

ooredoo

UPGRADE YOUR WORLD

SOCIAL RESPONSIBILITY AND GOVERNANCE

**Report
2023**



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OVERVIEW

The Environmental, Social, and Governance (ESG) Report outlines our sustainability vision, practices, and progress as a Palestinian national company deeply rooted in its community. We are dedicated to delivering diverse and impactful services that enrich people's lives. In today's rapidly changing global environment, our dedication to ESG principles is more crucial than ever.

At Ooredoo Palestine, we believe sustainable growth necessitates responsible resource management, ethical business conduct, and a focus on community well-being. This report highlights our ongoing initiatives and achievements in integrating environmental, social, and governance considerations into our operations. It showcases efforts to minimize environmental impact, foster a

diverse and inclusive workplace, and uphold best governance practices. Our goal is to embed these values in our daily operations, fostering a sustainable environment that benefits our partners and the broader Palestinian community. To this end, we have covered sustainability performance by collecting performance data for the years 2021-2023.

CORPORATE GOVERNANCE

Ooredoo Palestine is steadfast in upholding the highest standards of corporate governance across all facets of our operations, ensuring ongoing stability, security, and positive outcomes for all stakeholders. We operate with unwavering ethical controls, employing fair and rigorous processes to detect and address potential breaches while continuously enhancing the customer experience.

We have established a comprehensive framework that sets clear expectations for all stakeholders, including employees, suppliers, and customers, ensuring transparency through the publication of policies and standards that govern our relationships:

- Code of Business Conduct and Ethics
- Related-Party Transactions Policy
- Insider Trading Policy
- Supplier Code of Conduct
- Whistleblowing Policy and Procedures

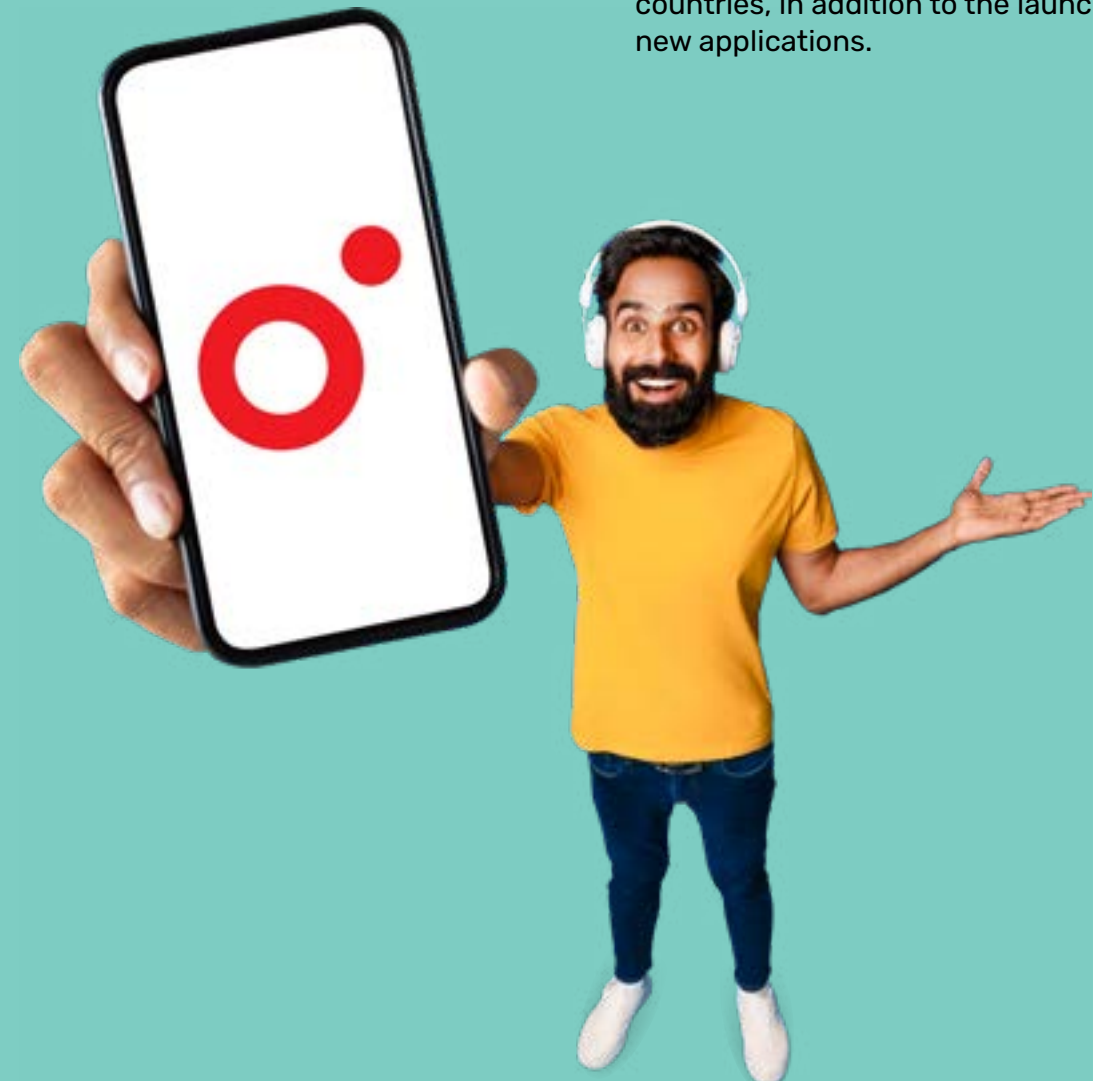
Furthermore, Ooredoo Palestine has established a Compliance Unit dedicated to ensuring adherence to company policies, operations, and procedures. Collaborating closely with the Corporate Governance, this unit aims for continuous improvement and development aligned with approved corporate policies and regulations.



