&S committees	Percentage	100	100	100
Employee fatalities as a result of work-related injury	Number	0	0	0
Employee fatalities rate as a result of work-related injury	Percentage	0	0	0
Contractor fatalities as a result of work-related injury	Number	0	0	0
Contractor fatalities rate as a result of work-related injury	Percentage	0	0	0
Employee high consequence work related injury (excluding fatality)	Number	0	0	0
Employee high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Contractor high consequence work related injury (excluding fatality)	Number	0	0	0
Contractor high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Employee work related injury (excluding fatality and high consequence work)	Number	0	0	0
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Contractor work related injury (excluding fatality and high consequence work)	Number	0	0	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Fatalities as a result of work-related ill health	Number	0	0	0
Cases of recordable work-related ill health	Number	0	0	0
Total hours of H&S training provided to employees	Hours	228	286	374
Average hours of H&S training per year per employee	Hours	14	12	14
Average hours of H&S training per employee for nationals	Hours	14.4	12	14
Total cost of HSE training	USD	1,794,725*	226,877*	724 ,190

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	28,514*	29,652*	31,881*
Indirect energy consumption (electricity)	GJ	310,537	333,639	357,637.5
Amount of renewable energy generated	GJ	1,039	1,039	952
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	2,520	3,905.8	2,382.6

Tunisia

Climate Change and Energy	Unit	2022	2023	2024
Direct GHG emissions (Scope1)	tCO2e	1,948*	2,027*	2,177
Indirect GHG emissions (Scope 2)	tCO2e	47,754	51,306	54,997
Total GHG emissions	tCO2e	49,702*	53,333*	57,173*
GHG emissions intensity	tCO2e / workforce	35.8	39.6	44.3
Sites converted to commercial power	Number	0	3	2
Sites converted to hybrid model	Number	0	0	0
Number of sites converted from COWs to RDM	Number	0	0	0
Amount of reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	2,520	3,906	2,383

Resource Management	Unit	2022	2023	2024
Total water withdrawal	m³	20,950	21,000	17,414
Total water discharge	m³	12,570	12,600	10,448
Total water consumption	m³	8,380*	8,400*	6,966
Water consumption intensity	m³/total employees	6.5	6.5	5.4
Total non-hazardous waste disposed	Kilograms	n/a	n/a	4,150
Total hazardous waste disposed	Kilograms	n/a	n/a	90,866

Ethical Economic Opportunity	Unit	2022	2023	2024
Chairman's independence	Y/N	yes	yes	Yes
Total number of Board members	Number	8	8	8
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	Percentage	0	0	0
Percentage of Board independence	Percentage	13	13	13
Total number of non-independent members	Number	7	7	7
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	n/a	n/a	n/a
Total number of governance body members that the organization's anti-corruption policies and procedures have been communicated to	Number	n/a	n/a	n/a
Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to	Percentage	n/a	n/a	n/a
Total number of governance body members that have received training on anti-corruption, broken down by region	Number	n/a	n/a	n/a
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	n/a	n/a	n/a
Number of incidents of discrimination reported	Number	0	0	0
Number of incidents of discrimination reviewed	Number	0	0	0
Number of incidents of discrimination resolved	Number	0	0	0

Safeguarding Customers	Unit	2022	2023	2024
Customer satisfaction results	Percentage	71	73	74
Customer complaints received through communication channels	Number	320,437*	335,830*	392,104
Percentage of customer complaints that were answered	Percentage	7*	8*	9
Percentage of customer complaints that were solved	Percentage	93*	93*	94

Tunisia

Safeguarding Customers	Unit	2022	2023	2024
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	6	2	2
Attempted cyberattacks	Number	10,387	78,569	62,355
Actual cyber breaches	Number	0	0	0
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of customers affected	Number	0	0	0
Complaints from regulatory bodies	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local suppliers	Percentage	54*	65*	48
Percentage of local suppliers	Percentage	84*	82	85

Figures restated due to improvements in reporting methodology for greater accuracy

Kuwait

Digital Enrichment	Unit	2022	2023	2024
Number of mobile customers	Number	2,707,602	2,846,590	2,897,922
Share of digital invoice payment from total payments	Percentage	67	70	78
Digitally offered products out of all products	Percentage	61	85	93
Percent of digitally acquired customers	Percentage	13	18	14

