

ooredoo

UPGRADE YOUR WORLD

**SOCIAL
RESPONSIBILITY AND
GOVERNANCE**



REPORT 2022

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INTRODUCTION

We are proud to be part of Ooredoo Group, a global leader in communications and the Internet, with exceptional work in development and contributing to the communities of the countries where it is located.

In this report, we seek to portray Ooredoo Palestine's commitment to providing everything that serves our local community. Further, this report aims to clarify Ooredoo's footprint and the extent of our commitment to environmental, societal standards, and good governance (ESG) at all levels.

Environmental, Social and Governance (ESG) reporting provides an overview

of our commitment and approach to sustainability, as well as actions and contributions made on those issues that reflect the core of our business. Therefore, We've covered our sustainability performance by collecting performance data for the years 2020-2022.



OUR PALESTINIAN SOCIETY

The population of the West Bank in 2022 was approximately 3.25 million people, including 1.65 million males, and 1.60 females. While the population of the Gaza Strip was estimated at approximately 2.23 million people, of whom 1.13 million are male, and 1.10 million are female.

The Palestinian society suffers from many challenges due to the political and economic

instability. Such instabilities are resulting from the restrictive policies imposed by the Israeli occupation.

In 2022, the percentage of women's participation in the labor force reached about 19% of all women of working age, and the percentage of men's participation in the labor force reached 69%, according to the Palestinian Central Bureau of Statistics.

There is still a large disparity in the unemployment rate between the West Bank and the Gaza Strip, as this rate reached 45% in Gaza Strip compared to 13% in the West Bank. As for gender, the unemployment rate for males in the West Bank and Gaza Strip reached 20%, compared to 40% for females.

Palestine has recorded significant progress in the communications technology and the Internet sector.

The number of cellular communication subscribers reached about 4.4 million. The percentage of individuals who own a smartphone was approximately 73%, with 83% in the West Bank and 58% in the Gaza Strip.

Regarding access to the Internet, 92% of the Palestinian families recorded that they have, or at least one of its members, has access to an Internet service at home. This internet access has a rate of 93% in the West Bank, and 92% in the Gaza strip.



TOWARDS A GROWING AND INTERCONNECTED COMMUNITY

On September 25th, 193 ,2015 world leaders affirmed their commitment to seventeen goals for saving the world, by committing to implement the Sustainable Development Goals that work to achieve a better and more sustainable future for all. These goals address the global challenges we face, including challenges related to poverty, inequality, climate, environmental impact, prosperity, peace, and justice. The objectives are interlinked to ensure that none are left behind, and it is important to achieve all the goals by 2030.

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



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.

SDGs 5 & 3:
Good health, well-being, and gender equality



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.

SOCIAL RESPONSIBILITY

Ooredoo Palestine considers social responsibility one of the strategic pillars that it pays attention to, and views it as part of its national, humanitarian, and social commitment towards our Palestinian society. This social responsibility effectively

contributes to enhancing citizens' resilience and participation in sustainable development, creating a better reality for various segments of society, in various forms of community contribution, provided by Ooredoo in several areas.



SPORTS

During 2022, Ooredoo Palestine continued sponsoring Palestinian football for the seventh consecutive year. It sponsored the Professional League in the West Bank, and the Premier League in the Gaza Strip. Ooredoo also sponsored Abu Ammar Cup and the Women's National Football Team. The company provided a group of other sponsorships and contributions in this area

throughout the year, including sponsorship of the Northern Governorates Kickboxing Championship, and sponsorship of the Air Sports Federation. Throughout its sports sponsorships, Ooredoo hopes to contribute to putting the name of Palestine on the global sports arena and raising the level of Palestinian sports.



EDUCATION

Throughout 2022, Ooredoo Palestine contributed to many educational activities and events targeting students and teachers in schools and universities. The company proudly views its various contributions in the education sector, as they are in line with the company's vision to invest in people for the creation of a promising and bright future. Ooredoo Palestine provided its support to the General Union of Palestinian Teachers to enhance the long-standing strategic relationship between the company and the Union, in addition to the strategic partnership

with INJAZ Foundation in Palestine, which works to hone the skills of university and school students. The company also works with various Palestinian universities to support the different initiatives and ideas stemming from students. To strengthen the steadfastness of our people in the city of Jerusalem, the company provided an important contribution to Riad Al-Aqsa schools, which operate in adverse conditions within the walls of the Old City in Jerusalem, to provide education for its youth.



