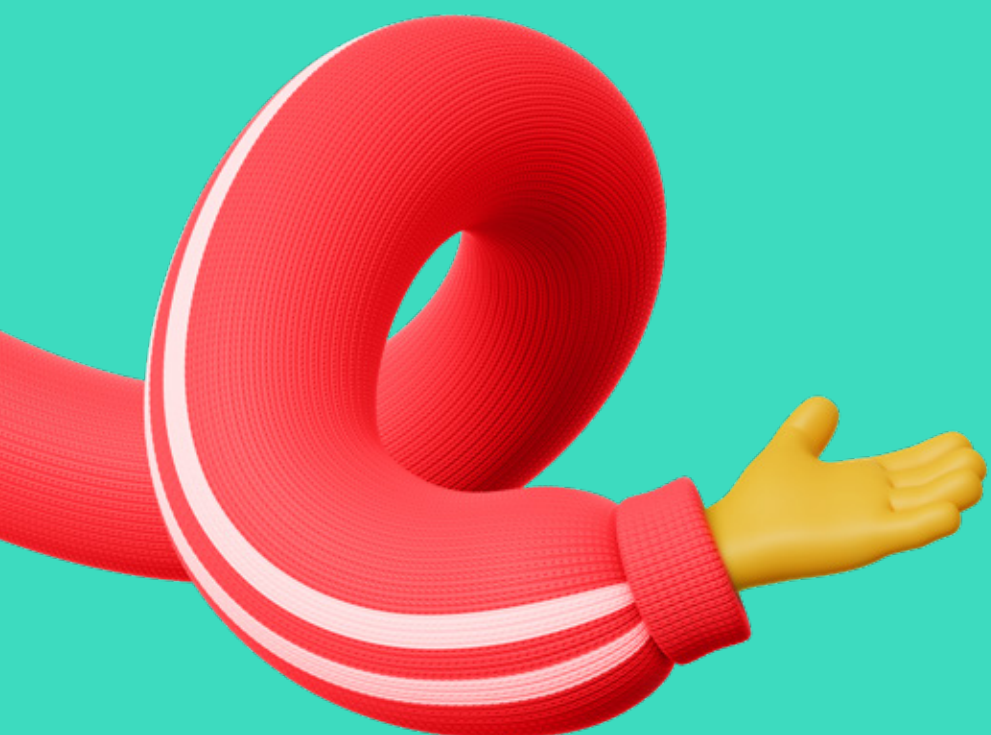


The ooredoo logo is positioned in the top right corner of the page. It consists of the word "ooredoo" in a lowercase, red, sans-serif font. The background of the entire page is a photograph of two hands cupping a small, green, moss-covered globe, symbolizing environmental care and sustainability.A red circular graphic containing the text "UPGRADE YOUR WORLD" in white, uppercase, sans-serif font. The text is centered within the circle.

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

Kuwait - 2022

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OVERVIEW

The Environmental, Social, and Governance (ESG) report offers a comprehensive perspective on our sustainability approach and dedication to global initiatives. It provides insights into our practices and advancements in areas we deem most relevant to our operations. This sustainability coverage encompasses data from 2020 to 2022, reflecting our ongoing commitment to yearly updates regarding our sustainability endeavors.

At Ooredoo Kuwait, we are unwavering in our commitment to upholding ESG principles, emphasizing sustainability, transparency, and ethical conduct. This report serves as a testament to our continuous efforts to align with these principles.



OUR COMMITMENT TO ESG



At Ooredoo Kuwait, our commitment extends to creating a positive impact across the environment, society, and governance. We hold ourselves to the highest standards of environmental stewardship and recognize our role as industry leaders, utilizing our mobile technology expertise to drive positive social and economic change. Our dedication to reducing our ecological footprint is unwavering.

Through our digital products, we empower our customers to reduce their environmental impact while enjoying essential services. Our vision extends beyond traditional service provision; we aspire to be digital enablers, helping individuals realize their full potential and fostering meaningful change in the communities we serve. Our promise is not only to fulfill our customers' aspirations but also to contribute to building a sustainable legacy.