Community Care	Unit	2022	2023	2024
Total value of community investments	USD	NA	264,060	185,820
Total amount invested in the community as a percentage of revenues	Percentage	NA	0.03	0.02
Community investments as a percentage of pretax profit	Percentage	NA	0.07	2.1
Revenues	USD	770,342,071	801,809,178	860,563,494
Operating costs	USD	465,432,678	476,970,828	566,809,935
Employee wages and benefits	USD	69,756,998	55,613,445	61,241,410
Payments to providers of capital	USD	57,182,587*	114,365,175*	228,730,349
Payments to the government	USD	92,475,518	99,787,294	106,558,404

Developing our People	Unit	2022	2023	2024
Total number of employees (excluding trainees, students, and outsourced staff)	Number	420	399	390
Full-time employees	Number	419	398	389
Female full-time employees	Number	109	107	107
Male full-time employees	Number	310	291	282
Part-time employees	Number	1	1	1
Female part-time employees	Number	0	-	0
Male part-time employees	Number	1	1	1
Workers who are not employees	Number	0	-	0
Senior Management	Number	20	20	13
Male employees in senior management	Number	19	19	12
Female employees in senior management	Number	1	1	1
Middle Management	Number	86	80	74
Female employees in middle management	Number	18	20	21
Male employees in middle management	Number	68	60	53
New employee hires (males)	Number	44	27	34
New employee hires (females)	Number	29	22	29
Total number of new employees who joined the organization	Number	73	49	63

Kuwait

Developing our People	Unit	2022	2023	2024
Parental leave (males)	Number	14	16	14
Parental leave (females)	Number	5	4	5
Total parental leaves	Number	19	20	19
Number of employees returned to work after parental leave (males)	Number	14	16	14
Number of employees returned to work after parental leave (females)	Number	5	4	5
Total number of employees returned to work after parental leave	Number	19	20	19
Workforce by age 18-30	Number	55	53	60
Workforce by age 31-40	Number	180	167	148
Workforce by age 41+	Number	185	179	182
Number of full-time national employees	Number	221	205	203
Female national employees	Number	69	65	68
Male national employees	Number	152	140	135
National full-time employees in senior management	Number	8	8	4
Nationalization rate of senior management	Percentage	40	40	31
Nationalization rate among total workforce	Percentage	53	52	52
Number of employees of other nationalities	Number	198	193	177
Number of female employees	Number	109	107	107
Female employment rate	Percentage	26.0	26.9	27.4
Females in senior management	Number	1	1	1
Turnover rate	Percentage	11.4	17.6	18
Total number of employees who left the organization	Number	48	70	74
Total training provided for females	Hours	210	756	821
Total training provided for males	Hours	1015	2502	2,191
Total training provided for total workforce	Hours	1225	3258	3,012
Total training provided for senior management	Hours	160	404	581
Total training provided for middle management	Hours	624	1334	862
Average hours of training per employee	Hours	8	14	16
Average hours of training per female employee	Hours	6	13	16
Average hours of training per male employee	Hours	9	15	16
Average hours of training per senior management employee	Hours	10	24	45
Average hours of training per middle management employee	Hours	16	14	20
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100
Percentage of female employees	Percentage	26	27	27
Percentage of male employees	Percentage	74	73	73
Percentage of senior management employees	Percentage	68	70	3
Percentage of middle management employees	Percentage	20	20	19
Ratio of basic salary of women to men	Percentage	19	22	80
Ratio of renumeration of women to men	Percentage	2	29	1
Percentage of employee engagement	Percentage	91	89	94
Number of grievances filed in the reporting period	Number	8	10	28
Number of these grievance addressed or resolved	Number	8	10	28
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0
Work hours (employees)	Hours	829,920	778,848	776,880

Kuwait

Developing our People	Unit	2022	2023	2024
Number of workers covered by an occupational health and safety management system	Number	969	862	851
Total workers covered by the health and safety management system	Percentage	100	100	100
Workers covered by the health and safety management system that has been audited or certified by an external party	Number	0	1	100
Total workers covered by the health and safety management system that has been audited or certified by an external party	Percentage	0	1	100
Workforce represented in joint management-worker H&S committees	Percentage	0	13	100
Employee fatalities as a result of work-related injury	Number	0	0	0
Employee fatalities rate as a result of work-related injury	Percentage	0	0	0
Contractor fatalities as a result of work-related injury	Number	0	0	0
Contractor fatalities rate as a result of work-related injury	Percentage	0	0	0
Employee high consequence work related injury (excluding fatality)	Number	0	0	0
Employee high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Contractor high consequence work related injury (excluding fatality)	Number	0	0	0
Contractor high consequence work related injury rate (excluding fatality)	Percentage	0	0	0
Employee work related injury (excluding fatality and high consequence work)	Number	0	0	0
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Contractor work related injury (excluding fatality and high consequence work)	Number	0	0	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0
Fatalities as a result of work-related ill health	Number	0	0	0
Cases of recordable work-related ill health	Number	0	0	0
Total hours of H&S training provided to employees	Hours	0	0	0
Average hours of H&S training per year per employee	Hours	0	0	0
Average hours of H&S training per employee for nationals	Hours	0	0	0
Total cost of HSE training	IQD	0	0	0

