

Empowering Youth, Innovating Tomorrow

Omantel Sustainability Report 2023



His Majesty Sultan
Haitham Bin Tarik



About this Report

The Oman Telecommunications Company SAOG (Omantel) has released its sixth Sustainability Report for the period from 1st January 2022 to 31st December 2023, highlighting its Environmental, Social, and Governance (ESG) performance. The report provides detailed data from 2021 for comparative analysis, serving as a benchmark to measure the company's progress. The report's focus is on Omantel's internal operations within Oman, showcasing its efforts to bring positive change through sustainable practices. However, the financial performance figures presented include contributions not only from local endeavors but also from subsidiaries.

The report is based on the company's materiality assessment and is aligned with the GRI Sustainability Reporting Standards, the MSX ESG guidelines, the Oman Vision 2040, and the United Nations Sustainable Development Goals (SDGs). Omantel has always been committed to sustainable business practices, and this report highlights the company's efforts to protect the environment, promote social well-being, and maintain good governance practices. The report serves as proof of Omantel's unwavering commitment to sustainability and its efforts to create a better future for all.

From 2024, Omantel has committed to publishing its sustainability report annually. Additionally, to enhance our reporting standards continually, we will integrate additional frameworks such as the Sustainability Accounting Standards Board (SASB), International Sustainability Standards Board (ISSB) S1 and S2, and the Carbon Disclosure Project (CDP).



External Assurance

We would like to inform you that the financial data presented in this report have been audited by EY (Ernst & Young) for accuracy and reliability. For further information, please refer to our annual report available on our website. As for our non-financial data, we have engaged with our stakeholders internally to ensure the accuracy of the information provided.



Contact Details

If you would like to learn more about sustainability at Omantel or share any feedback, please contact: sustainability@omantel.om



Restatement

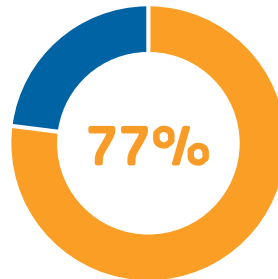
According to the latest Omantel Sustainability Report for 2020-2021, there have been restatements made to financial performance and greenhouse gas (GHG) calculations.

■ Sustainability Highlights 2022-2023

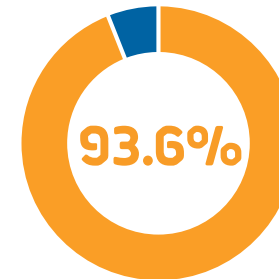


13.1%

increase in group net profit between 2022 and 2023



of Omantel's total supplier spending is allocated to local suppliers



of our workforce consists of Omani employees



Over
1,2 mn RO

was invested in Corporate Social Responsibility initiatives during the years 2022 and 2023



Established a Sustainable Finance Framework in 2023



Established a dedicated Sustainability Steering Committee



In 2023, Scope 1 GHG emissions decreased by

31%

while Scope 2 emissions decreased by

26%

attributable mainly to the sale of towers

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Chairman Message

Dear Stakeholders

It is with great pleasure that we present our Sustainability Report for both 2022 and 2023. Omantel recognises that transparency and transformation in our environmental, social and governance activities is critical for our sustainability and our stakeholders. In this report, we have linked our business achievements to how we are committed and contributing back to our society. Throughout the years, Omantel has been a company that has focused on socio-economic development of the Omani community. Guided by our values and strategy, we continue to ensure our business activities are aligned to the Oman Vision 2040, as well as the United Nations Sustainable Development Goals, so that future generations can enjoy not only prosperity and advanced services, but a healthy and sustainable environment.

We have established a Sustainability Steering Committee to take our sustainability agenda forward. The Committee monitors all our strategies so that we pursue our goals without compromising on finite resources or impacting the lives of future generations.

I am delighted to underline our commitment to corporate governance which will enhance the

transparency within the company by encouraging all those involved in the business, from stakeholders to employees, to be socially responsible and accountable.

The Board of Directors fully understands the need for companies to be part of the required global solutions towards reducing the adverse impact on the environment. As we move forward, we are increasingly integrating considerations for our society and environment into our decision-making process.

Our sustainability efforts and initiatives during 2022 and 2023 would not have been possible without the support of all our stakeholders. We would like to thank our employees for their dedication and passion, our shareholders for their guidance and support, and our partners for being part of our journey. We express our sincere appreciation to His Majesty Sultan Haitham bin Tarik visionary leadership that enabled our beloved Oman to flourish. We pray to Almighty Allah to protect him and grant him good health. We pledge our loyalty and commitment to support Oman's growth and prosperity under His Majesty's wise leadership.



Mulham bin Basheer Al-Jarf
Chairman

CEO Message

Dear Stakeholders

We are pleased to present our sustainability report for 2022 and 2023, which showcases our commitment to creating a positive impact on the environment, society, and the economy. In an era defined by rapid technological advancements and evolving consumer demands, we recognize our responsibility to innovate with purpose and to deliver solutions that address the most pressing challenges of our time.

Post COVID, we saw our operations stabilize in 2022, followed by further acceleration in 2023. This phase was largely powered by our “Shift Gear” strategy, which focuses on value creation, digital transformation, customer experience, and efficiencies and building an ecosystem of innovation. This strategy enabled us to achieve higher profitability, while remaining true to sustainability goals and creating tangible value for all our stakeholders.

During 2023, we formed a Sustainability Steering Committee chaired in the interim by the Chief Financial Officer and have adopted an operating model for Sustainability within the organization to ensure we are best able to drive our sustainability agenda. As part of this Steering Committee, we refreshed our Sustainability Strategy focusing on the following 4 pillars:

- Creating a greener world
- Operating responsibility
- Developing prosperous communities
- Employer of Choice

The revised sustainability strategy demonstrates our commitment to sustainability that extends beyond environmental stewardship to encompass the well-being and empowerment of our employees, customers, and broader society. We have continued to foster a diverse

and inclusive workplace culture, where every individual is valued, respected, and given equal opportunities to thrive. Through targeted initiatives, we have also worked to bridge the digital divide, providing access to essential telecommunications services, and promoting digital literacy among underserved communities.

One of the core components of the strategy has always been the community. As a socially committed organization, we carried out several activities targeted at different segments of society, especially the underprivileged and those suffering from serious illnesses. A key focus has always been on Education where we have several activities focused on building skills within our society. Programs such as the IT and Coding curriculum we have developed, scholarship programs and numerous awareness campaigns are designed to ensure the digital advancement of our youth. All the details about our community initiatives can be found in this report.

We continuously strive to improve our reporting, in line with international best practice and Oman Capital Market requirements, therefore, I am pleased to announce we will start publishing our Sustainability report annually going forward.

We are proud of our progress, and we also acknowledge that we have more work to do. We recognize that our journey towards sustainability is ongoing and requires continuous innovation, collaboration, and accountability with our customers, partners, suppliers, employees, and communities. As we embark on the next phase of our sustainability journey, we remain steadfast in our commitment to creating a more sustainable future for generations to come.

Together, we will continue to make meaningful progress towards a more sustainable and inclusive world.



Talal Said Al Mamari
Chief Executive Officer



ABOUT OMANTEL

About Omantel

1.1 Omantel at a Glance

Oman Telecommunications Company SAOG, also known as Omantel, is the leading integrated telecommunications services provider in Oman. It plays a pivotal role in Oman's digital transformation and creates an environment that fosters innovation. Omantel is a pioneer in the industry, providing seamless connectivity and access to a wealth of information and entertainment. Its services empower individuals and

businesses to engage with the world at their fingertips.

Omantel is listed on the Muscat Stock Market (MSX), and the majority of its shares are owned by the government of Oman. By operating at the intersection of technology and societal advancement, Omantel contributes to progress and connectivity across the entire Sultanate.



Vision

Together, we build a totally connected community through innovation.



Mission

- Fulfill all communications needs of our customers
- Attract and develop talent in a team oriented environment
- Deliver profitable growth to our shareholders



Values

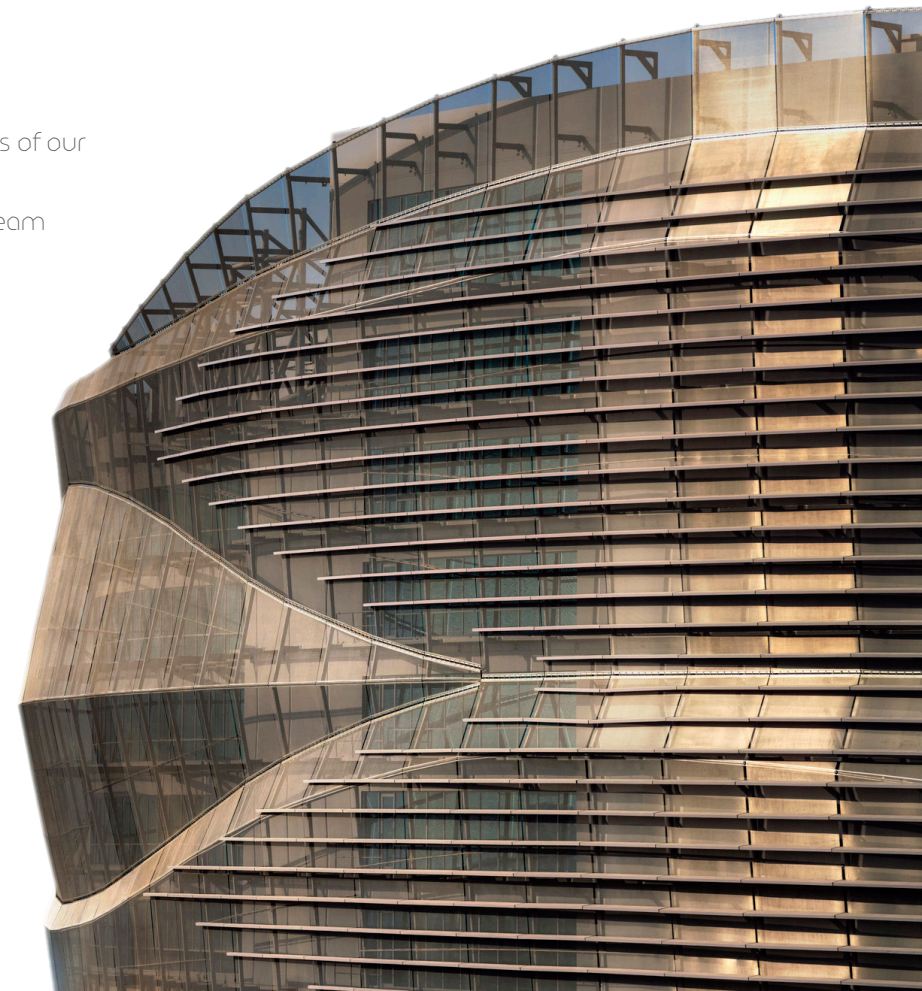
We focus on delivering the best services with professionalism and ethics in every aspect of our business and operations:

Passion We are passionate about our people, our business, our customers and our country, and lead by example, inspiring others with our pursuit of excellence.

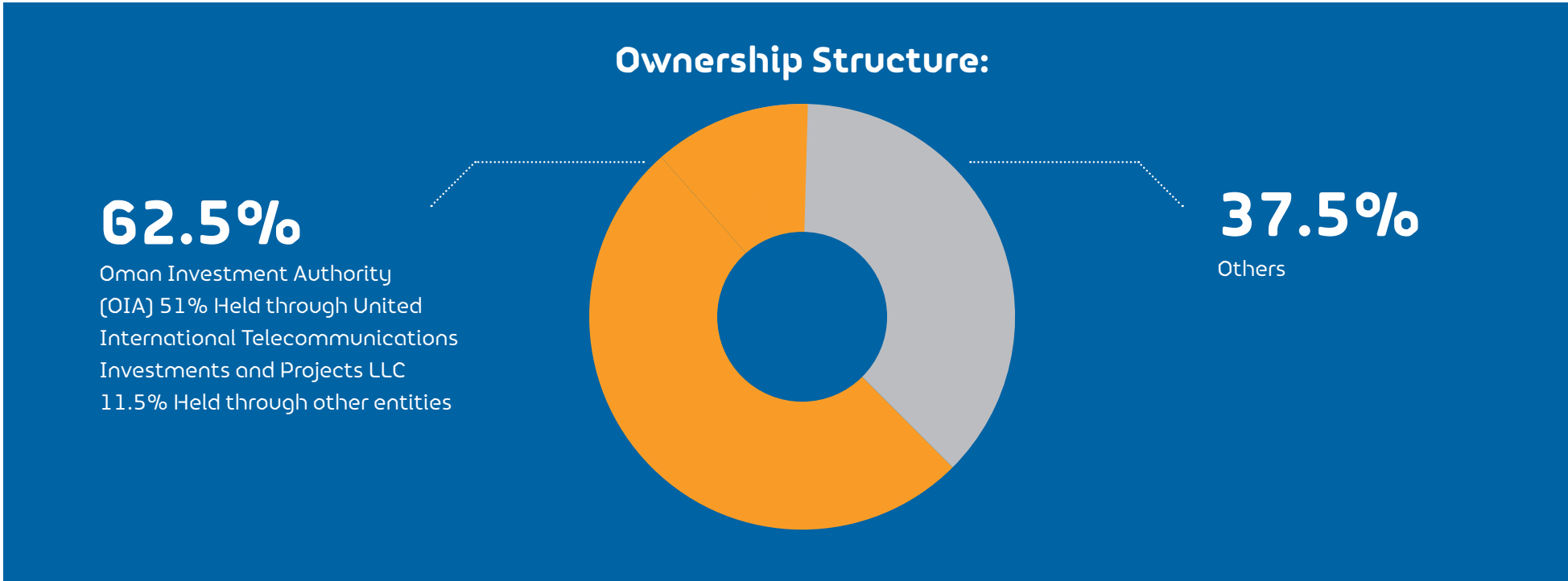
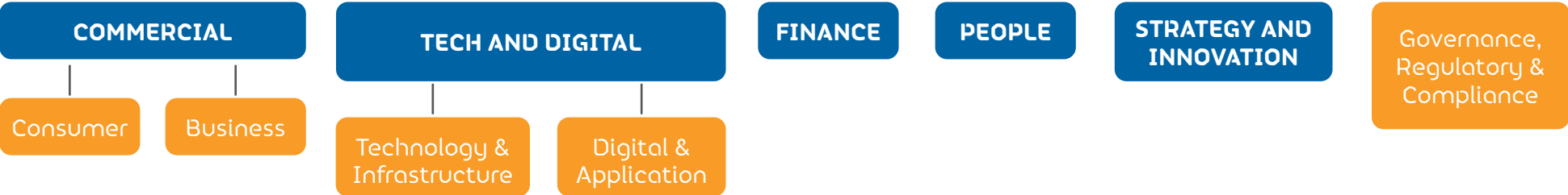
Simplicity We simplify problems by creating clear and understandable solutions that are easy to implement and adaptable to the needs of our employees.

Collaboration At Omantel, each and every employee plays a critical role in achieving business objectives. The Company promotes idea sharing and collaboration at every level and across all operations.

Ownership We own our faults, but take full credit for our successes, ensuring we do more than just the talk.



Omantel Organization Structure



Subsidiaries



100%

Oman Data Park LLC

Omantel Established in 2012 and it is premier IT Managed Services provider. They offer a superior TIA 942 Rating 3 certified Data Center network, cyber security and cloud services. They operate Oman’s only Virtual Data Center – Nebula. Their Cyber Security Centre and the newly launched Professional Services as a Service are all a part of OpEx models offering economical pay-as-you-grow models that facilitate Infrastructure as a Service, Network as a Service, Data Centre as a Service, Disaster Recovery as a Service, and Application as a Service.



63%

Global Financial Technology LLC

Founded in 2022 as a payment service provider (PSP), which provides fintech services through its wallet and payment gateway. The company has a super app that offers mobile payment services in the form of a digital wallet to consumers and enables merchants to receive payments through its NFC, QR code, point of sale, bank transfer and online payment gateway offerings.



51%

Future Cities SAOC

IOT & Smart Cities Solutions with partnership with National Energy Centre



100%

Innovation Hub SPC

Specializing in providing customized corporate innovation solutions that help businesses design innovative strategies and processes, establish an innovation culture, and solve complex business problems.



51%

Frontier Technology LLC

Established in 2017. Deploys customized integrated solutions empowered with Blockchain and other frontier technologies (like SaaS & BaaS), resulting in efficiencies and value for various industries, locally and beyond. It provides solutions to various market demands that improve FinTech operations and general services. Furthermore, the company provides workshops to educate and elevate the national skillsets as part of its national duties.

Subsidiaries



100%

Infoline

BPO, Contact Center, IT Services.
Results consolidated with Omantel

100%

Omantel International (OTI)

Omantel International Limited was established in 2018 in the Cayman Islands and is engaged in Omantel's international wholesale voice business. The Company has 100+ interconnection arrangements with international operators and is engaged in providing international voice services.

100%

Omantel France SAS

Omantel France, an Omantel subsidiary company tasked with ensuring that the AAE-1 cable system is able to deliver seamless connectivity between Europe, the Middle East, and Asia while offering operators an alternative access point in Europe. Omantel's carrier neutral landing facilities and new data centers in Marseille gives carriers competitive access to and from Europe via the AAE-1 cable system.



21.9%

Zain Group

Leading MENA Telecom Operator with presence in 9 countries



100%

Oztel Holdings

Associate Companies



26%

ZOI - Zain Oman International

Zain and Omantel incorporated a new joint venture called Zain Omantel International. The purpose of the joint venture is to manage Omantel and Zain's international wholesale requirements across eight markets, serving over 55 million customers which will create a better economy of scale value to the JV partners.



50%

Equinix Muscat LLC

Is the world's digital infrastructure company. Founded in 1998 as a vendor-neutral multitenant data center provider where competing networks could securely connect and share data traffic.



40.96%

Oman Fiber Optic SAOG

Fiber Optic Cables manufacturing, Outside plant services, Telecom services.



40%

Majan Telecommunications LLC

Class II Mobile Reseller operating Renna and Red Bull MOBILE brands



28%

Pearl Reif

The Pearl REIF is a closed-ended Shariah-compliant real estate investment fund formed by Omantel and Oman Investment Authority (OIA).

Our Products and Services

Consumer



1. Mobile Services

In our segment of consumer mobile services, we strive to offer a range of options that cater to the varied needs of our customers. Whether it's prepaid plans like Prepaid Hayyak or postpaid options like Postpaid Baqati, we ensure that individuals on the move stay connected seamlessly. Our roaming packages “Jawazak” are designed for travelers, and our mobile broadband services keep users connected wherever they go.



2. Home Services

Our home services include essential connectivity and entertainment solutions, such as high-speed home broadband connections, fixed services, OmantelTV+, Gaming solutions and more.

No matter where home is!

Omantel is pleased to launch the government Afaaq initiative, in cooperation with the TRA to provide the Home Internet services to more than 600 villages throughout the Sultanate by Satellite technology coinciding with back to school session . This initiative comes within the various initiatives to spread telecommunications services in the Sultanate and cover villages and rural communities with telecommunications and Internet services throughout the Sultanate.



3. Emerging Services

Our portfolio of emerging services offers a variety of innovative solutions to meet the evolving needs of our customers. This includes a range of devices and accessories, value-added services, engaging content offerings, as well as mobile wallet and fintech solutions. Moreover, we build partnerships and support content creation in the OTT space to continuously improve our service offerings.

Business



1. Mobile

Our comprehensive mobile solutions are tailored to meet the specific needs of enterprises. We offer postpaid options such as Postpaid Nama and prepaid packages for businesses. Our roaming services (GoBiz) ensure seamless international connectivity for businesses.