Signing the Chevening Scholarship Agreement



The annual celebration of the Injaz Foundation

TECHNOLOGY

Technology is one of the important areas that Ooredoo focuses on in Palestine, as it is the sector that supports the company's business, and the promising future of our Palestinian society. This vision does not only revolve around the company's business objectives, but is also reflected in a myriad of sponsorships and contributions offered to our Palestinian society. The company allocated several contributions and sponsorships to cover the needs of the Palestinian technology

sector. In 2022, Ooredoo sponsored the "Expotech" conference, which is considered the most vital technological event in Palestine. The company also contributed to sponsoring the National Forum for Creativity and Excellence, which focuses on the skills of the future, from artificial intelligence to technological solutions perspectives. Consequently, such developments facilitate Ooredoo's business.



Contribute to holding the hackathon



Sponsoring Expotech 2022 events

CHARITABLE CONTRIBUTIONS

Ooredoo Palestine is keen to support institutions that support children living in dire circumstances, such as the impoverished and orphans. It supports the elderly in nursing homes as well. The company extended its aid and support to these institutions in 2022, by providing community contributions to a number of charitable institutions that care for orphaned children. One of the charitable

institutions is the Islamic Society in the city of Hebron, which offers services to hundreds of families throughout the year. The company also worked to contribute to opening one of the homes at the SOS Children's Village in the Gaza Strip, specifically in the city of Rafah, to embrace a group of children who lost their parents due to the adverse circumstances our Palestinian society suffers from.



Contributing to supporting orphans in the city of Hebron



Riad Al Aqsa

DIGITAL ENRICHMENT AND COMMUNITY LIFE

As a community-focused business, we are committed to using our services to improve subscribers' lives. We aim to secure fast and broader coverage that provide access to all segments of society, including those living in remote areas, and which fulfill all our subscribers' digital communication needs.

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CORPORATE GOVERNANCE

At Ooredoo Palestine, we are committed to the highest standards of transparency in all our operations and activities. The company's Board of Directors are keen to uphold its tasks centered around aligning investors' interests with those of all relevant stakeholders (employees, suppliers, and the local community). This aims to raise operational performance and promote sustainable development, through implementing good governance principles. The company depends on its own

governance manual, which is based on the Code of Corporate Governance issued by the Palestinian Capital Market Authority.

The satisfaction of our subscribers is our top priority. We lend particular importance to the privacy and data security of each subscriber. Therefore, we continue to maintain the application of necessary procedures to ensure the protection of all information, data, and privacy.



THE SECURITY AND PRIVACY OF OUR SUBSCRIBERS

Ooredoo adheres to local laws and regulations regarding customer data privacy, and always strives to protect customer data. Ooredoo adopts the best information security practices to protect customer data and all information assets. Further, the company continues to monitor and enhance security methods in a continuous process of improvement.

All our operations are based on a set of comprehensive security and data protection measures. These range from protecting all critical systems and customer data, to implementing appropriate preventative

measures, and transferring to advanced information technology solutions, as well as staff training.

The reason behind such measures is to keep up with potential threats and cybersecurity risks. Ooredoo also regularly updates its policies, conducts data access monitoring reviews and security assessments, and introduces advanced preventive measures. The process used by Ooredoo to manage information security risks aims to reduce the negative impacts on information assets to a manageable level, as a SIEM system was developed (Security Information and Event Management).



EMPLOYEE DEVELOPMENT

Ooredoo is committed to investing in the development of its employees with the necessary learning tools and programs required for their professional development. During 2022, Ooredoo Palestine launched the Developed Young Leaders Program and the Developed Young Leaders Award.

