Sustainability Report 2019

Amazing Happens Together

Omantel عمانتل

His Majesty Sultan
Qaboos Bin Said (Late)

His Majesty Sultan
Haitham Bin Tarik

About this Report

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This is the fourth sustainability report from Oman Telecommunications Company SAOG (Omantel), which presents the Environmental, Social and Economic performance for the year 2019, alongside data from 2017 and 2018 for comparison.

Over the past few decades, the telecommunications sector has been revolutionised. New technologies, rapidly changing consumer requirements and the need for modern infrastructure present a number of sustainability challenges for the sector. Omantel is committed to reporting on its sustainability performance in order to increase accountability, identify and manage risks, explore new opportunities and contribute to regional and global sustainability goals.

This report has been prepared in accordance with the GRI Standards: Core option. Being the first and most widely adopted framework for sustainability reporting, GRI offers globally recognised standards and benchmarking opportunities. While compiling this report Omantel followed the principles of the GRI Standards of: Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness. Additionally, in an attempt to track our contribution to national and international sustainability commitments, Omantel conducted an in-depth exercise to align this initiative with The Oman Vision 2040 and the UN's Sustainable Development Goals.

Chairman's Foreword

CEO's Message

I am pleased to present Omantel's fourth Sustainability Report for the year 2019, highlighting our environmental, social and economic performance.

At the end of the second decade of this millennium, we are seeing an increased interest from all our stakeholders regarding social and environmental topics. As the first and primary telecommunications company in Oman, we understand the importance of addressing these issues for the next Omani generations and for operating a long-lasting, sustainable business.

In 2019 the Royal Directives of His Majesty Sultan Qaboos bin Said, may his soul rest in eternal peace, initiated the future Oman Vision 2040, a national project that aims to foresee the future and strive for more sustainable progress and development. The vision defines the Sultanate's future goals and maps out the action plan and implementation and conceptualisation of mechanisms until 2040. The aspirations of a digitalised and sustainable Oman are fully supported by our operations, the exercise conducted in 2019, as described in the sustainability chapter, highlights the five main areas of Omantel's contribution to national priorities of the vision.

On an international level, social and environmental topics are capturing the attention of several stakeholders and as a national telecoms provider, together with the aspirations of our wholesale service, we are committed to the highest level of responsibility both from our operations and as a channel to spread awareness.

I am thrilled to announce that, as per the end of the year 2019, we have already achieved almost all the 2020 goals set out in the Omantel's Sustainability Framework developed in 2014.

I want to conclude this message, thanking all our people and families, for the passion and efforts that they put in every day at Omantel. With their support, we are confident that Omantel will continue to excel as a business in all areas.

H E Abdulsalam bin Mohammed al Murshidi
Chairman

Dear Reader,

The following pages highlights our teams commitment towards clear and transparent reporting initiatives on economic, social and environmental performance. At Omantel, we recognise the value behind conducting a business in an ethical manner and contributing to sustainable development on a regional and international level.

In November 2019, we hosted the Middle East Global Carrier Community Meeting (GCCM) in Muscat, a great opportunity that brought leaders in telecoms to Oman and shared the work we have been doing to develop our local and global infrastructure. We are extremely proud of what we have achieved as a global hub and we want the world to know that Oman is open for business, with world-class sustainable solutions that directly supports business success at home and abroad.

Omantel has built a robust infrastructure with an integrated network capable of delivering smart solutions and innovative services that supports digital transformation in the Sultanate. Omantel sheds light on the benefits that corporate customers and individuals stand to gain by adopting state-of-the-art technologies, especially following successful trials of 5G carried out by Omantel, and the evolution of new technologies such as Internet of Things, cloud computing, smart cities and Big Data.

Omantel is making strides in this field, keeping in sight its future strategy, which is to contribute – along with other parties – towards the government's goal of achieving full and complete digital transformation, revolutionising commercial e-transactions and improving people's lives by promoting a knowledge-based economy.

I am pleased to announce that in 2019 Omantel decreased its operational Greenhouse Gases Emissions showcasing a 12% decrease from 2017, in line with our commitment to the Paris agreement as a response to the threat of climate change.

