ooredoo

UPGRADE YOUR WORLD

ENVIROMENTAL, SOCIAL & GOVERNANCE REPORT

ESG Report 2024

CONTENTS

WELCOME

We are pleased to present our third Environmental, Social, and Governance (ESG) Report at Ooredoo Palestine. This report provides a comprehensive look at our sustainable goals, methodology, and unwavering commitment to environmental, social, and governance initiatives, both locally and globally. It highlights our practices and progress across key ESG issues from January 1 to December 31, 2024, and is prepared in accordance with the Global Reporting Initiative (GRI) Standards.

INTRODUCTION

Our Commitment to Community and the Future

2024 brought forth extraordinary challenges across the region, with the telecommunications and Information technology sectors standing at the forefront. Amid the compounded hardships endured by the Palestinian people, particularly as a result of the ongoing aggression on Gaza and the escalated violence in the West Bank, Ooredoo Palestine stood out as a responsible national actor, demonstrating both institutional resilience and community commitment. Our comprehensive response reflected sound governance and the company's genuine role in serving the society.

Ooredoo Palestine reaffirmed its deep-rooted commitment to "People First", which is considered to be the cornerstone of the strategic vision. The efforts extended beyond maintaining the continuity of digital and technical services; they reached into the fabric of the communities we serve. The ongoing crises acted as a driver for accelerating the development of digital infrastructure and adopting innovative, humanitarian-cantered solutions. This included launching mobile broadcast units (Cell on Wheels) and enhancing digital self-service tools, initiatives that ensured uninterrupted connectivity when it was needed the most.

In parallel, Ooredoo Palestine intensified its investments in human capital, recognizing that sustainable growth is grounded in a strong foundation of national talent. It continued fostering an inclusive and empowering work environment, one that embraces diversity and encourages personal and professional development, which led to improved performance and heightened resilience among our teams.

Ooredoo Palestine's core commitment to good governance also remained unwavering. It enhanced the internal control systems, adhered

to disclosure and transparency regulations, and aligned with both local regulatory frameworks and international best practices. The Board of Directors, along with its committees, played a vital role in steering corporate performance, monitoring risks, and ensuring alignment between the interests of shareholders and other stakeholders.

Ooredoo Palestine believes that its responsibility goes beyond operational and financial performance. It also involves making impactful contributions to the resilience of society by fostering strategic partnerships with civil society organizations, academic institutions, and government entities. This commitment was evident in Ooredoo Palestine's support for education, the promotion of digital literacy, and active involvement in numerous humanitarian and development efforts throughout both the West Bank and Gaza.

This report is the outcome of a year marked by continuous action, well-considered decisions, and impactful initiatives. It embodies our philosophy of synergy; between business and society, governance and responsibility, ambition and duty.

LEADERSHIP PERSPECTIVE

Achievements are Forged in the Heart of Crises

Strategic visions are not tested by written plans, but by how they transform into tangible actions in times of crisis. In 2024, Ooredoo Palestine faced unprecedented challenges, particularly during the war on Gaza and its far-reaching humanitarian and economic consequences. Yet, the company's leadership demonstrated that responsible management doesn't merely navigate crises, it leverages them as opportunities for institutional growth and innovation.

"Our strength lies in our people, and we remain committed to our mission of serving Palestine."

Mohammad Abu Ramadan, Chairman of the Board

"Despite the challenges, we turned adversity into opportunity, and we'll continue building a network that lives up to our people's aspirations."

Dr. Samer Fares, Chief Executive Officer

The executive team played a pivotal role in reinforcing the values of sound governance, guided by transparency, accountability, and a keen alignment between operational goals and community needs. When services were disrupted in war-affected areas, our response was not just technical, it was a holistic leadership model. Ooredoo Palestine deployed mobile broadcast units (Cell on Wheels) and restructured distribution networks to ensure access for the most vulnerable populations.

The leadership team also adopted a proactive approach to performance oversight and internal integrity. This included updating compliance and control tools and activating governance and audit committees with regular oversight cycles, which led to strengthening operational transparency and building sustainable trust with shareholders, partners, and communities alike.

A defining feature of this leadership team was its responsiveness to the needs of the community. The management team demonstrated a strong awareness of the vital collaboration between the private sector and civil society, which was reflected in initiatives aimed at empowering marginalized groups, advancing education, and providing urgent humanitarian assistance in Gaza, often through partnerships with capable local organizations.

