

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

UPGRADE
YOUR
WORLD



ooredoo^o



1. Overview

The Environmental, Social and Governance (ESG) report provides an overview of our approach to sustainability and our commitment to international initiatives, as well as our practices and progress on those issues that we consider most material to our business. The disclosures in our report are aligned with the requirements of Qatar Stock Exchange Guidance (QSE) on ESG Reporting. Our intent is to continue and maintain publishing an annual update on our activities and efforts towards sustainability going forward.

1.1 Our Commitment

Ooredoo is committed to the United Nation's Sustainable Development Goals which aim to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow. At Ooredoo, we are committed to the highest standards of environmental protection. As an industry leader, we are working to the best of our ability to reduce our ecological footprint. Ooredoo's

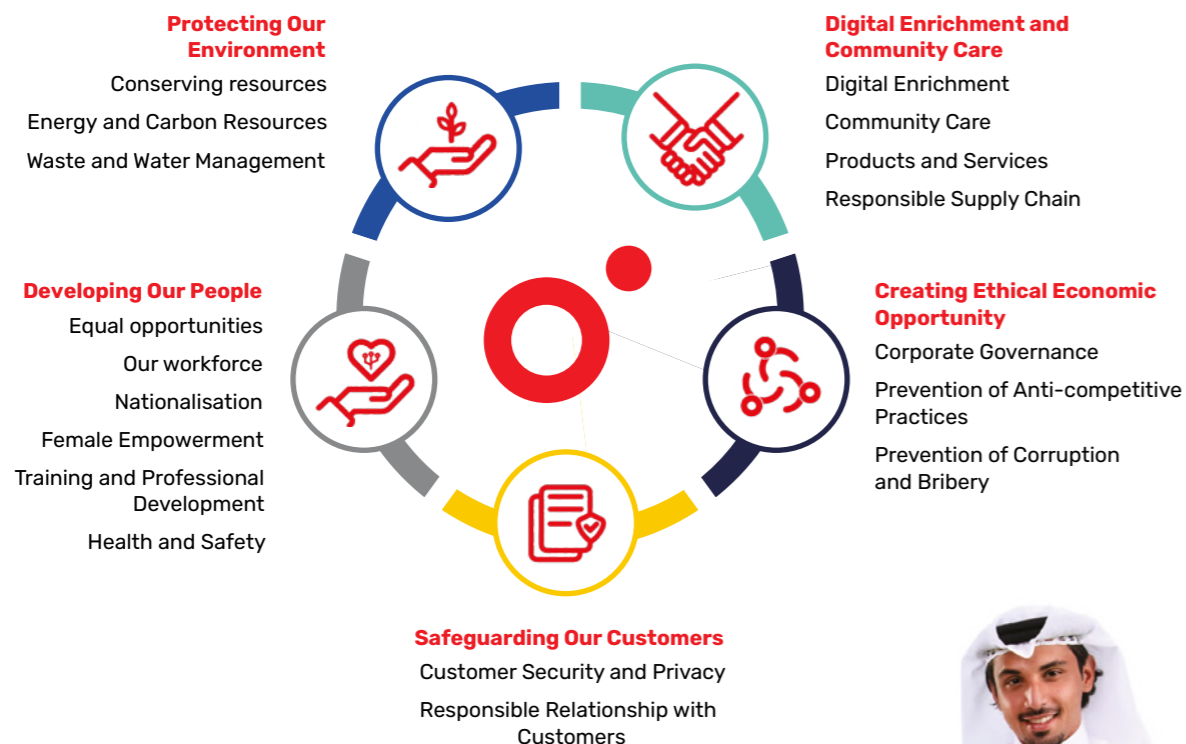
digital products aim to assist customers in reducing their impact on the environment while still being able to receive the services that matter most to them. We promise to deliver not only on our customers' aspirations, but also work towards building a sustainable legacy too.