To conclude, I want to thank all of Omantel's people and families for their continuous efforts towards achieving our goals and objectives.
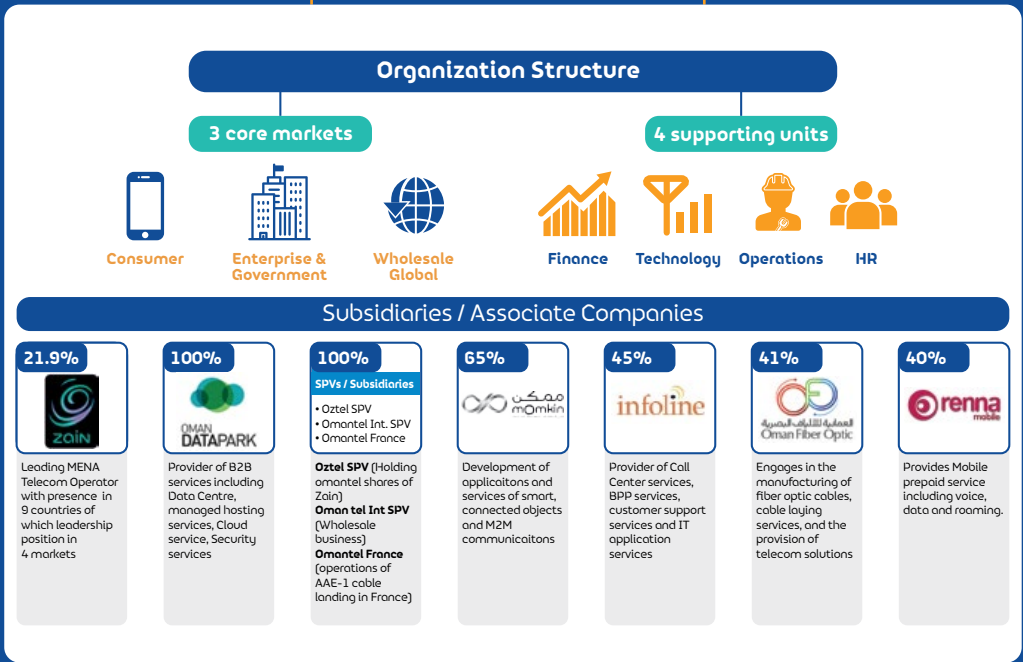
Talal Said Marhoon Al Mamari
CEO

Oman Telecommunications Company (Omantel) is the first telecommunications company in Oman and the primary provider of integrated telecommunication services in the country. Omantel is a publicly listed company, and is majority-owned by the government of Oman.

About Omantel

As the first and leading integrated telecommunications services provider in the country, Omantel is striving to enable a digital society to flourish, allowing for new ways of doing business while delivering a world of information and entertainment to the fingertips of our clients.

Organisation Structure

3 core markets   4 supporting units

Organization Structure

3 core markets

Consumer	Enterprise & Government	Wholesale Global

4 supporting units

Finance	Technology	Operations	HR

Subsidiaries / Associate Companies

21.9%	100%	100%	65%	45%	41%	40%
zain	OMAN DATAPARK	SPVs / Subsidiaries • Oztel SPV • Omantel Int. SPV • Omantel France	mOmkin	infoline	Oman Fiber Optic	renna mobile
Leading MENA Telecom Operator with presence in 9 countries of which leadership position in 4 markets	Provider of B2B services including Data Centre, managed hosting services, Cloud service, Security services	**Oztel SPV** (Holding omantel shares of Zain) **Oman tel Int SPV** (Wholesale business) **Omantel France** (operations of AAE-1 cable landing in France)	Development of applicaitons and services of smart, connected objects and M2M communicaitons	Provider of Call Center services, BPP services, customer support services and IT application services	Engages in the manufacturing of fiber optic cables, cable laying services, and the provision of telecom solutions	Provides Mobile prepaid service including voice, data and roaming.

Vision, Mission and Values

Our Services
Wholesale

Roaming · Connectivity · Interconnection · Co-Location · Data Centers · Backbone · Internet · Carrier Voice

"Together, we build a totally connected community through innovation"

VISION

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

MISSION

VALUES

Collaboration	Commitment, Sense of urgency, Dedication, Quality, Integrity, Proactive, Credibility
Passion	Motivation, Engagement, Confidence, Positive, Fun, Loyalty
Ownership	Unity, Knowledge transfer, Sharing, Honesty, Partnership, Teamwork
Simplicity	Clear communication, Creative, Organised, Flexibililty

Consumer

Mobile Services
- Prepaid Hayyak
- Pospaid Baqati
- Roaming (Jawazak)
- Mobile Broadband

Home Services
- Home Broadband
- Fixed Services
- Omantel TV+

Emerging Services
- Devices and accessories
- Value Added Services
- Content
- Mobile Wallet and Fintech solutions
- Partnership and OTT Billing

Enterprise

Mobile
- Postpaid Nama
- Prepaid Business
- Roaming (GoBiz)

