

The ooredoo logo is positioned in the top right corner. It consists of the word "ooredoo" in a lowercase, rounded, sans-serif font, colored in a vibrant red. A small red dot is placed above the final 'o'.

2025 ESG REPORT





WELCOME

Welcome to the Environmental, Social, and Governance (ESG) report of Omani Qatari Telecommunications Company SAOG ("Ooredoo"). This is the Company's second standalone sustainability report and reflects our continued commitment to integrating sustainability into our operations and business strategy.

This report provides a comprehensive overview of our sustainability objectives, practices, and progress for the period from 1 January 2025 to 31 December 2025, covering only our operations in the Sultanate of Oman. To ensure comparability and transparency, it includes two years of comparative data, enabling year-on-year performance analysis in line with leading sustainability reporting practices.

In preparing this report, we have aligned with the Muscat Stock Exchange (MSX) ESG Guidelines and the Global Reporting Initiative (GRI) Standards. Our initiatives are deeply rooted in supporting Oman Vision 2040 and contributing to the United Nations Sustainable Development Goals (SDGs).

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Restatement

The total CSR investment figures for 2023, 2024, and 2025 have been revised following the exclusion of donations made through the charity's application from the overall investment calculations. Community investment as a percentage of pre-tax profit changed accordingly.

Assurance

Ooredoo obtained external assurance for its 2025 financial data. Other non-financial disclosures go through an internal assurance process, reflecting our commitment to data accuracy and integrity.

Contact us

We value your feedback and inquiries regarding the content of this report. Please reach out to investor.relations@ooredoo.om. Your input is essential in helping us enhance our sustainability journey.

CHAIRMAN'S MESSAGE

On behalf of the Board of Directors, I am pleased to present Ooredoo Oman's 2025 Sustainability Report. This report reflects our continued commitment to driving meaningful change, fostering innovation, and aligning our operations with Oman Vision 2040 and the United Nations Sustainable Development Goals.

2025 was a year of disciplined progress. Through investments in resilient digital infrastructure – including the launch of the Salalah Data Centre and Submarine Cable Landing Station – and the integration of national digital identity through Theqa, we strengthened Oman's position as a regional connectivity hub while enhancing access and inclusion for our customers.

Sustainability is about creating lasting value. From improving energy efficiency and reducing greenhouse gas emissions to responsibly managing waste and water, our efforts are guided by a clear vision of environmental responsibility, reinforced this year by our ISO 14001 certification. At the same time, our community

initiatives – empowering women through the Springboard programme, supporting people with disabilities through the Qadrioon Initiative, and advancing healthcare and education across the governorates – reflect our purpose of enriching lives.

On behalf of the Board, I extend my heartfelt gratitude to our employees, customers, partners, and regulators for their trust and collaboration. I also thank His Majesty Sultan Haitham bin Tarik for his visionary leadership, which inspires us to contribute to Oman's remarkable progress. Together, we will continue to build a brighter, more sustainable future for all.



**Sheikh Mohammed
Bin Abdulla Bin
Mohammed Al Thani**
Chairman
Ooredoo Oman

WE'RE OOREDOO OMAN

As a prominent global telecommunications provider, we offer mobile, fixed, broadband internet and enterprise-managed services designed to meet the evolving needs of individuals and businesses across Oman.

company's mobile license was renewed for a further 15 years by Royal Decree in March 2020. As an integrated services communications operator, the company currently serves around 3 million customers across the Sultanate.

Omani Qatari Telecommunications Company SAOG ("Ooredoo") was founded and registered in the Sultanate of Oman in December 2004, launching services in March 2005 originally under the name Nawras and, from March 2014, as Ooredoo. The

In 2025, Ooredoo Oman continued its journey of progress. The Company's 2025 revenue reached OMR 242.06 million, alongside continued investment in network resilience, digital services, and responsible business practices.