ENRICHING PEOPLE'S LIVES

As a company deeply committed to its role in society, we are driven by a vision to leverage our services to enrich people's lives, simplify their daily activities, and foster development and growth. We firmly believe in the empowering potential of mobile technology, particularly mobile broadband, as a driver for social and economic progress.

While Palestine is restricted from launching 4G and 5G services, and with the rest of the world phasing out 3G services, it has been challenging for Ooredoo Palestine customers to roam internationally. However, the company has launched 4G-LTE roaming services through partnerships with diverse telecommunications companies globally, as well as within Ooredoo Group-operated countries, in addition to the launch of three new applications.



HIGHLIGHTS 2023



%33

The Ratio of Female employees to Male employees



%100

National Employees



0

Number of substantiated complaints concerning breaches of customer privacy



0

Number of incidents of discrimination reported



634,204

US Dollar

In Community Investments

TOWARDS A GROWING AND INTERCONNECTED COMMUNITY

Ooredoo Palestine has been integrating itself within its community to help implement various commitments to the sustainable development goals as part of its strategy, based on partnerships to advance the Palestinian society. Accordingly, the company has chosen to engage in and contribute to a number of the goals of the seventeen SDGs, the most prominent of which:

SDG 9:
Industry, innovation, and infrastructure



SDGs 5 & 3:

Good health, well-being, and gender equality



The qualitative value additions by Ooredoo Palestine in this field are evident through the various projects and creative ideas that it has worked on to contribute to the development of the telecommunications sector in Palestine. Additionally, its positive impact can be felt throughout its participation in sponsoring and supporting many related projects.

