

SUSTAINABILITY REPORT 2024

Pioneering Sustainability



ooredoo
Sustainability

PIONEERING
SUSTAINABILITY



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GUIDANCE



We are pleased to share our 2024 ESG report, which provides a comprehensive overview of our sustainability objectives, strategic approach, and ongoing commitment to the national ESG initiatives. The report outlines our practices and performance from 1 January to 31 December 2024 on issues deemed critical to our operations in the State of Qatar. Our ESG disclosures align with the Qatar Stock Exchange Guidance on ESG Reporting and reflect our support for national goals, including the third Qatar National Development Strategy and the Qatar Finance Framework. This report has been prepared with reference to the Global Reporting Initiative standards.

WORDS FROM OUR CEO



"At Ooredoo Qatar, our aim is to lead the digital transformation towards a sustainable 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 is committed to providing advanced communication services. Our 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 2024, 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 and sports champion Moataz Barshim, visited patients at the Fahad Bin Jassem Kidney Center, spending time with them and distributing gift vouchers.
- Ooredoo and Shafallah Center collaborated to launch the Practical Training Programme for Persons with Disabilities, aimed at enhancing employability and inclusion.
- Ooredoo sponsored the Qatar Stars League 2024, the Ekbis Volleyball Championship, and the Al Kass Ooredoo Padel Tournament to promote physical activity, mental resilience, and social connection across diverse communities through power of sports

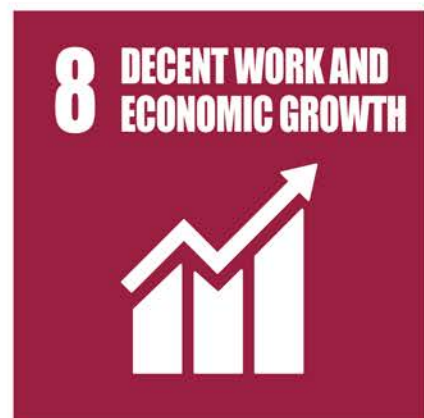
SDG #4 - Quality Education

- Ooredoo Qatar proudly celebrates a landmark event in its talent development journey, marking the graduation of 25 high-potential Qatari professionals from the first cohort of the JAHIZ Leadership Development Programme, alongside 15 emerging talents from the Rehlati Developpees Programme. These programmes collectively strengthen the company's commitment to nurturing local talent and empowering the next generation of leaders.



SDG #5 - Gender Equality

- Ooredoo marked International Women's Day with the "It's in Your Hands" campaign, focused on collective responsibility for inclusion and equity, which also culminated in the second Women's Summit, offering a platform for dialogue and inspiration among women leaders.
- The company also launched the Female Leader of the Future programme to empower women with leadership skills and break down career barriers.
- In partnership with Women@Google, Ooredoo co-hosted a Women in AI event, fostering connection and representation in the tech industry.



SDG #8 – Decent Work and Economic Growth

- Ooredoo Qatar held its third annual Customer Day in October 2024, where senior leadership engaged directly in front-line roles. This initiative provided valuable insights into customer interactions and operational challenges, reinforcing a culture of continuous improvement and customer-centricity.
- In 2024, Ooredoo Qatar expanded its 5G coverage to reach 94.7% of the population, playing a pivotal role in advancing digital inclusion and empowering the local economy.

SDG #9 – Industry, Innovation, and Infrastructure

- Offered the Top Management Programme, while also delivering digital and leadership learning through campaigns like Digi Bites, Techno Bites, and Masterclasses.



SDG #11 – Sustainable Cities and Communities



- Provided iftar meals to labour camps across Qatar, ensuring that low-income workers received meals during the Holy Month as part of Ooredoo Qatar's "Endless Giving" Ramadan campaign, fostering a spirit of kindness and solidarity.
- Collaborated with local charitable entities, including Qatar Charity, Qatar Red Crescent, Education Above All, Silatech, and Qatar Cancer Society, with Ooredoo empowering its customers to contribute by donating Nojoom Points to support individuals with disabilities, children, and education.
- Organised a World Cleanup Day event at the Al Zubarah Archaeological Site, collecting 230kgs of waste and engaging the community in sustainability efforts to foster the environmental preservation of Qatar's natural heritage.
- Hosted the 2024 Doha Marathon by Ooredoo, one of Qatar's largest sporting events, bringing together local and international participants.