2. Internet

Our internet services are specifically designed to help businesses grow and succeed. We offer a variety of internet services, business solutions, connectivity options, and Wi-Fi services to cater to organizations' connectivity requirements, enabling them to flourish in the digital era.



3. Small & Medium Enterprise (SME) Services

Our SME services segment provides a range of information and communication technology (ICT) solutions, including Software as a Service (SaaS) offerings and data center solutions. These solutions are designed to empower small and medium-sized enterprises with the necessary tools to thrive in today's digital landscape.



4. Our Wholesale products and services include:

- Roaming
- Connectivity
- Interconnection
- Co-Location
- Data Centers
- Back bone
- Internet
- Carrier voice

In May 2023, Zain and Omantel formed a joint venture, Zain-Omantel International (ZOI), to become a leading provider of international wholesale services.

1.2 Corporate Strategy: Shift Gear

Omantel has implemented its strategy theme, "It's time to shift gear," in 2021. The primary objective of this new Corporate Strategy is to achieve sustainable profitability growth through four strategic pillars. Omantel has identified these pillars as follows:



Focusing on the differentiating activities where value creation is possible



Organizing ourselves for excellence in these activities



Building an open collaboration eco-system to complement core activities



Re-assessing all other activities to determine how they can be done more efficiently.

The company aims to achieve sustainable profitability growth and generate sufficient operating cash flow to cover investments and costs. Secondary objectives include revenue diversification, leaner operations, leadership in 5G, and customer perception as a premium quality player.

As part of their Strategic Planning framework, the Omantel has introduced the concept of Tactical Plans that outline the execution of each Strategic Stream as part of the four Shift Gear Strategy pillars. The Tactical Plans cover a period of up to two years and are fully updated on a yearly basis. These Tactical Plans define the detailed short-term roadmaps and objectives, as well as the owners of each action within

the organization. The Corporate Strategy team is responsible for continuously tracking the progress of the Tactical Plans.

Omantel is currently working on developing a new Strategy taking into account technological advancement, Oman's vision 2040, and Oman's Net Zero Emission 2050. The new strategy will focus on Artificial Intelligence, Machine learning in a collaborative eco-system. Part of our new strategy is becoming an enabler for Sustainable Oman. By this strategy, we aspire to play a crucial role to enable other organization through their journey to become more sustainable.

1.3 Financial Performance

Omantel's financial performance in 2022 demonstrated strong growth and resilience, showcasing our commitment to delivering sustainable value to our stakeholders. Our revenue increased by 11.4% compared to the previous year, reaching RO 2,682.8 million. We continued to grow by approximately 9.7% to \$2,942.7 million in 2023, indicating significant top-line growth. Additionally, our EBITDA increased by 2.9% to RO 998.9 million, and it continued to climb in 2023, reaching \$1,039.8 million, an increase of approximately 4.1%. These results demonstrate our ability to maintain operational efficiency and profitability even amidst challenging market conditions.

These robust financial results highlight Omantel's strategic focus on driving revenue growth, optimizing operational efficiency, and enhancing shareholder value. As we continue to navigate dynamic market conditions and evolving customer needs, our financial performance remains a key indicator of our organizational strength and resilience in delivering sustainable growth.

The table below presents Omantel's Consolidated Revenue, including revenues from domestic operations of the parent company, revenue from Zain Group, domestic and other international subsidiaries for the years 2021, 2022, and 2023.

	2021	2022	2023
Revenue	2,408.3	2,682.8	2,942.7
EBITDA	970.3	998.9	1039.8
Profit for the period	233.6	278.9	315.5
Attributable to Shareholders of the Company	67.1	91.3	74.8
Non-controlling interest	166.6	187.6	240.7
Profit for the Period	233.6	278.9	315.5

Please refer to our Annual Reports for detailed information on our financial performance.

1.4 Leaders in the industry

Omantel is a leader in the telecom industry, backed by prestigious memberships, awards, and certifications. Our commitment to innovation and excellence in customer engagement is evident in accolades like the Gold Stevie Wins and MENA Effie Awards. We continue to drive positive change while aligning with SDGs and ESG principles, reflecting our dedication to operational excellence and industry leadership.

2022 Awards & Recognition:

- Middle East Best Regional Data Centre Operator - Carrier Community, Global award
- Middle East Best Regional Operator - Carrier Community, Global award
- Gold Stevie Winner in the Innovation in Business Utility App
- Gold Stevie Winner in Innovative Use of Technology in Customer Service categories
- Employee Engagement Award at the International Brilliance Awards Ceremony by BOC Institution
- Internal Communications Award at the International Brilliance Awards Ceremony by BOC Institution
- MENA Effie Awards honored Omantel for its campaign 'The Future Shapers' in the Branded Content and Entertainment
- MENA Effie Awards honored Omantel for its campaign 'From Imagination to Reality' campaign in the Internet and Telecom category
- Excellence in Telecom at COMEX
- Oman's Most Valuable Telecom Brand
- Best Service Delivery in the Telecom Sector, Customer Experience Conference
- Edukan scores best IOT project award in Customer Experience Conference



2023 Awards & Recognition:

- The 'business/professional' award for bringing e-learning closer to employees.
- OSHRM 2023 Awards
- Best Mobile Application Award - Comex
- Cloud Technology Award - Comex
- Best of Best Award - Comex
- Best 5G Adoption at SAMENA Council's LEAD awards
- Global Carrier Community Awards- Most Influential and Inspirational Wholesale Executive of the Year
- Global Carrier Community Awards- Telecom and Tech Woman of the Year
- Global Carrier Community Awards- Best Subsea Cable Operator of the Year
- Golden Award for being the first supporter for Sports in Oman
- Employer of Choice Award HRM Summit
- Emerging women leader of the year - Telecom sector
- Silver Award at Oman Sustainability Week
- Huawei Carrier Partner of the Year
- Huawei Enterprise Partner Idea hub Partner of the Year

Our Certifications:

- **LEED Platinum certification** by the United States Green Building Council (USGBC)
- **ISO** certifications
- **ISO 23001**- Security and Resilience- Business Continuity Management Systems
- **ISO 27001:2013**- Security Techniques- Information Security Management Systems
- **ISO 27701:2013**- Security Techniques for Privacy Information Management



A graphic with a solid yellow background. In the center, the text "Sustainability at Omantel" is written in white. Surrounding the text are several faint, light-yellow icons: a handshake, a puzzle piece, a person with a checkmark, a person with a document, and a person with a network diagram. There are also some orange and teal geometric shapes (a rectangle and three slanted bars) scattered around the icons.

Sustainability at Omantel

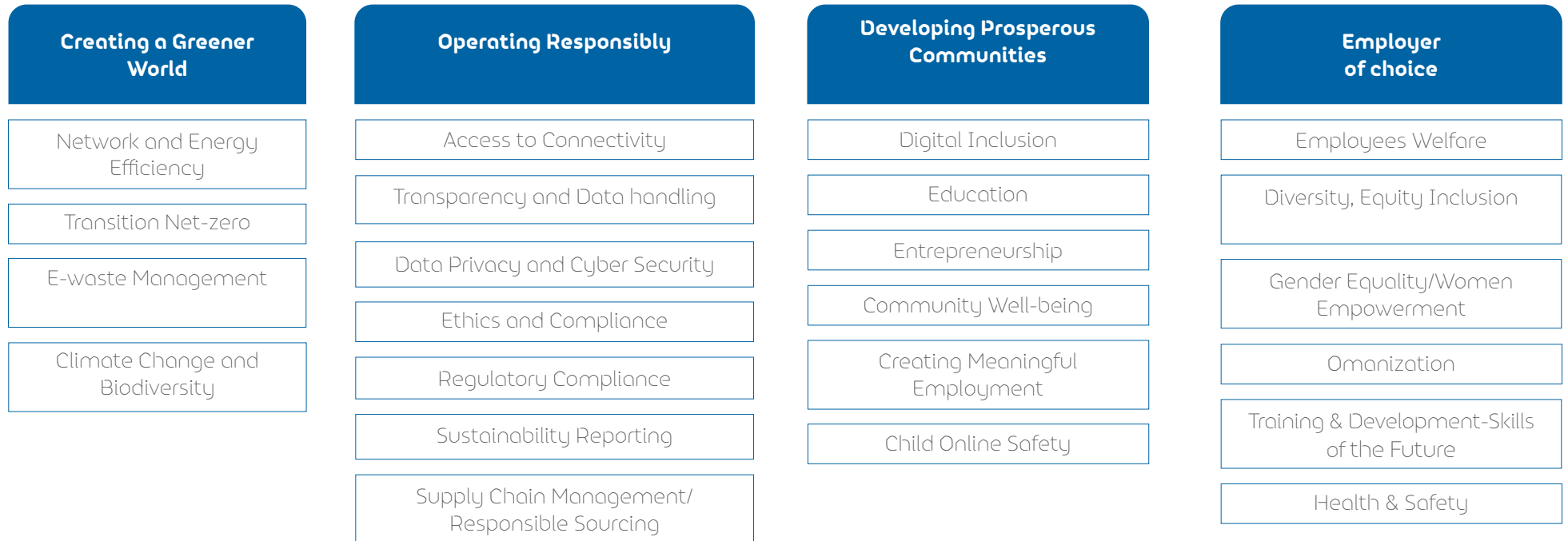
Sustainability at Omantel

Sustainability is a key focus for Omantel, as we believe in conducting business ethically and responsibly. We have defined our sustainability approach under four pillars, each aligned with the United Nations Sustainable Development Goals (UNSDGs) and the Oman Vision 2040.

2.1 Omantel Sustainability Framework

Our sustainability framework, which we updated in 2023, guides us in identifying, prioritizing, and managing sustainability risks and opportunities. It also helps us align our operations with international best practices and standards.

Our sustainability efforts are integrated into our business strategy and operations, and we regularly monitor and report our progress. We believe that by being a responsible and sustainable organization, we can create long-term value for our stakeholders, including customers, employees, shareholders, and society as a whole.



Strategic Pillar	Description	SDG Alignment	Oman Vision 2040 Alignment
Creating a Greener World	Engage in active environmental stewardship	   	Fourth Pillar: An Environment with Sustainable Components
Developing Prosperous Communities	Enable the progress of Omani society by building a digital competent and connected community	   	Fourth Pillar: An Environment with Sustainable Components
Operating Responsibly	Have the highest level of governance and ethics	 	Third Pillar: Responsible State Agencies. First Pillar: A Society Creative Individuals.
Employer of choice	Become Oman's employer of choice	   	Third Pillar: Responsible State Agencies. Second Pillar: Competitive Economy

2.2 Sustainable Finance Framework:

In 2023, Omantel proudly introduced our Sustainable Finance Framework, which marks a significant milestone in our dedication to sustainability. This framework serves as the foundation for issuing various Sustainable Financing Instruments, including Green, Social, and Sustainability Bonds, Sukuk, Loans, and other debt instruments.

Our Sustainable Financing Instruments are exclusively dedicated to financing eligible sustainable projects that adhere to a set of sustainable finance principles. These principles have been established by well-known institutions such as the International Capital Market Association (ICMA), which includes the Green Bond Principles (GBPs), Social Bond Principles (SBPs), and Sustainability Bond Guidelines (SBGs). Furthermore, we comply with the standards set by the Loan Market Association (LMA), such as the Green Loan Principles (GLPs) and Social Loan Principles (SLPs). Through these frameworks, we strive to support transparency, accountability, and environmental and social responsibility in our financing activities.

In line with the above principles and guidelines, Omantel's Sustainable Finance Framework includes the four core components of the GBPs, SBPs, SBGs, GLPs, and SLPs. Additionally, we recommend external review as a means of ensuring compliance with these principles:





Use of Proceeds

Omantel commits to allocating an amount equal to or greater than the net proceeds generated from the Sustainable Financing Instruments issued under this Framework to fund and/or refinance sustainable projects that align with the eligibility criteria outlined for the categories of Eligible Sustainable Projects.



Project Evaluation and Selection Process

The Project Evaluation and Selection Process will meticulously vet projects to guarantee that the proceeds from any Omantel Sustainable Financing Instrument are directed towards financing or refinancing Eligible Sustainable Projects that align with our established criteria and objectives. Oversight and implementation of initiatives outlined in the Framework will be managed by Omantel's Sustainability Steering Committee.



Management of Proceeds

The proceeds from each of Omantel's Sustainable Financing Instruments will be deposited into Omantel's general funding accounts and specifically earmarked for allocation towards Eligible Sustainable Projects through the utilization of the Sustainable Finance Register.



Reporting

Annually, Omantel will publish both an allocation report and an impact report on its Eligible Sustainable Projects, providing comprehensive details. This reporting commitment will be upheld annually until the full allocation of net proceeds from any Sustainable Financing Instrument issued, or until the Sustainable Financing Instrument is no longer outstanding.

For further details regarding the Omantel Sustainable Finance Framework

[click here](#)



2.3 Omantel Sustainability Steering Committee:

Omantel recognizes the importance of sustainability initiatives and has established the Sustainability Committee to oversee and make informed decisions regarding these initiatives. The committee is tasked with addressing all matters pertaining to sustainability and provides regular updates and comprehensive reviews to the board, ensuring transparency and accountability in our sustainability efforts. The Sustainability Committee serves as the steering committee entrusted with supporting the Board of Directors in fulfilling its oversight duties regarding Omantel's sustainability strategy and initiatives. This

encompasses environmental, social, and governance aspects, along with the integration of sustainability practices into Omantel's core business operations.

To ensure a comprehensive approach, the Sustainability Steering Committee comprises representatives from pertinent departments, senior management, and external experts as required.

The committee comprises nine permanent members as follows:

- | | | | |
|----------|---|----------|--|
| 1 | Chief Financial Officer
Interim Chair of Committee | 6 | GM Infrastructure Planning and Design
Member |
| 2 | GM Governance and Enterprise Risk Management
Member | 7 | GM Sourcing and Procurement
Member |
| 3 | GM Treasury
Member | 8 | SM Corporate Affairs
Member |
| 4 | SM Strategy Execution
Member | 9 | SM Culture and Change Management
Member |
| 5 | GM Technical Operations
Member | | |

The Sustainability Steering Committee oversees various key tasks, including:



Designing the organization's sustainability strategy and policies



Ensuring alignment with the overall business strategy



Monitoring progress towards sustainability goals



Identifies sustainability-related risks and opportunities



Advises on stakeholder engagement strategies

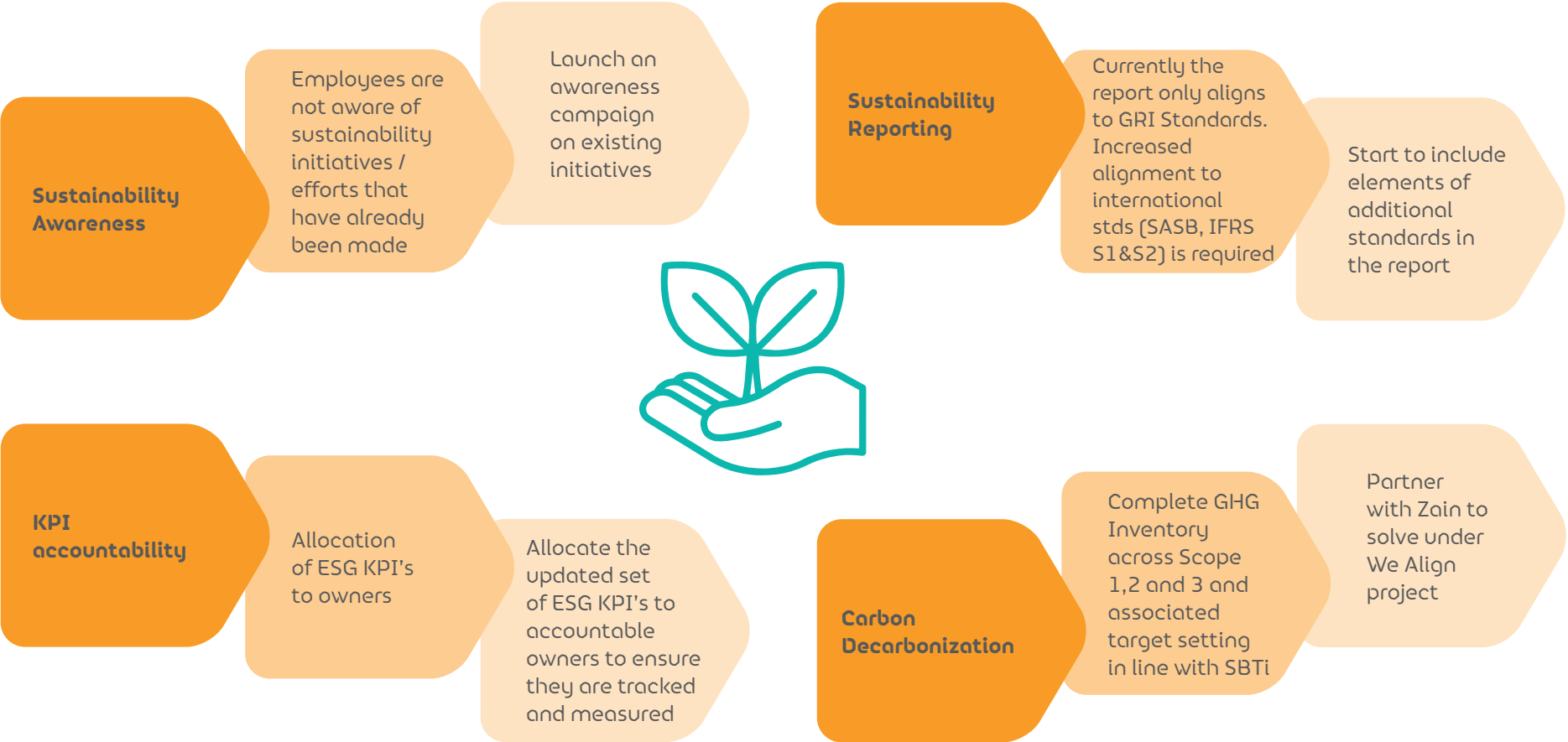


Promotes innovative sustainability practices



Supports employee engagement and education

Short term focus areas of the sustainability steering committee



Area Gap Remedy

2.4 Stakeholder Engagement

Stakeholder mapping is a vital strategic approach aimed at identifying and analyzing the interests and concerns of key stakeholders such as shareholders, government entities, customers, employees, subsidiaries, and community beneficiaries. This process enables Omantel to prioritize engagement efforts effectively, tailor communication strategies, and address the diverse needs and expectations of each stakeholder

group. By conducting thorough stakeholder mapping, Omantel can foster stronger relationships, enhance transparency, and ultimately drive sustainable value creation in alignment with its sustainability objectives and corporate values. The following table shows the group of stakeholders and their main concerns and the channels we used to engage with them.