About us

We aim to enrich our customers' digital lives. Ooredoo combines extensive global expertise and talented, caring people with a genuine understanding of Omani culture. As Oman's data-experience leaders, our focus is to provide the best digital experience through cutting-edge products and services, supported by our Supernet.



Our Vision

Enriching people's digital lives. We are on a mission to empower customers across Oman to access and enjoy the internet in a way that is personal and unique to them, helping people simplify their lives and enjoy rewarding digital experiences.

Our Core Values

- Caring – we will always look to be supportive, respectful and responsible.
- Connecting – we engage with our customers, working collaboratively and remaining involved in the communities we operate in.
- Challenging – we are progressive, and will always look to improve and make a difference.



Recent Achievements and Awards (2025)

Swept the 2025 Global Brands Magazine Awards with three national titles: Best Telecom Service Provider, Best Customer Centric Telecom Service Provider, and Best CSR Initiative in Oman.

Double win at the TDME Awards 2025 – Best Digital OOH and Best Event Launch Video.

Social Impact Award for educational initiatives at the Oman's Brands 2025 ceremony

Silver Starfish at the 2025 International Business Awards for Achievement in Diversity & Inclusion.

ENRICHING LIVES AROUND THE WORLD

In 2025, we maintained our commitment to contributing positively to national sustainable development goals and priorities, including Oman Vision 2040 and the UN SDGs. The snapshot below reflects Ooredoo Oman's 2025 contributions.

UN SDG	2025 Ooredoo Oman contribution snapshot	Framework pillar
3 – Good Health & Wellbeing	Funded a shockwave therapy device and an advanced surgical laser for Al Buraimi Hospital and Al Buraimi Health Complex; ran three blood donation campaigns with Blood Bank Services and the HSE team; partnered with the Oman Cancer Association and Burjeel Hospital on free breast-cancer screening and awareness.	Developing Our People
4 – Quality Education	Donated robotics kits to the Liwa Science and Innovation Center; Save & Sustain Green Ambassador programme placed recycling containers in schools across wilayats.	Digital Enrichment & Community Care
5 – Gender Equality	Celebrated the 24th Springboard graduation (8,000+ women supported since inception); convened the Eighth Women's Forum bringing together women's incubators from 23 wilayats with AI, financial-literacy and investment-readiness workshops.	Developing Our People
9 – Industry, Innovation & Infrastructure	Launched the Salalah Data Centre and Submarine Cable Landing Station; first operator in Oman to integrate the national Theqa digital-identity solution into its app; Digital Innovation Partner at COMEX 2025.	Safeguarding Our Customers / Digital Enrichment
10 – Reduced Inequalities	Qadroom initiative for Deaf and Hard-of-Hearing youth (MoU with Vertex Business Solutions); digital sign-language customer-service centre; assistive devices for Al Wafa Center, Nizwa.	Digital Enrichment & Community Care
13 – Climate Action	Managed climate risk through enterprise risk and business-continuity frameworks; advanced energy-efficiency initiatives and attained ISO 14001 certification.	Protecting Our Environment



SUSTAINABILITY AT OOREDOO OMAN

At Ooredoo Oman, sustainability is a key driver of long-term value, resilience, and positive social impact. We embed environmental, social, and governance (ESG) principles into every aspect of our operations, striving to create meaningful, lasting impact for the communities we serve and contributing to broader global sustainability goals.



2025 Key Insights

Zero
incidents of non-compliance recorded

First
telecom to integrate Thema into its app

21+ hrs
average training per employee

Zero
fatalities and no high-impact injuries

100%
of employees & contractors covered by the H&S system

75.4%
Customer Satisfaction (CSAT) score

21+
CSR initiatives implemented

14%
reduction in electricity consumption

ISO 14001
environmental management certification

Our ESG Strategy for 2025 and Beyond

Building on the enhanced ESG Strategy aligned with the Group, Ooredoo Oman continued to embed ESG principles more deeply into decision-making across operations, ensuring consistency, accountability, and long-term impact. Key strategic focus areas include responsible supply-chain practices, data privacy and cybersecurity, an inclusive and dynamic talent ecosystem, proactive enterprise risk management, and the adoption of circular-economy principles.