SDG #17 – Partnerships for the Goals

- Ooredoo Qatar launched a three-year partnership with Qatar Foundation to advance ESG goals through joint initiatives in education, health, and community development. The collaboration enhances both organisation's impact by leveraging platforms like WISH that allow collaborative work in areas of health care, and DIFI Conference to support the protection and promotion of sustainable societies for innovative and inclusive growth.



OUR SUSTAINABILITY APPROACH:

4.1 Introduction

In a rapidly evolving world, Ooredoo Qatar stands at the forefront of digital and sustainable transformation. Aligned with the Qatar National Vision and 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



"Sustainability is fundamental to our core values. As such, it is an essential component of Ooredoo Qatar's digital transformation strategy. Sustainable practices, together with innovative solutions, are helping us to create a greener, more connected and better future for all our customers and stakeholders."

Majed Mohammed Al Meer,

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 and Compliance
- Employee Welfare and Development



SUSTAINABLE STEWARDSHIP:

5.1 Introduction

We are committed to environmental leadership through targeted efforts to reduce emissions, optimise resource use, minimise waste, and ensure 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 optimising the use of energy and resources to ensure efficiency and sustainability across all operations.



Waste Reduction: Leading efforts to minimise 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

- **Indirect GHG Emissions:** Reduced Scope 2 emissions by 16% from 117,102 tCO₂e in 2023 to 98,305 tCO₂e in 2024, showing progress in carbon management.
- **Renewable Energy:** A total of 615 GJ of renewable energy generated a 9% increase from 2023, contributing to a more sustainable energy mix, though renewable energy intensity slightly decreased.
- **Local Supply Chain:** Increased local supplier percentage to 68%, up from 63% in 2023, supporting local businesses and reducing carbon footprint from logistics.
- **Water Efficiency:** Reduced water consumption by 17.7%, bringing total usage down to 78,433 m³, a milestone in our journey toward smarter environmental management.
- **Energy Efficiency:** Reduced indirect energy consumption by 16.1% to 656,580 GJ, improving overall resource management.
- **Waste Recycling:** Achieved a significant increase in recycling rate by 172%, rising from 113 tonnes in 2023 to 308 tonnes, thereby greatly reducing landfill impact.

5.3 Key Initiatives

- Successfully recycled approximately 300 tonnes of paper waste and responsibly disposed of approximately 280 tonnes of cardboard and non-recyclable materials, such as plastic and metal-based file covers, as part of our digitalisation initiative.
- Minimised paper and cardboard waste from administrative operations through an archiving policy, double-sided printing and encouraging print limits, and by establishing recycling contracts.
- Distributed reusable metal bottles to replace single-use bottles and reduce plastic waste by lowering our carbon footprint and promoting sustainability.
- Organised a World Cleanup Day event at the Al Zubarah Archaeological Site, collecting 230kgs of waste and engaging the community in sustainability efforts to foster the environmental preservation of Qatar's natural heritage.



COMMUNITY EMPOWERMENT:

6.1 Introduction

Our goal is to foster digital inclusion, support community development, and prioritise 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: Prioritising the health and safety of our workforce and communities through comprehensive safety protocols and wellness programmes.

6.2 Highlights

- **Community Investments:** Invested 1.2% of revenues (QR 85.16 million) in community projects, sustaining support for local development.
- **Digital Adoption:** Increased the digital invoice payment from total payments, from 65% in 2023 to 86% in 2024, enhancing digital inclusion.
- **Employee Volunteerism:** Employee volunteer hours increased by 25% to 200 hours in 2024, and the number of volunteers increased from 50 in 2023 to 750 in 2024, reflecting a stronger commitment to community engagement.
- **Workforce Diversity:** Female representation in senior management increased by 14%, with 24 female leaders in 2024, up from 21 in 2023, 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

- Hosted the 2024 Doha Marathon by Ooredoo, one of Qatar's largest sporting events, bringing together local and international participants, with a record number of more than 13,000 runners from 124 countries.
- Volunteers, including our brand ambassador and sports champion Moataz Barshim, visited patients at the Fahad Bin Jassem Kidney Center, spending time with them and distributing gift vouchers.
- Provided iftar meals to labour camps across Qatar, ensuring that low-income workers received meals during the Holy Month as part of Ooredoo Qatar's "Endless Giving" Ramadan campaign, fostering a spirit of kindness and solidarity.
- Ooredoo Qatar accelerated the deployment of AI to transform our network operations delivery model, enhancing operational efficiency, resilience, and customer centricity.



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 programmes.