OUR SUSTAINABILITY FRAMEWORK & KEY TOPICS

We operate as a digital enabler across our markets, with the aim of simplifying people's lives and offering them exciting and rewarding digital experiences. Our ongoing commitment is to utilize our mobile technology expertise to drive positive social, environmental, and economic change. To fulfill this commitment, we have prioritized ESG (Environmental, Social, and Governance) initiatives and developed a Sustainability Framework as our guiding foundation. This framework is constructed around five key pillars, all in alignment with our mission, values, and global standards and frameworks.

Protecting Our Environment

Conserving resources
Energy and carbon resources
Our Sustainability Highlights
Waste and water management

Digital Enrichment and Community Care

Digital Enrichment
Community care
Products and services
Responsible supply chain



Developing Our People

Equal opportunities
Our workforce
Nationalization
Female empowerment
Training and professional development

Creating Ethical Economic Opportunity

Corporate governance
Prevention of anti-competitive practices
Prevention of corruption and bribery

Safeguarding Our Customers

Customer security and privacy
Responsible relationships with customers

OUR SUSTAINABILITY HIGHLIGHTS



ENVIRONMENTAL: PROTECTING OUR ENVIRONMENT

Waste production, energy efficiency, emissions intensity, and water usage are all important factors in creating a sustainable future. We share this planet with everyone, so we must carefully manage our resources and reduce our waste to minimize our environmental impact. This means using less energy, reducing our greenhouse gas emissions, and using water more efficiently.

Ooredoo Kuwait is committed to environmental protection by minimizing our environmental impacts across all activities, products, and services. We acknowledge that we have only one world, and it is our responsibility to manage our resource utilization and mitigate potentially harmful waste. This proactive approach aims to limit our company's impact on the environment and contribute to a more sustainable future.



1. Energy, Carbon and Emissions

In telecommunication sector, the main source of environmental impacts stems from energy use required for our operations. Our goals in terms of energy and emissions are to cut back on and optimize both our use of energy across our operations as well as all associated GHG emissions. There are several initiatives that have been implemented throughout our operations that have now been achieved or are still under implementation to improve building management systems. This has included replacing conventional lights with LED lights in Ooredoo's Kuwait Office that use motion sensors to save energy. Mechanical, Electrical, and Plumbing (MEP) systems are also being optimised to reduce energy use and other environmental impacts. We are committing to and studying the use of solar power where economically possible. Ooredoo Kuwait started the process of switching from diesel generator tower sites to an environmentally friendly grid system connection.

2. Waste and Water Management

Organizations are increasingly using technology to reduce their environmental impact, such as recycling initiatives, waste reduction awareness campaigns, and water sensors. Ooredoo Kuwait has embraced digitalization initiatives to reduce water consumptions by using water sensors in all of its building.

Ooredoo Kuwait started to comply their product, goods and material uses, according to environmental sustainability requirements, such as minimizing daily materials consumption such as paper, printing inks using an approved quota and also digitizing key document forms which will have impact on saving resources and transportation too.



SOCIAL

At Ooredoo Kuwait, we are committed to social responsibility and sustainability. Our four-pronged approach of digital enrichment and community care, products and services, responsible supply chains, and developing our people are essential for creating a more equitable and sustainable world.

1. Digital Enrichment and Community Care

As a business with a strong focus on community, we are deeply committed to utilizing our services to enhance the quality of people's lives and foster human development. We firmly believe that by harnessing the power of our mobile technology, especially mobile broadband, we can effectively contribute to the social and economic advancement of the communities we serve. Our approach involves nurturing digital opportunities and ensuring accessibility for all customers, regardless of their location or background. Through these efforts, we leverage our capabilities to contribute significantly to the overall well-being of individuals and communities.

1.1 Digital Enrichment

With our ambition to drive organizational transformation and foster employee development to enhance overall business performance, we are continually focused on improving the speed, connectivity, and coverage of our network. Our goal is to ensure accessibility for all, even in remote areas, and to bolster the resilience of our global networks to meet the growing digital needs of our customers.

As we adapt to evolving demands and embrace new challenges, numerous projects related to digital transformation are in progress. These initiatives include API Systems, and ongoing updates to the Ooredoo's Kuwait App. Ooredoo Kuwait's vision is to establish a digital ecosystem that empowers our customers, making it easily accessible through their mobile devices. We are dedicated to fostering skill development, creating diverse opportunities, and launching various digital initiatives. These efforts enable us to better gauge the collective readiness to embrace and embed a digital ethos across all aspects of our daily operations.