This direction was not incidental; it stems from a corporate philosophy that sees sustainability as the convergence of business interests and public good. It positioned Ooredoo Palestine as a model for responsible governance, effective leadership, and purposeful social investment.

OUR VISION

Enriching our customers' digital lives

We are on a mission to empower our customers to access and enjoy the best of the Internet in a way that is personal and unique to them.

We continue to invest in our networks to ensure seamless connectivity that caters to our customers' growing digital needs.

We are working as a real digital enabler across our markets, and we aspire to help our customers simplify their lives and enjoy exciting and rewarding digital experiences.

OUR VALUES

We strive to deliver unique and customer-centric experiences, guided by three core values that reflect the identity of Ooredoo Palestine:

CARING

We care about our approach to providing services to our Palestinian customers. We aim to meet their needs in the best available ways and various means with ease and transparency.

CONNECTING

Through the best network in Palestine, we keep people connected and provide them with creative solutions to facilitate their business and personal needs

CHALLENGING

We dare the difficult conditions imposed on Palestine and challenge ourselves to provide the best services to our society and customers who have faith in us.

KEY PERFORMANCE INDICATORS 2024

Revenue

$ **109.0**
Million

(EBITDA)
The Earnings Before Interest, Taxes, Depreciation and Amortization

$ **40.0**
Million

Net Profits

$ **11.8**
Million

Customer Base

1.55
Million Customer

Community Responsibility

240,229
USD

MAKING A DIFFERENCE

Ooredoo's Role in Times of Crisis

In the face of the overwhelming challenges in Gaza, ensuring the continuity of communication services was one of Ooredoo Palestine's top priorities. This led to the development and deployment of mobile broadcast units (Cell on Wheels); which are portable base stations engineered and designed in-house by Ooredoo engineers and manufactured locally using accessible materials, despite severe resource limitations. These units were designed to operate autonomously for over 40 consecutive days without human intervention and successfully restored essential connectivity in the areas most affected by the war, especially in places with high concentrations of displaced populations. Beyond their technical capabilities, these units helped reconnect families and made it easier for field teams and aid groups to work together in real time.
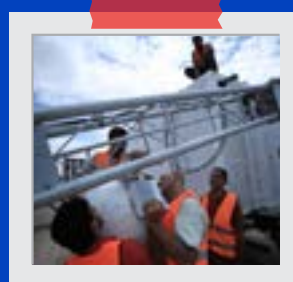
OUR SIGNATURE AND COMMITMENT

To the community and Ooredoo

In our continued efforts to reduce environmental impact, we launched Sentinel, a digital print management system which significantly cut down on paper consumption and contributed to saving the equivalent of more than 6.8 trees to date.

We also introduced "Beitna", our integrated digital HR platform that streamlines access to the company's services, centralizes tools and documents, and fully integrates with Microsoft 365. More than just an administrative tool, Beitna fosters a human connection among colleagues across locations, celebrating milestones and sharing achievements, enhancing engagement and belonging.

ENRICHING LIVES

People First

A fundamental belief lies at the heart of Ooredoo Palestine's vision: people are the central driver of true and lasting development. Ooredoo Palestine does not see technology as a means to an end, but as a tool to empower people, improve their quality of life, and broaden their choices, especially in fragile environments such as Palestine.

Driven by this vision, Ooredoo Palestine is committed not only to delivering advanced telecom services, but also to carefully crafted social and humanitarian programs that cater to the most vulnerable communities and foster solidarity during times of crisis. The company's "People First" philosophy is evident in all community engagements, where corporate responsibility meets human values.

In 2024, this commitment was more vital than ever, especially with the dire circumstances in Gaza, Ooredoo swiftly mobilized humanitarian relief, distributing thousands of food parcels to displaced families, organizing festive events for children during religious holidays, and creating safe spaces for orphans and vulnerable children in partnership with SOS Children's Villages. Furthermore, to support education during the crisis, Ooredoo Palestine established temporary educational tents in affected areas to maintain learning and development despite the disruption of formal education systems. This extended into the West bank, where Ooredoo Palestine supported university events designed to inspire first-year students and highlight the transformative impact of education. Additionally, Ooredoo Palestine supported media and academic institutions that play a critical role in shaping an informed and resilient society. In 2024, the

total community investment in programmatic initiatives, through sponsorships, reached USD 240,229. Community investments declined compared to previous years due to the political and on-ground conditions in Palestine

Extending our commitment further, Ooredoo Palestine provided educational sponsorships to Palestinian university students in Lebanon, supporting remote learning programs and offering technology-based scholarships in coordination with diaspora partners.