Internet
- Internet services
- Business solutions
- Connectivity solutions
- Wi-Fi services
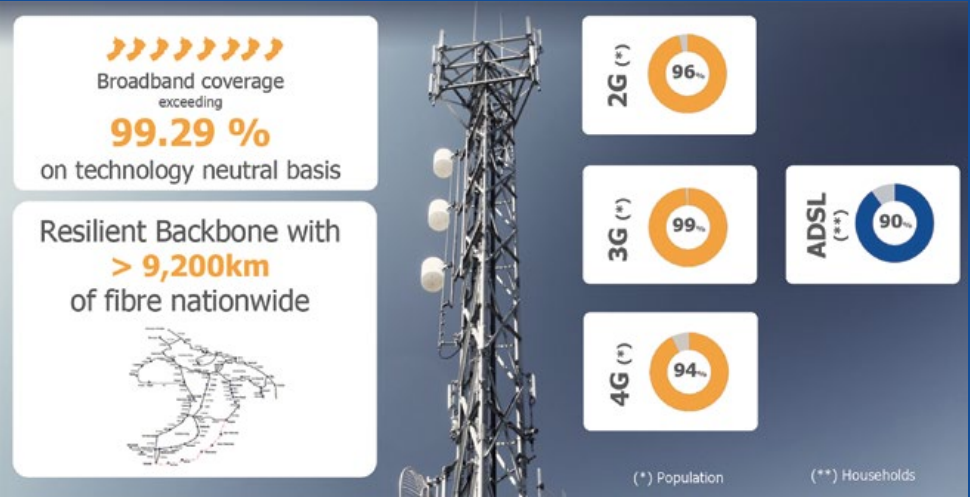
Small & Medium Enterprise (SME) Services

Information & Communication Technology (ICT) Services
- Software as a service
- Datacentre solutions

Omantel has a state-of-the-art, integrated network infrastructure providing extensive coverage throughout Oman as well as internationally (wholesale connectivity). Our 3G mobile and 4G/LTE networks cover 99% and 94% of the populated areas respectively. In 2019, over 90% of households in Oman had access to fixed broadband (predominantly ADSL), with continued Fibre deployment underway in various high-population areas around the country. In 2019, Omantel started the deployment of 5G technology, and customers in selected areas of Muscat, Sohar, Buraimi, Khasab and Batinah had the opportunity to experience the capability of this new technology. Omantel will continue to extend 5G coverage to more locations, enriching the experience of even more customers.
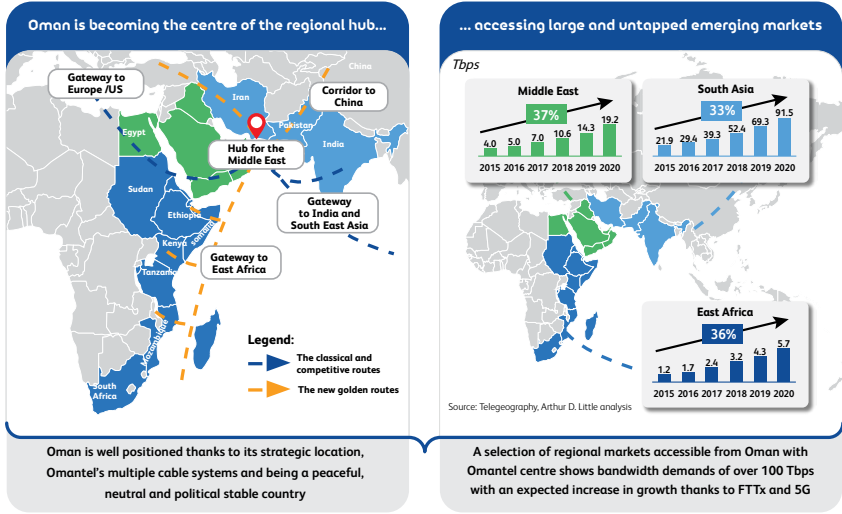
Our Network

Through our substantial investments in multiple cable systems and landing stations, Omantel is now considered among the regional leaders in the field of submarine cable networks, attracting high profile global content providers by hosting their regional hubs in the Sultanate. Omantel provides cable landings and connectivity to more than 120 cities around the world. Omantel invested in 20 subsea cable systems and six diverse landing stations in Oman and another landing station in France. This makes the Sultanate of Oman one of the most connected nations in the region, and an attractive international hub which is a gateway to the Gulf. Our participation in several international cable systems is supported by several direct terrestrial links with neighbouring countries.