In 2025, Ooredoo took further steps to strengthen sustainability governance through the development and implementation of sustainability-related policies aligned with the MSX Sustainability Guidelines and GRI Standards. The Company is developing a suite of ESG policies addressing key material topics, including a Child Labour Policy, an Anti-Corruption and Anti-Competitive Practices Policy, and an Environmental Policy. Ooredoo's ESG-as-a-Service, launched in partnership with Mursi United Company, provides an AI-based platform supporting organisations in measuring, managing, and reporting ESG performance.

ESG Framework

Our framework, maintained from 2024, is built around five strategic pillars that align sustainability objectives with commercial priorities and stakeholder expectations:

Pillar	Strategic focus
Protecting our environment	Climate and energy; resource management and retention
Safeguarding our customers	Customer responsibility; data privacy & security
Developing our people	Talent attraction and retention; equal opportunities; health and safety
Creating ethical economic opportunity	Governance & ethics; risk management; human rights; responsible supply chain
Digital enrichment & community care	Digital inclusion & innovation; social value creation

ESG Governance

Oversight of ESG strategy and performance is provided at Group level by a Board-level ESG Committee, with the Nomination and Remuneration Committee restructured into the Remuneration, Nomination, and Sustainability Committee – embedding sustainability accountability at the highest level of decision-making. At the operational level, Ooredoo Oman has localized ESG governance through structured ESG data-collection processes, designated Single Points of Contact (SPOCs) for ESG, and ESG targets tied to employee incentives, ensuring accountability and transparency in reporting.

Materiality Assessment

Ooredoo Oman participated in a Group-wide materiality assessment conducted in line with the GRI Universal Standards 2021 and double-materiality principles, identifying and prioritizing the issues most significant to both our business and our stakeholders in the Sultanate. We engaged stakeholders directly through structured surveys to capture perspectives on the positive and negative impacts of our operations. For further details on our materiality process, please refer to the 2023 ESG report.



Ongoing Stakeholder Engagement

Our Stakeholder Engagement Plan fosters continuous dialogue with individuals and groups impacted by our operations, enabling us to identify and address environmental and social impacts through effective mitigation strategies. We maintain an accessible Grievance Mechanism embedded within our Code of Conduct, providing stakeholders and the public with a trusted channel to voice concerns, with all issues addressed in a timely and responsible manner.



LEADERSHIP VIEWPOINTS

As we share Ooredoo Oman's 2025 ESG Report, I would like to thank our stakeholders for the trust and partnership that continue to shape our sustainability journey. This report reflects how we are strengthening environmental, social, and governance practices across our operations, aligned with Ooredoo Group's sustainability direction and Oman Vision 2040.

During 2025, we focused on enhancing the way we deliver impact – improving the quality of ESG data and reporting, strengthening governance and accountability, and advancing initiatives that support our people, our communities, and responsible business practices. We continued to invest in digital solutions that enable connectivity and inclusion, while supporting meaningful community programs that contribute to national priorities.

Within our workplace, we reinforced our commitment to employee wellbeing, capability development, equal opportunity, and a culture grounded in integrity and respect. We also continue to embed responsible governance and compliance practices that support long-term resilience and transparency.

Sustainability is a shared responsibility. I extend my appreciation to our employees, partners, and stakeholders for their commitment and collaboration. Together, we will continue to build a stronger Ooredoo Oman – creating value today while contributing to a more sustainable future for generations to come.



Saud Al-Riyami
Chief Executive Officer
Ooredoo Oman

ENRICHING LIVES

Ooredoo has a guiding vision of employing its services to support communities. We believe that mobile technology, specifically mobile broadband, empowers people and communities, helping to achieve both social and economic progress. This section covers Digital Enrichment and Community Care, and Developing Our People.