We're committed to leveraging our expertise in mobile technology to bring about positive social and economic change. At Ooredoo Qatar, we are working to become digital enablers, helping people to reach their potential and making a real difference in their daily lives. While our impact relates to many of our goals, our approach is focused on the below three objectives.



1.2 Our Sustainability Framework and Key Topics

We are working as a digital enabler and our aspiration is to help people simplify their lives and enjoy exciting and rewarding digital experiences. We continue to maintain our commitment to leveraging our expertise in mobile technology to bring about positive social, environmental and economic change. To help achieve this, we have made ESG a key priority, developing a Sustainability Framework to guide our efforts. Built around 5 key pillars, the Sustainability Framework is aligned with our mission and values, and global standards and frameworks.



1.3 Our Sustainability Highlights

102% Ratio of the remuneration of women to men	Recorded ZERO incidents of discrimination	965 Gigajoule of generated renewable energy
100% Offices ISO 14001 Certified	Total value of Community Investment QR 154M	30 local community development programs

2. Digital Enrichment and Community Care

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

2.1 Digital Enrichment

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

As we respond to changing demands and new challenges, Ooredoo continues in its digital transformation strategy by continually improving its Organisational Health Index (OHI), now establishing a launchpad to incubate ideas in terms of internal efficiencies and the external service portfolio to deliver a sustainable digital ecosystem. We develop skills sets, endless opportunities and several digital initiatives to further understand the collective readiness to embrace and establish a digital ethos in all aspects of daily operations.

2.2 Community Care

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

Sustainable Development Goals (SDGs)	Ooredoo's Contribution
<p>3.4. By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> <p>3.4.1. Mortality rate attributed to cardiovascular disease, cancer, diabetes or chronic respiratory disease.</p>	<p>UNHCR (UN Refugee Agency) participated in Ooredoo Qatar's Marathon. The agency highlighted the large impact of Ooredoo's Marathon on the health awareness of employees and participants.</p>

2.3 Products & Services

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

2.4 Responsible Supply Chain

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

3. Creating Ethical Economic Opportunity

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

3.1 Corporate Governance

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

We have a specific whistle-blower report form in place that can be accessible via www.ooredoo.qa to allow easy access for anyone seeking to raise observations or report misbehaviour.

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

3.2 Prevention of Anti-competitive Practices

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

3.3 Prevention of Corruption and Bribery

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



4. Safeguarding our Customers

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

4.1 Customer Security and Privacy

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

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

4.2 Responsible Relationship with Customers

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

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



Sustainable Development Goals (SDGs)



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

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

5. Developing Our People

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

Ooredoo is committed to investing in the development of young national leaders, focusing on their training, development and support opportunities. Individual development plans, management, and leadership development programmes, as well as coaching and mentoring, are all in place to help the company develop and retain its best people.

Sustainable Development Goals (SDGs)

Ooredoo's Contribution



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

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

5.1 Equal Opportunities

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

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

5.2 Our Workforce

We managed to maintain our diversity and equality by promoting youth and women empowerment. With around 56 different nationalities representing the workforce, Ooredoo Qatar is proud to be represented as a diverse and inclusive workplace.

5.3 Nationalization

We deploy measures that promote the development and hiring of national employees. Such measures include development programs, scholarships and sponsorships, succession planning, diploma and secondary school development programs, as well as others.

5.4 Female Empowerment

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

In order to fulfil our commitment, we have been developing projects specifically created to help women access and use information technology in a way that works for them, in accordance with our HR Policy and commitment to equal opportunity. We have increased maternity leave days as part of a recent revision of HR policies. Mothers of children with disabilities have also been provided with enhanced flexibility in their work schedules.

Sustainable Development Goals (SDGs)

Ooredoo's Contribution



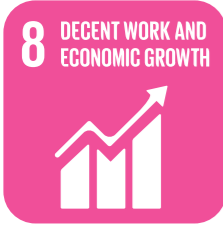
5.1. End all forms of discrimination against all women and girls everywhere.