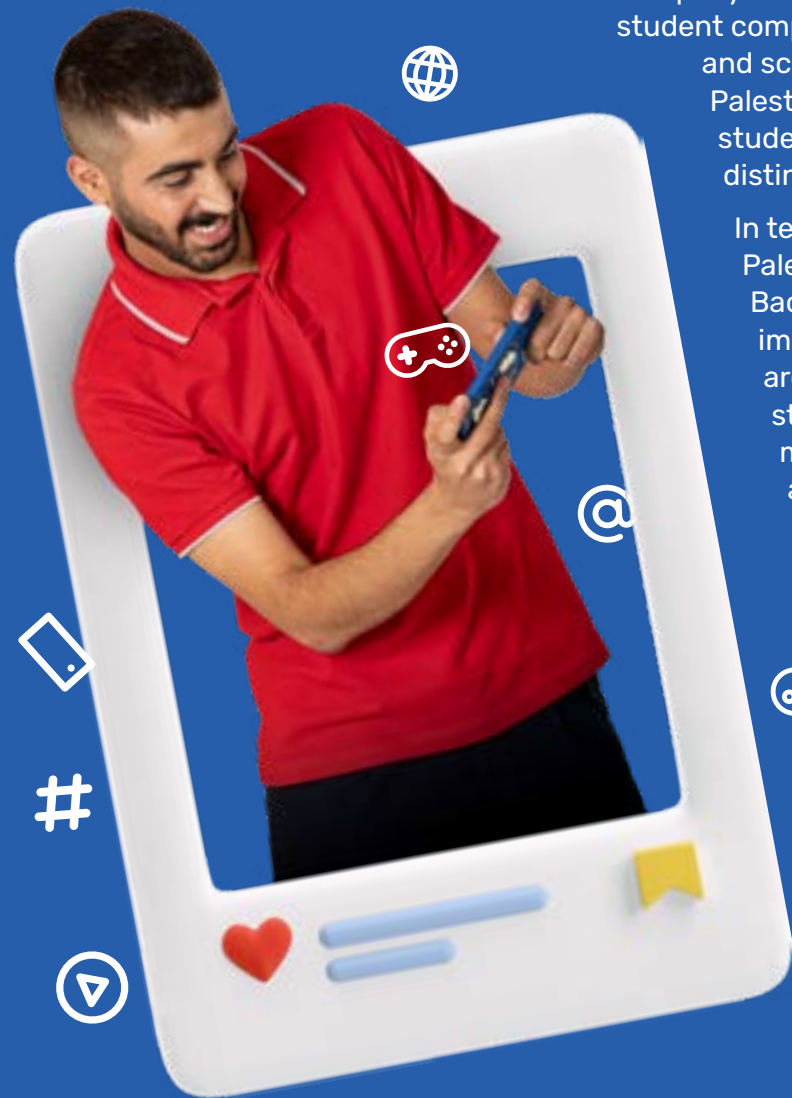
Ooredoo Palestine works on implementing these goals internally by providing equal opportunities for males and females. The company also provides wellness and health schemes, whether through work procedures or through various community contributions that support the health sector in Palestine.

YOUTH AND DIGITALIZATION

In our focus on supporting youth and enhancing their role in achieving positive change, Ooredoo Palestine has sponsored a range of initiatives and events aimed at developing and empowering youth capabilities. The company has sponsored various digitalization activities to support

digital transformation and enhance online interaction. This includes sponsoring Palestine's largest technology event in collaboration with the Ministry of Telecommunications and Information Technology as well as Palestinian universities. In a related context, the company has also contributed to training student companies in Palestinian universities and schools in collaboration with Injaz Palestine Association, thus equipping students for the job market with distinctive skills.

In terms of digitalization, Ooredoo Palestine has improved its Back Office functionality by implementing an electronic archiving system. This initiative streamlines document management, enhances accessibility, ensures security, and verifies documentation.



OOREDOO FAMILY DEVELOPMENT

At Ooredoo Palestine, we believe in the capabilities of our employees and strive to support their career paths. We are pleased to announce, in conjunction with this report, the graduation of the fifth cohort from the Young Leaders Program (YLP) for 2023. We have also begun a new group for employee development, aimed at empowering and nurturing the next generation of leaders within Ooredoo.

In 2023, Ooredoo Palestine launched the Ooredoo Learning Academy (OLA) in collaboration with the Ooredoo Group, encompassing various specialized academies in technology, finance, digital skills, business wide skills, human resources, procurement,

and digital marketing. Each academy offers a range of topics and diverse content tailored to different employee levels, with courses continuously updated from various international institutes. Furthermore, we believe that leaders at Ooredoo Palestine have a direct impact on team dynamics and overall work performance. Therefore, we prioritize investing in their development and advancement. Our leadership development programs are designed to enhance our leaders' skills and competencies, fostering a culture of continuous development and learning that not only drives individual progress but also contributes to overall growth and success at Ooredoo Palestine.



SOCIAL RESPONSIBILITY

Ooredoo Palestine takes its social contributions very seriously and consistently aims to support various groups in need. Our efforts in the Palestinian society are closely tied to organizations that carry out activities, events, or projects that align with our company's vision and goals. We also ensure these efforts are in line with the United Nations' Sustainable Development Goals, demonstrating our dedication to corporate social responsibility. This commitment is particularly important given Palestine's status as a developing country, which requires collaboration across various sectors to promote sustainability and development; a key objective for a community working toward building strong and effective institutions.