SUSTAINABLE DEVELOPMENT GOALS



IN THIS SECTION:

Digital enrichment and community care
Developing our people



DIGITAL ENRICHMENT AND COMMUNITY CARE

Digital Empowerment for All

We are committed to expanding digital opportunities and ensuring seamless accessibility for all customers, regardless of location or background. We continue to strengthen our network's reach, speed, and reliability, ensuring that even the most remote areas of the Sultanate have access to quality communication services, supporting Oman's digital transformation journey.

Digitalization and Innovation

Digitalization continued to be a strategic priority, supporting enhanced connectivity, operational efficiency, and an elevated customer experience. Ooredoo advanced its Digital Transformation Program through coordinated initiatives to modernise core systems (billing, charging, CRM), expand digital capabilities, and enable data-driven decision-making. Further enhancements included PKI-enabled eSIM functionality, expanded omnichannel service, and increased automation across operational processes.

Theqa Integration

Ooredoo became the first telecommunications operator in Oman to integrate the Government of Oman's Theqa Digital Identity authentication solution within its mobile application, enabling instant and secure identity verification for SIM purchases and customer onboarding. End-to-end onboarding can be completed entirely within the app – without physical ID cards, card readers, or manual paperwork – with all verifications processed in real time through the national Theqa platform.



Salalah Data Centre & Submarine Cable Landing Station



Ooredoo launched the Salalah Data Centre and Submarine Cable Landing Station, a landmark project strengthening Oman's position as a regional digital connectivity hub. Located in the Dhofar Governorate, the facility serves as a critical southern gateway for international subsea cable systems linking Asia, Europe, and Africa – enhancing network resilience, reducing latency, and enabling faster, more reliable connectivity across the region.

COMEX 2025

Ooredoo participated as the Digital Innovation Partner at COMEX 2025, the Sultanate's largest technology and digital transformation exhibition, showcasing its role in enabling inclusive connectivity, promoting digital skills, and supporting the objectives of Oman Vision 2040.



ESG in Action – Inclusive Digital Access

Ooredoo turns inclusion into action through the Qadiroon Initiative, signing an MoU with Vertex Business Solutions to open career pathways for Oman's Deaf and Hard of Hearing (DHH) youth. The Company operates a digital sign-language customer-service centre allowing clients with hearing disabilities to communicate via video call, implemented vocational training in wheelchair manufacturing, donated assistive devices to the Al Wafa Center for the Rehabilitation of Persons with Disabilities in Nizwa, and renovated its sensory room.



Social Value Creation

Guided by our ESG framework and corporate values, we create positive social impact across the communities we serve. In 2025, the volunteer initiative ran throughout the entire year for the first time, with quarterly projects across North and South Al Batinah, North Al Sharqiyah, Al Buraimi, Al Dakhiliyah, and Muscat. Selected 2025 initiatives included:

- **Eighth Women's Forum** – bringing together women's incubators from 23 wilayats with workshops on AI business development, financial literacy, and investment readiness.
- **Muscat Half Marathon (21.1 km) and Fun Run (2.5 km) sponsorship**, promoting health, inclusivity and togetherness.
- **MoU with Al Shaab Sports and Cultural Team (North Al Batinah)** supporting sports facilities and the Eid Al Fitr Festival.
- **SME financial packages with Sohar International** – integrated mobile, fixed and ICT solutions with tailored financing and Riyada card privileges.
- **Funding for medical equipment** at Al Buraimi Hospital and Al Buraimi Health Complex; three blood donation campaigns.
- **Empowering low-income families in Nizwa**; International Day of Older Persons celebrated with Al Quloob Al Athiba Club in Bahla.



