

SUSTAINABILITY REPORT 2023

United Towards a Sustainable Future



ooredoo
Sustainability

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GUIDANCE



We are pleased to share our latest ESG report, which provides an insight into our sustainability objectives and approach, as well as our dedication to national ESG initiatives. The following report captures our practices and progress from 1 January to 31 December 2023 on issued deemed critical to our operations in the State of Qatar. ESG performance is reported in alignment with the requirements of the Qatar Stock Exchange (QSE) Guidance on ESG Reporting, as well as the national vision and regulations, including the third Qatar National Development Strategy and the Qatar Finance Framework. It has been prepared with reference to the Global Reporting Initiative (GRI) Standards.

WORDS FROM OUR CEO



“At Ooredoo Qatar, our aim is to lead the digital transformation towards a sustainability future. We are committed to integrating sustainability into our core business, driving positive societal and environmental changes. Through a wide range of initiatives covering various areas such as sports support, education, healthcare, women’s empowerment, youth empowerment, and contributions to sustainable environmental development, Ooredoo sets a lofty goal beyond providing advanced communication services. Its aim is to make a tangible positive impact on the lives of individuals and the communities it serves.”

Ali Bin Jabor M.J Al Thani,
CEO, Ooredoo Qatar.

ENRICHING LIVES IN QATAR

Throughout 2023, we continued to make a positive contribution to national sustainable development priorities, including the Qatar National Vision, as well as the UN Sustainable Development Goals (SDGs).



SDG #3 - Good Health and Well-Being

- Volunteers, including our brand ambassador, sports champion Moataz Barshim, gave time and gift vouchers to patients at the Fahad Bin Jassem Kidney Center in Doha.
- Sponsored the Ooredoo Cup to support local football and encourage sporting excellence.
- Sponsored Al Duhail Sports Club to support youth development in Qatari football.
- Renewed support for the Fahd bin Jassim Kidney Center by visiting patients and providing gift vouchers.

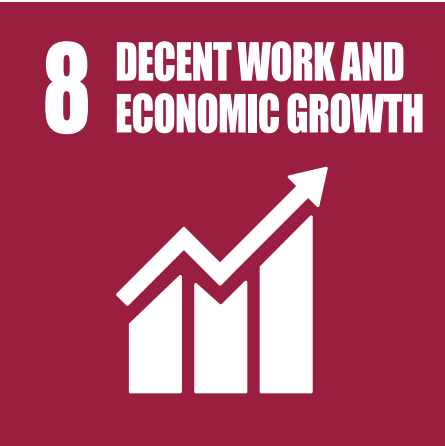
SDG #4 - Quality Education

- Celebrated World Teachers' Day by distributing gifts to teachers to recognize their contributions.
- Hosted the Leadership Engagement Program to strengthen relations with universities and support future leaders.
- Conducted educational sessions for senior citizens on using the Ooredoo app securely.
- Sponsored the awards ceremony for the 2023 Initiative Competition to honor youth entrepreneurship.



SDG #5 - Gender Equality

- GLOW (Greater Learning Opportunities for Women), involved the curation and sharing of publications, written by mainly female authors, on topics such as leadership, creativity and innovation, and personal development.



SDG #8 – Decent Work and Economic Growth

- Organized the Ooredoo Challenge during an incubator and accelerator hackathon to enhance customer experience using technologies like IoT, AI, and VR.

SDG #9 - Industry, Innovation, and Infrastructure

- Hosted the Leadership Engagement Program to strengthen relations with universities and support future leaders in technology and innovation.



SDG #11: Sustainable Cities and Communities

- Launched Ramadan social responsibility initiatives, including events at Msheireb and collaborations with local entities.
- Sponsored the Doha Expo under the theme “Green Desert, Better Environment.”

SDG #17: Partnerships for the Goals

- Partnered with Seashore Group to promote sustainability and recycling of mobile devices.
- Partnered with Elite Paper Recycling to recycle paper and cardboard.



OUR SUSTAINABILITY APPROACH:

4.1 Introduction

In a rapidly evolving world, Ooredoo Qatar stands at the forefront of digital and sustainable transformation. Aligned with Qatar National Vision and with Qatar Digital Agenda 2030, our mission is to lead the charge toward a sustainable future. We are committed to embedding sustainability into every aspect of our operations, ensuring that our technological advancements also drive positive environmental and societal impacts.