Stakeholders	Sustainability priorities	Engagement Channel
Shareholders	<ul style="list-style-type: none"> ■ Value Creation ■ Market leadership ■ Sound Governance ■ In-Country Value 	<ul style="list-style-type: none"> ■ Regular Meetings ■ Financial reports ■ Investor's Presentations ■ Press Releases and Media ■ Sustainability Reporting Engagement
Government and regulators	<ul style="list-style-type: none"> ■ Contribution to the national economy ■ Ethics and integrity ■ ICT infrastructure investment ■ Omanization ■ Privacy and data security ■ Regulatory compliance ■ Social investment ■ Positioning Oman as a global leader in network coverage and quality ■ Influence the decision maker in the market ■ Ensure Omantel's investment protection and sector alignment 	<ul style="list-style-type: none"> ■ Regular communication ■ Mandatory and Voluntary Reports ■ Cooperative workshops ■ Sustainability Reporting Engagement ■ Market lobbying through executive management, competitor managements and other governmental entities

Stakeholders	Sustainability priorities	Engagement Channel
Subsidiaries and sister companies	<ul style="list-style-type: none"> ■ Economic Performance ■ Ethics and integrity ■ Regulatory compliance ■ Strategic alignment 	<ul style="list-style-type: none"> ■ Direct meetings ■ Investor's Presentations ■ Press Releases and Media ■ Meetings
Employees	<ul style="list-style-type: none"> ■ Diversity, Equity & Inclusion ■ Welfare ■ Health and Safety ■ Training and Development 	<ul style="list-style-type: none"> ■ Daily, Weekly and Monthly Meetings ■ Intranet ■ Newsletters ■ Emails ■ Events ■ Sustainability Reporting Engagement ■ Social Media & Internal Application "Tawasul App/ IamOmantel"
Customers	<ul style="list-style-type: none"> ■ Competitive pricing ■ Privacy and data security 	<ul style="list-style-type: none"> ■ Surveys ■ Campaigns ■ Social Media ■ Outlets and Service Centers ■ Media Advertisement ■ Direct engagement during installation or recovery operations ■ Sustainability Reporting Engagement
Community beneficiaries	<ul style="list-style-type: none"> ■ Child Online Safety 	<ul style="list-style-type: none"> ■ Surveys ■ Sponsorship & CSR Activities

2.5 Materiality Assessment

In 2023, Omantel conducted a stakeholder engagement exercise and materiality analysis to identify new important topics and establish future focus areas. We developed a new sustainability framework with four pillars: customer value creation, employee satisfaction, environmental stewardship, social responsibility, and governance and ethics.

Omantel follows the GRI Standards' Materiality Principle, which means we consider topics that directly or indirectly impact our ability to create economic, environmental, and social value for ourselves, stakeholders, and society. We conducted a benchmarking analysis and updated our materiality and stakeholder engagement exercise to define a list of important topics for Omantel in the telecommunications sector. After engaging with external and internal stakeholders through online surveys, we identified 17 topics across environmental, social, governance, and economic areas.

Omantel defines stakeholders using the definition provided by GRI Standards:

"Stakeholders are entities or individuals that can reasonably be expected to be significantly affected by the organization's activities, products and services, and whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives."

The stakeholders considered in this process range from those that directly invest in the organization such as employees, shareholders, investors, and suppliers, to those who are indirectly impacted by the company's operations, including local communities, civil society, nongovernmental organizations, and vulnerable groups.



Based on this definition, Omantel identifies its main stakeholders for the purposes of this report as:

Internal:



Employees



Executive
Management



Board of
Directors

External:



Regulators



Shareholders

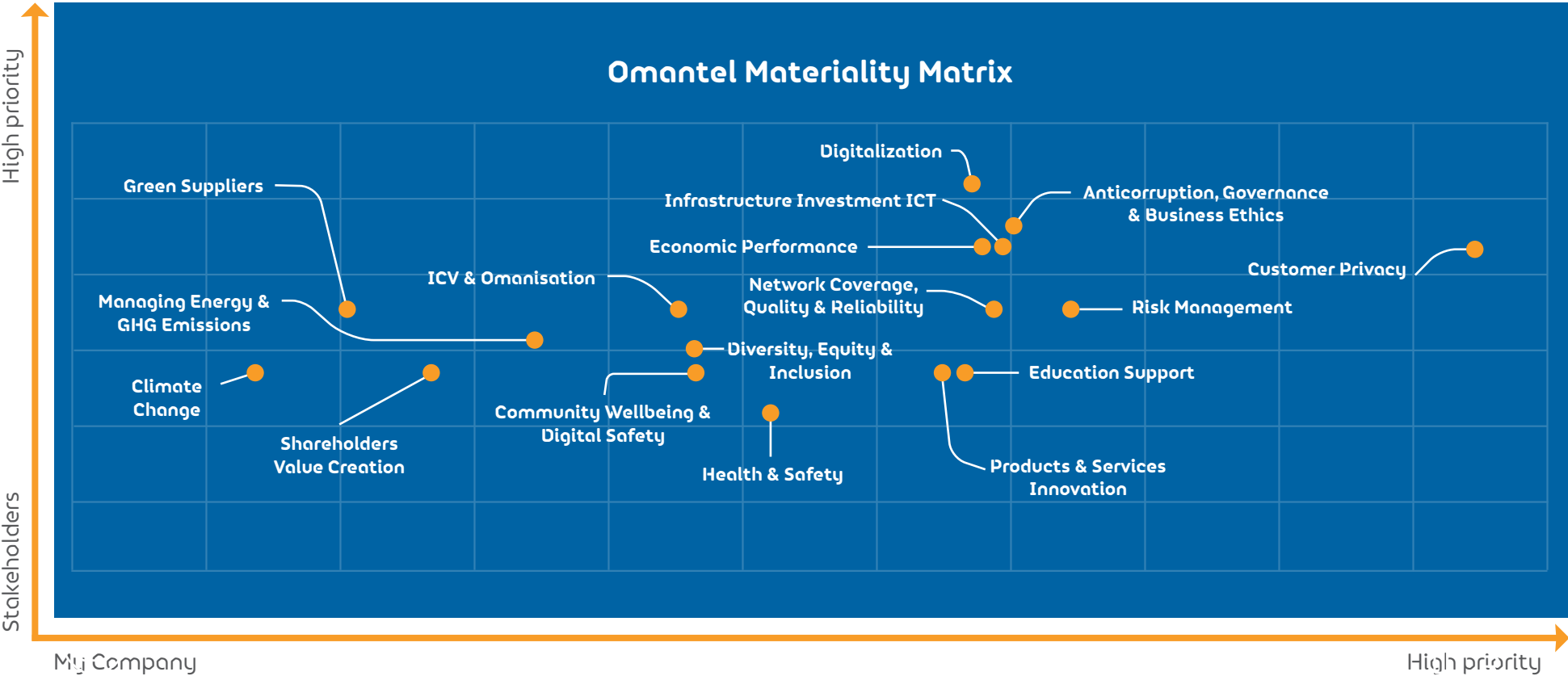


Customers

In our previous sustainability report, we had 25 different important topics. However, after conducting our stakeholder engagement activities and analyzing the material topics, we have merged some and added new ones. The updated materiality matrix is shown below.



Our Material topics are outlined below:





Operating Responsibly





■ Operating Responsibly

3.1 Corporate Governance and Ethics

At Omantel, we are committed to complying with local laws and regulations, which is crucial for us to achieve our business objectives and goals. We ensure the highest standards of governance by incorporating the principles of our Code of Ethics and Conduct and corporate governance across all business units.

Moreover, our Board of Directors reinforces our principles to strengthen our corporate governance practices. This helps us grow constantly while retaining our core values.

If you would like more details on governance at Omantel, please refer to the "Corporate Governance Report" available in our annual report on our website.

click here 

Board of Directors

The Board of Directors of our Company consists of nine individuals elected by the shareholders in the Annual General Meeting held on the 31st March 2023 and who are all male. The selection of board members takes place during the Annual Ordinary General Meeting of the Company, adhering to the regulations outlined in the Commercial Companies Law, and the

guidelines set forth by the Capital Market Authority. It's important to note that the current Board Chair does not hold a senior executive position at Omantel. In compliance with Omani law, the roles of CEO and Chairman cannot be held simultaneously.



Mulham bin Basheer Al-Jarf

Chairman

Non-Executive, Independent, Not shareholder



Ibrahim bin Said Al-Eisri

Director

Non-Executive, Independent, Not shareholder



Is'haq bin Zaid Al-Maawali

Director

Non-Executive, Independent, Not Shareholder



Khalid bin Abdullah Al-Khalili

Deputy Chairman

Non-Executive, Independent, Not Shareholder



Khalid bin Talib Al-Hasani

Director

Non-Executive, Independent, Not Shareholder



Saygid Zaki bin Hilal Al-Busaidi

Director

Non-Executive, Non-Independent, Not Shareholder



Atif bin Said Al-Siyabi

Director

Non-Executive, Non-Independent, Not shareholder



Musallam bin Mohammed Al-Barami

Director

Non-Executive, Independent, Not Shareholder



Aiman bin Ahmed Al-Hosni

Director

Non-Executive, Independent, Not Shareholder

Board Committees

At Omantel, the Board Committees have a crucial role in guiding the company towards its strategic objectives, maintaining strong governance, and upholding ethical standards. Comprising distinguished members of the Board, these committees oversee essential aspects of the company's

operations, spanning from risk management to innovation strategy. The following is a comprehensive summary of Omantel's Board Committees, their key responsibilities, and the esteemed members.

Committee	Description	Members
Audit and Risk Committee	Oversees internal control systems, financial statement reviews, risk management policies, and compliance. Focuses on financial fraud prevention and ensures adherence to accounting standards.	<ul style="list-style-type: none"> - Musallam bin Mohammed Al-Barami - Sayyid Zaki bin Hilal Al-Busaidi - Ishaq bin Zaid Al-Mawali
Nomination and Remuneration Committee	Develops succession plans, nominates directors, reviews executive compensation policies, and ensures HR policies alignment.	<ul style="list-style-type: none"> - Ibrahim bin Said Al-Eisri - Ishaq bin Zaid Al-Mawali - Musallam bin Mohammed Al-Barami
Strategic and Investment Committee	Reviews and approves the company's strategic plans, goals, and business development initiatives. Ensures compatibility with the company's vision and mission.	<ul style="list-style-type: none"> - Mulham bin Basheer Al-Jarf - Khalid bin Abdullah Al-Khalili - Aimen bin Ahmed Al-Hosni - Khalid bin Talib Al-Hasani - Ibrahim bin Said Al-Eisri
Tender Committee	Represents the Board in reviewing and awarding tenders, evaluates bidding mechanisms, and suggests improvements.	<ul style="list-style-type: none"> - Atif bin Said Al-Siyabi - Sayyid Zaki bin Hilal Al-Busaidi - Khalid bin Talib Al-Hasani
Digital & Innovation Committee	Reviews the company's digital innovation strategy, technology investments, and cybersecurity policies. Advises the Board on technology advancements and their alignment with the business strategy.	<ul style="list-style-type: none"> - Mulham bin Basheer Al- Jarf - Aimen bin Ahmed Al-Hosni - . Atif bin Said Al-Siyabi

3.2 Code of Ethics and Conduct

The Code of Ethics and Conduct is of utmost importance for Omantel as it reflects the company's commitment to ethical and responsible business practices. It sets the standards of behavior for all employees, directors, and officers to follow, ensuring that they act with integrity, transparency, and accountability in all business dealings.

By adhering to the Code, Omantel can maintain a positive reputation in the industry and build trust with its stakeholders, including customers, shareholders, and employees. It also helps to mitigate risks associated with unethical conduct, such as legal and financial repercussions, damage to brand image, and loss of customer loyalty.

To ensure that we always conduct business with integrity, our Code of Conduct highlights all the appropriate procedures, measures, and methods for all employees in the following areas:

- Legal and moral responsibilities
- Records and disclosure
- Conflict of Interest
- Proper use of company property
- Intellectual works and confidential information
- Taking to account the preservation of the environment
- Confidentiality of employee data
- Justice in employment
- Harassment and intimidation
- Safety
- Representing the company before customers and others
- Honesty with regulator
- Communicate with community
- Report any conduct contrary to law and ethics
- Amendment and change
- Acknowledgment of receipt of professional provisions and work ethics



In order to ensure that all employees are aware of the Code of Conduct the following measures have been put in place to ensure every employee has been trained, acknowledged and is aware where to locate the Code for future reference.



Employee Induction Program

The Code of Conduct is introduced to new employees as part of their induction program. A dedicated session covers key elements, ethical standards, and expected behaviors outlined in the Code



Acknowledgment Form

Following the induction, employees are required to sign an acknowledgment form confirming their receipt, understanding, and commitment to comply with the Code of Conduct. This acknowledgment is included in the employee contract



Integration with ERP System

The Code of Conduct is integrated into Omantel’s ERP system. Employees are digitally prompted to review and agree to the Code of Conduct within the ERP system during onboarding. System functionality is restricted till the Code of Conduct has been agreed to



Accessibility

The Code of Conduct remains easily accessible for employees within the ERP system throughout their employment, serving as a continuous reference for ethical and behavioral standards

Awareness sessions

On an annual basis, Omantel holds a Code of Conduct Awareness Week to ensure that its employees understand the Code of Ethics and Conduct and its importance in upholding ethical and responsible business practices. These sessions help employees understand the standards

of behavior expected of them and their roles and responsibilities in maintaining Omantel's reputation and building trust with stakeholders. The following activities are conducted during this week:

- Email communications are sent to all Employees utilizing the internal communications channel
- Code of Conduct content is shared on the internal Instagram channel "IamOmantel"
- Awareness Videos

Conflict of interest declaration

Omantel places a high priority on transparency and integrity in all its operations, especially when it comes to managing potential conflicts of interest. To ensure that the company adheres to ethical standards and mitigates conflicts, Omantel has put in place robust policies and procedures, which include:



By implementing these measures, Omantel upholds its commitment to ethical conduct and ensures that conflicts of interest are managed and disclosed effectively.

During 2022, a review was undertaken to ensure that all employees had disclosed any related party information within the ERP system. Continuous follow-ups were conducted until 100% compliance was achieved.

Whistleblowing

During 2023, Omantel updated the Whistleblowing policy which has been approved by the Board of Directors. Whistleblowing is an essential component of Omantel's commitment to transparency and integrity. It provides a mechanism for employees and stakeholders to report any illegal or unethical behavior in the workplace without fear of retaliation. Whistleblowing allows Omantel to identify and address any potential misconduct, safeguarding the company's reputation and ensuring compliance with laws and regulations.

By encouraging whistleblowing, Omantel promotes a culture of accountability and transparency, which is essential to maintaining its reputation as a responsible corporate citizen. The company provides a secure and confidential channel for its stakeholders to report any concerns they may have regarding unethical behavior or violations of laws and regulations. Reports are thoroughly investigated, and appropriate action is taken to address any wrongdoing.

Employees have access to the Whistleblowing policy on the internal intranet "Tawasul" within the Corporate Governance section. An awareness video has also been created utilising examples of unethical behaviour to continue to increase awareness related to whistleblowing.

For further details, regarding our Code of Conduct and Whistleblowing policy, please refer to the Corporate Governance section of our website .

click here



Anti-corruption

Omantel has taken a proactive approach to combatting corruption by implementing stringent policies and measures aimed at promoting transparency and accountability across its operations. The company is committed to complying with anti-corruption laws and regulations, and it does so through rigorous monitoring and enforcement.

Omantel recognizes that educating employees about the importance of ethical conduct is crucial, so regular training sessions are conducted to ensure that all employees understand the consequences of engaging in corrupt practices. The company has a zero-tolerance policy towards corruption and actively investigates any reported incidents, taking appropriate disciplinary action when necessary.

Omantel's dedication to anti-corruption measures is a testament to its commitment to maintaining integrity and ethical standards across all facets of its business operations. The company's outstanding record of zero incidents resulting in employee dismissal or disciplinary action when contracts with business partners were terminated or not renewed due to corruption underscores its commitment to transparency and integrity. These values are deeply ingrained in the organizational culture, where ethical behavior is prioritized above all else.

Omantel's commitment to anti-corruption measures is a reflection of its dedication to maintaining integrity and ethical standards. The company's proactive approach to combating corruption has yielded exceptional results, which are a testament to its commitment to transparency and accountability across its operations.



3.3 Risk Management and Regulatory Compliance

Regulatory Compliance & Disclosure

Omantel is committed to following the standards and guidelines set by the Capital Market Authority (CMA) regarding the disclosure of important information. Additionally, the company follows the rules and regulations established by the Telecommunications Regulatory Authority (TRA). Omantel has shown a commendable track record

of compliance, with only seven minor instances of regulatory non-compliance occurring throughout 2022 and 2023. The company is dedicated to maintaining the highest standards of integrity and accountability in all its operations.

Risk Management

At Omantel, we prioritize the integration of risk management into daily operations and management, systematically evaluating and addressing potential risks and opportunities using a Risk Management Framework aligned with globally recognized standards.

At Omantel the Enterprise Risk Management (ERM) department reports directly to the Chief Executive Officer and has direct access to the Audit and Risk Committee demonstrating the importance of the function within Omantel.

Our Enterprise Risk Management (ERM) framework focuses on enhancing organizational capabilities across various domains, including health and safety protocols, reputation management, operational stability, and financial and information security. By prioritizing these critical areas, we remain committed to proactively identifying, assessing, and mitigating risks, fortifying our resilience, and sustaining operational excellence.

Our ERM framework adheres to the guidelines set forth by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the ISO31000 frameworks. The Board of Directors establishes the risk appetite, ensuring strategic alignment and maintaining international best practices in risk management.

Risk identification is an ongoing activity, however on an annual basis, a comprehensive analysis of our top risks is undertaken, assessing emerging risks within the telecom and ICT sector and comparing our risk profile with industry trends and challenges outlined in various published Risk Reports. Risks are reported utilizing an impact and likelihood matrix. The impacts are assessed using the risk assessment criteria defined by Omantel that has multiple dimensions including, financial, reputational, human capital, regulatory and service outages. This proactive approach enables us to stay ahead of potential threats, fortifying our resilience in a rapidly evolving landscape.

3.4 Data Privacy and Cyber Security

Data Privacy and Protection

Data privacy and protection are critical concerns for the telecom industry. As a leading telecom provider in Oman, Omantel recognizes the importance of safeguarding customer information and adhering to robust privacy policies. Omantel plays a crucial role in providing essential infrastructure for business, mission-critical, and society-critical applications, and it implements rigorous security measures to protect customers' privacy, information, and digital assets against the growing threat of cybercrimes.

To maintain the highest standards of data privacy and protection, Omantel is ISO 27701 certified, meeting the standards equivalent to GDPR controls. This certification not only demonstrates compliance with international standards but also positions Omantel be ready to comply with the Oman personal data protection law that has been put into effect recently.

As digitization continues to proliferate, the quantity and importance of personal, business-sensitive, and public service information are on the rise. In response, security and privacy laws and regulations are expanding to address these concerns. In 2022, Oman introduced the Oman Data Privacy Law, which mandates organizations to implement privacy controls as required by law.

Omantel's has adopted best-in-class technologies and international standards to ensure cybersecurity resilience in its infrastructure and systems. Omantel, through its robust security infrastructure, has been able to manage millions of signaling attacks and thousands of potential sabotage attempts or DDoS threats, Omantel ensured consistent network uptime. Omantel adheres to an advanced risk management framework aligned with international standards, and Omantel has been recognized as an early adaptor of security controls on the signaling network.

Omantel takes data privacy and security seriously, with a focus on safeguarding customer information. The company is pleased to report that there have been no substantiated complaints concerning breaches of customer privacy or losses of customer data identified. This underscores Omantel's commitment to maintaining the confidentiality and integrity of its customers' data and highlights its efforts to uphold the highest standards of data protection and privacy compliance.

For additional details, please review our privacy policy available on our website

[click here](#) 

Awareness Campaigns

To effectively address cybersecurity risks and breaches, Omantel takes a proactive approach to enhance cybersecurity awareness across all levels. We understand the importance of cybersecurity awareness among our staff members, from new joiners to senior management. Our goal is to foster a culture of comprehensive security awareness throughout the organization by offering specialized training programs.