Recognised the performance of female employees by deploying special recognition awards based on peer recognition and customer service. Moreover, We revised our HR policies to female employees to enhance maternity and escort leaves.

5.5 Training and Professional Development

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

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

Sustainable Development Goals (SDGs)	Ooredoo's Contribution
 <p>8.5. By 2030, achieve full productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.</p>	<p>Established a formal policy that covers Training & Development across the organisation and the overall training needs of the workforce, which is summarised in the company's training plan as part of the yearly business plan cycle.</p>

5.6 Health and Safety

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

We executed HSE enhancements project on fire safety and emergency preparedness at critical sites during 2022.

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


6. Protecting Our Environment

6.1 Conserving Resources

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


6.2 Energy, Carbon and Emissions

In telecommunication sector, the main source of environmental impacts stems from energy use required for operation. Our goal in terms of energy and emissions are to cut back on and optimize both our use of energy as well as all associated atmospheric emissions. MEP systems are also being optimized to reduce energy use and other environmental impacts. We are committing to and studying the use of solar power where economically possible.

Sustainable Development Goals (SDGs)	Ooredoo's Contribution
 <p>13.2. Integrate climate change measures into national policies, strategies and planning.</p> <p>13.3. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<p>Switched GSM sites powered by diesel generators to Kahramaa supply (Grid Electricity) in 2022. It is expected to reduce energy consumption and consequent carbon emissions in 2023 significantly.</p> <p>Developed a QSHE policy that included the company's commitment to preventing pollution and minimizing environmental impacts.</p>
 <p>12.2. By 2030, achieve the sustainable management and efficient use of natural resources.</p>	

6.3 Waste and Water Management

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

Sustainable Development Goals (SDGs)	Ooredoo's Contribution
 <p>12.5. By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p>	<p>Emphasized the impact of generated waste, recycling 83% of the non-hazardous waste generated in 2022.</p>



7. Performance Indicators

7.1 Environmental Performance Indicators

Energy, Carbon and Emissions

Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	727	733	792
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	442,141	480,907	520,237
Indirect energy consumption (electricity)	GJ	470,574	405,921	409,351
Amount of renewable energy generated	GJ	2	2	965
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	102,772	95,477	98,076
GHG intensity	GHG/workforce	82	79	84
Direct GHG emissions (scope 1)	t CO ₂	32,317	34,702	36,787
Indirect GHG emissions (scope 2)	t CO ₂	70,455	60,775	61,289
Water Management	Unit	2020	2021	2022
Fresh water used -purchased	m ³	90,691	86,559	106,905
Water Intensity	m ³ / workforce	74	72	91

Waste	Unit	2020	2021	2022
Total hazardous waste disposed	Tonnes	137	146	158
Total non-hazardous waste disposed	Tonnes	13	15	15
Percentage of hazardous waste recycled	%	69%	67%	64%
Percentage of non-hazardous waste recycled	%	87%	81%	83%
Total waste recycled	Tons	108	110	113

7.2 Social Performance Indicators

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	1,255	1,210	1,175
Full-time employees	Number	1,255	1,210	1,175
Part-time employees	Number	0	0	0
New employee hires (males)	Number	13	48	41
New employee hires (females)	Number	4	14	17
Total of new employees hires	Number	17	62	58
Parental leave (males)	Number	0	0	5
Parental leave (females)	Number	15	26	18
Total Parental leaves	Number	15	26	23
Number of employees returned to work after Parental leave (males)	Number	0	0	5
Number of employees returned to work after Parental leave (females)	Number	15	26	18
Total number of employees returned to work after Parental leave	Number	15	26	23

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	112	110	106
Workforce by age 31-40	Number	464	425	395
Workforce by age 41+	Number	679	675	674

Employee Turnover	Unit	2020	2021	2022
Turnover rate	(%)	5%	3%	6%
Total number of employees who left the organization	Number	61	35	66

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

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

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

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	307	296	291
Female employment rate (%)	(%)	25%	25%	25%