DEVELOPING OUR PEOPLE

We are committed to building a skilled, inclusive, and healthy workforce while creating positive social impact across the Sultanate, focusing on nurturing talent, promoting diversity, safeguarding employee wellbeing, and engaging with our communities.

Talent Attraction and Retention

In 2025, our team comprised 773 full-time employees, with an Omanization rate of approximately 91% (around 94% on a normalized basis after post-year-end workforce-optimization exits). Our workforce is diverse in age and experience, with 37 employees aged 18-30, 356 aged 31-40, and 380 aged 41 and above.

Ooredoo delivers a wide range of learning initiatives covering technical competencies, leadership development, and soft skills. Targeted programs include the Qadaa leadership program (coaching and mentoring, leading through change, driving business through performance), PMP certification, and critical-thinking workshops. In 2025, employees participated in programs such as AI Fundamentals, Sales Master training, Lean Six Sigma, Sales Strategies & Key Account Management, Finance for Non-Finance, Advanced Public Speaking, Emotional Intelligence, and Machine Learning, averaging more than 21 training hours per employee.



773
Employees

Employees are
nationalis

91%



37
Aged 18-30



356
Aged 31-40



380
Aged 41 and above



33%

Newly hired
employees were
female

Workforce movement

Underlying business-as-usual resignations remained at normal levels (voluntary attrition of 33 employees, ~4%). Total leavers in 2025 reached 167 (22%), reflecting one-off movements associated with the strategic transformation program approved by the Board in November 2025, which involved organizational restructuring and consolidation of selected roles. By year-end, employee movement had largely normalized.

Equal Opportunity

Ooredoo fosters an inclusive and equitable workplace where every individual is valued and empowered. In 2025, women represented approximately 32% of our workforce. In alignment with the Group's commitment to increase female employment by 5% by 2029, Ooredoo Oman continues to implement people and inclusion initiatives that contribute to this objective. The Company celebrated the 24th graduation of the Springboard programme under the patronage of H.E. Hussein bin Mohammed Al Lawati – the programme has benefited more than 8,000 women since inception. As part of its commitment to inclusion, Ooredoo employs persons with disabilities within its Call Center operations and provides specialised systems, tailored training, and tactile signage training.



32%



Health and Safety

Ooredoo recorded no fatalities and zero high-impact injuries in 2025, and 100% of employees and contractors are covered under the health and safety management system. The Company is committed to achieving 'Zero Harm' through its integrated quality, environmental, and occupational health and safety management system, managed in line with internationally recognized standards. In 2025, Ooredoo provided an average of 1.68 hours of H&S training per employee and implemented a general health check-up and blood donation campaign with Blood Bank Services and Burjeel Hospital, part of a broader Global Blood Donation Campaign across the Group. The reduction in HSE training expenditure reflects a deliberate shift toward internally delivered training programs.



1.68 Hours of Health & Safety training per employee

PROTECTING OUR ENVIRONMENT

As we grow our digital footprint, we are also cutting emissions, saving energy, and using resources wisely – helping shape a more sustainable, low-carbon future. This section covers Climate and Energy, and Resource Management. In 2025, Ooredoo achieved a 14% reduction in electricity consumption and strengthened its environmental management framework through ISO 14001 certification.



Climate and Energy

Ooredoo is committed to managing energy consumption efficiently and responsibly. Energy-efficiency initiatives during the period included the deployment of low-power monitoring, network optimization, and the phased decommissioning of legacy 3G networks; energy audits; LED lighting upgrades; motion sensors for lighting and HVAC systems; and employee awareness on energy-saving practices. Power-saving features were applied within the Radio Access Network across 2G, 3G, 4G, and 5G technologies.

Ooredoo continued to minimise greenhouse gas (GHG) emissions, installing solar panels on select telecommunications towers and implementing initiatives to reduce commuting-related emissions, including expanded remote and flexible working arrangements and employee commuting surveys. The Company's HSE Policy guides initiatives focused on responsible resource management, with a dedicated Environmental Policy being finalised as part of its broader sustainability alignment.