4.1 Words from our Management



“Integrating sustainability into our core values is not only a responsibility but an essential component of our digital transformation strategy at Ooredoo Qatar. Through innovative solutions and sustainable practices, we are shaping a better future for all, fostering a greener, more connected world for generations to come.”

Rwdah Ahmed A. T. Al-Subaiey,
Senior Director Enterprise PMO,
Process & Sustainability,
Ooredoo Qatar

4.2 The Sustainability Pillars

Our three Sustainability Pillars act as the guiding framework for Ooredoo’s commitment to sustainability. They inform the company’s decision-making processes and strategic initiatives, ensuring that every aspect of their operations aligns with their overarching goals of environmental responsibility, social engagement, and ethical conduct.

SUSTAINABLE STEWARDSHIP

Focused on reducing emissions, optimizing energy and resource use, minimizing waste, and promoting a sustainable supply chain, we aim to lead in environmental responsibility across all operations.

Measures:

- Emissions
- Energy & Resource
- Waste Reduction
- Sustainable Supply Chain

COMMUNITY EMPOWERMENT

Strive to foster digital inclusion, support community development growth, engage a diverse workforce, and prioritize health and safety, ensuring positive social impact and.

Measures:

- Digital Inclusion & Safety
- Community Development
- Workforce Engagement & Diversity
- Health & Safety

ETHICAL EXCELLENCE

Uphold the highest standards of data protection, ethical compliance, and employee welfare, we are committed to ensuring a transparent, responsible, and supportive environment for all stakeholders.

Measures:

- Data Protection & Digital Rights
- Ethical Practices & Compliance
- Employee Welfare & Development



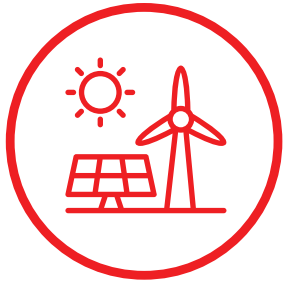
SUSTAINABLE STEWARDSHIP:

5.1 Introduction

We are committed to leading in environmental responsibility, focusing on reducing emissions, optimizing resource use, minimizing waste, and ensuring a sustainable supply chain by focusing on the following key measures:



Emissions: Committed to reducing our carbon footprint through the implementation of energy-efficient solutions and renewable energy initiatives.



Energy & Resource: Focused on optimizing the use of energy and resources to ensure efficiency and sustainability across all operations.



Waste Reduction: Leading efforts to minimize waste through recycling, reducing e-waste, and managing resources responsibly.



Sustainable Supply Chain: Ensuring our supply chain adheres to sustainable practices, reducing environmental impact from sourcing to delivery.

5.2 Highlights

- Direct GHG Emissions: Reduced Scope 1 emissions by 5% from 36,787 tCO₂e in 2022 to 34,942 tCO₂e in 2023, showing progress in carbon management.
- Renewable Energy: Generated 564 GJ of renewable energy, contributing to a more sustainable energy mix, though renewable energy intensity slightly decreased.
- Waste Recycling: Maintained a high recycling rate, with 64% of hazardous waste and 83% of non-hazardous waste recycled, minimizing landfill impact.
- Local Supply Chain: Increased local supplier spending to 63.4%, up from 56.5% in 2022, supporting local businesses and reducing carbon footprint from logistics.
- Energy Efficiency: Reduced direct energy consumption by 2.4% to 507,854 GJ, improving overall resource management.

5.3 Key Initiatives

- 69 GSM sites connected to Kahramaa supply (Grid Electricity) as prime power from generators: This initiative resulted in a reduction of energy consumption and consequent carbon emissions.
- Discontinued car wash activities for fleet vehicles: Reduced water consumption, contributing to water conservation efforts.
- Strategic partnership agreements with Elite Paper Recycling: Partnership focus on the recycling of paper and cardboard, promoting a circular economy.
- Sponsored the Doha Expo under the theme "Green Desert, Better Environment": Supported environmental awareness and sustainability.