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	345,257	355,104*	381,097
Indirect energy consumption (electricity)	GJ	94,062	451,175	736,627
Amount of renewable energy generated	GJ	0	815*	1,356
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	0	6,603*	34,516
Direct GHG emissions (Scope1)	tCO2e	23,796	24,453*	26,226
Indirect GHG emissions (Scope 2)	tCO2e	20,396	33,503	17,926
Indirect GHG emissions (Scope 3)	tCO2e	n/a	77,317	141,676
Total GHG emissions	tCO2e	44,192	135,273*	185,829
GHG emissions intensity	tCO2e / workforce	105.2	339*	476.5
The amount of assets or business activities vulnerable to climate-related transition risks	Number	0	0	0
The percentage of assets or business activities vulnerable to climate-related transition risks	Percentage	0	0	0

Kuwait

Climate Change and Energy	Unit	2022	2023	2024
The amount and percentage of assets or business activities vulnerable to climate-related physical risks	Number	0	0	0
The amount and percentage of assets or business activities vulnerable to climate-related physical risks	Percentage	0	0	0
The amount and percentage of assets or business activities aligned with climate-related opportunities	Number	0	0	0
The amount and percentage of assets or business activities aligned with climate-related opportunities	Percentage	0	0	0
Amount of assets or business activities aligned with climate-related opportunities	Number	0	0	0
Percentage of assets or business activities aligned with climate-related opportunities	Percentage	0	0	0
Sites converted to commercial power	Number	7	8	9
Sites converted to hybrid model	Number	0	6	0
Number of sites converted from COWs to RDM	Number	12	4	

Resource Management	Unit	2022	2023	2024
Total water withdrawal	m3	17,850	20,120	22,356
Total water discharge	m3	10,710	12,072	13,414
Total water consumption	m3	7,140	8,048*	8,942
Water consumption intensity	m3/total employees	17.00	20.17*	22.93
Total non-hazardous waste disposed	Kilograms		6,000	3,430

Ethical Economic Opportunity	Unit	2022	2023	2024
Chairman's independence	Y/N	No*	No*	No
Total number of Board members	Number	7	7	7
Male members of the Board of Directors	Number	7	7	7
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	Percentage	0	0	0
Percentage of Board independence	Percentage	43	43	43
Total number of non-independent members	Number	4	4	4
Total number for training hours delivered to board members	Hours	2	4	3
Average number of training hours delivered to board members	Hours	0.29	0.57	0.28

Safeguarding Customers	Unit	2022	2023	2024
Customer satisfaction results	Percentage	82	84	85
Customer complaints received through communication channels	Number	180,749	159,038	124,308
Percentage of customer complaints that were answered	Percentage	100	100	100
Percentage of customer complaints that were solved	Percentage	100	100	99
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 behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Attempted cyberattacks	Number	0	0	489
Actual cyberattacks	Number	0	0	0
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of customers affected	Number	0	0	0
Complaints received from outside parties and substantiated by the organization	Number	0	0	0
Complaints from regulatory bodies	Number	0	0	0
Number of customers whose information is used for secondary purposes	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local suppliers	Percentage	75	50	86
Percentage of local suppliers	Percentage	69	65	66

Figures restated due to improvements in reporting methodology for greater accuracy