Through these initiatives, we empower our stakeholders with the necessary knowledge and skills to proactively detect and address potential security threats. In pursuit of this goal, we have implemented a range of initiatives and conducted dedicated awareness sessions throughout 2022 and 2023 to strengthen our cyber resilience and commitment to developing our people while offering Security as a Service.

How we Achieve Cyber Resilience:



Employees Focus

General Security Awareness and Secure Net Service: We organized sessions covering general security awareness, coupled with specific insights into Omantel SecureNet Service. There were 160 participants in this session.

Data Privacy Workshop: Data privacy workshops were held to deepen the understanding of privacy principles and practices within the organization. These sessions were crucial in fostering a culture of privacy awareness and compliance.

Internal Communications: Sent out 5 targeted internal communication emails, ensuring all staff were informed and updated on key cybersecurity topics.

Training Campaigns via LMS: Orchestrated 5 training campaigns through our Learning Management System (LMS), reinforcing cybersecurity concepts among employees.

Online Training Sessions: Conducted 6 training sessions via Microsoft Teams, leveraging digital platforms to ensure continuous learning.

Training for new joiners: we effectively conducted more than 9 security awareness sessions as an integral component of our onboarding program for more than 50 new hires employees.



Business Units & Partners

Data Classification Workshops: We conducted workshops on data classification, tailored to various business units. These sessions were instrumental in enhancing the understanding of data security and its importance in our daily operations. The workshop was conducted via Microsoft Teams, with approximately 210 participants.

Training for our partners: We arranged two specialized awareness sessions for our third-party outlet teams and NOC contractors, customizing the content to address the unique cybersecurity trends and obligations pertinent to their interactions with Omantel. Moreover, we facilitated three ATP awareness sessions, attracting over 250 attendees, comprising Omantel staff and vendors alike.



Customers Focus

Social Media Engagement: We consistently shared monthly security tips on Instagram, leveraging the platform's popularity among Omantel employees to educate a broader audience on cybersecurity.

Mobile App Notifications: Utilized the Omantel App to send pop-in notifications, ensuring regular and direct delivery of cybersecurity reminders to Omantel Consumers.



Community Focus

Community and School Engagement: Omantel actively participated in the cybersecurity week organized by the Ministry of Education. Omantel visited 6 schools to conduct security awareness sessions, playing a vital role in educating the younger generation about cyber safety. This outreach effort reached over 200 participants, including students and teachers, enlightening them about cybersecurity threats, trends, and preventive measures.

Physical Awareness

Sessions: Successfully hosted 14 physical awareness sessions, providing in-depth, face-to-face cybersecurity education.



Government

Specialized Awareness

Session: Hosted 1 exclusive awareness session for a government customer in Zain Hall, extending our reach and impact in promoting cybersecurity awareness.

3.5 Supply Chain

Our key Projects for digitalization in Procurement during 2022 & 2023

At Omantel, we recognize the significant role of sound, sustainable, and ethical supply chain management practices in delivering value to our customers. We have remained committed to advancing supply chain excellence throughout 2022 and 2023.

Enhancing Our Procurement Digital Capacity

Omantel is committed to achieving sustainable growth by investing in our digital processes. We have a dedicated blueprint that involves building, developing, optimizing, and re-engineering our solutions to ensure scalability. This approach allows for greater transparency, efficiency, and growth.

A glance into our digital capabilities



i-Supplier

The i-Supplier system makes it easier for both the team and our suppliers to manage digital and online invoices.

Vendors can:

- View purchase orders
- Create, submit and view invoices
- Track and check payment status



e-Tendering

The e-Vendor system focuses on Omantel's tendering process.

Vendors can:

- Register online
- View existing tenders
- Participate in tenders and submit bids
- Track status of tenders



e-Auction

Omantel is launching an e-Auction platform supported by e-Vendor, open to all companies. They also offer a training program resulting in active and competitive participation from shortlisted companies, setting a high standard for procurement efficiency and innovation.

Working with Our Suppliers

Omantel has various touchpoints that help us communicate with our suppliers. Below are some of the ways we do so:



Supplier Section

Our fair vendor selection policies allow us to maintain an efficient procurement management system that accurately, timely, and transparently selects and onboards vendors for all our procurement and sourcing needs.



Supplier Assessment Due Diligence

Omantel routinely performs an annual assessment, as part of its evaluation program, by conducting a pre-tendering evaluation and post-tendering evaluation for suppliers. Suppliers are also required to submit HSE plans, which allow our team to monitor, evaluate, and support.



Onboarding Suppliers

All new suppliers are directed to our i-supplier system to register and provide all required information and provide all official documents needed. Our vendor team acts as a support for new suppliers, through the registration process, and assesses the data provided. Any missing information is requested before a new supplier can activate their account.

Before onboarding, our suppliers are required to comply with our internal HSE standards. They are required to sign the mandatory code of practice as per ISO270001 and ISO27001A before assigning any tender to them.



Existing Suppliers

Existing suppliers are contacted to update the records periodically to keep their records updated and to be able to participate in any floated tenders. Support is extended to them if they experience challenges at any stage of the tendering process.

Responsible suppliers

Vendors who work with Omantel are evaluated annually based on several critical performance factors, including quality, delivery, vendor support, customer service, and vendor representation. However, two factors that are particularly crucial for the sustainability of projects which are the contractor's adherence to health, safety, and environment (HSE) standards and cybersecurity. These two factors together make up 20% of the overall performance evaluation for a project.

As part of our sourcing and procurement protocol, if a supplier receives a performance rating of "Major Concern," protocol will be followed by the Procurement Agent to discuss their challenges and risks and find ways to address them. Failure to show improvement may result in the supplier being excluded from future Omantel business activities.

In 2022, 42 vendors successfully completed the assessment process. As of 2023, the assessment procedures are currently ongoing.

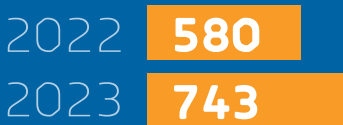
Our Approach to In-Country Value

To enhance our commitment to the communities where we operate, Omantel has established policies and strategies that focus on creating value within the country. Our efforts are concentrated on increasing procurement spending towards local suppliers and providing support to recruit and onboard new local vendors through training sessions and advisory support. We also require certain contract suppliers to use locally made Omani products and resources. In addition, we have allocated a special budget for spending and contracts that must be directed towards Omani SMEs.

Total number of Suppliers



The total number of SME Suppliers



Percentage of Total External Spend on Local Suppliers





EMPLOYER OF CHOICE

■ EMPLOYER OF CHOICE

Life at Omantel

At Omantel, we strive to create a work environment that promotes personal and professional growth, which is built on inclusivity, support, and collaboration. We believe in empowering our employees to take on challenging projects and participate in various development programs, providing them with opportunities to unlock their full potential.

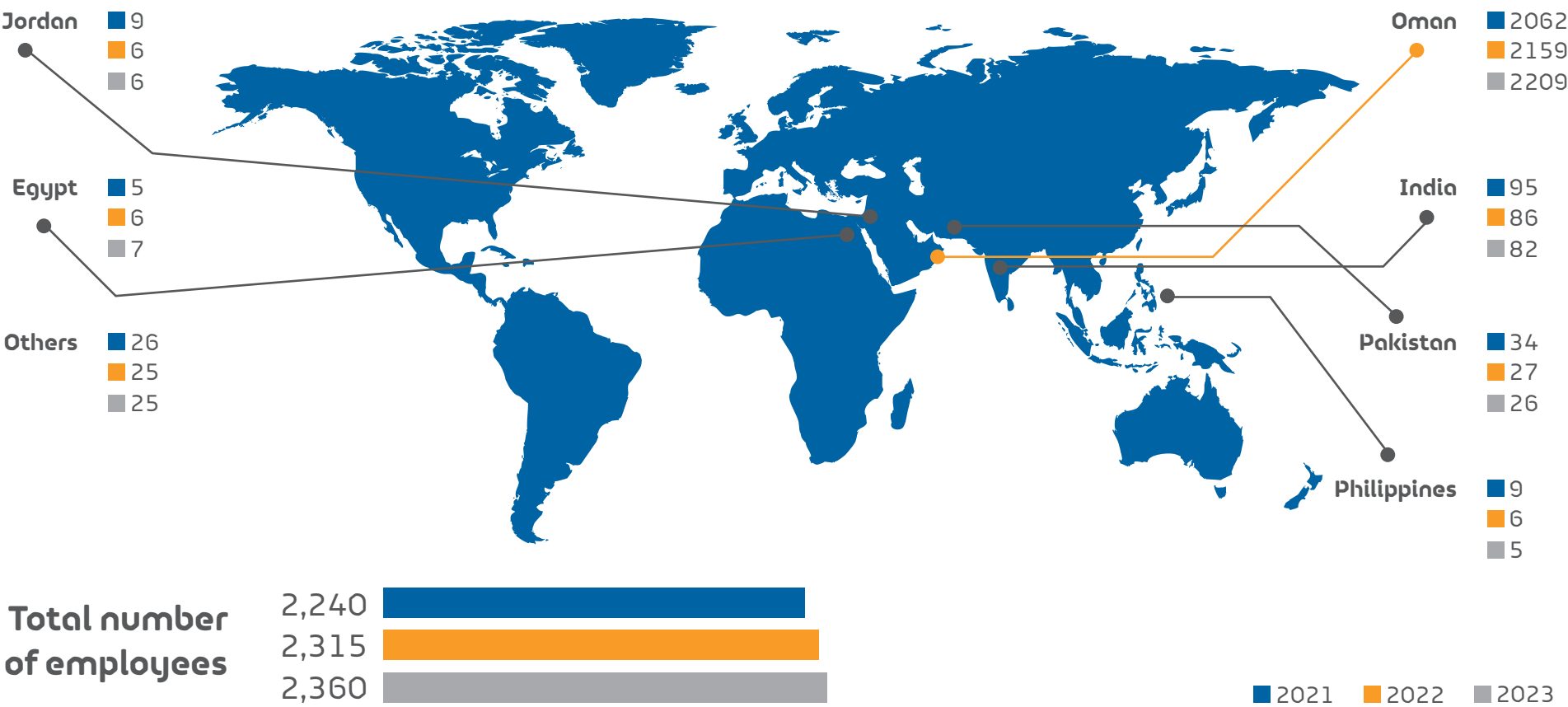
We understand that maintaining a healthy work-life balance is essential, and we strive to prioritize the well-being of our staff by offering flexible arrangements and wellness initiatives. We value and recognize every individual's contributions, creating a fulfilling and rewarding work experience for all.



4.1 Diversity Equity and Inclusion

We take great pride in our commitment to fostering diversity, equity, and inclusion within our workforce. We believe in creating an inclusive culture that aligns with our values, where every employee feels valued, supported, and respected. Our ongoing efforts to close the gender gap have resulted in noticeable progress each year, and we remain committed to promoting

gender equality and diversity across all levels of our organization. We are proud to have a diverse and inclusive workforce, with employees from over 20 different nationalities. The following table highlights the six countries from which we had the most employees during 2022-2023:





We believe that our diverse team brings a range of perspectives and ideas, contributing to our success as an organization. We remain committed to providing equal opportunities for all, regardless of their race, gender, ethnicity, or religion. At Omantel, we prioritize creating an inclusive work environment that celebrates diversity, fosters collaboration, and supports the growth and development of all our employees.

Employee Breakdown:

Age group	2021	2022	2023
Age 18-24	8	24	21
Age 25-34	405	414	431
Age 35-44	1,154	1115	1084
Age 45-54	617	694	742
Age 55+	56	68	82

	2021	2022	2023
Number of full-time employees	2,240	2,315	2,360
Number of male employees	1,700	1,713	1,733
% of male employees	76%	74%	73%
Number of female employees	540	602	637
% of female employees	24%	26%	27%

New Hire:

	2021	2022	2023
Total Hired	70	142	113
% of newly hired female employees	40%	49%	43%
Omani [%]	98.6%	99%	95%
Non-Omani [%]	1.4%	1%	5%
Under 30y [%]	58.6%	64%	63%
30-50y [%]	40%	36%	38%
Over 50y [%]	1.4%	0%	0%

Woman in the workplace

To ensure that we attract and retain the best female talent, we have implemented several initiatives that have helped us increase our female workforce by 3% between 2021 and 2023. Numerous initiatives are dedicated to supporting our female employees who are also balancing family responsibilities, including:



Nursery:

We understand that childcare can be a major concern for working parents. That's why we have established a nursery within our premises to provide parents with peace of mind and reduce the stress associated with childcare arrangements.

The presence of the nursery promotes work-life balance and enables our female employees to focus on their work without worrying about their children's welfare.

We are committed to creating a supportive and inclusive workplace for all our employees, and we believe that these initiatives will help us achieve that goal.



Nursing/Mother Rooms:

We have also set up nursing/mother rooms within our premises to support the needs of new mothers returning to work. These rooms provide a comfortable and private space for mothers to nurse their babies or express milk, allowing them to continue breastfeeding while at work.



Turnover Rate:

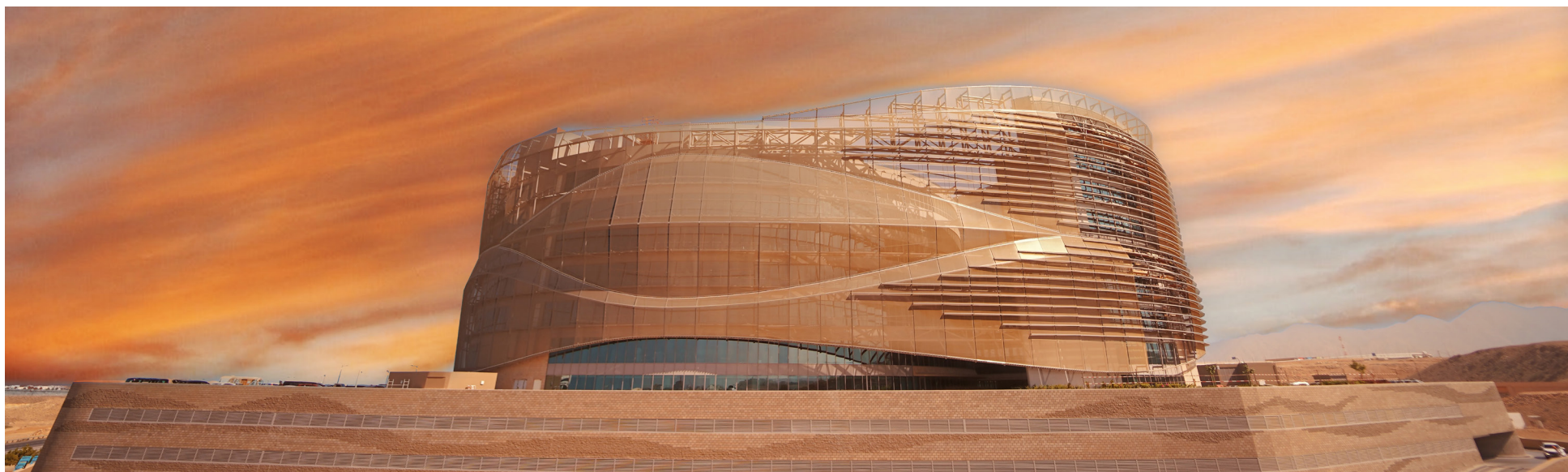
Our employees are our greatest asset, and we are dedicated to ensuring their wellbeing and job satisfaction. Each year, we take the time to listen to their feedback and implement initiatives and programs that address their needs. As a result of our continuous efforts, we are proud to report a 0.32 reduction in our turnover rate between 2022 and 2023.

	2022	2023
Total Leavers	96	34
Under 30y (%)	3%	12%
30-50y (%)	67%	71%
Over 50y (%)	20%	18%
Turnover Rate	1.76	1.44

People with disabilities

Our workforce includes 20 employees with disabilities, 2 of whom are female and 18 are male. We prioritize inclusion and acceptance by optimizing our main systems, portals, and email communication to ensure accessibility for all employees, including those with disabilities. We have also made our headquarters and main outlets accessible to

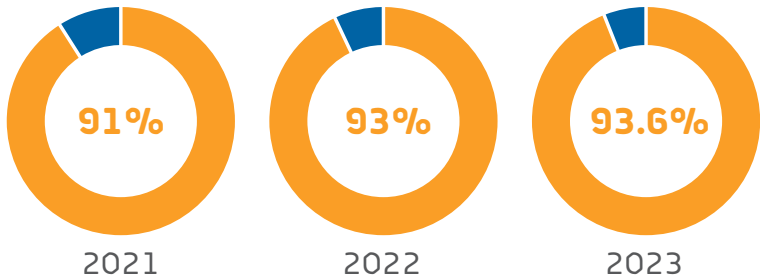
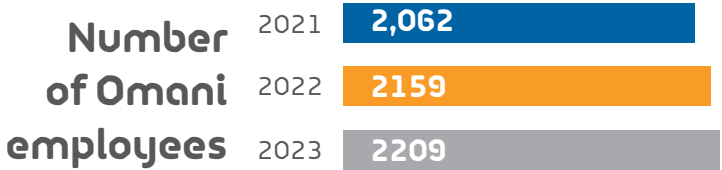
both employees and customers with disabilities, as defined under the Unified International Coding. In addition, we provide training for our employees and outlet managers on how to interact with employees with disabilities and basic sign language communication etiquette.



4.2 Omanization

Omantel is committed to prioritizing Omanization as a significant topic in 2022-2023. The company recognizes its responsibility to attract local talents, provide employment opportunities, and promote career development to contribute to national capacity building. Omantel's policies are aligned with Omanization initiatives to ensure compliance with the mandated percentages. The company's goal is to maintain a

threshold of 90% Omani nationals within its workforce. In 2022-2023, Omantel hired more than 140 Omani employees, further demonstrating its commitment to Omanization. The following table represents the distribution between Omani and non-Omani nationals, which shows the company's efforts to prioritize Omanization



4.3 Learning & Development

We prioritize the continuous learning and development of our employees. We firmly believe in providing them with the necessary tools and opportunities to grow both personally and professionally. It is our fundamental responsibility to upskill and elevate their knowledge levels, preparing them for the future. Our dynamic learning & development strategy is reviewed on annual basis to align with market needs. We focus on differentiating capabilities and future skills to ensure that our employees are ready for new responsibilities and career advancement opportunities.



Average hours of training per year per employee:



Digital Learning and Training

Our People Unit has made it a top priority to shift our digital learning and training offerings to online platforms since 2020. Over the course of 2022 and 2023, we've seen a promising increase in average training hours for all employees, with male and female employees completing an average of 17 hours of training.

These training hours were primarily completed on digital platforms such as Udemy, LinkedIn Learning, and Coursera. The courses offered on these platforms focus on enhancing both soft and technical skills and issuing professional certificates upon completion.

To measure the success of these programs, we conduct pre- and post-assessments of the learning and ensure that the programs are aligned with our corporate strategy. We're proud of the positive impact these programs are having on our employees' professional development and the overall success of our organization.

Digital School

We are determined to advance towards digitalization and become a digital-native organization. For this purpose, we are placing a strong emphasis on enhancing our employees' skills. We are committed to providing a wide range of training opportunities across various digital domains to upskill our employees and equip them with the necessary capabilities to prepare for future roles.

In the first wave of 2021, our focus was on mastering the Essentials of Digitalization and the Digital School. As we move into wave 2, which spans across 2022 and 2023, our emphasis shifted towards exploring Design Thinking and Growth Hacking methodologies.