Ooredoo believes that investing in people is the most sustainable investment we can make. Wherever people exist, responsibility exists, and so does our role.

- Distribution of thousands of food parcels in Gaza
- Festive events for children during religious holidays
- Supporting orphaned children through SOS Children's Villages
- University initiatives that foster hope and motivation among students
- Support for national journalism and educational institutions

Eid Celebration in Rafah City - Gaza

Hosting student company members from Injaz Palestine Association who competed in Injaz Al-Arab Competition

Hajj Orientation Sessions - Hizma

SOS Children's Villages Event

Sponsoring the Young Scientists Forum

SOS Children's Villages Event

Welcoming New Students - AlQuds
Open University - Bethlehem

Hajj Departure Ceremony - King Hussein Bridge

Signing a partnership agreement with the Ata'a Foundation
to support the distribution of winter clothing in Gaza

Signing a sponsorship agreement with Taawon Association
to support orphan care in the Gaza Strip

Supporting Al-Bireh Girls' School in participating in a competition in Amman

Honoring distinguished teachers in partnership with the Ministry of Education

Distributing Refreshments in the Gaza Strip

Providing Drinking Water in the Northern Gaza Strip

DIGITAL EMPOWERMENT

And Community Engagement

"We don't just provide coverage; we cover human needs, wherever they are."

Ooredoo Palestine plays a pioneering role in driving digital transformation in the local market. Guided by a strategic vision, technology is positioned as a tool for both individual empowerment and collective progress, not just a means of communication. We believe that innovation must serve people, and that a truly rewarding customer experience allows individuals to access services easily, securely, and conveniently anytime, anywhere.

In 2024, the digital channels were through continuous development of the "My Account/ Hisabi" app and our website, ensuring a seamless, full-service digital journey. Additionally, Ooredoo Palestine launched a WhatsApp Chatbot to provide instant and efficient customer support.

Digital empowerment extended into education and innovation as Ooredoo sponsored the artificial intelligence Summer Camp, and expanded community partnerships with institutions such as Sharek Youth Forum and Injaz Palestine. These efforts showed how technology can create positive change, which is a key part of Ooredoo's mission.

Ooredoo launched its smart assistant 'Moeen' during the Palestine Digital Conference

Hello I'm Moeen

FOSTERING FAIR ECONOMIC OPPORTUNITIES

Ooredoo is committed to contributing to a sustainable, inclusive local economy built on fairness and opportunity. Fair economic opportunity remains a top priority for Ooredoo, a cornerstone for balanced development and economic resilience.

This commitment was reflected in a range of initiatives in 2024 focused on empowering local producers and fostering entrepreneurial initiatives. Ooredoo sponsored the Local Products Festival in Nablus, and contributed to the National Product Week in Rawabi which is focused on promoting the buying-local culture to strengthen local industries

Ooredoo also invested in infrastructure to improve quality of life, such as the water access project for residents of Wadi Al-Badhan, which ensured dignified living standards. Also, to bridge the gap between youth and job opportunities, Ooredoo organized Career Days in collaboration with universities and civil society partners, equipping students with skills and connections to thrive in the labour market.

Through this approach, Ooredoo affirms that economic development is incomplete without social justice and a responsible partnership with the community. Ooredoo Palestine also expanded its institutional collaborations to promote digital culture and entrepreneurial skills, working with the Chambers of Commerce in Jenin and Hebron to support workshops and technical training aimed at empowering youth and entrepreneurs in underserved areas.

Responsible Supply Chain

Ooredoo Palestine maintains a responsible and ethical supply chain by partnering with suppliers who meet our strict guidelines, including the Ooredoo Palestine Supplier Code of Conduct. Compliance with these standards is a prerequisite for participation in our procurement processes. The Supplier Code of Conduct ensures that environmental and social factors are embedded in every stage of our supply chain. This includes requirements related to quality, health and safety, environmental responsibility, and compliance with ISO 14001 standards.

Supporting Our Team: The Foundation of Ooredoo's Progress

- 516 full-time employees, with 113 trainees
- Continuous training, particularly in customer experience roles
- Inclusive work environment and team empowerment across all locations

Investing in Our People

At Ooredoo Palestine, we believe that sustainability begins with our people. That's why investing in the growth and development of our workforce is a core pillar of our ESG strategy. Building on the success of the Ooredoo Learning Academy (OLA) in 2023, we expanded our training framework to include specialized academies across departments, including Technology, Finance, Human Resources, Procurement, and Digital Marketing in 2024. These programs, developed with the support of Ooredoo Group and international

partners, are tailored to meet department-specific talent development needs using data-driven insights. Our workforce currently includes 516 employees, supported by 113 trainees across the West Bank and Gaza. Beyond direct employment, Ooredoo also enables hundreds of training opportunities and creates thousands of indirect jobs within the wider economy.