Broadband coverage exceeding **99.29 %** on technology neutral basis

Resilient Backbone with **> 9,200km** of fibre nationwide

2G (*) 96%
3G (*) 99%
4G (*) 94%
ADSL (**) 90%
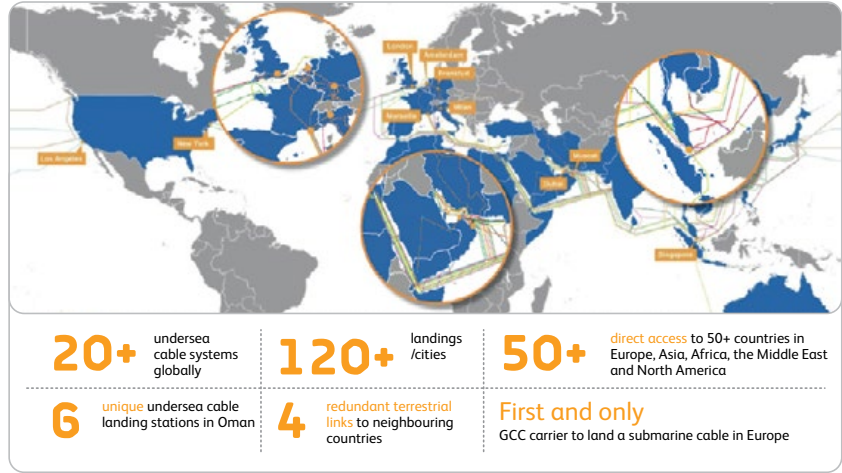
(*) Population (**) Households

Our Geographical Presence

Oman has become a key regional hub with access to 20 submarine cable systems, which has enabled Omantel to grow revenues despite increasing competition in the domestic market. Additionally, Omantel is gaining recognition for its fast-paced transformation from a regional wholesale hub to a global provider.

Oman is becoming the centre of the regional hub...

Gateway to Europe /US
Corridor to China
Hub for the Middle East
Gateway to India and South East Asia
Gateway to East Africa

Legend:
The classical and competitive routes
The new golden routes

Oman is well positioned thanks to its strategic location, Omantel's multiple cable systems and being a peaceful, neutral and political stable country

... accessing large and untapped emerging markets

Tbps

Middle East 37%
2015 2016 2017 2018 2019 2020
4.0 5.0 7.0 10.6 14.3 19.2

South Asia 33%
2015 2016 2017 2018 2019 2020
21.9 29.4 39.3 52.4 69.3 91.5

East Africa 36%
2015 2016 2017 2018 2019 2020
1.2 1.7 2.4 3.2 4.3 5.7

Source: Telegeography, Arthur D. Little analysis

A selection of regional markets accessible from Oman with Omantel centre shows bandwidth demands of over 100 Tbps with an expected increase in growth thanks to FTTx and 5G

In October this year, the company received the 'Best Middle Eastern Project' award at the Global Carrier Awards 2019 in London, UK. An important international recognition for Omantel's Global Wholesale Integration Project.


20+ undersea cable systems globally
120+ landings /cities
50+ direct access to 50+ countries in Europe, Asia, Africa, the Middle East and North America

6 unique undersea cable landing stations in Oman
4 redundant terrestrial links to neighbouring countries
First and only
GCC carrier to land a submarine cable in Europe

Omantel's new headquarters, based in Al Irfan City (Muscat), is a tour de force of contemporary design and homage to Oman's heritage and natural beauty. Inspired by the flowing form of Oman's traditional headdress, Al Massar, the building's architect fuses the past, present and future, paying tribute to our dramatic geography, the role of the sun and the moon in the fabric of our culture and society, and the cascade of communications across the airwaves as the Sultanate rises to the challenges of the 21st century.

Omantel's New Headquarters

Oman headdress
Al Massar
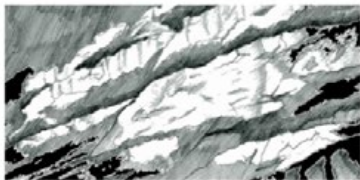
Oman Geological
Strata
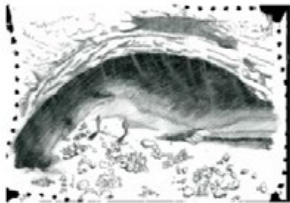
Omantel HQ
Concept design

The design was driven by three main elements – cost-effectiveness, efficiency of internal layout and a unique approach to design that expresses technical advancements in telecommunications. The three pillars of sustainability for any endeavour are economical feasibilty, environmental soundness and social equitability. New concepts have been introduced such as hot seating, collaboration spaces and smart solutions to provide a modern and efficient workspace. Additionally, the internal spaces are complimented by outstanding artworks created by local talents.

Main social features

The internal design of Omantel's new HQ has been created with its people in mind. The building boasts natural light in all locations, thanks to the implementation of a large skylight and extensive glazing. Further adding to the wellbeing of Omantel's employees, we have built-in extensive amenities including a day care, a sauna and steam room, a clinic, a pharmacy and a fitness centre in order to enhance and maintain the health of the employees. All of our office furniture is ergonomically designed in order to ensure the comfort and support our people throughout the working day.