Resource Management

Reducing Waste

Ooredoo embeds reuse, refurbishment, and recycling practices across its operations in alignment with its ISO 14001 Environmental Management System. Labeled bins facilitate waste segregation; a transition to digital documentation reduces paper consumption; and a Memorandum of Understanding with EFP Recycling Company ensures office waste is systematically collected and processed for recycling. End-of-life electronic equipment is segregated, securely stored, and transferred to an approved recycling partner for safe dismantling and material recovery. Office furniture and equipment are reused, refurbished, or redeployed internally wherever feasible.



Saving Water

Ooredoo continues the phased elimination of single-use plastic water bottles, replacing them with filtered-water faucets and reusable mugs, and has implemented pressure-reducing water-flow systems. Regular inspections identify and address leaks, supported by employee awareness initiatives. In 2025, total water consumption was reduced to 13,577 m³, continuing the downward trend from 21,169 m³ in 2024.



21,169 m³
reduction in water
consumption.

11.8%
decrease compared
to the previous 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 section covers **Creating Ethical Economic Opportunity, and Safeguarding Our Customers.**

SUSTAINABLE DEVELOPMENT GOALS



IN THIS SECTION:
 Creating ethical economic opportunity
 Safeguarding our customers

Creating Ethical Economic Opportunity

Corporate Governance & the Board

The Board of Directors assumes ultimate responsibility for corporate governance and, with Executive Management, remains accountable to shareholders, customers, employees, suppliers, the regulator, and other governmental authorities. The Board comprises nine non-executive directors and operates through four committees: the Executive Committee; the Audit and Risk Committee; the Nomination & Remuneration Committee; and the Security Committee.

Director	Role	Classification
Sheikh Nasser bin Hamad bin Nasser Al Thani	Chairman	Non-executive, non-independent
Mr. Ibrahim Said Al Riyami	Vice-Chairman	Non-executive, independent
Mr. Thani Ali Al Malki	Director	Non-executive, non-independent
Mr. Saïm Yaksan	Director	Non-executive, non-independent
Mr. Said Faraj Al Rabaea	Director	Non-executive, non-independent
Dr. Faisal Abdullah Al Farsi	Director	Non-executive, independent
Mr. Eisa Mohammed Al-Mohannadi	Director	Non-executive, non-independent
Mr. Shabib Mohammed Al Darmaki	Director	Non-executive, independent
Mr. Hussein Abdullah Al Haddad	Director	Non-executive, independent

Upholding the Code of Ethics

Our Code of Business Conduct and Ethics serves as the foundation of our corporate conduct, ensuring fair competition, transparency, and compliance with both international regulations and Omani laws. We maintain a zero-tolerance policy towards corruption and bribery, embedding anti-corruption clauses into supplier agreements. Our Whistleblowing Policy provides a confidential and secure channel (including anonymous reporting) for employees and stakeholders to report unethical behaviour, with independent investigation and protection from retaliation. Employees disclose potential conflicts of interest through a Conflict of Interest Disclosure Form, and a

comprehensive Related-Party Transaction Policy governs transactions with related parties. In 2025, the Company incurred no non-compliance penalties from the Muscat Stock Exchange or the Financial Services Authority; a few minor cases with the Telecommunications Regulatory Authority were promptly addressed.

Risk Management & Business Continuity

In 2025, Ooredoo's Enterprise Risk Management Policy continued to serve as the cornerstone of the Company's risk governance framework. The framework was strengthened through ongoing risk identification, monitoring, and mitigation, supported by enhanced reporting and continuous oversight by senior management and the Board. Key initiatives included regular enterprise risk assessments and updates to the risk register, strengthened monitoring of cybersecurity, regulatory, and operational risks, further development of internal controls, and expanded business continuity and resilience assessments. The Business Continuity Management Policy provides a comprehensive framework for identifying, assessing, and mitigating risks that could disrupt operations.