In 2024, over 90% of our employees completed at least three individual development courses, covering leadership, digital, and technical skills. This strong commitment led to a 20% year-over-year increase in total training hours, which demonstrates our ongoing prioritization of professional growth and talent retention.

We recognize that great leadership shapes culture and drives performance. That's why we continued to invest in current and future leaders through targeted programs that equip teams with agility, purpose, and resilience, reinforcing our commitment to long-term social sustainability and growth.

Equal Opportunity

We are proud of the progress we've made in inclusive hiring practices. As of 2024, 55% of new hires were women, and over 60% were from Generation Z. We're not just hiring for today; we're building a workforce that reflects the future.

Female employment rate (permanent and trainees)

%55 — 2024
%49 — 2023
%46 — 2022
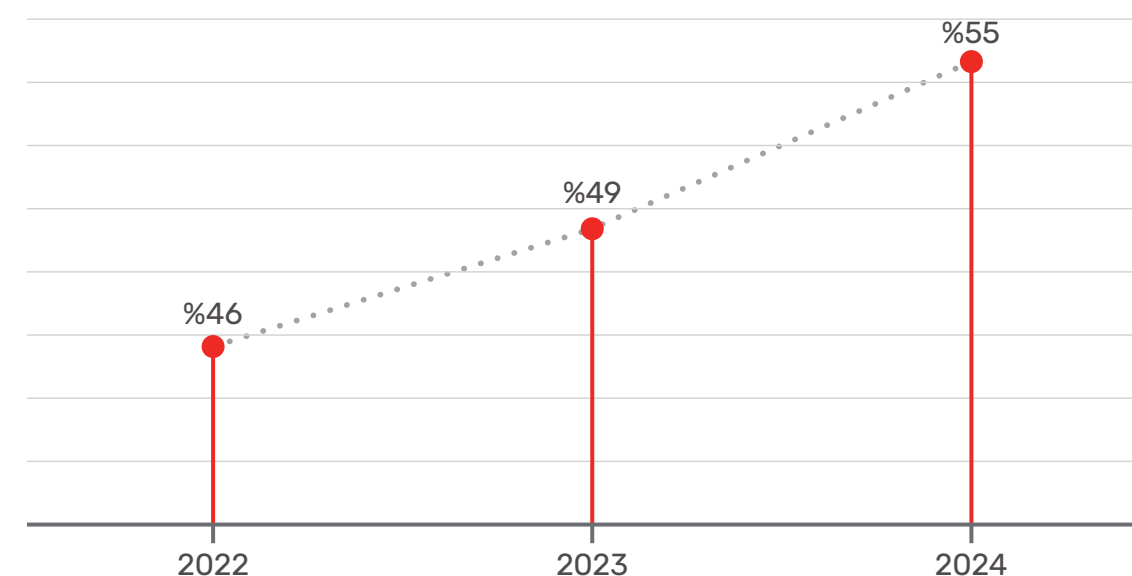
Together in Times of Crisis

Our sustainability strategy means being present, especially when it matters most. Amid the ongoing crisis in Gaza, we stood beside our team with real action, not just words. We provided comprehensive support to affected employees and their families, including financial assistance, food supplies, hygiene kits, and temporary shelter. Meanwhile, teams in the West Bank launched internal donation initiatives, including a blood donation campaign

in solidarity with their colleagues. Ooredoo also expanded its partnerships with key national institutions, such as Palestinian Civil Defence, the Teachers' Union, and the Ramallah & Al-Bireh Governorate, to contribute to local development and strengthen community resilience during emergencies.

These moments exemplified our culture-one rooted in empathy, unity, and shared responsibility.

GOVERNANCE

Commitment to Strong Governance and Transparency

Ooredoo Palestine is firmly committed to the highest standards of corporate governance across all operations. This ensures continuous stability and a lasting positive impact on our stakeholders.

The governance model is grounded in strong ethical principles, and we uphold fair and consistent processes for identifying and addressing potential violations and constantly seek ways to enhance our customer experience.