The building also boasts a large underground parking facility for ease of access for all Omantel employees and guests, ensuring a quality experience from start to finish for all who make use of the new HQ.

Main environmental features

The environmental responsibility of the new HQ was a key factor of the design of the building and has been considered throughout all stages of the project. From ensuring the materials used are responsibly sourced, to monitoring indoor air quality. Omantel is proud to announce that the project has achieved 100 % compliance for the use of low energy emitting materials used for the interiors. During construction, 59.77 % recycled materials were used, 46.14 % locally-source regional materials and 100 % FSC Certified Wood.

Achieving an excellent standard of indoor air quality was imperative to Omantel during the implementation of this project. The building is set to achieve a LEED Point for 'Construction Indoor Air Quality Management', which ensures that the contaminant level in the building of all pollutants that may cause allergies and asthma are within EPA limits. For the wellbeing of employees, the amount of natural light available in all regularly used spaces was of vital importance, the project has achieved daylight >269 Lux in 75 % of regularly occupied spaces and outdoors views can be seen from >90 % of regularly occupied spaces. The project has also achieved a potable water saving of 51.44 % relative to EPA standards.

Ongoing LEED certification

LEED (Leadership in Energy and Environmental Design) is a certification programme which focuses on new, commercial-building projects. To achieve LEED's Gold Certification, a minimum of 60 points is required. Omantel's new HQ Building scored points in several areas, proudly aiming to the achievement of the gold certification. The building is located at Al Irfan business park, a central location that is accessible by public transportation networks, earning the project points for its location and accessibility by public transport.

The new HQ also scores highly for efficiency. By using low-flow fixtures and treated water for irrigation, the project achieved a good standard for water efficiency. The building also scored well for energy efficiency and renewable energy production, by using stainless steel mesh materials on the exterior for shade and the proposed installation of solar panels.

Omantel ensured that all materials and resources used in the construction of the building were responsibly sourced, by using recycled, locally-sourced materials in line with LEED requirements. As well as adhering to responsible construction practices, the project achieved well for its innovative design and high standard indoor environmental quality.

Sound Corporate Governance and Economic Value

Board of Directors

Without a strong governance structure, it would not be possible to achieve the goals set out in Omantel's business strategy and continue to run the business in an ethical and sustainable way. Omantel is committed to the highest standards of governance and in pursuit of this goal, the Company has applied the various principles of the Omantel Code of Corporate Governance regarding the appointment of the Board of Directors. Omantel ensures efficiency of all internal controls in all aspects of the Company's operations and transparency in all business dealings.

Omantel's Board of Directors is composed of nine members; out of which, five members represent the government including the Board Chairman. The other four members were elected during the Annual General Meeting (AGM) held in 2017.

Composition of the Board

Name of Board Member	Position in the Board	Type of Representation
Non-Executive, Non-Independent, Govt. Share	Chairman	H.E. Abdulsalam bin Mohammed Al Murshidi
Non-Executive, Independent	Deputy Chairman	Mr. Saud bin Ahmed Al Nahari
Non-Executive, Independent	Member	Mr. Mehdi bin Mohammed Jawad Al Abdwani
Non-Executive, Non- Independent, Govt. Share	Member	Mr. Atif bin Said Al Syiabi
Non-Executive, Non- Independent, Govt. Share	Member	Mr. Musallam bin Mohammed Al Barami
Non-Executive, Non-Independent, Govt. Share	Member	Mr. Mulham bin Basheer Al Jarf
Non-Executive, Independent	Member	Sheikh Aimen Bin Ahmed Al Hosni
Non-Executive, Non-Independent, Govt. Share	Member	Eng. Mattar Bin Saif Al Mamari
Non-Executive, Independent	Member	Sayyid Zaki bin Hilal Al Busaidi

FRONT (FROM RIGHT TO LEFT)
1. Mr. Mehdi bin Mohammed Jawad Al Abdwani
2. H.E. Abdulsalam bin Mohammed al Murshidi
3. Mr. Soud bin Ahemed Al Nahari
4. Eng. Matar bin Saif Al Mamari

BACK (FROM RIGHT TO LEFT)
1. Mr. Musallam bin Mohammed Al Barami
2. Sheikh Aimen bin Ahmed Al Hosni
3. Sayyid Zaki bin Hilal Al Busaidi
4. Mr. Mulham bin Basheer Al Jarf
5. Mr. Atif bin Said Al Siyabi

Board Committees

To support the Board in tasks of more complexity and which require more time, Omantel uses the support of four committees as follows:

Corporate Strategy 3.0 – Leapfrog to Lead

Executive Committee

1. H.E. Abdulsalam Bin Mohammed Al Murshidi
2. Mr. Saud Bin Ahmed Al Nahari
3. Mr. Mehdi Bin Mohammed Al Abdwani
4. Eng. Mattar Bin Saif Al Ma'mari

Acting as a bridge between the Board of Directors and the Executive Management, the committee is responsible for reviewing the Company's business plan, studying the Company's annual budget, submitting recommendations to the board, and approving the proposed changes to company policies. Additionally, the Executive Committee is entitled to take action on matters submitted by the Board or Chairman, or on urgent matters submitted by the Company's CEO which falls within the Committee's authority.