Talent Development, Succession Planning, and Career Counseling

Career Counselling

Provide employees with a confidential space to address their concerns, explore potential solutions, and gain valuable insights.



Omantel High Potential

Program that targets the exceptional capabilities and talents.

5 of the Elite been deployed with Zain group



Build The Leader

A program designed to empower, enhance and develop the next generation of conscious leaders.

- 2 manager positions
- 5 team leaders
- 4 caretakers of leadership positions
- 1 promoted to higher position



Career Progression

A program designed to promote\ progress employees who fulfill defined criteria, it also known as (MASAR).



Direct Appointment

Successors with "ready now" directly appointed in critical positions \ roles to the Organization



Succession Planning

Ensuring Omantel attracts develops and retains talent while safeguarding business continuity.

Internship program

We are proud to offer a unique internship program that serves a dual purpose of identifying emerging talent and contributing to the community. Recent graduates can easily apply for internships directly through our website. Once selected, they will have the opportunity to collaborate with industry experts, immerse themselves in real-world scenarios, and engage in comprehensive learning and development initiatives.

To ensure that interns are well-prepared for their roles, our team has meticulously outlined key focus areas for each unit and conducted thorough online training sessions. This strategic approach ensures that

interns are equipped with the necessary skills and knowledge before joining their respective teams. In 2023, we placed a total of 500 interns in various Omantel locations across Oman.

Furthermore, we have initiated a year-long National Training Program dedicated to grooming young talents and integrating them into the workforce. Starting in September 2021, the program concluded at the end of 2023, during which we successfully trained 557 National Training Program trainees, enriching their skills and preparing them for employment opportunities.

Generation Z Program

The Omantel's Generation Z training program offers fresh graduates hands-on experience through rotations, project assignments, and mentorship opportunities, providing practical skills beyond traditional theoretical learning methods.

In the first three batches, many graduates were given real projects, more responsibilities, and practical skills in various tasks. The program emphasizes critical and practical abilities necessary for professional growth, with participants demonstrating effort, responsibility, trustworthiness, and dedication.

Aligned with Oman Vision 2040, the program focuses on ICT and digital economy initiatives to empower youth. Participants gain exposure to Omantel's operations and thrive in an innovative environment, sharpening problem-solving skills and exploring various departments, enhancing communication and critical thinking abilities. The program encourages collaboration among participants, facilitating peer learning and networking for career advancement. Many graduates secure permanent positions within Omantel, demonstrating the company's commitment to supporting young talents. As Batch 4 commences, Omantel remains committed to empowering Omani youth and driving technological innovation in the Sultanate.

Batch 1

22



Employed

Batch 2

59



Employed

Batch 3

42



Employed

4.4 Employee Wellness

Omantel takes pride in prioritizing the well-being of its employees through a range of initiatives aimed at fostering a supportive and inclusive workplace environment. To promote physical well-being, Omantel introduced an online fitness program during Ramadan, which witnessed significant employee participation.

Mashora

Mashora initiative is a groundbreaking approach to employee wellness, emphasizing a holistic perspective that goes beyond traditional Employee Assistance Programs (EAPs). Here's how it stands out and contributes to employee well-being:

Mashora represents an innovative approach to employee wellness that addresses the diverse needs of Omantel's workforce while fostering a culture of support and empathy within the organization.

1	2	3	4	5	6	7
Enhanced Employee Value Proposition	Human-Centric Approach	Accessibility and Effectiveness	Comprehensive Support	Guidance and Referral	Normalization of Mental Health	Measurement and Accountability
Mashora prioritizes employee well-being and satisfaction by offering comprehensive mental health support, which contributes to achieving SDG 3: Good Health and Well-being and SDG 8: Decent Work and Economic Growth.	Mashora focuses on treating employees as individuals with multifaceted lives, providing career and life counseling internally to address various aspects of their well-being.	The initiative prioritizes accessibility by developing a platform to enhance access to counseling services, ensuring employees can easily seek support when needed.	Omantel's insurance coverage for mental health clinics ensures employees have access to comprehensive mental health support, aligning with the company's commitment to holistic healthcare benefits.	While not psychologists themselves, Mashora team members offer guidance and refer employees to professional psychologists, ensuring they receive appropriate support from qualified professionals.	With its slogan "It's Ok to not be Ok," Mashora helps destigmatize mental health issues in the workplace, fostering a culture of openness and support	Mashora's preparation to release a Corporate Mental Health and Wellbeing Report demonstrates its commitment to accountability and transparency, allowing the organization to assess the impact of its initiatives and continuously improve.

Team Building Activities

Many companies have recognized the importance of employee engagement and bonding in promoting a positive workplace culture. Internal activities such as trips and fun events can play a crucial role in this regard. These activities can help Omantel employees connect with each other on a personal level, foster teamwork, and boost morale. By investing in such activities, companies can prioritize employee well-being and satisfaction, ultimately contributing to SDG 3: Good Health and Well-being and SDG 8: Decent Work and Economic Growth.

Health Activities and Sports Initiatives

Omantel has been leading the way in promoting physical wellness and community engagement through its sports initiatives. Throughout the year, the company organizes various sports competitions such as basketball, table tennis, and rowing. These events serve as a great opportunity for employees to showcase their skills and engage in healthy competition with their colleagues.

In addition to these events, Omantel also organizes an internal football league during Ramadan. This initiative not only promotes physical well-being but also encourages community engagement and teamwork among employees. By prioritizing employee health and well-being through such initiatives, Omantel is contributing to SDG 3: Good Health and Well-being.

As part of our commitment to employee well-being, we have installed a gym and pool in our HQ building to encourage regular physical activity among our staff. We also have quiet rooms where employees can relax and relieve stress, promoting mental well-being and overall employee health.

These initiatives are just a few examples of Omantel's multifaceted approach to employee wellness. From innovative mental health programs to engaging team-building activities and state-of-the-art facilities, Omantel's commitment to employee wellness is evident. Not only do these initiatives enhance the physical and mental health of employees, but they also contribute to the company's overall sustainability goals and align with the United Nations Sustainable Development Goals (SDGs).



Grievance Mechanism

Fostering a positive and supportive workplace for all employees is a top priority and a core value of Omantel. To uphold this commitment, Omantel has implemented a robust grievance process designed to address concerns promptly and effectively.

For grievances not related to disciplinary matters, employees are instructed to submit written complaints to their unit head. The unit head is responsible for resolving these grievances within a two-day period. If the issue remains unresolved, it is then escalated to the Chief People Officer. If the grievance persists without resolution, the final escalation is directed to the Chief Executive Officer. This hierarchical approach ensures that employee concerns are addressed comprehensively and in a timely and efficient manner.

For grievances related to disciplinary action, employees are directed to submit their complaints directly to the CEO within five days of any disciplinary measures imposed. It is required that a final decision and resolution be reached within seven days from the date of complaint submission.

Regarding corrective actions:

- The Employee Care team (EC) is responsible for receiving and managing the cases.
- The EC team conducts a thorough analysis of each case and prepares findings for discussion with relevant teams.
- Subsequently, the EC team formulates recommendations tailored to each case.
- These recommendations are then forwarded to top management for guidance and directives.
- Finally, responses are communicated to the employee in accordance with the directives provided by top management.

4.5 Health and Safety

Omantel has a comprehensive approach to identifying and managing work-related hazards and risks, which covers both routine and non-routine activities. The company follows a structured hierarchy of controls to eliminate hazards and minimize risks. The key components of this process include:

1	2	3	4	5	6
Workplace Hazard Identification	Ergonomic Assessments	Safety Training and Emergency Preparedness	Personal Protective Equipment (PPE) Programs	Continuous Training and Development	Accessibility and Communication
Proactive identification of potential hazards in the work environment	Evaluation of ergonomic factors to optimize workspace design and reduce physical strain	Comprehensive training to equip employees with the knowledge and skills to respond effectively to emergencies	Implementation of programs to provide appropriate PPE and ensure its proper usage	Ongoing education initiatives to enhance employee awareness and competence in health and safety practices	Ensuring accessibility to health services and fostering clear communication channels regarding safety protocols

Omantel's occupational health services play a crucial role in identifying and mitigating hazards, ensuring accessibility and quality of health services for workers. The company actively encourages workers' involvement in health initiatives, such as blood donation drives, diabetes awareness sessions, and medical assurance sessions, promoting a culture of holistic well-being.

To prevent or mitigate significant occupational health and safety risks, Omantel initiates targeted campaigns such as summer heat awareness campaigns, PPE promotion drives, emergency drills, joint inspections, site surveys, and risk assessments.

All Omantel staff and contractors benefit from a fully integrated health and safety management system, ensuring comprehensive coverage and adherence to best practices. The company maintains a stellar record with zero fatalities and high-consequence injuries due to work-related incidents. Additionally, the number and rate of recordable work-related injuries are meticulously tracked and managed, with a reported figure of 12,945,587 hours.

Regarding work-related ill health, Omantel maintains a remarkable record, with no reported fatalities or cases of recordable work-related ill health among employees. This demonstrates the company's commitment to maintaining a safe and healthy work environment for all.

Heart Savers

Omantel has conducted a "Heart Saver" course for its employees to train them in the proper use of Automated External Defibrillator (AED) devices that have been installed across Omantel's premises. This initiative ensures that the staff is well-prepared to handle emergencies effectively, equipping them with the necessary knowledge and skills to respond confidently in critical situations.

The AED Device project has made significant progress, with 20 devices delivered and installed, including 16 in the Muscat HQ and 4 in the HQ in Salalah. Following the installation, the HSE Department, in collaboration with MHD (Vendor), initiated further training.

Furthermore, the HSE team has launched a safety program in partnership with NTI (National Training Institute), a highly certified institution. Fourteen batches have already completed American Heart Association (AHA) training, surpassing the initial plan to cover 100 staff by training 217 employees across the sultanate.



Looking ahead, plans are underway to install AED devices in regional offices in 2024, further enhancing emergency preparedness across Omantel's branches.



Developing Prosperous Communities



■ Developing Prosperous Communities

Omantel is dedicated to improving the well-being of the communities in which it operates. Our company strives to create a positive impact on the society by initiating various programs to promote economic growth, inclusive development, and generate social changes. Our goal is to enrich the lives of our stakeholders and create long-lasting value for the entire community.

Early Warning System

Cell Broadcast System (CBS), OmniAlert, the early warning system, was designed in strict compliance with the directives of the Telecommunications Regulatory Authority (TRA). These directives required Omantel to work closely with other operators and the Civil Aviation Authority to construct the system and conduct comprehensive testing.

The primary purpose of OmniAlert is to act as a rapid early warning system, particularly critical for addressing imminent threats such as tsunamis. These natural disasters pose a significant risk to Oman's coastal regions, with the potential to strike within a very short timeframe of less than 20 minutes.

After thorough testing and successful implementation during 2023, the government recognized the broader utility of CBS beyond tsunami warnings. It acknowledged its potential as a versatile alert system capable of promptly notifying and facilitating evacuations in response to various threats and risks encountered nationwide.

The CBS infrastructure comprises two primary components: the Platform, which is under the supervision of the Civil Aviation Authority, and the Mobile Network Operator (MNO) network. The network integrates the CBS center and associated features across all mobile networks.

The Civil Aviation Authority crafts messages customized to specific needs using a designated controller. These messages are securely transmitted through a dedicated link to the system center



situated within the Mobile Network Operator's (MNO) infrastructure. Within the MNO's system center, the messages are distributed to predefined zones across the network. Following this, the messages are broadcasted to customers via emergency frequency channels, ensuring swift and unblockable dissemination of information.

This system represents a significant leap forward in Oman's disaster preparedness and response capabilities, providing a robust mechanism for delivering urgent alerts and safeguarding public safety.

5.1 Corporate Social Responsibility

Our mission for Corporate Social Responsibility: Enable the Omani society by building a digitally competent and connected community and contributing to the sustainable development of Oman.

Corporate Social Responsibility Focus Areas:



Community Wellbeing

Harness the power of technology to ensure and promote community wellbeing and sustainable development across Oman.



Entrepreneurship

To be the national technical catalyst in ICT & 4th Industrial Revolution Startups.



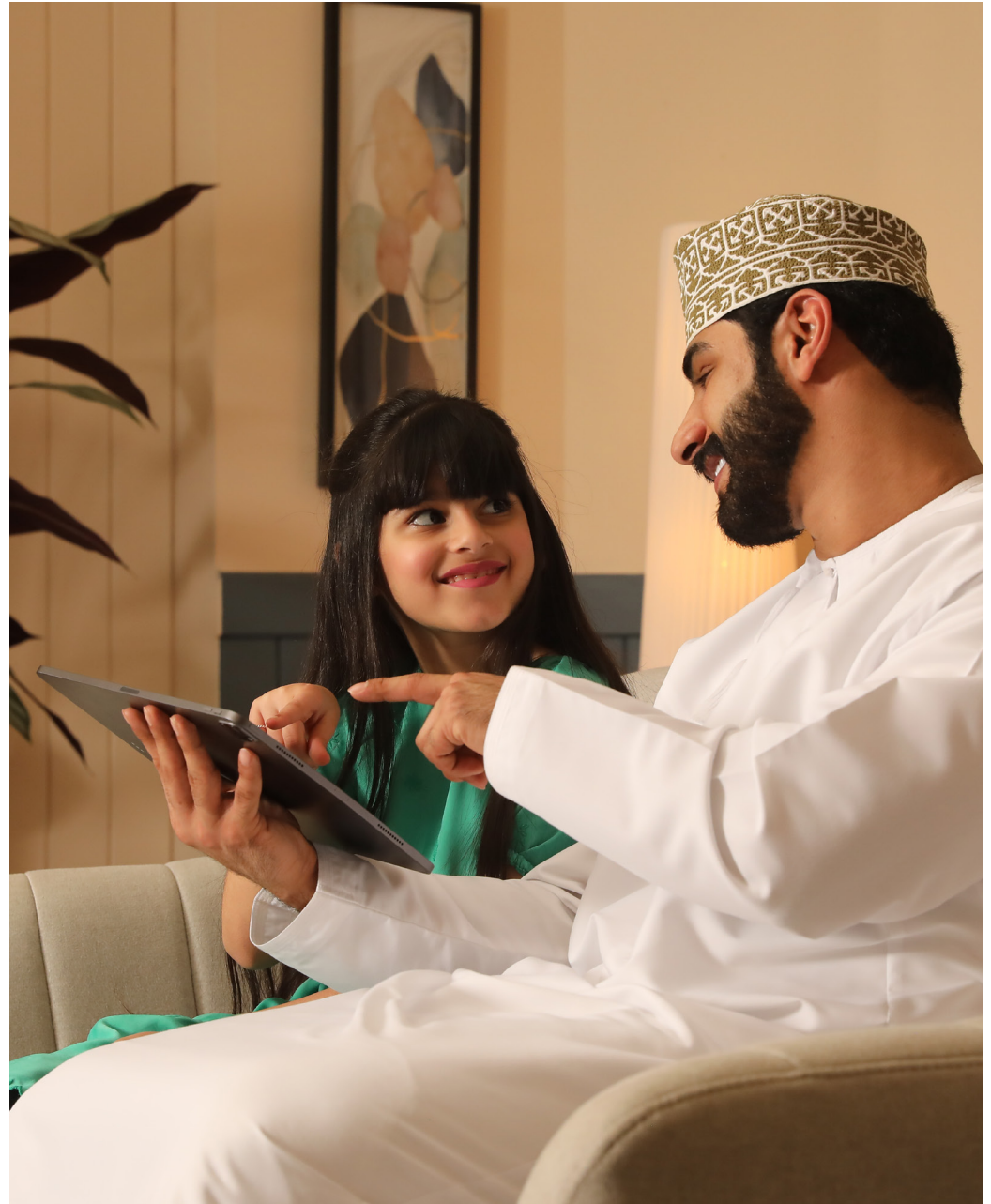
Education

Create a digital competent society through quality education, technical and vocational skills.



Environment

Become the Sultanates role model enterprise for environmental awareness across the society.



Summary of CSR Spending and Initiative Count for the Years 2022 and 2023:

CSR Pillar	Number of Initiatives		Amount	
	2022	2023	2022 Include overall: 500,000 OMR	2023 750,000 OMR
Community Wellbeing	9	17	235,500	334,320
Entrepreneurship	1	2	26,000	45,000
Education	4	9	212,960	321,960
Environment	3	5	25,531	49,500

Our Social Responsibility Impact:

At Omantel, our dedication to enriching and empowering the Omani community is exemplified by our pledge to “Empower Omani Society through the promotion of digital literacy, connectivity, and sustainable development.” This vision comes to life through strategic partnerships aimed at four core focus areas, intricately harmonized with the tenets of our sustainability framework, the evolving requirements of our communities, and the overarching goals of the Oman 2040 Vision and Sustainable Development Goals (SDGs).



Community Wellbeing:

Associations / Initiatives Oman Charitable Organization (OCO)

Ministerial Decision 205/2021 sets that there is a mandatory commitment to allocate 20% of the total annual CSR budget to support Oman Charitable Organization (OCO).

Omantel made a significant contribution of 150,000 OMR, underscoring our steadfast commitment to supporting the organization's initiatives. This highlights the influential role of corporate social responsibility in advancing philanthropic endeavors.

Partner:

Oman Charitable Organization
(OCO)

Associations / Initiatives House Maintenance

In partnership with Dar Al Atta'a and with the guidance of Ministry of Social Development, the House Maintenance Initiative is dedicated to repairing and renovating homes, addressing crucial safety concerns. Through the repair of structural and electrical issues, we strive to establish safe and livable environments for vulnerable families. Omantel CSR has been annually contributing 100,000 OMR since 2014 to support this community project aimed at enhancing the living standards of low-income families.

Since: 2014

Partner: Dar Al Atta'a Association

Beneficiaries: 194 houses

Associations / Initiatives Fak Kurbah Donation Campaign

Over the years, the total employee donations received was 70,000 OMR in support of the national campaign in collaboration with the Omani Lawyers Association, the Fak Kurbah Donation Campaign is a compassionate initiative engaging Omantel employees to collect financial donations during Ramadan.

With a dedicated CSR budget of 10,000 OMR annually, this campaign contributed in the release of 160 insolvents imprisoned due to financial claim cases since 2018.

Since: 2018

Partner: Omani Lawyers Association

Beneficiaries: 160 Insolvents

Associations / Initiatives The Support of Cancer Patients

The Cancer Patients Support focuses on providing training program for healthcare workers in Palliative Care for terminally ill patients and nutrition supplement for the patients

With a dedicated CSR budget of 15,000 OMR annually, this initiative demonstrates our commitment to improving the quality of care for those facing challenging health conditions. Additionally the CSR team encourage Omantel employees to participate in an annual walkathon, amplifying community awareness and fundraising efforts. This reflects our commitment to improving patient care and fostering community well-being.

Since: 2014

Partner: Oman Cancer Association (OCA)

Associations / Initiatives Oman Food Bank

Oman food bank focuses on collecting and distributing food to help address food waste and support communities in need.

In line with our commitment to community welfare, the CSR team allocates a 5,000 OMR budget to Oman Food Bank, offering general support for the saving and distribution of food among the needy. This contribution reflects our dedication to addressing food waste and supporting essential community services.

Since: 2023

Partner: Oman Food Bank

Associations / Initiatives Autism Book

Demonstrating our dedication to fostering inclusivity, Omantel provided support to The National Autism Center for printing a specially designed book for children with autism. This publication incorporates tactile enhancements that cater to the specific needs of these children.