In this regard, we have established a robust framework of policies and standards that clearly define expectations for all stakeholders, customers, partners, suppliers, and employees alike. Transparency is a cornerstone of this framework, reinforced by the publication of policies and guidelines governing our relationships with internal and external parties.

DISCLOSURE COMMITMENT

Ooredoo Palestine takes pride in complying with all disclosure requirements as outlined in the disclosure system under Palestinian law. This includes the timely announcement of annual, semi-annual, and quarterly financial results, as well as the publication of board meeting schedules, key decisions, and material events that may affect the share prices, whether financial, administrative, or future expectations. These disclosures are made through the websites of the Palestinian Capital Market Authority, the Palestine Exchange, and the company's website. Ooredoo Palestine maintains rigorous administrative procedures to ensure timely and accurate disclosures. Since Ooredoo's listing on January 9, 2011, the Palestinian Capital Market Authority has not requested any clarification of vague disclosures, incomplete information, or imposed penalties related to disclosure non-compliance.

Board Meetings

In alignment with the company's bylaws and the Palestinian Companies Law No. (42) of 2021, the board of directors meets regularly, with no fewer than four meetings per fiscal year. In 2024, the board held four sessions, each disclosed in line with the applicable requirements. Key agenda items included performance assessments, strategic planning, and the approval of major decisions essential to corporate success.

Internal Audit Activities and Objectives

The Internal Audit Department at Ooredoo Palestine strives to provide independent and objective advisory services that add value and improve internal control systems. Through a structured approach, the department supports the company's goals by evaluating and enhancing the effectiveness of risk management, control, and governance processes.

Key Achievements of the Internal Audit Department in 2024:

- Appointing a Chief Audit Executive (CAE) to strengthen the department's role in ensuring compliance with international best practices.
- Developing a risk-based internal audit plan aligned with the company's priorities.
- Reviewing and evaluating processes, the risk management framework, and the internal control system through the execution of the internal audit plan.
- Reviewing quarter and annual enterprise risk reports to assess the effectiveness of risk mitigation plans.
- Adhering to the internal audit manual, derived from international professional standards, to provide practical guidance for managing audit activities.
- Coordinating between the external auditors and the executive management to enhance transparency and credibility.
- Submitting quarterly reports to the Audit and Risk Committee on the company's compliance with internal systems and governance requirements.
- Contributing to the improvement of the Internal Controls over Financial Reporting (ICOFR) for the year 2024.
- Providing recommendations to address weaknesses in internal control systems and ensure compliance with internal policies and regulations.

Through these activities, the Internal Audit Department reaffirms its commitment to strengthening governance, ensuring transparency in operations, and aligning with Ooredoo Palestine's strategic objectives.

PERFORMANCE DATA

Digital Enrichment	Unit	2022	2023	2024
Number of mobile Customers	Number	1,409,050	1,438,541	1,552,901
Radio Access Network Sites Evolution	Number	11	34	32

Community Care Unit	Unit	2022	2023	2024
Total value of community investments	USD	746,340	634,204	240,229
Total amount invested in the community as a percentage of revenues	Percentage	0.6	0.58	0.22
Number of CSR projects	Number	35	44	24
Community investments as a percentage of pretax profit	Percentage	4.04	3.56	1.83
Total number of employee volunteering hours	Hours	148	144	876
Revenues	USD	115,520,016	109,001,985	108,950,237
Operating costs	USD	75,518,301	70,005,853	74,952,375
Employee wages and benefits	USD	21,900,049	18,012,689	19,564,696
Payments to providers of capital	USD	59,101	0	0
Payments to the government	USD	6,137,024	5,694,995	5,896,432

Developing our People	Unit	2022	2023	2024
Total number of employees (excluding trainees, students, and outsourced staff)	Number	641	633	633
Full-time employees	Number	526	517	516
Female full-time employees	Number	110	113	113
Male full-time employees	Number	416	404	404
Part-time employees	Number	115	116	113
Female part-time employees	Number	87	94	85
Male part-time employees	Number	28	22	28
Workers who are not employees	Number	0	0	117
Senior Management	Number	7	9	9
Male employees in senior management	Number	6	8	8
Female employees in senior management	Number	1	1	1
Middle Management	Number	43	41	44
Female employees in middle management	Number	6	6	6
Male employees in middle management	Number	37	35	38
New employee hires (males)	Number	54	44	38
New employee hires (females)	Number	15	23	11
Total number of new employees who joined the organization	Number	69	67	49
Parental leave (males)	Number	61	55	50
Parental leave (females)	Number	12	13	7
Total Parental leaves	Number	73	68	57
Number of employees returned to work after Parental leave (males)	Number	61	55	50
Number of employees returned to work after Parental leave (females)	Number	12	13	7
Total Number of employees returned to work after Parental leave	Number	73	68	57
Workforce by age 18-30	Number	277	298	300
Workforce by age 31-40	Number	312	271	267
Workforce by age 41+	Number	52	64	66
Number of full-time national employees	Number	526	517	516