COMMUNITY EMPOWERMENT:

6.1 Introduction

Our goal is to foster digital inclusion, support community development, and prioritize workforce diversity and health, ensuring we make a lasting social impact through the following key measures:



Digital Inclusion and Safety: Striving to provide equal access to digital resources while ensuring the safety and security of online interactions for all members of the community.



Community Development: Supporting local communities through projects and initiatives that foster economic growth, education, and social well-being.



Workforce Engagement and Diversity: Committed to creating an inclusive work environment that promotes diversity and engages employees at all levels.



Health and Safety: Prioritizing the health and safety of our workforce and communities through comprehensive safety protocols and wellness programs.

6.2 Highlights

- **Community Investments:** Invested 1.4% of revenues (QR 101.23 million) in community projects, sustaining support for local development.
- **Digital Adoption:** Increased the percentage of digitally acquired customers by 2x, from 2% in 2022 to 4% in 2023, enhancing digital inclusion.
- **Employee Volunteerism:** Employee volunteer hours increased by 23% to 160 hours in 2023, reflecting a stronger commitment to community engagement.
- **Workforce Diversity:** Female representation in senior management increased by 40%, with 21 female leaders in 2023, up from 15 in 2022, promoting gender equity.
- **Health & Safety:** Achieved zero employee fatalities for the third consecutive year, maintaining a safe and healthy working environment.

6.3 Key Initiatives

- Conducted educational sessions for seniors on using the Ooredoo app securely: Empowered the elderly with the knowledge to navigate digital tools safely.
- Sponsored the 2023 Initiative Competition for youth entrepreneurship: Honored the best youth projects, fostering a culture of innovation and business acumen among young people in Qatar.
- Hosted the Leadership Engagement Program for Qatari university students: Strengthened relationships with universities and supported the development of future leaders in Qatar.
- Volunteers, including our brand ambassador, sports champion Moataz Barshim, supported patients at the Fahad Bin Jassem Kidney Center in Doha: Demonstrated our commitment to community health and well-being.
- Launched Ramadan social responsibility initiatives, including events at Msheireb: Brought community members together, fostering a sense of connection and giving during the holy month.
- Celebrated World Teachers' Day by distributing gifts to teachers: Recognized and honored the essential role of educators in shaping future generations.
- Sponsored Al Duhail Sports Club and the Ooredoo Cup: Promoted youth development and ethical sporting practices in Qatari football.
- "Recycling Workshop for Greener Future," engaging our employees and their children in hands-on recycling activities.



ETHICAL EXCELLENCE

7.1 Introduction

We strive to uphold the highest standards in data protection, ethical compliance, and employee welfare, creating a transparent and responsible environment through the following key measures:

- **Data Protection and Digital Rights:** Focusing on continued improvement in the areas of data privacy and protection with a goal of ensuring that the digital rights of all stakeholders are safeguarded.
- **Ethical Practices and Compliance:** Ensuring transparency, fairness, and accountability through strict adherence to ethical practices and regulatory compliance.
- **Employee Welfare and Development:** Focused on the growth, well-being, and continuous development of employees through welfare initiatives and professional development programs.

7.2 Highlights

- **Cybersecurity:** Prevented over 15.9 million cyberattacks in 2023, maintaining a record of zero breaches, ensuring robust protection of customer data.
- **Employee Development:** Delivered 2,410 hours of training for female employees and 8,201 hours for male employees, promoting continuous professional growth.
- **Gender Pay Equity:** Maintained gender pay equity with a 109% ratio of basic salary for women compared to men, reflecting commitment to equal pay.
- **Parental Leave:** Male parental leave increased by 480% from 5 in 2022 to 29 in 2023, indicating growing inclusion in family-related benefits.
- **Customer Satisfaction:** Achieved a 99.9% resolution rate for customer complaints, demonstrating a strong focus on service quality and customer care.