Detailed Description of Impacts

Topic names finalized for Ooredoo ESG Reporting	Actual/ Potential Impacts (Negative / Positive)	Description	Category
Environment	The acknowledgment, assessment, and management of the impacts associated with climate change, particularly focusing on greenhouse gas (GHG) emissions. This involves understanding Ooredoo's carbon footprint, taking measures to reduce emissions, and adapting strategies to cope with the effects of climate change.	Actual and potential positive impacts include efforts to reduce its carbon footprint through renewable energy adoption and energy-efficient infrastructure. Actual and potential negative impacts to consider, include the environmental impact of network operations and the reliance on energy-intensive infrastructure, which may contribute to resource depletion and pollution.	• Climate Change & GHG Emissions • Energy Management & Efficiency
	The strategic planning, monitoring, and optimization of energy resources and consumption within Ooredoo's operations. This involves implementing practices to enhance energy efficiency, minimize waste, and often includes the adoption of renewable energy sources. Effective energy management contributes to cost savings, environmental sustainability, and the overall resilience of the business.	Positive impacts of effective energy management include cost savings, reduced environmental impact, and enhanced operational efficiency. Potential challenges may include initial investment costs, technological constraints, and regulatory compliance requirements.	
	The systematic approach of efficiently and responsibly using, conserving, and managing water resources within an Ooredoo's operations and facilities. This encompasses strategies to reduce water consumption, mitigate pollution of water sources, and ensure compliance with pertinent regulations and standards.	Positive impacts include reduced water usage, decreased environmental impact, and improved water resource sustainability, minimized strain on local water sources, and enhanced corporate reputation for environmental stewardship. Potential negative impacts may include initial investment costs for water-saving technologies, regulatory compliance complexities, and water scarcity risks in some regions.	• Water Management • Energy Management & Efficiency
	The systematic handling, treatment, and disposal of waste materials generated by Ooredoo's operations, including e-waste (electronic waste). This encompasses strategies to minimize waste generation, maximize recycling and reuse of electronic devices and components, implement proper disposal methods for hazardous materials, and adhere to environmental regulations and best practices in managing electronic waste.	Positive impacts of effective waste management include reduced environmental pollution, conservation of resources through recycling and reuse, and compliance with environmental regulations. Proper e-waste management can prevent harmful substances from entering the environment, promote resource recovery from electronic devices, and demonstrate Ooredoo's commitment to environmental responsibility. However, potential challenges may include the complexity of handling hazardous materials, the need for specialized recycling infrastructure, and regulatory compliance requirements.	• Waste Management • Circular Resource Management
	The practice of optimizing resource usage within a closed-loop system, where materials are continuously reused, recycled, or repurposed at the end of their lifecycle. This approach aims to minimize waste generation, maximize resource efficiency, and reduce environmental impact by promoting the regeneration and reuse of materials throughout their lifecycle.	Positive impacts of circular resource management include reduced waste generation, conservation of resources, and decreased environmental impact. Implementing circular resource management practices can lead to cost savings, improved resource efficiency, and enhanced corporate sustainability performance. However, potential negative impacts may include the need for investment in infrastructure and technology, logistical complexities in managing material flows, and regulatory compliance requirements.	
Social	Ensuring equal access to digital technologies and online resources for all individuals, regardless of their socioeconomic status, physical abilities, or geographic location. This involves designing digital platforms, services, and content in a way that is usable and accessible, as well as providing affordable access to technology and digital skills training to bridge the digital divide and promote social inclusion.	Positive impacts include increased access to education, healthcare, employment opportunities, and civic participation for marginalized communities, leading to greater social inclusion and empowerment. Additionally, improving accessibility of digital services can enhance customer satisfaction, loyalty, and brand reputation. However, potential negative impacts may include the need for investment in technology infrastructure and accessibility features, ensuring compliance with accessibility standards and regulations, and addressing digital literacy gaps among underserved populations.	• Digital Inclusion & Accessibility • Equal Opportunity, Diversity & Inclusion
	Commitment to ensuring a safe and healthy work environment for all employees. This involves implementing robust policies, procedures, measures and training programs to minimize workplace hazards, prevent accidents, and protect the well-being of workers.	Positive impacts of health and safety initiatives include reduced workplace injuries and illnesses, improved employee morale and productivity, and enhanced organizational reputation as a responsible employer. Potential negative may include the need for continuous monitoring and improvement of health and safety practices, ensuring compliance with health and safety regulations, and addressing emerging health and safety risks in the workplace.	Health & Safety • Equal Opportunity, Diversity & Inclusion