Developing our People	Unit	2022	2023	2024
Female national employee	Number	110	113	112
Male national employees	Number	416	404	404
National full-time employees in senior management	Number	7	9	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	110	113	198
Female employment rate	Percentage	17	18	18
Females in senior management	Number	1	1	1
Turnover rate	Percentage	11	8	4
Total number of employees who left the organization	Number	58	43	21
Total training provided for females	Hours	820	577	982
Total training provided for males	Hours	2,865	2,618	3,045
Total training provided for total workforce	Hours	3,685	3,195	4,027
Total training provided for senior management	Hours	61	83	141
Total training provided for middle management	Hours	1,106	974	877
Average hours of training per employee	Hours	5.75	5.05	6.36
Average hours of training per female employee	Hours	4.16	2.79	4.69
Average hours of training per male employee	Hours	6.45	6.15	7.00
Average hours of training per senior management employee	Hours	15.3	16.6	23.5
Average hours of training per middle management employee	Hours	18.1	17.1	14.9
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100
Percentage of female employees	Percentage	21	22	22
Percentage of male employees	Percentage	79	78	78
Percentage of senior management employees	Percentage	1	2	2
Percentage of middle management employees	Percentage	8	8	9
Total number of employees that the organization's anti-corruption policies have been communicated to	Number	N/A	N/A	N/A
Percentage of employees that the organization's anti-corruption policies have been communicated to	Percentage	N/A	N/A	N/A
Ratio of basic salary of women to men	Percentage	27	28	28
Ratio of renumeration of women to men	Percentage	17	17	17
Number of grievances filed in the reporting period	Number	0	0	0
Number of these grievance addressed or resolved	Number	0	0	0

Developing our People	Unit	2022	2023	2024
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0
Work hours (employees)	Hours	1,060,416	1,079,496	1,027,872
Work hours (contractors)	Hours	231,840	242,208	223,104
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	480	0	600
Average hours of H&S training per year per employee	Hours	0	0	1.2
Average hours of H&S training per employee for nationals	Hours	1.5	0	1.2
Total cost of HSE training	USD	2,000	0	3000

Climate Change and Energy	Unit	2022	2023	2024
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	15,318*	11,271*	6,906*
Indirect energy consumption (electricity)	GJ	71,287 *	70,845 *	63,773*
Amount of renewable energy generated	GJ	0*	0*	5*
Direct GHG emissions (Scope1)	tCO2e	1,050*	773*	472*
Indirect GHG emissions (Scope 2)	tCO2e	13,960*	13,874*	12,489*
Total GHG emissions	tCO2e	15,011*	14,647*	12,961*
GHG emissions intensity	tCO2e/ workforce	23.4*	23.1*	20.5*
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
Amount of reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives	GJ	0	0	0

Resource Management	Unit	2022	2023	2024
Total Water Consumption	m³	2,870	2,686	2,775
Fresh water used - company generated	m³	0	0	0
Water Intensity	m³/Workforce	4.5	4.2	4.4*

Ethical Economic Opportunity	Unit	2022	2023	2024
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	6	6	6
Female members of the Board of Directors	Number	1	1	1
Percentage of Board seats occupied by women	Percentage	14	14	14
Percentage of Board independence	Percentage	0	0	0
Total number of non-independent members	Number	7	7	7
The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	Percentage	13.4	14.7	14.6
The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	Percentage	1.4	1.5	1.4
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	2022	2023	2024
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	2022	2023	2024
Customer satisfaction results	Percentage	84	83	81
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	0	0	0
Privacy training sessions offered to employees	Number	1	0	1
Attempted cyberattacks	Number	n/a	1,400,000	1,450,000
Actual cyber breaches	Number	n/a	72	0
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of customers affected	Number	0	0	0
Complaints received from outside parties and substantiated by the organization	Number	0	0	0

Supply Chain	Unit	2022	2023	2024
Percentage of spending on local suppliers	Percentage	21	30	47
Percentage of local suppliers	Percentage	79	78	83

* Figures restated due to improvements in reporting methodology for greater accuracy