Females in senior management	Number	16	16	15
Ratio of the basic salary of women to men	(%)	107%	107%	111%
Ratio of the remuneration of women to men	(%)	97%	98%	102%

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

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	2,601,984	2,555,520	2,479,488
Work hours (contractors)	Hours	3,206,016	2,640,000	4,452,502
Employee fatalities	Number	0	0	0
Contractor fatalities	Number	0	0	1
Employee lost time injuries	Number	0	0	0
Contractor lost time injuries	Number	0	0	2

Employee total recordable injuries	Number	0	0	0
Contractor total recordable injuries	Number	1	0	2
Employee accident frequency rates (%)	%	0.00%	0.00%	0.00%
Contractor accident frequency rates (%)	%	0.06%	0.00%	0.09%
Employee lost-day rate (%)	%	0.00%	0.00%	0.00%
Contractor lost-day rate (%)	%	0.00%	0.00%	0.09%
Heat stress events	Number	0	0	0
Number of workers covered by an occupational health and safety management system	Number	2,750	2,460	2,532
Average hours of training per middle management employee	Number	27	77	28
Percentage of employees receiving regular performance and career development reviews	%	100%	100%	100%

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

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

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

7.3 Governance Performance Indicators

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	10	10	10

Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	40.0	40%	40%

Customers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	1
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Percentage of business units analyzed for risks related to corruption	%	n/a	n/a	n/a
Privacy training sessions offered to employees	Number	0	0	1
Customer satisfaction results	%	82%	81%	81%
Number of customer complaints	Number	399,523	324,049	394,285
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