Topic names finalized for Ooredoo ESG Reporting	Actual/ Potential Impacts (Negative / Positive)	Description	Category
	Cultivating a supportive work environment that embraces and celebrates the unique characteristics of every individual, while providing equitable opportunities for growth and success. This involves fostering a sense of belonging and inclusivity for all employees, regardless of their gender, nationality, age, race, ethnicity, disability, or other distinct attributes.	Positive impacts of equal opportunity, diversity, and inclusion initiatives include enhanced employee engagement, creativity, and innovation, as well as improved organizational performance and competitiveness. Potential negative impacts may include addressing unconscious biases, ensuring fair and transparent recruitment and promotion processes, and promoting cultural sensitivity and awareness among employees.	• Equal Opportunity, Diversity & Inclusion • Talent Attraction, Retention & Development • Social Impact/ Community Development
	The commitment of creating and sustaining a motivated, engaged, and professionally fulfilled workforce, while striving to be an employer of choice. This involves ongoing communication with employees to understand their needs and aspirations, as well as implementing programs, trainings, and development sessions aimed at enhancing their skills and overall capabilities. This also requires being committed to fostering positive, transparent, and respectful relationships within the workplace while prioritizing employee well-being and job satisfaction.	Positive impacts of talent attraction, retention, and development initiatives include improved employee morale, productivity, and loyalty, as well as enhanced organizational performance and competitiveness. Potential negative impacts may include the need for investment in training and development programs, addressing skills gaps and talent shortages, and ensuring alignment between employee aspirations and organizational goals.	
	Policies, procedures, and interactions between an organization and its workforce, including employees, contractors, and other stakeholders. This encompasses fair employment practices, such as hiring, compensation, and promotion, as well as fostering positive relationships with unions and employee representatives.	Positive impacts of effective labor practices and relations include improved employee morale, satisfaction, and retention, as well as enhanced productivity and organizational stability. Negative impacts may include addressing labor disputes, ensuring compliance with labor laws and regulations, and balancing the needs and interests of various stakeholders.	• Labor Practices & Relations • Human Rights • Social Impact/ Community Development
	The ethical responsibility of respecting and safeguarding the fundamental rights and dignity of all individuals affected by its operations, including employees, suppliers, customers, and communities. This encompasses principles such as fair labor practices, non-discrimination, freedom of association, and the protection of workers' well-being.	Positive impacts of upholding human rights include fostering a culture of respect, trust, and inclusivity, as well as enhancing employee morale, productivity, and loyalty. By promoting fair labor practices, non-discrimination, and worker well-being. Potential negative impacts may include addressing human rights violations within the supply chain, ensuring compliance with human rights laws and regulations, and promoting awareness and accountability throughout the organization.	• Labor Practices & Relations • Human Rights • Responsible Use of Products and Services
	The ethical and sustainable utilization of goods and services throughout their lifecycle, considering both social and environmental benefits. This encompasses promoting the responsible consumption and production of products and services, including measures to minimize resource depletion, reduce pollution, and mitigate negative social impacts along the supply chain. Additionally, it involves maximizing the social and environmental benefits derived from products and services, such as enhancing community well-being, supporting fair labor practices, and fostering environmental conservation	Positive impacts of responsible product and service usage include reduced environmental footprint, enhanced community well-being, and support for fair labor practices. Potential negative impacts may include addressing consumer behaviour patterns, ensuring transparency in the supply chain, and balancing economic considerations with social and environmental objectives.	
	Positive impacts of social impact and community development initiatives include improved quality of life, enhanced community resilience, and strengthened social cohesion. Negative potential impacts may include addressing complex social issues, ensuring meaningful stakeholder engagement, and measuring the effectiveness of social impact initiatives.	Positive impacts of social impact and community development initiatives include improved quality of life, enhanced community resilience, and strengthened social cohesion. Negative potential impacts may include addressing complex social issues, ensuring meaningful stakeholder engagement, and measuring the effectiveness of social impact initiatives.	• Social Impact/ Community Development • Customer Relations & Health
	Positive impacts of effective customer relations and health initiatives include enhanced customer loyalty, satisfaction, and trust, as well as improved brand reputation and customer retention. Negative impacts may include addressing concerns and misconceptions about health risks related to telecommunications technologies, ensuring compliance with health and safety regulations, and providing accurate and transparent information to customers.	Positive impacts of effective customer relations and health initiatives include enhanced customer loyalty, satisfaction, and trust, as well as improved brand reputation and customer retention. Negative impacts may include addressing concerns and misconceptions about health risks related to telecommunications technologies, ensuring compliance with health and safety regulations, and providing accurate and transparent information to customers.	