The challenging events of 2023 have not gone unnoticed. The West Bank experienced escalations and political tensions, making travel between governorates difficult.

Organizing activities and events was particularly challenging under these circumstances, compounded by a financial crisis affecting the Palestinian government, which increased the community's needs. Despite these obstacles, Ooredoo Palestine remained dedicated to executing various activities and providing sponsorships in key sectors of the Palestinian community, including sports, youth, digitalization, and charitable aid.

In the same context, the last quarter of 2023 witnessed a violent aggression on the Gaza Strip, impacting all aspects of life in Palestine and creating immense needs across various sectors. Demonstrating its leadership in the telecommunications sector, Ooredoo Palestine promptly provided free communication packages to all customers in Gaza, ensuring they remain connected with the world.





Donating winter uniforms to Rafah Municipality employees



Various students' activities – Al Tireh College



Signing a partnership agreement with Ramallah Municipality



Sponsorship of Universities Competition for Programming



Donating winter uniforms to Jabalia Municipality employees



Israa & Miraj



Sponsorship of Champions Summer Festival

SPORTS SPONSORSHIP

In line with our dedication to youth and talent development, Ooredoo Palestine successfully completed its eighth annual sponsorship of the Palestinian football. This included the Professional League in the West Bank, the Premier League in Gaza, and Abu Ammar Cup, in addition to sponsoring the women's national football team. The company continued to provide support and necessary resources to enhance football development in Palestine, contributing to the development of outstanding players who compete locally

and internationally, proudly representing Palestine in various sports arenas.

Moreover, the company sponsored a football league organized by one of the largest parenting advice groups on Facebook in Palestine. Ooredoo Palestine also sponsored the Palestine Kickboxing Championship, helping to foster a vibrant sports environment, a competitive atmosphere, and opportunities for entertainment and recreation for Palestinian youth.



Abu Ammar Final Cup



Baba Sababa league



Premier League



Professional League

CHARITABLE AID

Ooredoo Palestine remains actively engaged in charitable endeavours, offering aid during times of crisis and supporting vulnerable groups across the West Bank and Gaza.

In 2023, our efforts and focus were on contributions to orphanages and elderly care primarily.



Distributing dates and water to fasting individuals



Visiting Dar Al-Wafaa Home for the Elderly in the Gaza Strip



PERFORMANCE INDICATORS

Digital Enrichment	Unit	2021	2022	2023
Number of mobile Customers	Number	1,381,777	1,409,959	1,438,541
Radio Access Network Sites Evolution	Number	49	67	37

Community Care Unit	Unit	2021	2022	2023
Total value of community investments	USD	773,971	746,340	634,204
Total amount invested in the community as a percentage of revenues	Percentage	0.69	0.65	0.58
Number of CSR projects	Number	68	35	44
Community investments as a percentage of pretax profit	Percentage	5.21	4.04	3.56
Total number of employee volunteering hours	Hours	120	148	144
Revenues	USD	112,178,178	115,520,016	109,001,985
Operating Costs	USD	76,543,956	75,518,301	70,005,853
Employee wages and benefits	USD	20,449,582	21,900,049	18,012,689
Payments to providers of capital	USD	730,630	59,101	0
Payments to the government	USD	5,694,995	6,137,024	5,694,995

Developing our People	Unit	2021	2022	2023
Total number of employees (excluding trainees, students, and outsourced staff)	Number	622	641	517
Full-time employees	Number	522	526	517
Female full-time employees	Number	106	110	113
Male full-time employees	Number	416	416	404
Part-time employees	Number	100	115	116
Female part-time employees	Number	54	87	94
Male part-time employees	Number	46	28	22
Workers who are not employees	Number	0	0	0
Senior Management	Number	11	7	9
Male employees in senior management	Number	10	6	8
Female employees in senior management	Number	1	1	1
Middle Management	Number	37	43	41
Female employees in middle management	Number	3	6	6
Male employees in middle management	Number	34	37	35
New employee hires (males)	Number	42	54	44
New employee hires (females)	Number	23	15	23
Total number of new employees who joined the organization	Number	65	69	67
Parental leave (males)	Number	62	61	55
Parental leave (females)	Number	13	12	13
Total Parental leaves	Number	75	73	68
Number of employees returned to work after Parental leave (males)	Number	62	61	55
Number of employees returned to work after Parental leave (females)	Number	13	12	13
Total Number of employees returned to work after Parental leave	Number	75	73	68
Workforce by age 18-30	Number	309	277	298
Workforce by age 31-40	Number	272	312	271
Workforce by age 41+	Number	41	52	64
Number of full-time national employees	Number	522	526	517