Responsible Supply Chain

Ooredoo is committed to a sustainable and responsible supply chain, prioritizing local suppliers and embedding sustainability considerations throughout procurement and supplier engagement. Targeted initiatives during the period supported environmental objectives, including the purchase of electric vehicles for customers as an alternative to fuel-powered cars, and the sale of scrap materials to reduce waste and promote recycling. In 2025,

76% of total spending was allocated to local suppliers (up from 71.5% in 2024), and the percentage of local suppliers grew to 78% (from 73.9% in 2024). From 2021 to 2025, no suppliers were identified as having significant actual or potential negative social or environmental impacts.

Safeguarding Our Customers

Privacy, Data Security & Cybersecurity

In 2025, Ooredoo did not report any leak, theft, or loss of data, and recorded zero substantiated complaints concerning breaches of customer privacy. The Company maintained a comprehensive cybersecurity and data protection framework – including robust access management, secure data storage, and continuous system monitoring – in full alignment with applicable national laws. Through its partnership with Trend Micro, Ooredoo offers cybersecurity-as-a-service to B2B customers, enabling them to integrate advanced security features into their operations.

Responsible Product Development and Marketing

Ooredoo provides complete transparency about its products and services, with terms, prices, offers, and service features clearly displayed on its website and app and available 24/7 via phone, live chat, or WhatsApp. The Company also maintains an 'Avoid Fraud' resource offering clear guidance on how customers can protect themselves from SMS and phone-based scams.

Customer Relations & Health

Ooredoo achieved a 75.4% Customer Satisfaction (CSAT) score in 2025. The Company delivers customer value through a diverse portfolio of mobile, fixed, and digital products and services, underpinned by reliable network quality and a customer-centric approach across retail stores, call centers, and digital platforms. To assess and enhance satisfaction, Ooredoo employs the Voice of the Customer (VoC) program, CSAT surveys, and the Net Promoter Score (NPS), engaging customers in community initiatives such as the Muscat Marathon and the Buy & Win campaign.



DETAILED DISCLOSURES

ESG performance for Ooredoo Oman is reported in alignment with the MSX ESG Guidelines and prepared in accordance with the GRI Standards. The performance data below covers Ooredoo Oman only, presented for 2023, 2024 and 2025.

IN THIS SECTION:
Performance Data
GRI Index



PERFORMANCE DATA – Ooredoo Oman

Metric	Unit	2023	2024	2025
Digital Enrichment				
Digitally offered products out of all products	%	95	95	95
Percent of digitally acquired customers	%	21.9	30	40
Share of digital invoice payment from total payments	%	81.9	82	83
Community Care				
Total value of community investments	OMR	195,450	180,000	180,006
Number of CSR projects / initiatives	Number	10	20	21
Economic Value (OMR '000)				
Revenues	OMR '000	259,114	251,492	242,059
Network, interconnect & other operating expenses	OMR '000	113,246	110,232	101,630
Employee salaries & associated costs	OMR '000	30,344	34,634	49,951
Payments to providers of capital	OMR '000	13,019	9,569	7,505
Payments to government (Taxation)	OMR '000	8,775	8,822	8,975
Payments to government (Royalty)	OMR '000	24,406	23,292	22,369
Developing Our People				
Total full-time employees	Number	935	932	773
Female employees	Number	299	296	250
Male employees	Number	636	636	523
Workers who are not employees (call center & sales)	Number	110	129	141