7.2 Highlights

- **Cybersecurity:** Prevented over 7.7 million cyberattacks, maintaining a record of zero cyber breaches, ensuring robust protection of customer data.
- **Employee Development:** Delivered 3,703 hours of training for female employees and 9,626 hours for male employees, promoting continuous professional growth.
- **Gender Pay Equity:** Maintained gender pay equity with a 114% ratio of basic salary for women compared to men, reflecting a commitment to equal pay.
- **Customer Satisfaction:** Achieved a 99.9% resolution rate for customer complaints for the second consecutive year, underscoring a sustained commitment to service excellence and customer satisfaction.
- **Award:** Ooredoo Qatar was honoured with a Silver Stevie® Award for Employer of the Year in Telecommunications at the 9th Annual Stevie Awards for Great Employers.

7.3 Key Initiatives

- Partnered with Seashore Group to promote E-waste recycling to encourage ethical consumption and responsible recycling of electronic devices.
- Renewed support for the Fahad Bin Jasim Kidney Center to demonstrate our ongoing commitment to community health through visits and gift-giving to patients.
- Collaborated with Qatari charitable and government entities to support individuals with disabilities, children, education, and underprivileged communities.
- Enhanced customer experience through call-back loops for low satisfaction, cross-functional journey improvement workshops, CEO-level oversight of pain points, and direct retail engagement for real-time feedback.
- Offered a suite of specialised programmes under the RUN (Reskilling, Upskilling, New Skilling) initiative, including JAHIZ, the Function Heads Programme, and the Top Management Programme, also delivering digital and leadership learning through campaigns like Digi Bites, Techno Bites, and Masterclasses.
- Implemented a new mandatory supplier declaration containing all essential conflict avoidance checkpoints.

PERFORMANCE DATA

Pillar / Measures	Unit	2021	2022	2023	2024
8.1 Sustainable Stewardship					
8.1.1 Energy & Resource					
Energy intensity	GJ/ workforce	733	792	1,098	1,014
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	480,907	520,237	507,854	507,550
Indirect energy consumption (electricity)*	GJ	405,921	409,351	782,128	656,580
Amount of renewable energy generated	GJ	2	965	564	615
Renewable energy intensity	GJ/ workforce	-	0.82	0.48	0.53
Total water consumption	m³	86,559	106,905	95,337	78,433
Fresh water used - company generated	m³	0	0	0	0
Water intensity	m³/ workforce	71.5	91	81.1	68.3
8.1.2 Emissions					
Direct GHG emissions (Scope 1)	tCO2e	34,702	36,786.8	34,942.10	34,922
Indirect GHG emissions (Scope 2)	tCO2e	60,775	61,288.98	117,102	98,305
Indirect GHG emissions (Scope 3)	tCO2e	0	0	0	0
Total GHG emissions	tCO2e	95,477	98,075.76	152,044.10	133,227
GHG emissions intensity	tCO2e/workfoce	78.9	83.5	129.4	116.1
Sites converted to commercial power	Number	40	49	56	106
Sites converted to hybrid power	Number	-	-	20	17
Sites converted from COWs to RDM	Number	36	23	30	27
8.1.2 Waste Reduction					
Total hazardous waste disposed	Tons	145.70	157.70	157.60	167.14
Total non-hazardous waste disposed	Tons	14.60	15.40	15.40	33.11
Percentage of hazardous waste recycled	Percentage	67	64	64	14.64
Percentage of non-hazardous waste recycled	Percentage	81	83	83	46.6
Total waste recycled	Tons	109.7	113.2	113	308.4
8.1.3 Sustainable Supply Chain					
Percentage of spending on local suppliers	Percentage	54.7	56.5	63.4	58
Percentage of local suppliers	Percentage	64.8	64	63	68
Number of suppliers identified as having significant actual and potential negative social impacts	Number	0	0	0	0
Suppliers with which relationships were terminated as a result of audit	Number	0	0	0	0
Number of suppliers identified as having significant actual and potential negative environmental impacts	Number	0	0	0	0