Ooredoo Kuwait was the pioneer in Kuwait to introduce Fiber+, a groundbreaking technology that marked a significant innovation for smart homes and digital infrastructure-based organizations. This achievement underscores our unwavering commitment to delivering the latest and most innovative solutions in this era of digitization.

1.2 Community Care

In 2022, Ooredoo's Kuwait primary objective extended beyond achieving targeted profits. We also dedicated ourselves to a conscientious pursuit of humanitarian and ethical community initiatives that would leave a lasting impact on society's future. Our commitment revolves around fostering the prosperity of communities and providing solutions for women's empowerment, youth entrepreneurship, and underserved communities across our markets. Each year, we run various initiatives to uphold this commitment and actively encourage our employees to volunteer their time and skills.

As a part of our corporate social responsibility strategy, Ooredoo Kuwait established a partnership with Morning Hawks, a non-profit organization in the country that aids community members in need and collaborates with government entities and the Fire Department in search and rescue efforts. This partnership involved providing essential business services such as Push to Talk, Wi-Fi, and SIMs to all members of the group.



2. Products & Services

Ooredoo Kuwait actively collaborates with various government agencies and established companies, both locally and internationally, as a fundamental part of our strategy to serve the interests of the people and the state. In this capacity, we have embarked on a journey of innovation, modernization, and transformation, fundamentally reshaping the way society engages in daily life. Leveraging cutting-edge technologies, we have played a pivotal role in advancing Kuwait's vision of becoming a digitally empowered nation, as outlined in Kuwait Vision 2035.

Our relentless pursuit of excellence in upgrading and modernizing every facet of our operations and infrastructure has yielded significant results. Our paramount goal is to cater to our customers by delivering innovative services and products that cater to all market segments, thereby expanding our customer base and fostering their trust in us. A testament to our commitment to innovation is the launch of Fiber+, a groundbreaking technology that revolutionizes smart homes and institutions by harnessing digital infrastructure.

We consistently meet the evolving needs of our diverse customer base and remain dedicated to enhancing and upgrading our offerings to align with the ever-increasing demands of the market. Notably, we take pride in being the first telecom company in Kuwait to secure a Cloud Service Provider license from CITRA. Our state-of-the-art Data Center guarantees the highest levels of security and utilizes cutting-edge technology to provide round-the-clock cloud services and cybersecurity, ensuring a stable, secure, and uninterrupted experience for users worldwide while maintaining complete confidentiality and security.

Furthermore, our achievements extend even further as Ooredoo Kuwait Business has formed a strategic partnership with HUAWEI to introduce Ooredoo Kuwait Cloud Connect, a cutting-edge managed network services platform optimized for the cloud and powered by HUAWEI Cloud Campus MSP. These groundbreaking services empower businesses to embrace innovation, swiftly adapt to changing business landscapes, enhance network performance, and elevate user experiences through a flexible cloud-based subscription model.



3. Responsible Supply Chain

Our commitment to ethical conduct and fair practices is embedded in our Corporate Guideline. We have formally pledged to integrate social and environmental considerations across our entire supply chain.

Ooredoo Kuwait has also included an obligation for suppliers to adhere to Ooredoo’s Kuwait data privacy, confidentiality, and data protection guidelines.



Local procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	58%	63%	75%
Number of locally based suppliers	Number	188	210	209

4. Developing Our People

The development of our people’s talent is crucial to our business, especially considering the continuous advancements in digitalization and telecommunication technology within our industry. Therefore, we ensure that our employees have access to the necessary learning tools and programs required for their professional growth.

Ooredoo is firmly committed to investing in the development of young national leaders, with a focus on their training, growth, and support opportunities. We have established individual development plans, management and leadership development programs, as well as coaching and mentoring initiatives, all designed to help the company nurture and retain its top talent.”



4.1 Nationalization/Local Employment

In alignment with the national visions and agendas of the countries in which we operate, we are proud to be among the leading employers of local nationals. We have implemented a range of initiatives to foster the development and recruitment of national employees. These measures encompass various programs, including development programs, scholarships, sponsorships, succession planning, and more.