Everyone is aware that adherence to ethical principles is essential to our company's success. Therefore, we are committed to preventing any type of discrimination, and will continue to maintain the health, well-being, and safety of our employees. We

are also formally committed to promoting equal opportunities in all our operations, as indicated in our Code of Business Ethics and Human Resources Policy, which ensure that all candidates and employees receive equal treatment in hiring, promotion, transfer, compensation, benefits, and all other employment decisions, without regard to race, color, ancestry, sex, age, or disability. If a dispute arises, there is a grievance procedure in place to resolve it. We encourage ongoing communication between management team and employees.



PERFORMANCE INDICATORS

Performance Indicators

Climate Change and Energy	Unit	2020	2021	2022
Energy intensity	GJ/ workforce	190	163	155
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	54,215	35,157	30,004
Indirect energy consumption (electricity)	GJ	63,544	66,140	69,449

Climate Change and Energy	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	16,178	15,374	15,667
GHG intensity	GHG/workforce	26	25	24
Direct GHG emissions (scope 1)	t CO ₂	3,734	2,421	2,066
Indirect GHG emissions (scope 2)	t CO ₂	12,444	12,952*	13,600

*Indirect energy consumption values were updated in 2020 and 2021 including network electricity for sites. Current values reported for Indirect energy consumption for 2020, 2021 and 2022 includes electricity consumed in Data centers, showrooms/stores, buildings, and network sites in Palestine.

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	n/a	n/a	2,870
Water Intensity	GJ/ workforce	n/a	n/a	5

Community Performance Indicators

Workforce Size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	619	622	641
Full-time employees	Number	512	523	526
Part-time employees	Number	107	100	115
New employee hires (males)	Number	29	42	54
New employee hires (females)	Number	9	23	15
Total of new employees hires	Number	38	65	69

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	305	309	277
Workforce by age 31-40	Number	274	272	312
Workforce by age 41+	Number	40	41	52

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	0.3%	2%	1%
Total number of employees who left the organization	Number	57	42	58

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	5	0	0
Number of these grievance addressed or resolved	Number	5	0	0
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	5	0	0

Nationalization	Unit	2020	2021	2022
Nationalization rate of senior management	%	100%	100%	100%
Nationalization rate among total workforce	%	100%	100%	100%

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	139	161	197
Female employment rate	%	22%	26%	31%
Females in senior management	Number	1	1	4
Ratio of the basic salary of women to men	%	23%	23%	28%
Ratio of the remuneration of women to men	%	23%	23%	28%

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	22	16	18
Average hours of training per female employee	Number	26	17	17
Average hours of training per male employee	Number	21	18	19
Average hours of training per senior management employee	Number	0	11	17
Average hours of training per middle management employee	Number	7	20	19
Percentage of employees receiving regular	%	100%	100%	100%

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	1,003,520	1,010,552	1,060,41
Work hours (employees)	Hours	209,720	218,831	231,840
Employee fatalities	Number	0	0	0
Contractor fatalities	Number	0	0	0
Total hours of H&S training provided to employees	Hours	0	0	480
Average hours of H&S training per year per employee	Hours	0	0	15
Average hours of H&S training per employee for nationals	Hours	n/a	n/a	480
Total cost of HSE training	USD	0	0	4800

Community Development	Unit	2020	2021	2022
Total value of community investments	USD	362,000	774,000	746,300
Total amount invested in the community as a	%	0%	1%	1%
Total number of local community development	Number	41	68	35
Community investments as a percentage of pre-tax	%	0%	5%	4%
Operations with significant actual or potential negative	Number	n/a	n/a	n/a
Total number of employee volunteering hours	Number	130	120	148

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	42%	28%	21%
Percentage of locally based suppliers	%	72%	83%	79%

Governance Performance Indicators

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	No	No	No
Male members of the Board of Directors	Number	7	7	6
Female members of the Board of Directors	Number	0	0	1
Percentage of Board seats occupied by women	%	0%	0%	17%
Percentage of board independence	%	100%	100%	100%

Customers	Unit	2020	2021	2022
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 behaviour, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Percentage of business units analysed for risks related to corruption	%	0%	0%	0%
Privacy training sessions offered to employees	Number	6	6	0
Customer satisfaction results	%	86%	82%	84%
Number of customer complaints	Number	73,326	61,212	49,844
Percentage of customer complaints that were answered	%	100%	100%	100%

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