Our CSR contribution aims to provide crucial assistance to autistic children by supporting with 3,000 OMR. By addressing their unique needs through innovative initiatives, we strive to enhance the quality of life for these individuals and contribute to a more inclusive and supportive

Partner: The National Autism Centre

Associations / Initiatives Sanubader Team for Cancer Patients Support

With 400 beneficiaries in focus, this initiative reflects our dedication to enhancing the well-being and comfort of those facing the challenges of breast cancer.

The team allocated a 5,000 OMR budget to support the Sanubader Team in providing special innerwear and implants for breast cancer patients.

Since: 2023

Partner: Sanubader Team

Associations / Initiatives Omar Bin Al Khatab Institute

Omantel supports the digital transformation of Omar Bin Al Khatab Institute by funding the purchase of digital devices.

By allocating 1,469 OMR the team is fostering accessibility and technological empowerment. This initiative reflects Omantel's commitment to leveraging technology for inclusive education.

Partner: Omar Bin Al Khatab Institute

Associations / Initiatives Omani Women Association (Boushar)

In dedication to supporting women's initiatives, Omantel provides a general donation to the Omani Women Association (Boushar).

The donation highlights our commitment to enhancing the empowerment and engagement of women within the community.

Partner: Omani Women Association (Boushar)

Associations / Initiatives Al Noor for the Blind Association (Equipment)

Al Noor Association for the Blind represents interests of the blind in the country. Provide support services in areas of development, social and vocational hence enabling members to live normal life in the community.

Omantel CSR provided digital support to Al Noor for the Blind Association through funding them to purchase special digital devices that can be used by people with visual disabilities.

Since: 2023

Partner: Al Noor for the Blind Association

Associations / Initiatives

Providing a new house in Izki

A special case of supporting a family living in uninhabitable house, Omantel decided to extend their support to this family and requested Dar Al Atta'a to oversee this initiative to rebuild the house for a more habitable home for the family.

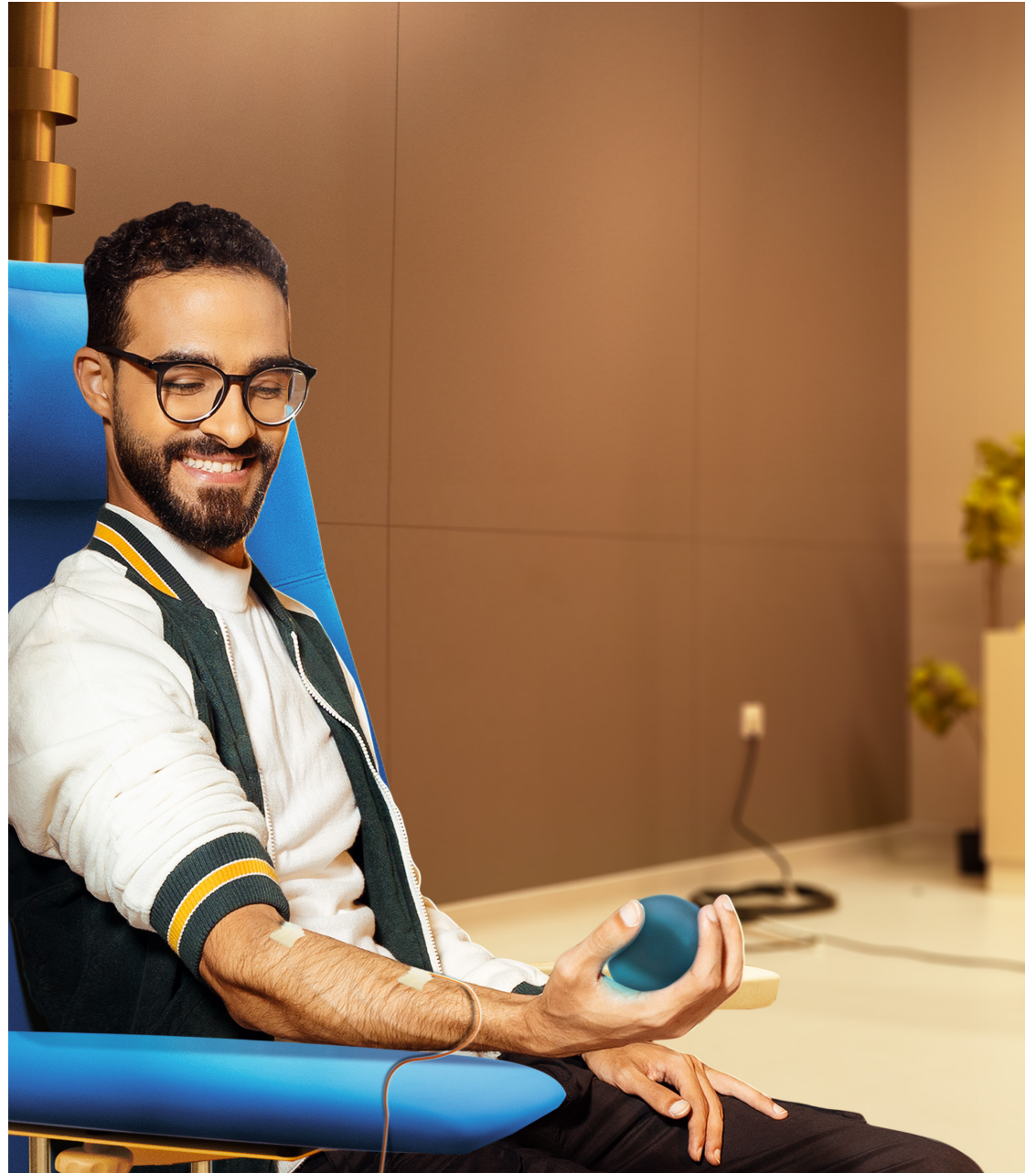
With a total amount of 15,000 OMR, Omantel supported the rebuilding of the house in Izki in collaboration with Dar Al Atta'a. The condition of the house was precarious and prone to collapse.

Partner: Dar Al Atta'a

Associations / Initiatives

National Blood Donation Campaign

Supporting the Ministry of Health by running a campaign encouraging people to donate blood during the month of Ramadhan to help the shortage of blood during this month at the National Blood Bank.



Education:

Associations / Initiatives Innovation and Technology Transfer Centre

The center is one of the 14 research centers within SQU, addressing the urgent need to expand the activities in the field of innovation.

With a total amount of 300,000 OMR Omantel CSR contributed on the building of the center which will serve as an independent entity for innovation supporting innovators and the innovations of Omani youth in various fields.

Since: 2019

Partner: Sultan Qaboos University

Associations / Initiatives Scholarships Program

Omantel provided educational opportunities for 11 Omani students of General Diploma graduates to study in Oman with a 5-year financial support for scholarships in the specializations of ICT to enhance their competencies in this field to keep them up with the requirements of the Fourth Industrial Revolution.

Since: 2020

Partner: Ministry of Higher Education, Research, and Innovation

Beneficiaries: **11** Omani Students

Associations / Initiatives Youth Training Courses

Omantel collaborated with Outward Bound Oman (OBO) with an annual support to provide challenging outdoor experiences through courses where the young Omani young participants were helped equip with the skills and toolkit to help raise their self esteem and reach their full potential. Including special designed course for young people with special needs.

Since: 2017

Partner: Outward Bound Oman (OBO)

Beneficiaries: **445** participants

Associations / Initiatives IT and Coding Curriculum

Omantel partnered with the Ministry of Education on the development of an IT and coding curriculum for primary school students (Grade 3 and 4). By this curriculum, students will be able to obtain the skills of the future and the fourth industrial revolution in line with Oman Vision 2040.

Since: 2020

Partner: Ministry of Education

Beneficiaries: **+240,000** Students

Associations / Initiatives Omantel Innovation Corner

Omantel developed a corner in the children public library. The corner is based on providing interactive learning tools with innovative and sophisticated technologies based on intelligent ICT solutions to educate young children and young people about digital literacy and encourage them to think about inventions by conducting various IT experiments.

Since: 2019

Partner: The Children Public Library

Beneficiaries: +3,900 Visitor

Associations / Initiatives Edaad Program

A national training program associated with education, where students are trained for a full year (in the last year before their graduation).

Omantel as part of the national program ha trained 6 students with the aim to harmonize higher education programs and outputs with the requirements of the labor market and provide them with basic skills and refine their experiences in sync with Oman Vision 2040.

Since: 2021

Partner: Ministry of Higher Education, Research and Innovation

Beneficiaries: 9

Associations / Initiatives Student Affairs Guidelines Awareness

Omantel provided support to activate the provisions of the student affairs regulations and raise awareness among parents and students about these provisions through informative videos. The videos will help correct some undesirable behaviors in schools

Partner: Educational Supervision Office (ESO) in Seeb – Ministry of Education (MoE)

Associations / Initiatives – Support the Building of a Quran School

Omantel provided support to Ministry of Endowment & Religious Affairs to build a Quran School.

Partner: Ministry of Endowments & Religious Affairs

Environment:

Associations / Initiatives Environmental Digital Awareness

Al Ansab Wetland is an artificial wetland 15 kilometres from the centre of Muscat. This creates a habitat for 305 recorded species of resident and migrating birds and serves as a tourist destination for birdwatching and provides educational opportunities as a long-term monitoring site.

Omantel provided digital support through the interactive digital screen installed within Al Ansab Wetland Visitor Center which will focus on providing awareness educational information to all visitors once it is reopened.

Partner: Oman Water and Wastewater Services Company

Associations / Initiatives Corporate Membership with ESO

Omantel supported the only environmental NGO in Oman as a corporate member which will benefit the company in having a continues support from the NGO in different environmental activities and engagement with the community.

Partner: Environment Society of Oman (ESO)

Associations / Initiatives Clean-up Day on Masirah Island

In collaboration with Turtle Commandos at the Environment Authority, Omantel supported the biggest clean-up in Marsirah where Omantel Volunteering Team (Ma'an Team) participated. More than 6500 trash bags were gathered and more than 250 people participated (24 Omantel employees).

Partner: Turtle Commandos – Environment Authority (EA)

Associations / Initiatives Turtle Commandos Initiative

An initiative to create awareness on turtles habitat protection, Omantel with collaboration with Turtle Commandos team from the Environment Authority (EA), conducted a turtle observation initiative where 15 participants from Omantel's Volunteering Team (Ma'an Team) participated.

Partner: Turtle Commandos – Environment Authority (EA)

Entrepreneurship:

Associations / Initiatives Mubadera Training Program

Empowering Omani female members of Omani women's associations from across the Sultanate of Oman, motivated by a passion for learning and enhancing their basic skills in computers and technology, in a way that contributes to promoting home businesses using various digital platforms. In the training program, 60 members of Omani Women Associations were trained on topics such as Digital Innovation, incorporating Artificial intelligence in digital innovation, and Digital Leadership.

Partner: Ministry of Social Development (MSD)

Associations / Initiatives Mubadera Award 4

In a commitment to empower Omani women, the Mubadera Award focuses on evaluating the programs run by Omani Women Associations and the contributions of individual members in the associations.

we contribute to empowering Omani women and celebrating the impactful programs of women's associations.

Since: 2018

Partner: Ministry of Social Development (MSD)

Beneficiaries: 9 winning Omani women associations and 11 innovative projects

5.2 Customer Value Creation:

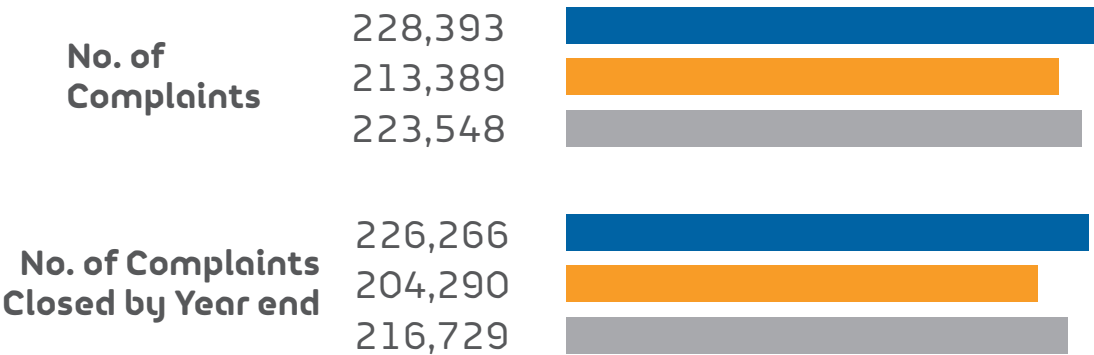
Omantel is a prominent telecommunications company that strives to provide exceptional service and innovative solutions to its customers. The company is dedicated to creating value for its clientele by understanding and addressing their ever-changing needs. Omantel's commitment to customer satisfaction is evident in its efforts to exceed expectations, foster long-term relationships, and deliver tangible benefits to individuals and businesses. This report delves into the company's initiatives, strategies, and achievements in customer value creation, showcasing its dedication to driving positive outcomes and enhancing the overall customer journey.

Customer Care:

We are committed to meeting market demands and exceeding customer expectations. To achieve this, we have launched a series of initiatives in recent years. These initiatives include the development of digital services and cloud-based infrastructure, the implementation of artificial intelligence solutions, machine learning applications, big data analytics, intelligent public infrastructure projects, smart building management solutions, and the integration of smart contracts, among others. Through these strategic endeavors, we persistently uphold our dedication to fulfilling market needs and exceeding customer expectations.



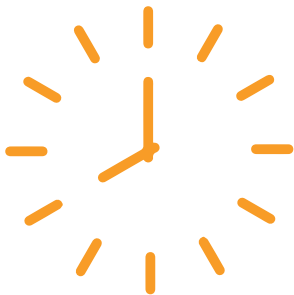
Complaints



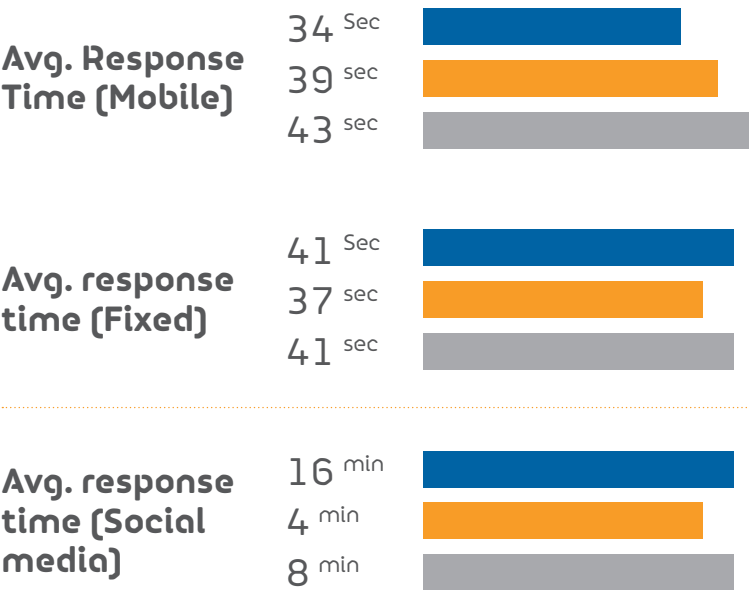
We are committed to providing exceptional customer care. The number of resolved complaints at the end of each year is a critical indicator of both the volume of customer complaints and the effectiveness of our resolution efforts. In 2021, we resolved 226,266 complaints, which decreased to 204,290 in 2022, before showing a slight increase to 216,729 in 2023. Moreover, the corresponding percentages of closed complaints to total complaints for 2022 and 2023 were approximately 95.75% and 96.94%, respectively, highlighting the continued effectiveness of our resolution endeavors.

We also believe that customer care goes beyond providing a service; it represents our unwavering dedication to excellence. Our committed team is available 24/7 to address any queries or concerns customers may have. We are committed to delivering personalized assistance and tailored solutions that cater to the distinct needs of each customer, ensuring their utmost satisfaction and loyalty.

2021 2022 2023



Average Response Time



Digital Safety

Our SecurNet product provides robust protection for customers and their families by guarding against harmful websites and offering advanced parental control features. These features include content filters and options to pause online activities during designated break and study times. By simply adding family members' numbers, users can manage permitted content types and set quiet hours—all conveniently through the Omantel App.

Online risks for children, is a major concern due to the harm it can cause. SecurNet users can establish Trusted Content by utilizing the Omantel App to specify which content categories should be blocked and identify safe websites that are permitted. Additionally, detailed reports documenting blocked events on family numbers are accessible for enhanced oversight and security.



5.3 Digitalization:

Omantel is dedicated to expanding its strategic investment portfolio and actively pursuing additional opportunities to invest in local technology companies, thereby contributing to the advancement of a digital Omani society. In alignment with the Sultanate's 2040 vision, Omantel has been spearheading a range of pioneering initiatives aimed at establishing a comprehensive digital ecosystem across various operational domains.

At Omantel, we are committed to fostering a digitally empowered work environment. Recent endeavors have yielded significant strides in digitalizing our internal service channels through a robust digital platform. Furthermore, we have seamlessly transitioned to digital onboarding processes and introduced our internal app, Tawasul, aimed at optimizing operations and enriching employee experiences.

Tawasul serves as the cornerstone of our digital infrastructure, providing a dedicated platform for employee services. By streamlining various tasks and processes, it contributes to the creation of a more efficient and seamless work environment.

These initiatives underscore Omantel's ongoing dedication to leveraging technology for continual improvement within our workplace. This transformation directly benefits our employees by enhancing core processes such as hybrid work management and workplace service requests.

Our digitization initiatives are aimed at empowering both our customers and society through a range of innovative measures:



Digital SIM Activation:

We streamline the process of activating SIM cards via digital platforms, ensuring a seamless and efficient experience for customers.



Devices Purchases on E-Shop:

Our E-Shop offers customers the convenience of purchasing devices online, providing a hassle-free shopping experience.



Package Upgrades, Downgrades:

Customers can easily upgrade or downgrade their service packages digitally, giving them greater flexibility and control over their subscriptions.



Prepaid to Postpaid Migration:

We facilitate the transition from prepaid to postpaid plans through digital channels, making it convenient for customers to switch between services.



Digital Bill Payments:

Customers can conveniently pay their bills digitally, offering a secure and efficient payment option without the need for physical transactions.



Prepaid Line Recharge (Top-up):

We provide customers with the flexibility to recharge their prepaid lines digitally, ensuring continuous connectivity without the need for physical recharge cards.



Digital Car Insurance:

Introducing digital car insurance services allows customers to purchase and manage their car insurance online, streamlining the process and enhancing accessibility.

These initiatives reflect our commitment to leveraging digitalization to enhance customer experiences and contribute to the advancement of society.

5.4 Omantel ICT Leaders

Over the past few years, our ICT Business has been consistently growing, thanks to Omantel's ongoing investment in digital infrastructure and solutions. This investment has been driven by the increasing demand for data services and the need to provide customers with an enhanced experience. Omantel has established its position in the ICT market by offering cost-effective and user-friendly ICT-in-a-box solutions, as well as the ability to provide large and complex solutions. Our continuous investment and improvement of our ICT portfolio have played a significant role in achieving this accomplishment.

In 2023, Omantel ICT further solidified its position as a leader in digital transformation, becoming a crucial contributor to Oman's national vision. Our strategic initiatives in government, banking, education, energy, and healthcare sectors have not only demonstrated our commitment to innovation and sustainability but have also led to improvements in business operations and the development of Oman's digital infrastructure. Omantel has demonstrated its impressive expertise in delivering a wide range of ICT solutions.