7.3 Key Initiatives

- Partnered with Seashore Group to promote mobile device recycling: Encouraged ethical consumption and responsible disposal of electronic devices.
- Ooredoo Challenge for startups and innovators: Supported innovation and ethical entrepreneurship, focusing on technologies that enhance customer experience and social impact.
- Renewed support for the Fahd bin Jassim Kidney Center: Demonstrated ongoing commitment to community health through visits and gift-giving to patients.
- World Teachers' Day celebration: Recognized the contributions of educators in shaping future generations and upheld the value of education in society.
- Sponsorship of Al Duhail Sports Club: Supported ethical and responsible sportsmanship among youth in Qatari football.

PERFORMANCE DATA

PILLAR / MEASURES	UNIT	2021	2022	2023
8.1 Sustainable Stewardship				
8.1.1 Energy & Resource				
Energy intensity	GJ/ work-force	733.00	792.00	1,098.00
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	480,907.00	520,237.00	507,854.00
Indirect energy consumption (electricity)*	GJ	405,921.00	409,351.00	782,128.00
Amount of renewable energy generated	GJ	2.00	965.00	564.00
Renewable Energy Intensity	GJ/ work-force	-	0.82	0.48
Total Water Consumption	m³	86,559.00	106,905.00	95,337.00
Fresh water used - company generated	m³	-	-	-
8.1.2 Emissions				
Direct GHG emissions (Scope 1)	tCO2e	34,702.00	36,786.78	34,942.10
Indirect GHG emissions (Scope 2)	tCO2e	60,775.00	61,288.98	117,102.00
Total GHG emissions	tCO2e	95,477.00	98,075.76	152,044.10
GHG emissions intensity	tCO2e/ workforce	78.90	83.50	129.40
Sites converted to commercial power	Number	40.00	49.00	56.00
Sites converted to hybrid power	Number	-	-	20.00
Sites converted from COWs to RDM	Number	36.00	23.00	30.00
8.1.2 Waste Reduction				
Total hazardous waste disposed	Tons	145.70	157.70	157.60
Total non-hazardous waste disposed	Tons	14.60	15.40	15.40
Percentage of hazardous waste recycled	Percentage	67.00	64.00	64.00
Percentage of non-hazardous waste recycled	Percentage	81.00	83.00	83.00
Total waste recycled	Tons	109.70	113.20	113.00
8.1.3 Sustainable Supply Chain				
Percentage of spending on local suppliers	Percentage	54.70	56.50	63.40
Percentage of local suppliers	Percentage	64.80	64.00	63.00
Number of suppliers identified as having significant actual and potential negative social impacts	Number	-	-	-
Suppliers with which relationships were terminated as a result of audit	Number	-	-	-
Number of suppliers identified as having significant actual and potential negative environmental impacts	Number	-	-	-

PILLAR / MEASURES	UNIT	2021	2022	2023
8.2 Community Empowerment				
8.2.1 Digital Inclusion & Safety				
Number of mobile Customers	Number	2,715,413.00	2,825,075.00	2,487,127.00
Number of wireline subscribers	Number	342,592.00	353,433.00	320,570.00
Number of broadband subscribers	Number	249,148.00	257,804.00	249,909.00
Share of digital invoice payment from total payments	Percentage	68%	66%	65%
Digitally offered products	Percentage	n/a	100.00	100.00
Percent of digitally acquired customers	Percentage	n/a	2.00	4.00
Radio Access Network Sites Evolution	Number	3,153.00	3,442.00	3,797.00
8.2.2 Community Development				
Total value of community investments	QAR '000	96,957	108,402	101,233
Community investments as a percentage of revenues	Percentage	1.30	1.40	1.40
Number of CSR projects	Number	8.00	30.00	35.00
Community investments as a percentage of pretax profit	Percentage	4.50	5.60	5.50
Operations with significant actual or potential negative impacts on local communities	Number	-	-	-
Number of volunteers	Number	50.00	50.00	50.00
Total number of employee volunteering hours	Hours	121.00	130.00	160.00
Number of volunteering days	Days	30.00	50.00	60.00
Revenues	QAR '000	7,464,332	7,960,203	7,283,334
Operating Costs	QAR '000	3,173,519	3,600,467	2,999,692
Employee wages and benefits	QAR '000	990,716	1,111,229	989,716
Payments to providers of capital	QAR '000	800,800	960,960	1,377,376
Payments to the government	QAR '000	384,989	355,963	341,772
8.2.3 Workforce Engagement and Diversity				
Total number of employees (excluding trainees, students, and outsourced staff)	Number	1,210.00	1,175.00	1,175.00
Full-time employees	Number	1,210.00	1,175.00	1,175.00
Female full-time employees	Number	296.00	291.00	299.00
Male full-time employees	Number	914.00	884.00	876.00
Part-time employees	Number	-	-	-
Female part-time employees	Number	-	-	-
Male part-time employees	Number	-	-	-
Senior Management	Number	120.00	106.00	118.00
Male employees in senior management	Number	104.00	91.00	97.00
Female employees in senior management	Number	16.00	15.00	21.00
Middle Management	Number	355.00	368.00	365.00
Female employees in middle management	Number	59.00	70.00	68.00
Male employees in middle management	Number	296.00	298.00	297.00
New employee hires (males)	Number	48.00	41.00	67.00
New employee hires (females)	Number	14.00	17.00	27.00
Total number of new employees	Number	62.00	58.00	94.00