Topic names finalized for Ooredoo ESG Reporting	Actual/ Potential Impacts (Negative / Positive)	Description	Category
	Positive impacts of nationalization initiatives include enhanced economic development, reduced unemployment rates, and increased retention of local talent, thereby contributing to the overall growth and prosperity of the country. Negative impacts may include addressing skills gaps, promoting diversity and inclusion within the workforce, and ensuring equal opportunities for all individuals, regardless of nationality.	Strengthening of the local job market and human capacities. This relates to the creation of occupation and development opportunities for the national population (e.g., scholarships, internships, etc.), providing perspectives for Nationals to stay in their home country and avoid the emigration of human capital.	• Nationalization
	Positive impacts of responsible marketing and communications include building trust and credibility with customers, enhancing brand reputation, and fostering long-term relationships based on transparency and integrity. Negative impacts include navigating regulatory requirements, addressing cultural sensitivities, and ensuring consistency and coherence across diverse markets and channels.	The ethical and transparent promotion of products, services, and brand messaging by Ooredoo. This encompasses adhering to principles of honesty, accuracy, and integrity in advertising and communication practices, avoiding deceptive or misleading tactics, and ensuring that marketing efforts align with Ooredoo's values and commitments to sustainability and social responsibility.	• Responsible Marketing & Communications • Responsible Use of Products and Services
Governance	Ooredoo's dedication to transparent and ethical practices throughout its supply chain. This commitment includes supporting local suppliers, promoting local content, and implementing a traceability system to meticulously track the journey of raw materials and final products, ensuring responsible sourcing and minimizing environmental and social impact.	Positive impacts of effective supply chain management include enhanced supplier relationships, reduced environmental footprint, and improved social welfare in local communities. Negative Impacts may include ensuring compliance with ethical standards and regulations, addressing supply chain disruptions, and managing risks associated with global sourcing.	• Supply Chain Management
	Protecting sensitive information and digital assets from unauthorized access and cyber threats. This involves ensuring compliance with privacy regulations, implementing encryption and access controls, and defending against malware and data breaches to maintain trust and confidentiality in digital interactions.	Positive impacts of robust data privacy and cybersecurity measures include safeguarding customer trust, protecting sensitive information, and preserving brand reputation. Negative impacts may include keeping pace with evolving cyber threats, addressing vulnerabilities in systems and networks, and ensuring awareness and compliance among employees and partners.	• Data Privacy and Cybersecurity • Data Privacy and Cybersecurity • Digital innovation and transformation
	The strategic adoption and integration of digital technologies and processes to drive organizational growth, efficiency, and competitiveness. This involves leveraging emerging technologies such as artificial intelligence, cloud computing, and Internet of Things to innovate products, services, and business models, as well as redefining organizational structures and workflows to capitalize on digital opportunities.	Positive impacts of digital innovation and transformation include improved customer experiences, enhanced operational efficiency, and increased agility and responsiveness to market changes. Negative impacts may include overcoming resistance to change, addressing skills gaps, and managing cybersecurity risks associated with digital transformation.	
	Positive impacts of strong corporate governance and business ethics include building trust and credibility with stakeholders, enhancing investor confidence, and mitigating legal and reputational risks. Negative impacts may include addressing conflicts of interest, ensuring compliance with regulatory requirements, and promoting ethical decision-making at all levels of the organization.	Ooredoo's commitment to establishing and maintaining a robust governance framework that ensures transparency, accountability, and adherence to the highest ethical standards. This involves implementing policies and procedures that guide decision-making, promote responsible business practices, and emphasize a culture of integrity.	• Corporate Governance & Business Ethics
	Positive impacts of effective supply chain management include enhanced supplier relationships, reduced environmental footprint, and improved social welfare in local communities. Negative Impacts may include ensuring compliance with ethical standards and regulations, addressing supply chain disruptions, and managing risks associated with global sourcing.	Ooredoo's dedication to transparent and ethical practices throughout its supply chain. This commitment includes supporting local suppliers, promoting local content, and implementing a traceability system to meticulously track the journey of raw materials and final products, ensuring responsible sourcing and minimizing environmental and social impact.	

Topic names finalized for Ooredoo ESG Reporting	Actual/ Potential Impacts (Negative / Positive)	Description	Category
	Positive impacts of strong economic performance include stimulating economic growth, creating employment opportunities, and driving innovation and technological advancement. Negative impacts may include navigating economic uncertainties, addressing market competition, and managing financial risks associated with investment decisions.	Considerations should be given to not only financial aspects such as revenue generation and tax payments but also a commitment to achieving higher levels of economic productivity through diversification, technological upgrading, and innovation. This includes a focus on high-value-added and labour-intensive sectors, demonstrating the company's dedication to enhancing economic growth, creating jobs, and fostering innovation for the overall well-being of society.	• Economic Performance
	Positive impacts of network quality and infrastructure investments include improved customer satisfaction, enhanced user experience, and increased competitiveness in the telecommunications market. Negative impacts may include balancing investment costs with revenue generation, addressing technological obsolescence, and ensuring regulatory compliance.	Ensuring the reliability, speed, and performance of telecommunications networks through strategic investments in infrastructure. This involves deploying state-of-the-art equipment, expanding coverage areas, and upgrading existing infrastructure to meet the increasing demands for connectivity and data transmission.	• Network Quality & Infrastructure Investments
	Positive impacts of effective risk management and business resilience include enhanced organizational agility, improved decision-making, and increased stakeholder confidence. Negative impacts may include balancing risk-taking with business objectives, addressing emerging risks, and ensuring alignment of risk management practices with business strategy.	The systematic processes and strategies implemented to identify, assess, mitigate, and respond to potential threats and uncertainties that could impact its operations, objectives, and overall sustainability. This includes not only financial risks but also factors such as operational, strategic, reputational, environmental, and regulatory risks.	• Risk Management & Business Resilience