2023 Milestones & Key Achievements:

- Revenue Growth: We achieved a remarkable 27.5% year-on-year increase in revenues
- Integrating Subsidiaries: Our group internal collaborations have been pivotal, with over 50% of the won contracts value attributed to the joint efforts with subsidiaries, enhancing our market offerings and customer reach.
- Migration to Cloud: Successfully executed cloud migration projects for leading banks in Oman, marking significant advancements in cloud services.
- e-Governorates Initiatives: Launched 13 Digital Transformation projects with 7 Governorates.
- Next-gen Surveillance in Transport: Deployed 5G-based surveillance with facial recognition and AI analysis at major transport hubs, along with smart traffic lights for Muscat Municipality.
- Oman Educational and Research Impact: Renewed and expanded OMREN (Oman Research and Education Network) services across the key educational institutions in partnership with MOHERI, signifying our investment in the academic sector's digital future.

Our Notable ICT Projects:

- Electronic Voting: A regional first, collaborating with major hyperscale's to enhance the integrity, transparency, and efficiency of the Oman Shura Council's voting process
- Banking Innovation : Another first in Oman, converting a leading bank to a complete cloud-based infrastructure.
- Business Investment Platform: Comprehensive ICT digital transformation solutions, including an e-Portal and contact center, to establish a main investment hub, enhancing operations and investor relations.
- Modernizing Schools: Pilot program for a secure and advanced digital infrastructure in educational facilities in three locations.
- Higher Education Transformation: Implemented a cutting-edge student management system at a top national academic institution.
- Government Sector Initiatives: Engagement with multiple government entities for digital transformation initiatives.
- Oil and Gas Digital Transformation: We partnered with CCED to revolutionize Oman's energy sector with a comprehensive cloud-based ERP system, enhancing efficiency and competitiveness.





Future Strategy

Focus on business strategy and growth, renew contracts with added value, target long-term partnerships, and plan for mergers or acquisitions to enhance ICT value proposition and market share.

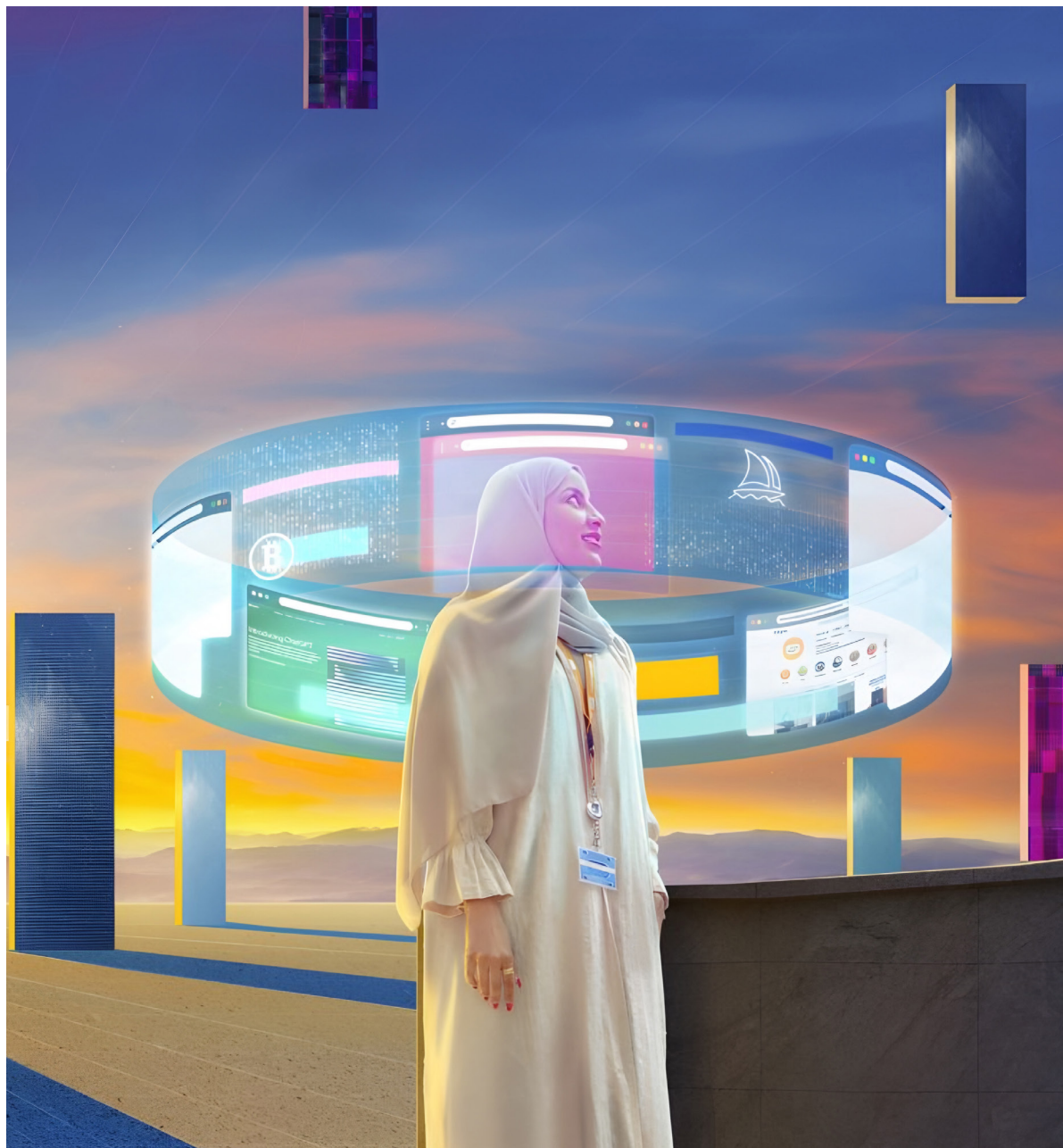


Operational Excellence

specialized teams, conducting workshops, and expanding cloud and security services.

Looking Ahead:

As we enter 2024, Omantel ICT remains steadfast in our pursuit of excellence in digitalization and sustainability. We are poised to extend our presence into new markets, delve into emerging technologies, and further entrench our dedication to forging a more connected and sustainable tomorrow.



5.5 Omantel Innovation Labs:

Omantel Innovation Labs aims to leverage Omantel's expertise, partnerships, reach and access to technology to contribute to Oman's Vision 2040 and promote innovation and entrepreneurship in new and emerging technology.

Objectives of Omantel Innovation Labs:

Ecosystem: Build an ecosystem of partners that can catalyze the rapid growth of technology startups in Oman.

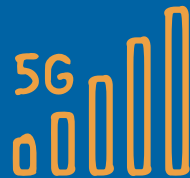
Innovation: Develop a platform that can identify and support relevant innovations in Oman to maintain Omantel's prominent position as the national leader in technology.

Investment: Identify and invest in a portfolio of start-ups that are strategically aligned with Omantel with an aim to generate long-term financial profit or added value to Omantel stakeholders.

Core Focus Areas: Enable and encourage startups and innovators to develop and commercialize solutions in five priority areas:



Internet of Things



5G



Cybersecurity



Big Data



**Customer Experience
Technology**

Omantel Innovation Labs provides entrepreneurs with the right support, from the right people, at the right time to increase the probability of success.

About the Omantel Innovation Labs:

Omantel Innovation Labs launched in 2021 with the aim to contribute to Oman's Vision 2040 and promote innovation and entrepreneurship in new and emerging technologies. Under this umbrella, Omantel will leverage its expertise, partnerships, reach, and access to technology to build a tech-based startup ecosystem in Oman.

The key focus of Omantel Innovation Labs is to cultivate entrepreneurial skills among the youth and accelerate the growth of relevant Oman-based technology startups across five technological verticals: 5G, Internet of Things, Cybersecurity, Customer Experience Technology, and Big Data.

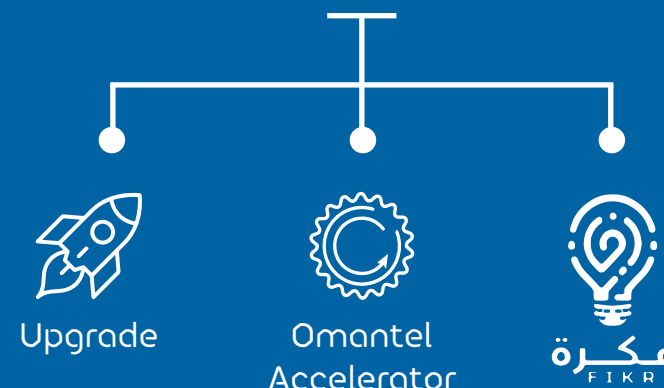
Located in a 1100m2 facility at Omantel headquarters in Muscat, the Innovation Labs organizes, participates in, and hosts multiple activities to support the Company's internal innovation agenda by providing systematic spaces, approaches, events and activities that can accelerate product conceptualization, prototyping, testing and deployment of solutions for Oman and Omantel-centric challenges.

Program Goals:

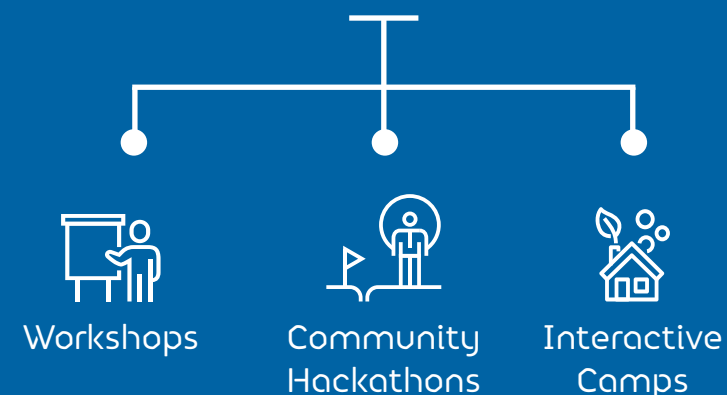
1. Ecosystem: Create an ecosystem of partners that can catalyse the rapid growth of technology startups in Oman.
2. Innovation: Develop a platform that can identify and support relevant innovations in Oman to maintain Omantel's prominent position as the national leader in technology.
3. Investment: Identify and invest in a portfolio of start-ups that are strategically aligned with Omantel with an aim to generate long-term financial profit or added value to Omantel stakeholders.

Omantel Innovation Labs programs:

Direct Support



Ecosystem Events



Direct Support Programs:

The direct support programs, accelerators and incubators, focus on providing startups with technology related support to increase the speed at which they can develop and commercialise their products.

Fikra:

Omantel's internal innovation program, Fikra, allows all employees to propose, develop and launch innovative solutions that will add value to Omantel and maintain its position as a technology leader.

Community hackathons:

Multi-day events where participants are given a challenge to solve and learn how to apply technology, problem-solving, business, and communication skills to it.

Interactive Bootcamp:

In 2023, an interactive bootcamp was held which focused on teaching participants the fundamentals of mobile game development and 3D modeling.

Workshops:

Omantel Innovation Labs offers free public Workshops to the general public on topics related to innovation and entrepreneurship. The workshops are led by highly experienced international mentors in essential topics for students, entrepreneurs and aspiring entrepreneurs. In 2023, more than 12 public events were hosted including workshops, university talks and bootcamps.



5.6 Our journey into 5G:

Omantel is a leading telecom operator in the Sultanate that launched the 5G network commercially by the end of 2019, becoming the first of its kind in the country. In January 2021, Omantel made history again by introducing 5G for mobile, which is a significant achievement for the mobile telecommunications industry. This groundbreaking technology promises to revolutionize the sector by paving the way for digital transformation and significant advancements across various industries. 5G will enable the adoption of Fourth Industrial Revolution technologies like smart cities, the Internet of Things (IoT), and Artificial Intelligence

(AI), playing a pivotal role in driving innovation and supporting growth.

To meet escalating customer demand driven by evolving traffic patterns and needs, Omantel has persistently expanded its 5G coverage throughout 2022 and 2023. Omantel has introduced 5G Fixed Wireless Access (FWA), which offers customers ultra-high-speed internet services directly to their homes, reaching speeds of up to 1Gbps. Omantel's diverse range of lifestyle offers includes basic home packages, gaming, entertainment, and premium connectivity options, ensuring customers enjoy tailored experiences that suit their preferences.



5.7 Our Network:

Omantel Domestic Network

Mobile Sites ~ **3,718** Widest Network Coverage

Resilient Backbone > **9,000** km

89% 5G Coverage of Population

95.51% 4G Coverage of Population

98.8% 3G Coverage of Population

65 New ICT customized solution customers

~7377 TB Average Daily Data

Omantel International Network

International Presence OTI Carrier of Carriers

More than **100** direct interconnects with major operators

Roaming Partners **~700 in > 200** Countries

7 Landing Stations

20 International Submarine Cables

Around **115,000** km length of international Submarine Cables originating from Oman to the world

Equinix MC1: First Carrier Neutral Data Center in the region located in Barka, Oman

State-of-the-Art Carrier Neutral Data Center

Located in Barka MC1 Redundant Backbone Ring

Capacity **2.4** MW Phased up to **7.2** MW

Unique Connectivity Direct Access Various Subsea Cables

5.8 Our Geographical Presence:

Omantel is a leading telecom wholesaler that serves telecom operators, hyperscalers, and content providers on both local and global scales. It has established itself as a global hub by investing in over 20 subsea cable systems worldwide and operating 7 unique subsea cable landing stations. These stations connect to more than 120 cities across over 50 countries, making Omantel a well-connected and reliable provider across diverse regions.

Omantel has formed a partnership with SUBCO to improve the accessibility of SUBCO to key telecom hubs across Europe by leveraging Omantel's extensive subsea network. This collaboration enables Omantel to provide ultra-high capacity connections to SUBCO from Muscat to London, Milan, and Marseille. In exchange, SUBCO will establish connectivity to Oman via the Oman Australia Cable (OAC), one of the longest direct subsea cables spanning approximately 10,000 kilometers between Perth and Muscat.

The Oman Australia Cable (OAC) is built and operated by SUBCO, offering a crucial link between Muscat, Oman, and Perth, Australia. It is the first fully diverse cable connecting EMEA and Asia, strategically avoiding the Malacca Strait. This route bypasses the narrow waterway, providing a more reliable and efficient connection.



Omantel's International Submarine Network



20+
Submarine Cables

7
Landing Stations

120+
Connected Cities



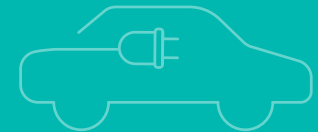
100+ Direct
Interconnects

11 Global POPs
Carrier Neutral Data Centers

From Oman to the World



Creating A Greener World



■ Creating A Greener World

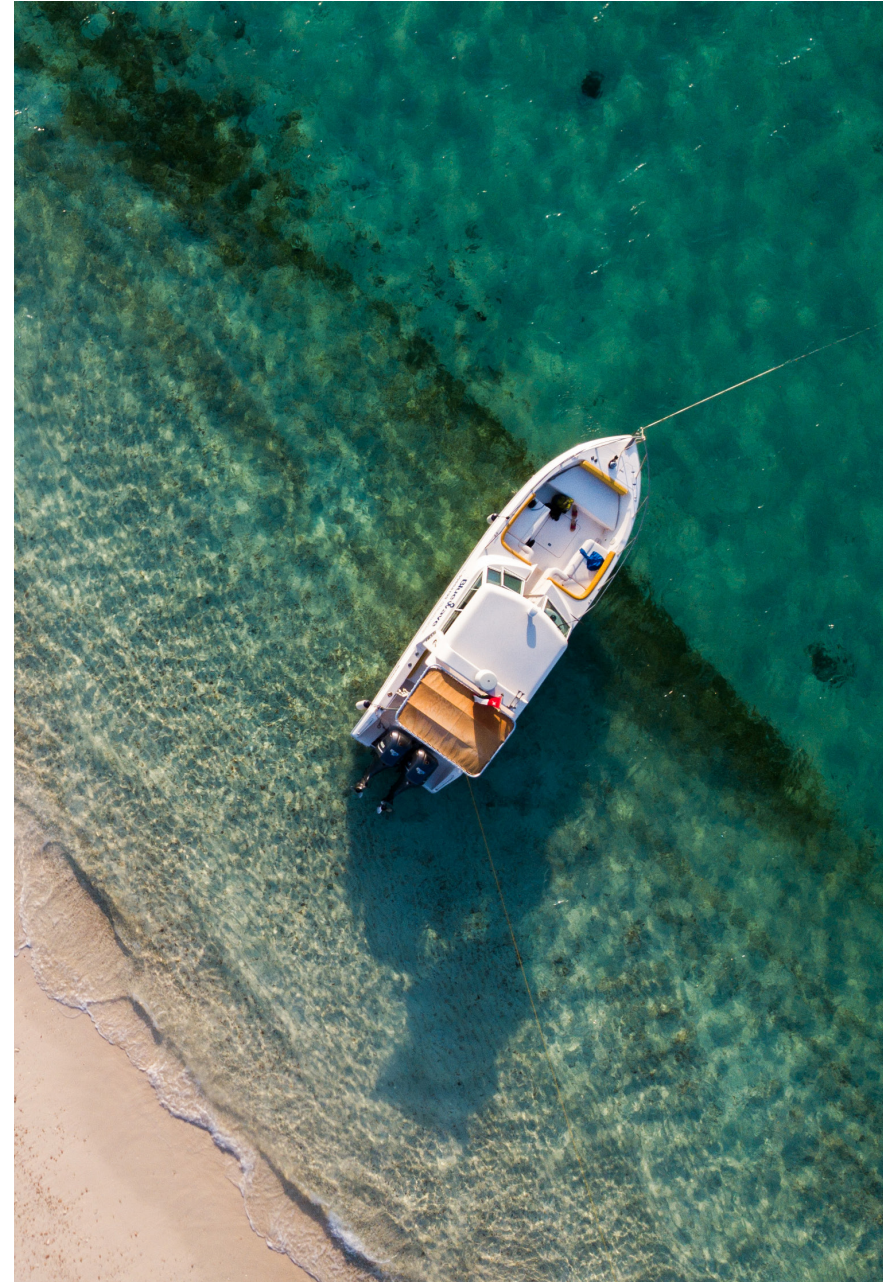
Omantel is aware of the importance of the environment and its impact on climate change. Therefore, the company is committed to setting an example by proactively monitoring, tracking, and reducing its environmental footprint. In addition, Omantel promotes environmental stewardship and raises awareness among its stakeholders.

6.1 Network and Energy efficiency

To demonstrate its commitment to environmental sustainability and energy efficiency, Omantel has adopted ISO 14001 for environmental management and ISO 50001 for energy management. These certifications reflect Omantel's structured approach to reducing its environmental impact and optimizing energy use.

Furthermore, Omantel's headquarters is an excellent example of the company's dedication to sustainability. The building has been awarded Platinum LEED certification, the highest level of recognition for sustainable buildings. Omantel has used low-energy emitting materials for the interior of the building to ensure optimal energy efficiency. The construction of the building used 59.77% recycled materials, 46.14% locally-sourced materials, and 100% FSC-certified wood. Additionally, the exterior of the building has solar panels installed for renewable energy production.