Metric	Unit	2023	2024	2025
Workforce by age 18-30	Number	72	59	37
Workforce by age 31-40	Number	485	442	356
Workforce by age 41+	Number	378	431	380
Senior management (total)	Number	30	35	27
– male / female	Number	27 / 3	32 / 3	25 / 2
Middle management (total)	Number	122	122	107
– male / female	Number	105 / 17	108 / 14	95 / 12
New employee hires (total)	Number	25	39	12
– male / female	Number	22 / 3	30 / 9	8 / 4
National (Omani) employees	Number	865	865	700
Omanization rate (all employees)	%	93	93	91
Omanization rate (senior management)	%	80	78	100
Female employment rate	%	32	32	32
Total employees who left the organization	Number	44	36	167
Turnover rate	%	5	4	22
Parental leave (total)	Number	78	76	81
– male / female	Number	56 / 22	57 / 19	47 / 24
Total training hours (all employees)	Hours	16,829	23,683	18,965
– male	Hours	10,726	15,760	13,200
– female	Hours	6,103	7,923	5,765
Average hours of training per employee	Hours	33	16	21
Grievances filed / resolved	Number	8 / 8	16 / 16	10 / 10
Ratio of basic salary of women to men	%	24	23	24

Metric	Unit	2023	2024	2025
Health & Safety				
Heat stress events	Number	3	0	2
Workers covered by OHS management system	Number	939	960	773
% covered by OHS management system	%	100	100	100
Employee / contractor fatalities	Number	0	0	0
High-consequence injuries (excl. fatality)	Number	0	0	0
Total H&S training hours	Hours	1,123	568	1,302
Average H&S training hours per employee	Hours	1.19	1.69	1.68
Total cost of HSE training	OMR	4,806	5,779	640
Climate Change & Energy				
Direct energy consumption	GJ	132,665	132,840	123,337
Indirect energy consumption (electricity)	GJ	437,663	454,320	394,207
Electricity consumption	kWh	121,573,113	126,199,969	109,502,159
Renewable energy generated	kWh	3,362,352	3,710,636	2,844,897
Direct GHG emissions (Scope 1)	tCO ₂ e	9,136	10,879	8,647
Indirect GHG emissions (Scope 2)	tCO ₂ e	82,548	85,690	74,352
Total GHG emissions	tCO ₂ e	91,684	96,569	82,999
GHG emissions intensity	tCO ₂ e/workforce	98	101	107
Resource Management				
Total water consumption	m ³	24,000	21,169	13,577
Water intensity	m ³ /workforce	25.7	23	17

Metric	Unit	2023	2024	2025
Total hazardous waste disposed	Tonnes	0	0	0
Total non-hazardous waste disposed	Tonnes	214,239	19,875	35.9
Amount of e-waste generated	Tonnes	59,939	19,875	10
Amount of e-waste recycled	Tonnes	4.8	19,875	9.69
Ethical Economic Opportunity				
Total Board members	Number	9	9	9
Female Board members	Number	0	0	0
Board independence	%	33.0	44.4	44.4
Incidents of discrimination	Number	0	0	0
Safeguarding Customers				
Customer satisfaction (CSAT)	%	73.42	75	75.4
Customer complaints received	Number	152,849	121,346	116,428
% of complaints answered / solved	%	100 / 99.99	100 / 100	100 / 100
Substantiated customer-privacy breaches	Number	0	0	0
Supply Chain				
% of spending on local suppliers	%	63.8	71.5	76
% of local suppliers	%	68.8	73.9	78
Total suppliers	Number	465	519	2,767
Local suppliers	Number	320	384	2,204
SMEs	Number	89	147	284
Suppliers with significant negative impacts	Number	0	0	0

GRI CONTENT INDEX

Statement of use: Omani Qatari Telecommunications Company SAOG (Ooredoo) has reported in accordance with the GRI Standards for the period 1 January 2025 – 31 December 2025. GRI 1 used: GRI 1 Foundation 2021. No GRI Sector Standards apply to the Company.

The full GRI Content Index, mapping each GRI disclosure and MSX ESG metric (covering G1-G9, S1-S11, and E1-E10) to its location in this report, follows the structure of the 2024 report and is updated with 2025 page references in the final layout.

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