Pillar / Measures	Unit	2021	2022	2023	2024
8.2 Community Empowerment					
8.2.1 Digital Inclusion & Safety					
Number of mobile customers	Number	2,715,413	2,825,075	2,487,127	2,483,114
Number of wireline subscribers	Number	342,592	353,433	320,570	306,549
Number of broadband subscribers	Number	249,148	257,804	249,909	245,585
Share of digital invoice payment from total payments	Percentage	68	66	65	86
Digitally offered products	Percentage	n/a	100	100	100
Percent of digitally acquired customers	Percentage	n/a	2	4	4
Radio access network sites evolution	Number	3,153	3,442	3,797	3,904
8.2.2 Community Development					
Total value of community investments	QAR '000	96,957	108,402	101,233	85,164
Total amount invested in the community as a percentage of revenues	Percentage	1.3	1.4	1.4	1.2
Number of CSR projects	Number	8	30	35	30
Community investments as a percentage of pretax profit	Percentage	4.5	5.6	5.5	4.2
Operations with significant actual or potential negative impacts on local communities	Number	0	0	0	0
Number of volunteers	Number	50	50	50	750
Total number of employee volunteering hours	Hours	121	130	160	200
Number of volunteering days	Days	30	50	60	80
Revenues	QAR '000	7,464,332	7,960,203	7,283,334	7,126,542
Operating costs	QAR '000	3,173,519	3,600,467	2,999,692	2,960,004
Employee wages and benefits	QAR '000	990,716	1,111,229	989,716	1,036,789
Payments to providers of capital	QAR '000	800,800	960,960	1,377,376	1,761,761
Payments to the government	QAR '000	384,989	355,963	341,772	370,209
8.2.3 Workforce Engagement and Diversity					
Total number of employees (excluding trainees, students, and outsourced staff)	Number	1,210	1,175	1,175	1,148
Full-time employees	Number	1,210	1,175	1,175	1,148
Female full-time employees	Number	296	291	299	290
Male full-time employees	Number	914	884	876	858
Part-time employees	Number	0	0	0	0
Female part-time employees	Number	0	0	0	0
Male part-time employees	Number	0	0	0	0
Senior Management	Number	120	106	118	123
Male employees in senior management	Number	104	91	97	99
Female employees in senior management	Number	16	15	21	24
Middle Management	Number	355	368	365	364
Female employees in middle management	Number	59	70	68	74
Male employees in middle management	Number	296	298	297	290
New employee hires (males)	Number	48	41	67	47

Pillar / Measures	Unit	2021	2022	2023	2024
New employee hires (females)	Number	14	17	27	11
Total number of new employees who joined the organisation	Number	62	58	94	58
Workforce by age 18-30	Number	110	106	109	88
Workforce by age 31-40	Number	425	395	380	343
Workforce by age 41+	Number	675	674	686	717
Number of full-time national employees	Number	505	485	500	494
Female national employee	Number	231	233	240	233
Male national employees	Number	274	252	260	261
National full-time employees in senior management	Number	51	42	51	58
Nationalisation rate of senior management	Percentage	42.5	40	43	47.15
Nationalisation rate among total workforce	Percentage	41.7	41.3	42.6	43
Number of employees of other nationalities	Number	705	690	675	654
Female employment rate	Percentage	24.5	24.8	25.4	25.2
Females in Senior Management	Number	16	15	21	24
Percentage of engagement	Percentage	80	82	89	100
Percentage of employees receiving regular performance and career development reviews	Percentage	100	100	100	100
Percentage of female employees receiving reviews	Percentage	100	100	100	100
Percentage of male employees receiving reviews	Percentage	100	100	100	100
Percentage of Senior Management employees receiving reviews	Percentage	100	100	100	100
Total employees whom anti-corruption policies (code of conduct) were communicated to	Number	1,210	1,175	1,175	1,148
Percentage of employees who received anti-corruption (code of conduct) policies	Percentage	100	100	100	100
8.2.4 Health and Safety					
Number of workers covered by an occupational health and safety management system	Number	2,460	2,532	2,452	2,285
Number of workers covered by the health and safety management system	Percentage	100	100	100	100
Workers covered by the health and safety management system that has been internally audited	Number	2,460	2,532	2,452	2,285
Total workers covered by the health and safety management system that has been internally audited	Percentage	100	100	100	100
Workers covered by the health and safety management system that has been audited or certified by an external party	Number	2,460	2,532	2,452	2,285
Total workers covered by the health and safety management system that has been audited or certified by an external party	Percentage	100	100	100	100
Workforce represented in joint management-worker H&S committees	Percentage	1	1	1	1
Employee fatalities as a result of a work-related injury	Number	0	0	0	0
Employee fatalities rate as a result of a work-related injury	Percentage	0	0	0	0