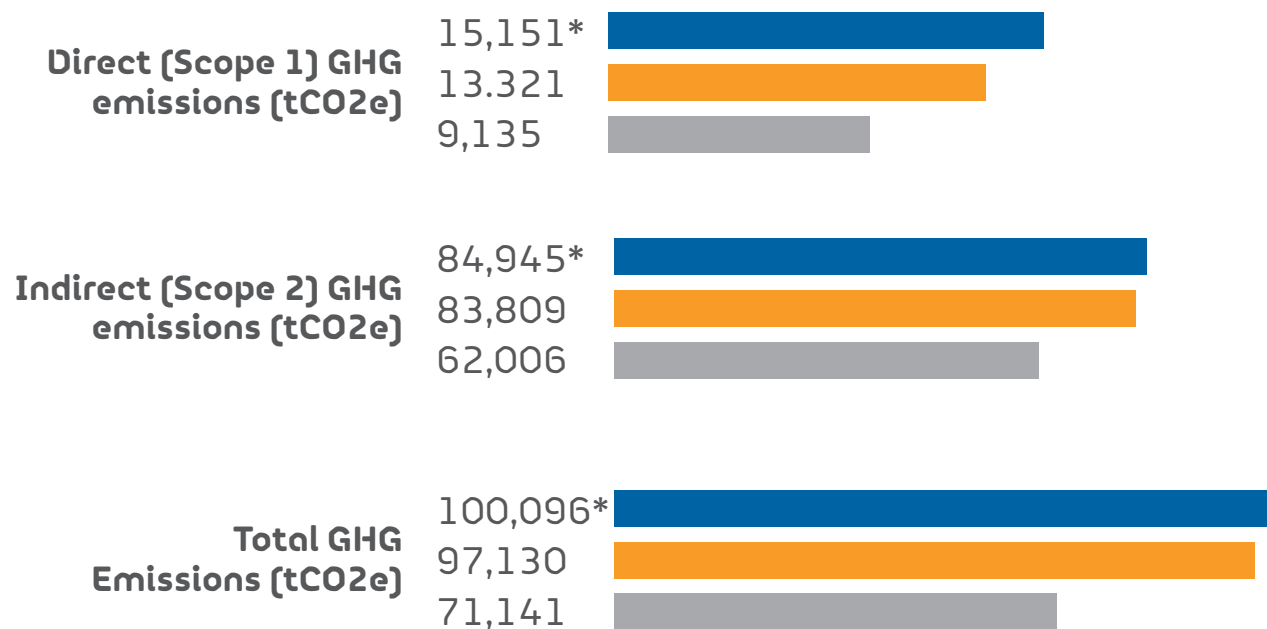
We are proud of our efforts and results towards energy efficiency and sustainability. The reduction in petrol, diesel, and electricity consumption from 2022 to 2023 is a significant step towards energy conservation. The company's embrace of renewable energy sources, notably solar energy, underscores its dedication to sustainability. As a result, our reliance on non-renewable energy for electricity decreased by 27.10% during 2022 and 2023. Omantel's efforts align with global initiatives to reduce carbon emissions and promote sustainable practices. The table below provides a clear demonstration of Omantel's progress towards energy efficiency and sustainability.



Year	Petrol Consumption (Litres)	Diesel Consumption - On Road Vehicles (Litres)	Diesel Consumption - Generators (Litres)	Electricity Consumption (KW/Hr)	Solar Energy Generated (KW/Hr)	Average electricity consumption per employee (Kwh)
2021	1,876,190	251,885	3,751,813	161,248,004	835,374	71,986
2022	1,818,089	217,913	3,824,664	159,091,112	962,780	68,722
2023	1,511,284	155,866	1,931,516	117,703,204	1,011,019	49,874

Carbon Footprint:

Omantel prioritizes measuring GHG emissions and reducing carbon through digital services. Continuous monitoring and initiatives are essential for achieving sustainability goals and supporting environmental preservation. The table underscores our three-year effort to reduce carbon, affirming our commitment to sustainability. The notable decline in emissions from 2022 to 2023 is largely attributable to the sale of our passive infrastructure comprising of 2519 tower sits to Helios Towers plc.



*2021 figures are restated

■ 2021 ■ 2022 ■ 2023



6.2 Transition to Net Zero

Omantel has been taking multiple initiatives to reduce carbon footprint and promote renewable and green energy practices. One such initiative is closely monitoring the energy consumption and exploring alternative renewable energy sources. In 2023, Omantel collaborated to establish the Innovation Hub within the GCC Telco Alliance. A key focus of this Innovation Hub will be the exploration of renewable energy solutions tailored specifically for telecommunications companies.

A key focus area in Omantel's transition to Net Zero is the conversion of off-grid mobile sites to energy efficient, and reliable hybrid power systems. As of now, Omantel has installed 31 hybrid towers, the project was put on hold, while the sale of towers was underway, however now that the sale has been completed, the project is continuing with the planned conversion of 24 more sites in 2024.



Electric Vehicles:

Omantel is making significant progress in sustainability by integrating electric vehicles into its fleet. This initiative is a crucial step towards reducing petrol consumption and minimizing the company's environmental impact. At our headquarters, we have installed 47 charging stations for electric vehicles. Omantel plans to expand its electric vehicle fleet, further demonstrating its commitment to embracing eco-friendly transportation and fostering a greener future.

Looking Forward

At Omantel, we recognize the urgency of the climate crisis and the critical role telecommunications play in a sustainable future. While we are at the beginning of our Net Zero journey, we are firmly committed to taking concrete steps towards a reduced environmental impact.

Over the next 12 months, we will focus on establishing a robust foundation for our Net Zero strategy. This will include:

- **Setting science-based targets:**

We will partner with recognized sustainability frameworks to establish ambitious yet achievable greenhouse gas reduction targets aligned with the Paris Agreement's goal of limiting global warming to 1.5°C.

- **Conducting a comprehensive carbon footprint assessment, including Scope 3 emissions:**

We will go beyond operational emissions (Scope 1 & 2) and conduct a detailed analysis of our entire carbon footprint, encompassing Scope 3 emissions. This includes emissions generated throughout our value chain, such as those from purchased goods and services, use-phase emissions associated with our products by customers, and end-of-life treatment.

- **Expanding our footprint assessment to include Omani subsidiaries:**

We acknowledge the importance of a holistic approach. Our carbon footprint assessment will encompass the operations of all our subsidiaries in Oman, ensuring a comprehensive understanding of our environmental impact across the entire company.

By establishing a baseline through this comprehensive assessment, we can identify key areas for improvement and develop targeted reduction strategies.

- **Developing a comprehensive Net Zero roadmap:**

We will create a clear roadmap outlining our long-term strategy for achieving Net Zero. This roadmap will detail specific initiatives, timelines,



and key performance indicators to track progress on our journey.

We are confident that by laying this groundwork in the coming year, we will be well-positioned to embark on a path towards a more sustainable future. We believe this journey will not only benefit the environment but will also drive innovation, enhance operational efficiency, and solidify our role as a responsible leader in the region.

We invite our stakeholders – customers, employees, partners, and the wider community – to join us on this important journey. We remain committed to transparency and will continue to report on our progress towards Net Zero in future sustainability reports.

6.3 Waste Management:

Paperless Billing

We are committed to minimizing material usage and waste throughout all our operations. To achieve this goal, we have implemented and continue to offer the e-billing service across all business lines. E-bills provide convenience to our customers while significantly reducing paper usage and distribution costs, thereby contributing to the reduction of our carbon footprint.

Battery Recycling

Additionally, we have established a partnership with be'ah, wherein we consistently supply old batteries for recycling, further promoting sustainable waste management practices.

Details on Battery Recycling with Be'ah:

Year	Tons Recycled
2021	230.14
2022	189.50
2023	183.11
Total	870.30

Water Usage:

Recognizing the importance of water stewardship in a resource-scarce region, Omantel is committed to evaluating its water usage across its operations. We will continue to explore water conservation strategies and investigate opportunities to implement water-efficient technologies.

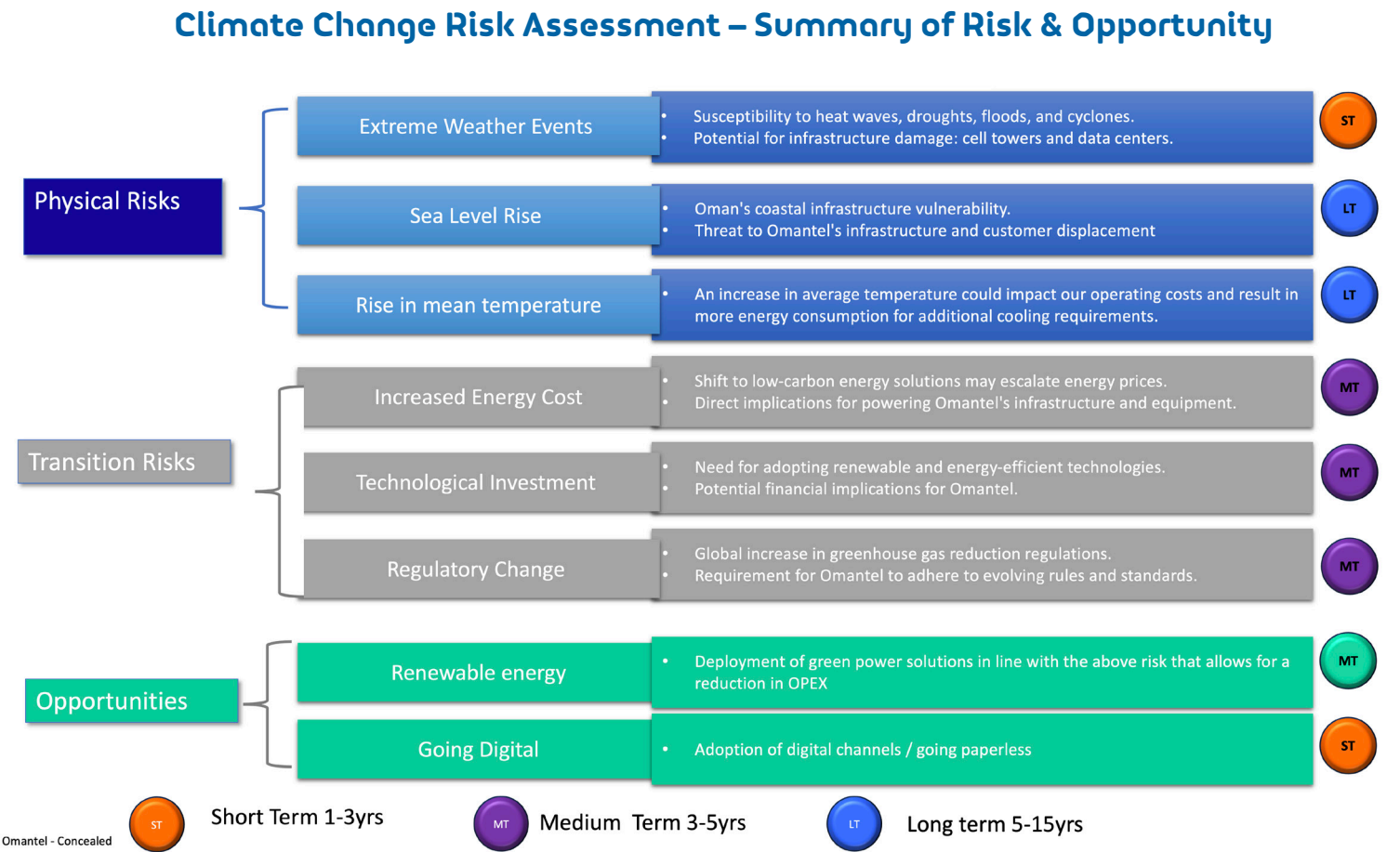
Water Usage:



6.4 Climate Change and Biodiversity

Omantel has been committed to ensuring that the rapid development and digital transformation do not compromise the ecosystem. In line with this commitment and response to the threat of climate change and in line with the Sultanate of Oman's National strategy for transition to Net Zero in 2050. During 2023, the Enterprise Risk Management function has begun integrating climate-related risks and opportunities into the Group Top Risks profile. This has ensured that climate-related risks and opportunities will be properly managed.

As an important facet of this initiative, risks undergo annual ranking to determine our priority while offering actionable recommendations for mitigation and adaptation strategies. Our risk assessment distinctly outlines various types of climate-related risks and opportunities, along with their estimated period as follows:



At Omantel, we acknowledge the interconnected threats posed by climate change and biodiversity loss. We are committed to taking action on both fronts, recognizing a healthy planet is essential for a sustainable future.

Looking Forward

- **Integrating climate considerations into our business strategy:**

We will conduct a climate risk assessment to identify potential vulnerabilities and opportunities within our operations and supply chain. This will inform our strategic decision-making, ensuring resilience in the face of a changing climate.

- **Reducing our reliance on fossil fuels:**

We will explore opportunities to transition towards renewable energy sources for powering our network infrastructure and facilities. This will not only reduce our carbon footprint but also contribute to a cleaner energy future for the region.

- **Promoting energy efficiency:**

We will prioritize energy-efficient practices throughout our operations, including network upgrades and employee training programs. This will help us minimize our environmental impact while optimizing resource utilization.

- **Protecting biodiversity in our operations:**

We will conduct an environmental impact assessment to evaluate potential biodiversity risks associated with our network infrastructure and operations in Oman and the wider region. Based on these findings, we will develop strategies to minimize our impact and potentially even support biodiversity restoration initiatives.

We understand that addressing these complex issues requires collaboration. We aim to partner with environmental NGOs, government agencies, and industry peers to share best practices and collectively strive towards a more sustainable future. We believe this proactive approach will not only benefit the environment but also enhance our reputation as a responsible corporate citizen.

We remain committed to transparency and will continue to report on our progress towards addressing climate change and biodiversity loss in future sustainability reports.



The background of the slide is a dark gray with a repeating pattern of light gray icons. These icons include bar charts, line graphs, magnifying glasses, gears, and hands. There are three orange diagonal bars in the top left corner and three teal diagonal bars in the bottom left corner.

Appendix

Statement of use	Oman Telecommunications has reported in accordance with the GRI Standards for the period of January, 1 2022 - December, 31 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No GRI Sector Standards apply to Omantel

For the Content Index – Advanced Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.

GRI Standard	Disclosure	Page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
General Disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	8 - 15				
	2-2 Entities included in the organization's sustainability reporting	3				
	2-3 Reporting period, frequency and contact point	3				G7 & G8
	2-4 Restatements of information	3				
	2-5 External assurance	3				G9

GRI Standard	Disclosure	Page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
	2-6 Activities, value chain and other business relationships	8 - 15				
	2-7 Employees	51 - 56				S5
	2-8 Workers who are not employees	51 - 56				
	2-9 Governance structure and composition	34 - 36				G1 & G2
	2-10 Nomination and selection of the highest governance body	34 - 36				
	2-11 Chair of the highest governance body	34 - 36				
	2-12 Role of the highest governance body in overseeing the management of impacts	25 - 27				E8 & E9
	2-13 Delegation of responsibility for managing impacts	25 - 27				
	2-14 Role of the highest governance body in sustainability reporting	25 - 27				
	2-15 Conflicts of interest	39 - 40				

GRI Standard	Disclosure	Page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
	2-16 Communication of critical concerns	62				
	2-17 Collective knowledge of the highest governance body	25 - 27				
	2-18 Evaluation of the performance of the highest governance body	34 - 36				
	2-19 Remuneration policies	34 - 36				S2
	2-20 Process to determine remuneration	34 - 36				
	2-21 Annual total compensation ratio	NA		Confidentiality constraints	confidential per internal HR policies	S1
	2-22 Statement on sustainable development strategy	6 - 7				
	2-23 Policy commitments	34 - 48				
	2-24 Embedding policy commitments	34 - 48				
	2-25 Processes to remediate negative impacts	62				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
	2-26 Mechanisms for seeking advice and raising concerns	40				
	2-27 Compliance with laws and regulations	42				
	2-28 Membership associations	18 - 19				
	2-29 Approach to stakeholder engagement	28 - 29				
	2-30 Collective bargaining agreements			Not applicable	In Oman, the collective bargaining agreement does not apply	
Material Topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics 3-2 List of material topics	30 - 32				G8
Economic Performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	17				
GRI 201: Economic Performance 2016	Disclosure 201-1 Direct economic value generated and distributed	17				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
	Disclosure 201-2 Financial implications and other risks and opportunities due to climate change	17				
	Disclosure 201-3 Defined benefit plan obligations and other retirement plans	17				
	Disclosure 201-4 Financial assistance received from government	17				
ICV & Omanisation						
GRI 3: Material Topics 2021	3-3 Management of material topics	48&56				
GRI 204: Procurement Practices 2016	Disclosure 204-1 Proportion of spending on local suppliers	48				
Anti-corruption, Governance and Business Ethics						
GRI 3: Material Topics 2021	3-3 Management of material topics	41				
GRI 205: Anti-corruption 2016	Disclosure 205-1 Operations assessed for risks related to corruption	41				
	Disclosure 205-2 Communication and training about anti-corruption policies and procedures	41				
	Disclosure 205-3 Confirmed incidents of corruption and actions taken	41				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
Managing Energy & GHG Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	92 - 93				E1, E2, E3, E4, E5 & E7
GRI 302: Energy 2016	Disclosure 302-1 Energy consumption within the organization	92 - 93				
	Disclosure 302-2 Energy consumption outside the organization	92 - 93				
	Disclosure 302-3 Energy intensity	92 - 93				
GRI 305: Emissions 2016	Disclosure 305-1 Direct (Scope 1) GHG Emissions	93				
	Disclosure 305-2 Energy indirect (Scope 2) GHG emissions	93				
Health and Safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	63 - 64				S7 & S8
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1 Occupational health and safety management system	63 - 64				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
GRI 403: Occupational Health and Safety 2018	Disclosure 403-2 Hazard identification, risk assessment, and incident investigation	63 - 64				
	Disclosure 403-3 Occupational health services	63 - 64				
	Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety	63 - 64				
	Disclosure 403-5 Worker training on occupational health and safety	63 - 64				
	Disclosure 403-6 Promotion of worker health	63 - 64				
	Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	63 - 64				
	Disclosure 403-8 Workers covered by an occupational health and safety management system	63 - 64				
	Disclosure 403-9 Work-related injuries	63 - 64				
	Disclosure 403-10 Work-related ill health	63 - 64				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
Education Support						
GRI 3: Material Topics 2021	3-3 Management of material topics	56-59 & 73				
GRI 404: Training and Education 2016	Disclosure 404-1 Average hours of training per year per employee	56 - 59				
	Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs	56 - 59				
	Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews	56 - 59				
Diversity, Equity, and Inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	51 - 56				S2,S3, S4,S5 & S6
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees	51 - 56				
	Disclosure 405-2 Ratio of basic salary and remuneration of women to men	51 - 56				
Community Wellbeing and Digital Safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	66 - 79				S11
GRI 413: Local Communities 2016	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs	66 - 79				
	Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities	66 - 79				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
Customer Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	43 - 45				
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	43 - 45				
Risk management						
GRI 3: Material Topics 2021	3-3 Management of material topics	42				
Shareholders Value Creation						
GRI 3: Material Topics 2021	3-3 Management of material topics	17				
Products & Services Innovation						
GRI 3: Material Topics 2021	3-3 Management of material topics	14 - 15				
Digitalization						
GRI 3: Material Topics 2021	3-3 Management of material topics	79 - 80				

GRI Standard	Disclosure	page	Omission			MSX ESG Disclosure Metric
			GRI Standard	Reason	Explanation	
Network Coverage, Quality & Reliability						
GRI 3: Material Topics 2021	3-3 Management of material topics	88 - 90				
Infrastructure Investment ICT						
GRI 3: Material Topics 2021	3-3 Management of material topics	81 - 83				
Green Suppliers						
GRI 3: Material Topics 2021	3-3 Management of material topics	46 - 49				G4
Climate Change						
GRI 3: Material Topics 2021	3-3 Management of material topics	97 - 98				



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