

ooredoo

# OORED OO OMAN 2022 ENVIRONMENT SOCIAL GOVERNANCE REPORT(ESG)



# TABLE OF CONTENT



<b>ESG - Our Responsibility</b>	<b>03</b>
<b>Our commitment to ESG disclosure</b>	<b>03</b>
1. Environment	03
2. Social	04
2.1. Community Projects	04
2.2. Digitally and Educationally Driven Projects	05
2.3. Women & Children	05
2.4. Bulk SMS	06
2.5. Awards	05
3. Governance	07
2.1. Our support for privacy: Protecting personal data	07
2.2. Environmental & Social Performance Indicators	08

# ESG - OUR RESPONSIBILITY

As a community-focused company, we are guided by a vision of using our services to enrich people's lives and stimulate human growth. We believe in the power of the internet as an enabler, to bring about social and economic progress, in support of His Majesty's Vision 2040.



## OUR COMMITMENT TO ESG DISCLOSURE

Ooredoo recognises the importance of harnessing human potential without causing harm. On these pages, you can read about our commitment to an ethical approach, across the business as a whole.

## 1. Environment

At Ooredoo, we are committed to the highest standards of environmental protection. As an industry leader, we are working to the best of our ability to reduce our ecological footprint. Our digital products and services assist customers in reducing their impact on the environment. We aim to leave a sustainable legacy so that we, and our customers, can contribute to a greener earth and a safer environment.



In order to demonstrate our commitment to the environment, we have aligned our operations with this goal by taking a number of initiatives to achieve this goal, some of which include:



- Using renewable energy sources to power sites, as of now we have 5 full solar power sites, in addition to more than 65 Hybrid Battery/ Genset solution (CDC) sites which use solar panels and traditional power sources to minimize reliance on fossil fuels, all this is toward helping the Sultanate on it's initiative toward Zero carbon emission 2050.

- Ooredoo Oman currently building 3 new data centers while bulding these centers we are focusing on constructing green buildings which are designed with energy-efficient features like optimized insulation, smart lighting systems, and sustainable materials. It's a great way to minimize energy consumption and environmental impact.

- We at Ooredoo Oman indeed encouraging paperless billing and enhancing our digital services to reduce paper waste and make it more convenient for customers to manage their accounts online. It's a win-win for both the environment and customers!



## 2. Social

### Community Projects

We have supported low-income families in Salah by distrusting around 100 shaded units to help them to promote and sell their homemade products during the Khareef season.

We also remain committed to sustainable development to provide ongoing support for local charitable associations. We participated as digital partner in the Nojume Camp, to promote Dhofar as a prime tourist destination across the region and to support and fund the Omani Bahja Orphan Society as a contribution towards building their residential complex for orphans.

And for the month of Ramadan, one of generosity and giving, Ooredoo kicked off with the Goodwill Journey 17. This was extra special after the long gap during the coronavirus pandemic. This flagship Corporate Social Responsibility programme saw volunteers travelling across North and South Al-Batinah, Al Dhahirah, Al Dakhiliyah, South Al Sharqiya and Dhofar in partnership with the Ministry of Social Development, the Omani Women's Associations charity teams and Al Wafa Rehabilitation Centre for Disabled Children. The team distributed food items, appliances and gifts to support the youth, the elderly, people in hospitals and children with disabilities.





As part of our efforts to spread the spirit of giving in the community, we surprised pilgrims on their way to perform Hajj with special gifts at Muscat International Airport.

We also supported the GUtech Charity Day event.

### **Digitally and Educationally Driven Projects**

We renewed the read speaker tool in our website to help the disabled, elderly and others. This tool is specifically useful for the hearing impaired.

We also supported the Ministry of Transport, Communications and Information Technology by supervising a number of national initiatives related to Communications and IT. One of these initiatives was in relation to the Aerobatics technology program, which has been developed by Sultan Qaboos University and endorsed by MTCIT.