PILLAR / MEASURES	UNIT	2021	2022	2023
8.2.3 Workforce Engagement and Diversity				
Workforce by age 18-30	Number	110.00	106.00	109.00
Workforce by age 31-40	Number	425.00	395.00	380.00
Workforce by age 41+	Number	675.00	674.00	686.00
Number of full-time national employees	Number	505.00	485.00	500.00
Female national employee	Number	231.00	233.00	240.00
Male national employees	Number	274.00	252.00	260.00
National full-time employees in senior management	Number	51.00	42.00	51.00
Nationalization rate of senior management	Percentage	42.50	40.00	43.00
Nationalization rate among total workforce	Percentage	41.70	41.30	42.60
Number of employees of other nationalities	Number	705.00	690.00	675.00
Female employment rate	Percentage	24.50	24.80	25.40
Females in senior management	Number	16.00	15.00	21.00
Percentage of employee engagement	Percentage	80.00	82.00	89.00
Percentage of employees receiving regular performance and career development reviews	Percentage	100.00	100.00	100.00
Percentage of male employees receiving reviews	Percentage	100.00	100.00	100.00
Percentage of female employees receiving reviews	Percentage	100.00	100.00	100.00
Percentage of senior management employees receiving reviews	Percentage	100.00	100.00	100.00
Percentage of middle management employees receiving reviews	Percentage	100.00	100.00	100.00
Total employees that anti-corruption policies (code of conduct) were communicated to	Number	1,210.00	1,175.00	1,175.00
Percentage of employees who received anti-corruption (code of conduct) policies	Percentage	100.00	100.00	100.00
8.2.4 Health and Safety				
Workers covered by an occupational health and safety management system	Number	2,460.00	2,532.00	2,452.00
Total workers covered by the health and safety management system	Percentage	100.00	100.00	100.00
Workers covered by the health and safety management system that has been internally audited	Number	2,460.00	2,532.00	2,452.00
Total workers covered by the health and safety management system that has been internally audited	Percentage	100.00	100.00	100.00
Workers covered by the health and safety management system that has been audited or certified by an external party	Number	2,460.00	2,532.00	2,452.00
Total workers covered by the health and safety management system that has been audited or certified by an external party	Percentage	100.00	100.00	100.00
Workforce represented in joint management-worker H&S committees	Percentage	1.00	1.00	1.00
Employee fatalities as a result of work-related injury	Number	-	-	-
Employee fatalities rate as a result of work-related injury	Percentage	-	-	-