Pillar / Measures	Unit	2021	2022	2023	2024
Contractor fatalities as a result of a work-related injury	Number	0	1	0	0
Contractor fatalities rate as a result of a work-related injury	Percentage	0	0.1	0	0
Employee high-consequence work-related injury (excluding fatality)	Number	0	0	0	0
Employee high-consequence work-related injury rate (excluding fatality)	Percentage	0	0	0	0
Contractor high-consequence work-related injury (excluding fatality)	Number	0	0	0	0
Contractor high-consequence work-related injury rate (excluding fatality)	Percentage	0	0	0	0
Employee work-related injury (excluding fatality and high-consequence work)	Number	0	0	0	0
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	0	0	0	0
Contractor work-related injury (excluding fatality and high-consequence work)	Number	0	2	1	0
Contractor work-related injury rate (excluding fatality and high-consequence work)	Percentage	0	0.1	0.1	0
Fatalities as a result of a work-related ill health	Number	0	0	0	0
Cases of recordable work-related ill health	Number	0	0	0	0
Total hours of H&S training provided to employees	Hours	83	1,234	542	777
Average hours of H&S training per year per employee	Hours	0.10	1.10	0.50	0.01
Total cost of HSE training	QAR '000	0	60.39	11.21	21.45
Percentage of offices ISO 14001 certified	Percentage	100	100	100	100
8.3 Ethical Excellence					
8.3.1 Employee Welfare and Development					
Total training provided for females	Hours	n/a	n/a	2,410	3,703
Total training provided for males	Hours	n/a	n/a	8,201	9,626
Total training provided for total workforce	Hours	n/a	n/a	10,611	13,329
Total training provided for Senior Management	Hours	n/a	n/a	2,316	4,413
Total training provided for Middle Management	Hours	n/a	n/a	4,021	4,682
Average hours of training per employee	Hours	3.2	11.1	12.1	11.6
Average hours of training per female employee	Hours	4.5	9.4	13.2	12.7
Average hours of training per male employee	Hours	2.7	11.6	11.7	11.2
Average hours of training per Senior Management employee	Hours	3.1	21	21.1	33.4
Average hours of training per Middle Management employee	Hours	8.6	15.6	10.8	12.8
Parental leave (males)	Number	0	5	29	24
Parental leave (females)	Number	26	18	13	22
Total parental leaves	Number	26	23	42	46
Employees returned to work after parental leave (males)	Number	0	5	29	24
Employees returned to work after parental leave (females)	Number	26	18	11	22

Pillar / Measures	Unit	2021	2022	2023	2024
Total employees returned to work after parental leave	Number	26	23	40	46
Turnover rate	Percentage	2.9	5.6	3.6	4.03
Total number of employees who left the organisation	Number	35	66	43	46
Salaries paid	QR '000	753,923	824,000	732,191	750,088
Benefits paid	QAR '000	112,392	127,000	120,457	110,464
Ratio of basic salary of women to men	Percentage	107	111	109	114
Ratio of remuneration of women to men	Percentage	98	102	101	102
Number of grievances filed in the reporting period	Number	9	19	40	n/a*
Number of grievances addressed or resolved	Number	8	19	38	n/a*
Grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0	0
Work hours (employees)	Hours	2,555,520	2,479,488	2,481,600	2,424,576
Work hours (contractors)	Hours	2,640,000	4,452,502	2,691,685	2,697,911
Heat stress events	Number	0	0	0	0
8.3.2 Ethical Practices & Compliance					
Chairman's independence	Y/N	Yes	Yes	Yes	Yes
Total number of board members	Number	10	10	10	10
Male members of the Board of Directors	Number	10	10	10	10
Female members of the Board of Directors	Number	0	0	0	0
Percentage of Board seats occupied by women	Percentage	0	0	0	0
Percentage of board independence	Percentage	40	40	40	40
Total number of non-independent members	Number	6	6	6	6
Number of incidents of discrimination reported	Number	0	0	0	0
Number of incidents of discrimination reviewed	Number	0	0	0	0
Number of incidents of discrimination resolved	Number	0	0	0	0
8.3.3 Data Protection & Digital Rights					
Customer satisfaction results	Percentage	81	81	82	82
Percentage of customers actively responding to the survey	Percentage	10	10	10	10
Customer complaints received through communication channels	Number	324,049	394,285	352,209	348,419
Percentage of customer complaints that were answered	Percentage	99.6	99.9	99.9	99.7
Percentage of customer complaints that were solved	Percentage	99.6	99.9	99.9	99.9
Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Number	-	-	-	-
Privacy training sessions offered to employees	Number	-	1	2	1
Attempted cyberattacks	Number	37,614,981	14,838,660	15,872,937	7,742,693
Actual cyber breaches	Number	0	0	0	0
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	1	0	0
Complaints from regulatory bodies	Number	14	15	19	0