### **Women & Children**

Continuing to enrich the lives of people across the Sultanate, we collaborated with Association of Early intervention Centre to support the association in funding to equip the sensory dark room at their new building. The new room included the latest technological equipment and devices that are designed to aid children with their cognitive development. In 2018 Ooredoo CSR started launching these rooms in different associations: for the Al Wafa Centre for the Rehabilitation of Disabled Children in Nizwa, Ibra, Al Khaboura, Al A'merat, and the Association for the Welfare of the

Handicapped in Barka, Saham and Al Mussanah. A total of seven sensory rooms in social welfare centres across the Sultanate have already been created, with more planned in the near future.

To spread happiness during Eid Al Adha, we collaborated with Kalboo club to distribute gifts to Nizwa kids and families.

Ooredoo marked Omani Women's Day by holding the fifth annual Women's Incubator Forum. The annual forum brought together women's associations, female employees and short code partners from charitable associations and charity teams, alongside low-income families under the umbrella of the Ministry of Social Development, to explore innovative ways to help business women in Oman reach their full potential for the benefit of themselves, their families and the wider community. Moreover, we launched two new Women's Incubators in Badiya and Nakhal to empower women in those Wilayats and visits to women's incubators, raising our number of incubators from 21 to 23, covering the majority of regions and Wilayats across the Sultanate.





Marking the 52nd National Day and as part of our community engagement initiatives, the CSR team launched a roadshow to celebrate the joyous occasion with the children at various civil society associations, charities, and hospitals in Oman. The special visits included multiple activities including the distribution of Omani national scarves, colouring books and giveaways to the children to share and celebrate this festive season with these kids who are unable to do so due to their condition so we brought the festivities to them. The doctors and operations team from the hospital applauded our continuous efforts.



Springboard and Spring Forward are two significant pillars of our education programme and initiatives. We provided complimentary workshops to our main stakeholders from different government and non-government sectors. This year we trained women's incubators in Bahla, Al Khaboura, Izki & Oman Bahja Orphan Society and for Spring Forward we trained the Ministry of Labour employees for more than 90+ hours of training. As part of our efforts to nurture Omani talent and promote digital entrepreneurship, we celebrated the latest wave of graduates from our popular Springboard wave 21 and Spring Forward wave 7 programmes on the 22nd December 2022. Around 175 graduates from Omani women incubators and different government entities completed the three-month-long leadership development modules with 20 projects highlighted in the event.

### **Bulk SMS**

Sending FREE bulk SMS to support some of our stakeholders in order for them to reach out to the maximum number of people, is another way in which we support the community. Key and critical messages are shared to the community en-masse. The CSR team sent several key messages on behalf of the many key stakeholders.

The first of these was the Omani Bahja Orphan Society for a campaign to build the Bahja residential complex for orphans, and for the Sohar Takuful team for their blood donation campaign.

Voting for your favourite team in star camp by sending the word 'Alola' or 'Altawan' to 90021 in support of the Bahja Omani Society for Orphans, was another initiative.

We marked international sign language day, plus a push to donate to the Omani Association for People with Hearing Disabilities.

A collaboration with the Oman Cancer Association and Aster Hospital helped to raise awareness of breast cancer and the importance examination for early diagnosis and treatment.





On the occasion of World Food Day, we collaborated with Dar Al Atta to invite the community to donate to the store of Dar Al atta'a foodstuffs association or by sending donate to 9001.

We formed an alliance with the world campaign on the importance of early detection of breast cancer by donating to the Oman Cancer Association 90233.

Bulk SMS was sent in congregation of women on Omani Women's Day. To mark International Children's Day, we sent out bulk SMS to encourage the community to donate to the Association for Early Intervention for Children with Disabilities.

For World Diabetes Day a donation drive was launched to support the Omani Diabetes Association through short code and the Ooredoo App. To mark the International day for the Handicapped we promoted charitable organisations with a donation drive through short codes and Ooredoo App.