4.2 Female Empowerment

We champion female empowerment within our organization, providing support to our female staff in overcoming barriers that may hinder their economic and social development. We actively promote gender inclusion across all aspects of our business, understanding that enhanced gender equality leads to improved operational performance. We also recognize that women’s empowerment is a vital element in advancing the International Labor Organization’s (ILO) Decent Work Agenda.

In 2022, our workforce included 109 women, comprising 26% of our total workforce. Our female hire rate grew significantly as 40% of our new hires were women.



4.3 Training and Professional Development

We recognize the significant impact our employees have on the company's operations and the communities in which we operate. Therefore, we are committed to equipping our employees with the tools and skills necessary to keep pace with the rapid advancements in the market.

Ooredoo Kuwait advocates for gender equality in the workplace through dedicated training programs designed to advance women into leadership positions, as well as by providing mentorship and coaching opportunities.

We offer a range of programs to support our employees, including induction programs, talent development initiatives, succession planning, leadership development programs, and external scholarships. As part of our commitment to nurturing local talent, we provide employees with targeted competency programs based on periodic performance reviews. These programs encompass a variety of training methods, including in-house, online, and live training, tailored to meet their specific skill requirements.



Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	448	398	420
Full-time employees	Number	447	397	419
Part-time employees	Number	1	1	1
New employee hires (males)	Number	19	37	44
New employee hires (females)	Number	7	9	29
Total of new employees hires	Number	26	46	73
Parental leave (males)	Number	4	8	14
Parental leave (females)	Number	4	3	5
Total Parental leaves	Number	8	11	19
Number of employees returned to work after Parental leave (males)	Number	4	8	14
Number of employees returned to work after Parental leave (females)	Number	4	3	5
Total Number of employees returned to work after Parental leave	Number	8	11	19

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	38	35	55
Workforce by age 31-40	Number	206	183	180
Workforce by age 41+	Number	204	180	185

Employee Turnover	Unit	2020	2021	2022
Turnover rate	%	7%	25%	11%
Total number of employees who left the organization	Number	30	99	48

Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	%	70%	90%	91%

Grievance Mechanism	Unit	2020	2021	2022
Number of grievances filed in the reporting period	Number	n/a	8	8
Number of these grievance addressed or resolved	Number	n/a	8	8
Number of grievances filed prior to the reporting period that were resolved during the reporting period	Number	0	0	0

Nationalization	Unit	2020	2021	2022
Nationalization rate of senior management	%	48%	44%	40%
Nationalization rate among total workforce	%	52%	52%	53%

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	103	93	109
Female employment rate	%	23%	23%	26%
Females in senior management	Number	1	0	1

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	12	4	8
Average hours of training per female employee	Number	15	4	6
Average hours of training per male employee	Number	12	4	9
Average hours of training per senior management employee	Number	12	6	10
Average hours of training per middle management employee	Number	12	7	16

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	849,408	780,080	829,920
Employee total recordable injuries	Number	7	0	0

GOVERNANCE

We are dedicated to upholding the highest ethical standards in all our business dealings and interactions and to promoting honesty among our stakeholders. As a demonstration of our commitment, we have created a Corporate Ethics Framework.

1. Corporate Governance

Our Corporate Governance Department is responsible for supporting both management and the Board of Directors in the effective implementation of corporate governance practices and policies throughout the Company. The Department also assists the Board of Directors in their annual review and evaluation of compliance with the Code of Conduct, overseeing the implementation of the Corporate Governance Code.

For ease of reporting observations or misconduct, we have a dedicated whistleblower report form accessible at <https://www.ooredoo.com.kw/portal/en/whistleblowing>.

The Ooredoo Kuwait Board of Directors is structured in full compliance with applicable laws and regulations, consisting of seven members elected through secret voting by the company's General Assembly of shareholders. Our highly engaged Board of Directors oversees management to ensure the long-term interests of our shareholders are upheld.

Forming different committees is part of the boards responsibilities to successfully fulfill its role in accordance with the company's need.

At Ooredoo Kuwait, we have established three Board committees.



All appointed members of the committees possess operational knowledge and extensive experience in the areas of issues and risks they oversee. Each committee operates under its own charter, which outlines its functions and establishes the framework for its operation.