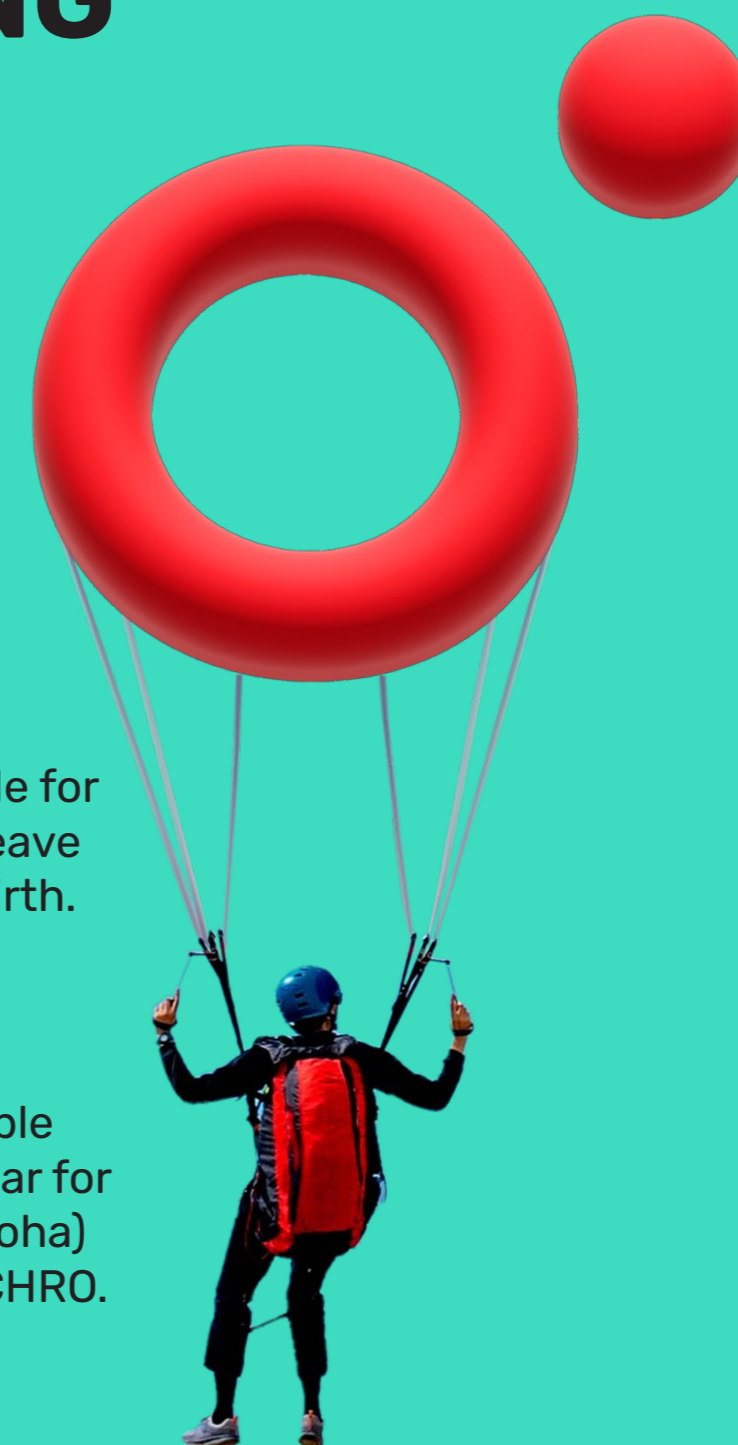
HR: NEW MEASURES FOCUSED ON WELL-BEING

Paternity Leave

All male employees are eligible for 3 working days of paternity leave from the date of the child's birth.

Exam Leave

All Qatari employees are eligible for 10 working days off per year for exams (inside or outside of Doha) based on approval from the CHRO.