GRI Index

GRI content index	
Statement of use	Ooredoo has reported in accordance with the GRI Standards for the period 1/1/2024 till 31/12/2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	We're National Mobile Telecommunications Company K.S.C.P, pg. 6	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	2-2 Entities included in the organization's sustainability reporting				
	2-3 Reporting period, frequency and contact point	Welcome, pg. 2			
	2-4 Restatements of information	Performance Data, pg. 44–65			
	2-5 External assurance	Ooredoo has assured certain KPI in their 2023 Report and it will seek assurance in the next reporting period.			
	2-6 Activities, value chain and other business relationships	We are Ooredoo Kuwait , pg. 6			
	2-7 Employees	Performance Data, pg. 44–65			
	2-8 Workers who are not employees	Performance Data, pg. 44–65			
	2-9 Governance structure and composition	Performance Data, pg. 44–65			
	2-10 Nomination and selection of the highest governance body	Annual Report, pg. 46			
	2-11 Chair of the highest governance body	Annual Report, pg. 46			
	2-12 Role of the highest governance body in overseeing the management of impacts	ESG Governance, pg. 10 Annual Report, Pg. 44–65			
	2-13 Delegation of responsibility for managing impacts	ESG Governance, pg. 10 Annual Report, Pg. 44–65			
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance, pg. 10			
	2-15 Conflicts of interest	Annual Report, pg. 46			
	2-16 Communication of critical concerns	Ongoing Stakeholder Engagement, pg. 12-13			
	2-17 Collective knowledge of the highest governance body	Sustainability at Ooredoo Kuwait, pf. 9-10 Creating ethical economic opportunity pg. 38			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 2: General Disclosures 2021 (continued)	2-18 Evaluation of the performance of the highest governance body	Annual Report, pg. 44			
	19-2 Remuneration policies	Annual Report, pg. 46			
	20-2 Process to determine remuneration	Annual Report, pg. 48			
	21-2 Annual total compensation ratio	Performance Data, pg. 44–65			
	22-2 Statement on sustainable development strategy	Chairman's Message pg.4 Sustainability Approach pg. 9-10			
	23-2 Policy commitments	Social Value creation, pg. 22–24 Climate and Energy, pg.30 Resource Management, pg. 33 Creating Ethical Economic apportunity, pg. 40, 41 Privacy and Data Security, pg. 41			
	24-2 Embedding policy commitments	Social Value creation, pg. 22–24 Climate and Energy, pg.30 Resource Management, pg. 33 Creating Ethical Economic apportunity, pg. 40, 41 Privacy and Data Security, pg. 41			
	25-2 Processes to remediate negative impacts	Ongoing Stakeholder Engagement, pg.12-13			
	26-2 Mechanisms for seeking advice and raising concerns	Welcome, pg. 2 Creating Stakeholder Engagement, pg. 12-13 Creating ethical economic opportunity, pg. 38			
	27-2 Compliance with laws and regulations	No Instances of non-compliance with laws and regulations.			
	28-2 Membership associations	Partnering for Regional Impact, pg. 34			
	29-2 Approach to stakeholder engagement	Sustainability Approach, pg. 9-10			
	30-2 Collective bargaining agreements	N/A		Not applicable	

Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Sustainability Approach pg. 9-10	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	3-2 List of material topics	Sustainability Approach pg. 9-10			

Climate Change & GHG Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			

GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Climate and energy, pg. 32 Performance Data, pg. 44-65			
	305-2 Energy indirect (Scope 2) GHG emissions				
	305-3 Other indirect (Scope 3) GHG emissions				
	305-4 GHG emissions intensity				
	305-5 Reduction of GHG emissions				
	305-6 Emissions of ozonedepleting substances (ODS)				
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A	NOx and SOx data is not currently known	Information unavailable/ incomplete	NOx and SOx are emissions generated from across Ooredoo's operations are not currently measured, if at all emissions are produced, this is btoh neglible and intermittent. However, Ooredoo continues to look at this to better understand data availability