The Audit Committee

1. Skeikh Aimen Bin Ahmed Al Hosni
2. Mr. Musllam Bin Mohammed Al Barami
3. Sayyid Zaki Bin Hilal Al Busaidi

Serving as a channel of communication between external and internal auditors and the Board, this committee is responsible for internal control systems, financial reporting, selection of independent auditors, and receipt of audit results both internal and external.

Nomination, Remuneration & HR Committee

1. Mr. Mehdi Bin Mohammed Al Abdwani
2. Sayyid Zaki Bin Hilal Al Busaidi
3. Mr. Mulham Bin Basheer Al Jurf

Ensuring that the Board and Executive Committee retain an appropriate structure, size and balance of skills to support the strategic objectives and values of Omantel, this committee is responsible for providing succession planning for the executive management, preparing bonuses, allowances and incentive policies and reviewing and recommending HR procedures.
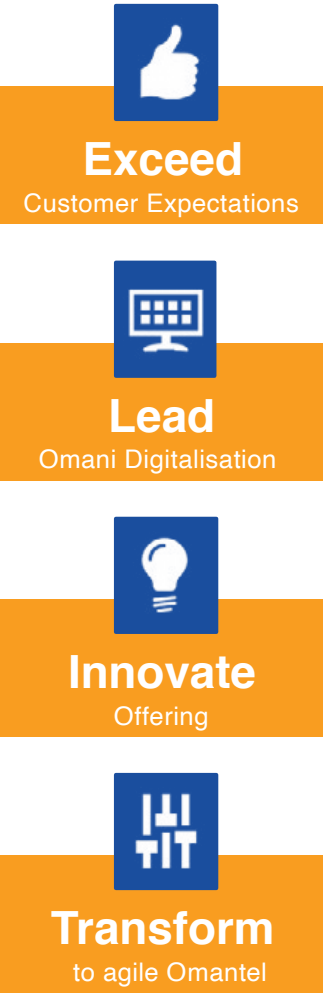
Tender Committee

1. Mr. Saud Bin Ahmed Al Nahari
2. Mr. Mehdi Bin Mohammed Al Abdwani
3. Eng. Mattar Bin Saif Al Ma'mari
4. Sayyid Zaki Bin Hilal Al Busaidi
5. Mr. Atif Bin Said Al Siyabi

Representing the Board in reviewing, discussing and awarding tenders, this committee is responsible for studying the mechanisms and procedures used for evaluation of bids, and propose improvements through the use of appropriate technologies.

Omantel launched its Corporate Strategy 3.0 in 2016 with the ambition to become a digital powerhouse by 2020. The strategy focuses on 4 key pillars:

Exceed
Customer Expectations

Lead
Omani Digitalisation

Innovate
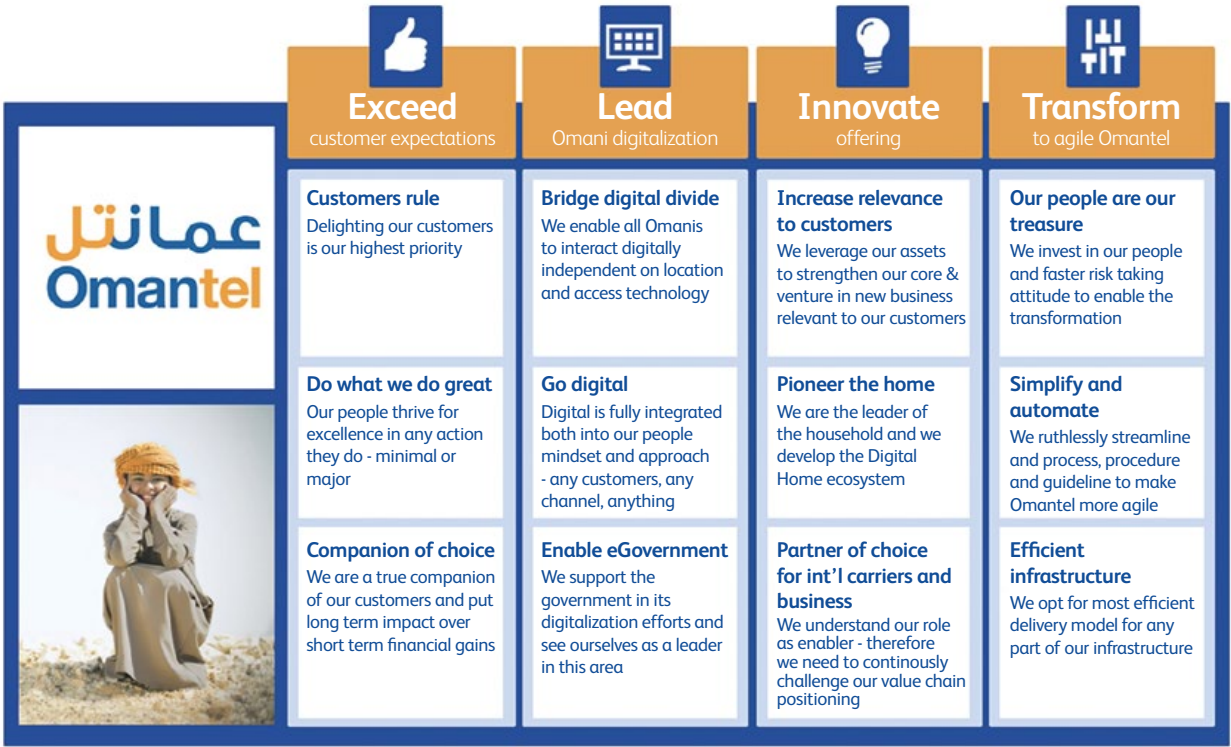Offering

Transform
to agile Omantel

In its fourth year of implementation, we have made substantial progress across all pillars, especially in the domains of customer experience, information and communications technology (ICT), digitisation initiatives and operational efficiencies (cost optimisation programme, investment processes and strategic sourcing).

The execution of the 'Omantel 3.0 – Leapfrog to Lead' strategy and our 'Transformation Programme' are key tools helping to maintain our leadership position, while competition intensifies and market growth in core telecom services stagnates by the day.

Under the current market circumstances, growing revenue while sustaining healthy profitability margins is challenging. Competition has intensified over recent years, especially in the mobile market, and more recently in the fixed broadband market with the availability of wholesale fibre through Oman Broadband Company (Oman Broadband). External competition through Over-the-Top (OTT) players puts further pressure on local price levels and margins. The growing consumption of data (mainly driven by video content and social media consumption) are both an opportunity to grow data revenue as well as a challenge to build the required network infrastructure to cater for the increased demand of data capacity. Leveraging digitisation of services and automation of processes are key to becoming the customer experience leader in the market while reducing costs. A relentless focus on our core services combined with a growth in near core propositions such as ICT will strengthen Omantel's market positioning and capability to generate value in the long-term.

Omantel continues to execute its corporate strategy around four key pillars:

Exceed customer expectations	**Lead** Omani digitalization	**Innovate** offering	**Transform** to agile Omantel
Customers rule Delighting our customers is our highest priority	**Bridge digital divide** We enable all Omanis to interact digitally independent on location and access technology	**Increase relevance to customers** We leverage our assets to strengthen our core & venture in new business relevant to our customers	**Our people are our treasure** We invest in our people and faster risk taking attitude to enable the transformation
Do what we do great Our people thrive for excellence in any action they do - minimal or major	**Go digital** Digital is fully integrated both into our people mindset and approach - any customers, any channel, anything	**Pioneer the home** We are the leader of the household and we develop the Digital Home ecosystem	**Simplify and automate** We ruthlessly streamline and process, procedure and guideline to make Omantel more agile
Companion of choice We are a true companion of our customers and put long term impact over short term financial gains	**Enable eGovernment** We support the government in its digitalization efforts and see ourselves as a leader in this area	**Partner of choice for int'l carriers and business** We understand our role as enabler - therefore we need to continously challenge our value chain positioning	**Efficient infrastructure** We opt for most efficient delivery model for any part of our infrastructure

In 2019, the focus was on three areas of Omantel's corporate strategy:

1. Increasing business from high-value customers, improving collection and protecting core business though convergence and ICT.
2. Efficient investments, leveraging the business-driven demand management processes introduced in 2018, better cash flow management and cost reduction through strategic sourcing.
3. Operational excellence through improving employee productivity, strategic sourcing, corporate security and optimisation of Marcom strategies.

Crucially, the above-mentioned focus areas will be supported by three key transformation channels: Customer Experience, Digitalisation and Cost Optimisation. These cross-Organisational initiatives ensure efforts in these domains are delivered in a coordinated matter and deliver tangible impact.