Governance KPI (Key Performance Indicators).

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	Yes	Yes
Male members of the Board of Directors	Number	6	7	7
Female members of the Board of Directors	Number	1	0	0
Percentage of Board seats occupied by women	%	14%	0%	0%

2. Promote Code of Conduct and Ethical Standards

Company employees are committed to the Code of Conduct, which outlines the ethical standards and guidelines adopted by the management for carrying out their managerial and operational responsibilities. This commitment ensures that the company achieves its goals in an ethical and professional manner, aligning with the work environment in the State of Kuwait and reflecting the values of society.



The Board of Directors is dedicated to instilling a culture of the Code of Conduct and bolstering investor confidence in the company's integrity and financial stability through adherence to good governance principles and the establishment of a conflict-of-interest policy. The Board has also implemented both a stakeholder policy and a related parties policy, designed to prevent any conflicts of interest.



Customer satisfaction is our top priority, and we place significant emphasis on the privacy and data security of each customer. To this end, we maintain and implement measures to ensure the safeguarding of all information, data, and privacy.

3.1 Customer Security & Privacy

In full compliance with our Privacy Policy and local laws, we are dedicated to protecting customer data at all times. We have obtained ISO 27001 certification for our information security management systems. This management framework assists our Governance, Risk & Compliance personnel in establishing, monitoring, and continually improving information security operations.

Our operations are underpinned by a comprehensive set of security and data protection measures. This encompasses storing customer data in encrypted formats within databases, implementing robust prevention measures, deploying advanced IT solutions, and conducting employee training. To stay vigilant against potential threats and cybersecurity risks, we regularly update our existing policies, conduct access control reviews and security assessments, and introduce advanced prevention measures. Our information security risk management process is designed to mitigate the impact on information assets to a manageable level. Key focus areas include vulnerability management processes, incident monitoring,

response and recovery procedures, patch management, and identity and access management. We do not knowingly collect personal data from children.

For more information, please refer to our Privacy Policy, available on our website: <https://www.ooredoo.com.kw/portal/en/privacypolicy>

Ooredoo Kuwait has been committed to manage data protection and data security under the guidance of Kuwait Regulatory - Communication and Information Technology Regulatory Authority (CITRA) and put into practice by implementing the required policies and procedures.

External Audits are conducted more than once a year that includes (1) Financial – ICFOR (2) ISMS – ISO 27001/27017 (3) PCI DSS 3.2.1. NOT limited to Internal Audit and (PIC) Process in Checks plans that are covered at least once a year. Ooredoo Kuwait has an ISMS compliance programme in place and certified standards evident with ISO/IEC 27001:2013; ISO/IEC 27017:2015 & PCI DSS 3.2.1 Certifications, which addresses key requirements of Security awareness through a digital programme, incident management system and Quarterly access reviews.

3.2. Responsible Relationship with Customers

We firmly believe that customer satisfaction lies at the heart of being an excellent service provider. Our dedication is focused on nurturing respectful customer relationships and enhancing the quality of customer service. To ensure well-structured and regularly reviewed complaints handling processes, all our operations have been ISO 9001 certified since 2016.

We are committed to providing complete transparency regarding our goods and services. Consequently, our terms and conditions, as well as details about prices, services, and offers, are clearly specified on our website and within our app. Additionally, this information is available upon request 24 hours a day from our customer service representatives via phone, chat, or WhatsApp.

In order to ensure that our customers receive the assistance they require, we offer multiple avenues through which they can submit service requests. These include voice complaints over the phone, through our applications, on our website, or in person at our physical locations. Once received, service requests are promptly assigned to the responsible team for investigation and resolution. Subsequently,

customers are notified through a telephone call or SMS once the issue has been successfully resolved. We kindly request that customers participate in an evaluation survey, which allows us to gather valuable feedback and data to further enhance our processes and create an improved experience for our valued customers.

Kuwait

Customers	Unit	2020	2021	2022
Customer satisfaction results	%	76%	79%	82%
Number of customer complaints	Number	289,246	200,009	180,749
Percentage of customer complaints that were answered	%	100%	100%	100%
Percentage of customer complaints that were solved	%	100%	100%	100%