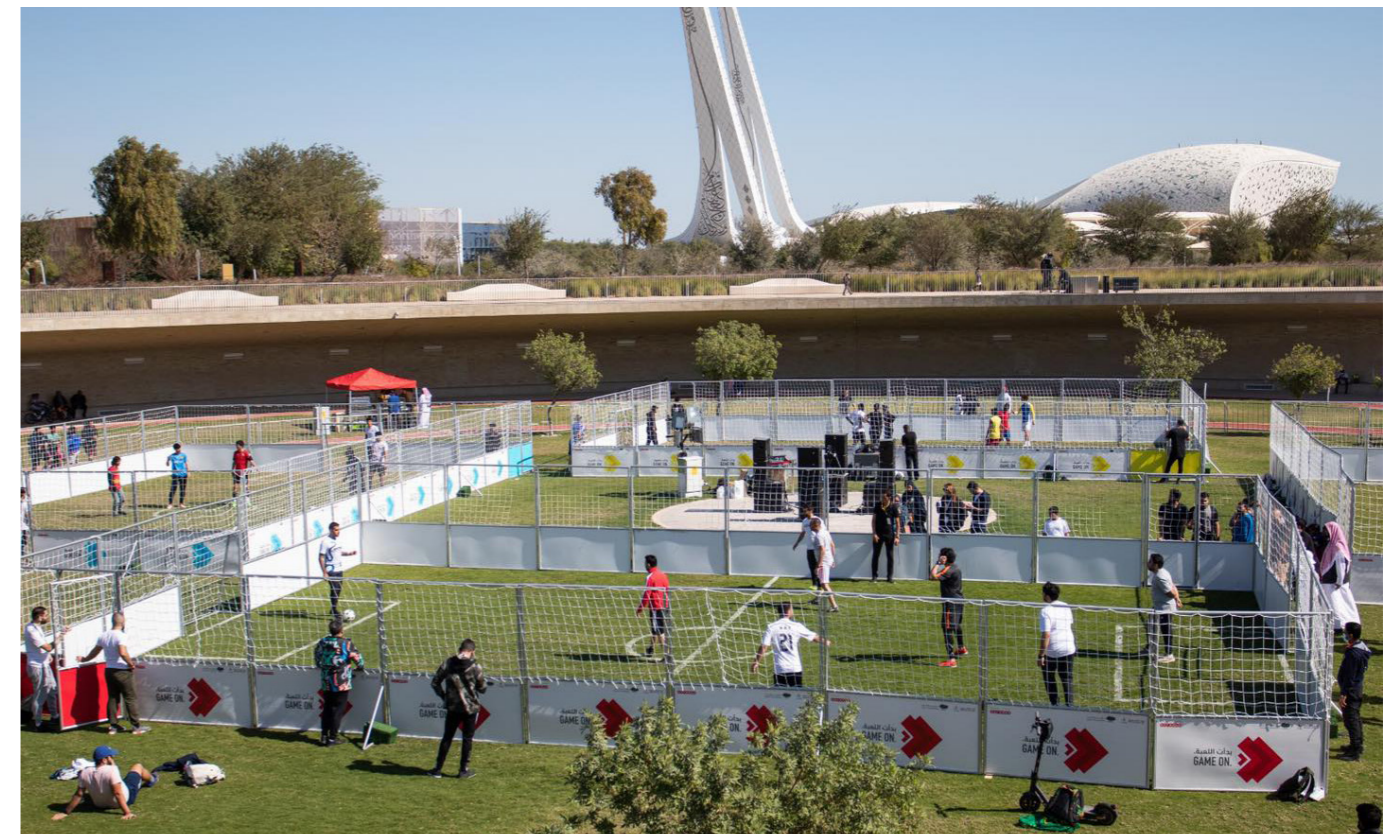


**2022
KEY ESG
EVENTS**

E-Bikes for the Qatari Army. Ooredoo donated a fleet of e-bikes to the Qatari armed forces, to facilitate sustainable transport within their extensive training grounds.



National Sports Day. Ooredoo was one of the partners to organise a National Sports Day event at the Education City. The event had a massive appeal and proved extremely popular with both children and adults.



Ooredoo Marathon. Ooredoo got the community active and moving during its popular annual Marathon, this time starting from a new venue in Lusail.



Smart City. Ooredoo was a partner of the Smart City – Sustaining Future Resilience, providing not only sponsorship and support to the organisers, but also demonstrating its own solutions for sustainable future.



Family Day. Ooredoo participated in the Family Day, distributing gifts and bringing smiles to the faces of children in the community.



Kidney Centre Visit. Ooredoo executives and volunteers visited patients hospitalized in the Fahad Bin Jassim Kidney Centre, an institution receiving long-term support from Ooredoo.



Kids Football Tournament. Ooredoo provided fun and excitement to children from football academies across Qatar.



Umrah Trip. Ooredoo took dozens of its esteemed customers for an Umrah trip to Makkah.



Qatar Charity Drive. Ooredoo employees and management supported a Qatar Charity event with gifts and volunteer work.



Eid Gifts. Ooredoo distributed Eid gifts in the community.



Recognising City Cleaners. Ooredoo recognized the hard work of the people who keep Doha clean and beautiful, distributing gifts.



Blood Donation Drive. Ooredoo employees participate in a blood donation drive.



Mubadara Entrepreneur Contest. Ooredoo awarded young Qataris who have shown an extraordinary entrepreneurial spirit and developed ideas worth launching in the Qatari market.



Bangladesh Cyclone Relief. Ooredoo donated free calls to Bangladeshi nationals wishing to reach their loved ones after a devastating cyclone.

WE CARE

Get 10 Bangladesh min. to call home with recharge of QR 10 or more

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Ride for Palestine. Ooredoo supported a mass cycling event in support of the people of Gaza and West Bank.



Philippines Typhoon Relief. Ooredoo donated free calls to Philippines nationals to connect to their families after a major typhoon hit the archipelago.

WE CARE

Get 10 Philippine min. to call home with recharge of QR 10 or more

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Free connectivity during the World Cup. Ooredoo powered the first 5G-driven World Cup ever, with a free Hayya SIM offered to all visitors of Qatar.

FIFA WORLD CUP Qatar2022

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2022 Local Minutes
2022 Local SMS

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Free for all football visitors of Qatar

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Easy activation by taking a selfie on our eShop

Minutes and texts are local

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Well come

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