PILLAR / MEASURES	UNIT	2021	2022	2023
8.2.4 Health and Safety				
Contractor fatalities as a result of work-related injury	Number	-	1.00	-
Contractor fatalities rate as a result of work-related injury	Percentage	-	0.10	-
Employee high consequence work related injury (excluding fatality)	Number	-	-	-
Employee high consequence work related injury rate (excluding fatality)	Percentage	-	-	-
Contractor high consequence work related injury (excluding fatality)	Number	-	-	-
Contractor high consequence work related injury rate (excluding fatality)	Percentage	-	-	-
Employee work related injury (excluding fatality and high consequence work)	Number	-	-	-
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	-	-	-
Contractor work related injury (excluding fatality and high consequence work)	Number	-	2.00	1.00
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	-	0.10	0.08
Fatalities as a result of work-related ill health	Number	-	-	-
Cases of recordable work-related ill health	Number	-	-	-
Total hours of H&S training provided to employees	Hours	83.00	1,234.00	542.00
Average hours of H&S training per year per employee	Hours	0.10	1.10	0.50
Total cost of HSE training	QAR '000	-	60.39	11.21
Percentage of offices ISO 14001 certified	Percentage	100.00	100.00	100.00
8.1 Sustainable Stewardship				
8.3.1 Employee Welfare and Development				
Total training provided for females	Hours	n/a	n/a	2,410.00
Total training provided for males	Hours	n/a	n/a	8,201.00
Total training provided for total workforce	Hours	n/a	n/a	10,611.00
Total training provided for senior management	Hours	n/a	n/a	2,316.00
Total training provided for middle management	Hours	n/a	n/a	4,021.00
Average hours of training per employee	Hours	3.20	11.10	12.10
Average hours of training per female employee	Hours	4.50	9.40	13.20
Average hours of training per male employee	Hours	2.70	11.60	11.70
Average hours of training per senior management employee	Hours	3.10	21.00	21.10
Average hours of training per middle management employee	Hours	8.60	15.60	10.80
Parental leave (males)	Number	-	5.00	29.00
Parental leave (females)	Number	26.00	18.00	13.00
Total Parental leaves	Number	26.00	23.00	42.00
Employees returned to work after Parental leave (males)	Number	-	5.00	29.00
Employees returned to work after Parental leave (females)	Number	26.00	18.00	11.00
Total employees returned to work after Parental leave	Number	26.00	23.00	40.00
Turnover rate	Percentage	2.90	5.60	3.60

PILLAR / MEASURES	UNIT	2021	2022	2023
8.3.1 Employee Welfare and Development				
Employees who left the organization	Number	35.00	66.00	43.00
Salaries paid	QR '000	753,923	824,000	732,191
Benefits paid	QAR '000	112,392	127,000	120,457
Ratio of basic salary of women to men	Percentage	107.00	111.00	109.00
Ratio of remuneration of women to men	Percentage	98.00	102.00	101.00
Number of grievances filed in the reporting period	Number	9.00	19.00	40.00
Grievances addressed or resolved	Number	8.00	19.00	38.00
Grievances filed prior to the reporting period that were resolved during the reporting period	Number	-	-	-
Work hours (employees)	Hours	2,555,520.00	2,479,488.00	2,481,600.00
Work hours (contractors)	Hours	2,640,000.00	4,452,502.00	2,691,685.00
Heat stress events	Number	-	-	-
8.3.2 Ethical Practices & Compliance				
Chairman's independence	Y/N	Yes	Yes	Yes
Total number of board members	Number	10.00	10.00	10.00
Male members of the Board of Directors	Number	10.00	10.00	10.00
Female members of the Board of Directors	Number	-	-	-
Percentage of Board seats occupied by women	Percentage	-	-	-
Percentage of board independence	Percentage	40.00	40.00	40.00
Total number of non-independent members	Number	6.00	6.00	6.00
Number of incidents of discrimination reported	Number	-	-	-
Number of incidents of discrimination reviewed	Number	-	-	-
Number of incidents of discrimination resolved	Number	-	-	-
8.3.3 Data Protection & Digital Rights				
Customer satisfaction results	Percentage	81.00	81.00	82.00
Percentage of customers actively responding the survey	Percentage	10.00	10.00	10.00
Customer complaints received through communication channels	Number	324,049.00	394,285.00	352,209.00
Percentage of customer complaints that were answered	Percentage	99.60	99.91	99.90
Percentage of customer complaints that were solved	Percentage	99.62	99.91	99.90
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	-	-	-
Privacy training sessions offered to employees	Number	-	1.00	2.00
Attempted cyberattacks	Number	37,614,981.00	14,838,660.00	15,872,937.00
Actual cyber breaches	Number	-	-	-
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	-	1.00	-
Complaints from regulatory bodies	Number	14.00	15.00	19.00

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