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Corporate Governance & Business Ethics					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 205: Anticorruption 2016	205-1 Operations assessed for risks related to corruption	Responsible Governance 37 Performance Data, pg. 44-65"			
	205-2 Communication and training about anticorruption policies and procedures				
	205-3 Confirmed incidents of corruption and actions taken				
Customer Relations & Health					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach, pg. 9-13			
Data Privacy & Cybersecurity					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach, pg. 9-13			
GRI 418: Customer Privacy 2016	3-3 Management of material topics	Sustainability Approach pg. 9-10			
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Safeguarding our customers, pg. 40 Performance Data, pg. 44-65			
Economic Performance					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	We're We're National Mobile Telecommunications Company K.S.C.P, pg. 4 Performance Data, pg. 44-65			
	201-2 Financial implications and other risks and opportunities due to climate change	N/A	This is not currently assessed	Information unavailable/ incomplete	Ooredoo is currently exploring climate impacts, as this involves a complex scope of factors.
	201-3 Defined benefit plan obligations and other retirement plans	N/A	This is not currently defined in detail	Information unavailable/ incomplete	Performance data on employee benefits is available
	201-4 Financial assistance received from government	N/A	N/A	Not applicable	N/A

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Energy Management and Efficiency					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 302: Energy 2016	302-1 Energy consumption within the organization"	Climate and energy, pg. 32 Performance Data, pg. 44-65			
	302-2 Energy consumption outside of the organization				
	302-3 Energy intensity				
	302-4 Reduction of energy consumption				
	302-5 Reductions in energy requirements of products				
Equal Opportunity, Diversity & Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Performance Data, pg. 44-65			
	405-2 Ratio of basic salary and remuneration				
Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and safety pg. 28			
	403-2 Hazard identification, risk assessment, and incident investigation				
	403-3 Occupational health services				
	403-4 Worker participation, consultation, and communication on occupational health and safety				
	403-5 Worker training on occupational health and safety				
	403-6 Promotion of worker health				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				
	403-8 Workers covered by an occupational health and safety management system	Performance Data, pg. 44-65			
	403-9 Work-related injuries				
	403-10 Work-related ill health				
Labor Practices & Relations					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
Nationalization and Local Job Creation					
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Performance Data, pg. 44-65			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Digital Enrichment and Community Care, pg. 18			

Responsible Marketing & Communications

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 417: Marketing and Labeling 2016	203-2 Significant indirect economic impacts	Digital Enrichment and Community Care, pg. 18			

Social Impact/Community Development

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Digital Enrichment and Community Care, pg. 18			
	413-2 Operations with significant actual and potential negative impacts on local communities				

Supply Chain Management

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 204: Procurement Practices 20162	204-1 Proportion of spending on local suppliers	Performance Data, pg. 44-65			

Talent Attraction, Retention & Development

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Performance Data, pg. 44-65			
	404-2 Programs for upgrading employee skills and transition assistance programs	Developing Our People pg. 25			
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance Data, pg. 44-65			

Waste Management

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 306: Waste 2020	306-1 Waste generation and significant wasterelated impacts	Resource Management, pg. 34			
	306-2 Management of significant waste-related impacts	Resource Management, pg. 34			
	306-3 Waste generated	Performance Data, pg. 44-65			
	306-4 Waste diverted from disposal	Performance Data, pg. 44-65			
	306-5 Waste directed to disposal	Performance Data, pg. 44-65			

Water Management

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Resource Management, pg. 34			
	303-2 Management of water discharge-related impacts	Performance Data, pg. 44-65			
	303-5 Water consumption	Performance Data, pg. 44-65			

We also report on topics that are not covered by the GRI standards

Risk Management and Business Resilience

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Creating ethical econominc opportunity, pg. 38 Resource management, pg. 34			

Digital Innovation and Transformation

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Digital Enrichment and Community Care, pg. 18 Performance Data, pg. 44-65			

Network Quality and Infrastructure Investments

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Digital Enrichment and Community Care, pg. 18 Performance Data, pg. 44-65			

Responsible Use of Products and Services

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Resource management, pg. 34 Performance Data, pg. 44-65			

Digital Inclusion and Accessibility

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Digital Enrichment and Community Care, pg. 18 Performance Data, pg. 44-65			

Human Rights

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Developing our people, pg. 25			

Circular Resource Management

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ DIRECT ANSWER	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability Approach pg. 9-10 Resource management, pg. 34 Performance Data, pg. 44-65			