In addition we launched three new short codes for donations to Mussanah Charity Team, Oman Association for Disabled & Charitable Ataa Saham. We now have a total of 18 short code partners to our name.

We also ran a campaign for donation codes through SMS for charitable associations and continued our efforts to manage partners' social media platforms to be able to raise more funds.

### **Awards**

Following the amazing work undertaken by the CSR team, Ooredoo Oman was well recognised for their efforts and we were thrilled to receive the below three awards.

Gold for Corporate Social Responsibility Program of the Year, in the Middle East and Africa 2021 International Business Awards, also known as the Stevie Awards. The award specifically recognises our Sensory Rooms initiative,

Ooredoo CSR was honoured at a meeting of the GCC Social Development Forum in Riyadh, Saudi Arabia. We were nominated by the Ministry of Social Development in Oman.

Ooredoo Oman's Head of CSR, Ayesha Al Shoily, was named Global Business Review Magazine's Woman Achiever of the Year Oman 2022.



## **3. Governance**

We are committed to working with ethical suppliers: sourcing materials and products in a fair and considerate way.

Our Support for a Speak-up Policy (whistleblowing): Encouraging openness to prevent problems. Ooredoo wants to work with staff and customers to ensure the highest ethical standards are upheld.

This requires a fair and proper process for identifying and resolving any potential wrongdoing.

Helping you to understand where you stand with us: Always looking for better ways to enhance our customer experience.

We have developed a set of commitments that allow you to understand what you can and should expect from our products, services and our people.

### **Our support for privacy: Protecting personal data**

Modern information and communication technologies play a fundamental role in our activities. Ooredoo is committed to protecting your personal data in accordance with all applicable laws.

Our compliance with international standards: Ensuring quality customer experience by winning repeated ISO certification.

Ooredoo works hard to ensure its products and services meet ISO (International Organization for Standardization) criteria and we are recognised globally for our efforts. We are proud to be the only telecommunications company in Oman to have achieved many of our Certifications:



### **Environmental & Social Performance Indicators**

Sending FREE bulk SMS to support some of our stakeholders in order for them to reach out to the maximum number of people, is another way in which we support the community. Key and critical messages are shared to the community en-masse. The CSR team sent several key messages on behalf of the many key stakeholders.

The first of these was the Omani Bahja Orphan Society for a campaign to build the Bahja residential complex for orphans, and for the Sohar Takiful team for their blood donation campaign.

Voting for your favourite team in star camp by sending the word 'Alola' or 'Altawan' to 90021 in support of the Bahja Omani Society for Orphans, was another initiative.

We marked international sign language day, plus a push to donate to the Omani Association for People with Hearing Disabilities.

A collaboration with the Oman Cancer Association and Aster Hospital helped to raise awareness of breast cancer and the importance examination for early diagnosis and treatment.



Oman				
Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	494	615	634
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	96,940	99,422	157,169 <sup>10</sup>
Indirect energy consumption (electricity)	GJ	379,107	484,684	439,274
Amount of renewable energy generated	GJ	n/a	n/a	5,676 <sup>11</sup>
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	n/a	n/a	4,832
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO <sub>2</sub>	78,180	98,264	93,676
GHG intensity	GHG/workforce	81	103	100
Direct GHG emissions (scope 1)	t CO <sub>2</sub>	6,676	6,847	10,824
Indirect GHG emissions (scope 2)	t CO <sub>2</sub>	71,504	91,417	82,852

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

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

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

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

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

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





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



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



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



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



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



Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	No	No	<b>No</b>
Male members of the Board of Directors	Number	9	9	<b>10</b>
Female members of the Board of Directors	Number	0	0	<b>0</b>
Percentage of Board seats occupied by women	%	0%	0%	<b>0%</b>
Percentage of board independence	%	33.3%	33.3%	<b>33.3%</b>



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



ooredoo<sup>o</sup>

**UPGRADE YOUR WORLD**