Developing our People	Unit	2021	2022	2023
Female national employee	Number	106	110	113
Male national employees	Number	416	416	404
National full-time employees in senior management	Number	11	7	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	161	197	113
Female employment rate (%)	Percentage	26	31	18
Females in senior management	Number	1	4	3
Turnover rate	Percentage	8	11	8
Total number of employees who left the organization	Number	42	58	43
Total training provided for females	Hours	333	820	577
Total training provided for males	Hours	200	2,865	2,618
Total training provided for total workforce	Hours	1,488	3,685	3,195
Total training provided for senior management	Hours	66	61	83
Total training provided for middle management	Hours	341	1,106	974
Average hours of training per employee	Hours	6	18	17
Average hours of training per female employee	Hours	8	18	17
Average hours of training per male employee	Hours	4	19	17
Average hours of training per senior management employee	Hours	5	15	17
Average hours of training per middle management employee	Hours	7	18	17
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100
Percentage of female employees	Percentage	20	21	22
Percentage of male employees	Percentage	80	79	78
Percentage of senior management employees	Percentage	2	1	2
Percentage of middle management employees	Percentage	7	8	8
Total number of employees that the organization's anti-corruption policies have been communicated to	Number	0	0	0
Percentage of employees that the organization's anti-corruption policies have been communicated to	Percentage	0	0	0
Salaries paid	USD	12,584,130	12,478,612	11,295,785
Benefits paid	USD	4,836,803	5,970,324	4,570,276
Ratio of basic salary of women to men	Percentage	23	27	28
Ratio of remuneration of women to men	Percentage	13	17	17
Number of grievances filed in the reporting period	Number	0	0	0

Developing our People	Unit	2021	2022	2023
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	1,010,552	1,060,416	1,079,496
Work hours (contractors)	Hours	218,831	231,840	242,208
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	480	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	1.5	0
Total cost of HSE training	USD	0.00	2,000	0.00

Climate Change and Energy	Unit	2021	2022	2023
Energy intensity	GJ/ workforce	162.9	155.2	207.8
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	35,164	30,010	35,665
Indirect energy consumption (electricity)	GJ	66,140.0	69,449.1	71,778.7
Amount of renewable energy generated	GJ	0	0	0
Direct GHG emissions (Scope1)	metric tonnes of CO2eq	2,421.0	2,066.16	2,455.5
Indirect GHG emissions (Scope 2)	metric tonnes of CO2eq	12,952.4	13,600.46	14,056.7
Total GHG emissions	Number	15,373.4	15,666.6	16,512.2
GHG emissions intensity	metric tonnes of CO2eq/ workforce	25	24	32
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	2021	2022	2023
Total Water Consumption	m³	2,600	2,870	2,686
Fresh water used - company generated	m³	0	0	0
Water Intensity	m³/Workforce	4.2	4.5	4.2

Ethical Economic Opportunity	Unit	2021	2022	2023
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	6	6
Female members of the Board of Directors	Number	0	1	1
Percentage of Board seats occupied by women	Percentage	0	14	14
Percentage of board independence	Percentage	0	0	0
Total number of non-independent members	Number	7	7	7
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
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

Ethical Economic Opportunity	Unit	2021	2022	2023
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	2021	2022	2023
Customer satisfaction results	Percentage	82	84	83
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	1	0	0
Privacy training sessions offered to employees	Number	0	1	0
Attempted cyberattacks	Number	n/a	n/a	1,400,000
Actual cyber breaches	Number	n/a	n/a	72
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of customers affected	Number	100	0	0
Complaints received from outside parties and substantiated by the organization	Number	200	0	0

Supply Chain	Unit	2021	2022	2023
Percentage of spending on local suppliers	Percentage	28	21	30
Percentage of local suppliers	Percentage	83	79	78

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