Enterprise Risk Management

Enterprise Risk Management (ERM) was first established in Omantel in 2013. In 2017, ERM was shifted to Performance Management & Quality Team to establish a robust ERM process that runs parallel to strategy development and execution. During 2019, the ERM framework was completely revamped to be in alignment with the Committee of Sponsoring Organisations of the Treadway Commission (COSO) and ISO31000. Frameworks, roles and responsibilities of the main stakeholders were defined as well as the risk appetite and tolerance levels for Omantel.

Additionally, in 2019 a complete ERM benchmark analysis was conducted taking into consideration new emerging risks in the telecom sector and to ensure alignment with the industry by comparing Omantel's profile with top risks in the telecom sector.

Omantel's ERM Policy

Omantel recognises that risk is inherent to any business activity and that managing risk is essential to ensure sustainable business growth and stability, delivering long-term value to our shareholders and meeting our commitments to employees, customers, business partners and contractors. We believe that risk management must be incorporated in day-to-day management and operation of our business, by means of systematically assessing and managing potential risks and opportunities through a Risk Management Framework guided by internationally recognised Risk Management Standards.

Omantel is committed to:

- Developing, implementing and maintaining a Risk Management Framework in line with recognised international standards and best practices.
- Having in place a comprehensive risk register following the adopted risk methodology and encompassing all aspects of the business.
- Ensuring suitable risk management controls are in place for each risk identified.
- Reviewing and updating the risk register regularly to ensure that all Omantel activities are assessed correctly and sufficiently for possible risks.
- Using risk assessment data to make informed business decisions.
- Ensuring that risk assessment is an integral part of day-to-day decision making.

Omantel's Risk Management Objectives are to:

- Safeguard the Company's shareholder's interest and reputation and improve their confidence and trust
- Safeguard the Company's employees, assets and resources
- Increase the likelihood of achieving the Company's goals and objectives
- Reduce the likelihood of adverse effects of risk
- Adopt a proactive approach to the Company's business management

The benchmark analysis resulted in six main focus areas:

1 Organisational Capability	2 Health & Safety	3 Reputation	4 Operational Stability	5 Financial	6 Information Security

Corporate & Network Security

We care about customer privacy and have procedures in place to protect data. We do not sell, trade, rent or lease any personal information. Our vigilance in protecting customer data is demonstrated by a clean record in 2019, where there were no registered complaints relating to privacy breaches.

Omantel values the security of its network infrastructure, logical assets and client data. We are actively involved in implementing global best practices, standards and policies for network security including ISO (International Organisation for Standardisation), PCI-DSS (Payment Card Industry Data Security Standards), CMIS-OEM (Content Management Interoperability Services). In addition, Omantel has also implemented GSMA (Global System for Mobile Communications Association) guidelines and practices in its entire mobile services domain covering all deployed (2G, 3G, 4G, 5G) networks. We have worked closely with GSMA in developing the IoT security guidelines, and recently became one of the 15 global telecoms leaders in adopting these guidelines on securing the IoT business.

In 2019, Omantel has been awarded the 'IoT Security Champion' Award by the GSMA.

Established in 2017 with the vision of becoming a security leader in the Omani market, corporate security has established its first strategy in 2017. Omantel's corporate security strategy provides a framework establishing the efforts for the next four years. The plan confirms the critical role of corporate security as an enabler of success to achieve the goals set out in Omantel's corporate strategy. Highly visible breaches and attacks have brought an intense focus to the Organisations incident detection, investigation and mitigation capabilities.

In developing this plan, the department adopted a holistic approach in analysing current challenges and determining the future needs of cyber security in meeting the business needs of Omantel. The situation analysis was conducted to determine the current and future requirements, keeping in mind the corporate strategy and continuous improvement in existing security practices to meet international requirements.

Based on the outputs of the strategic context and situational analysis, the Corporate Security team developed a strategy plan that supports and strengthens business processes and helps to improve brand image. The strategy's emphasis is on keeping Omantel secured against cyber-attacks and offering Security-as-a-Service as a new revenue stream.

Main 5 pillars of the strategy:

- Achieve cyber resilience
- Develop people
- Deliver message
- Offer Security-as-a-service
- Mature Governance, Risk and Compliance capabilities

Each of the strategy pillars consists of strategic objectives and activities that will help execute the strategy and make it more actionable. In total, 23 strategic objectives and 60 strategic activities with execution timelines have been identified.

Successful execution of the strategy will provide significant improvement to the overall security maturity and reasonable assurance in effectiveness of implemented security controls.

In 2019, Omantel has "overachieved" the set KPIs for the second year in a row, resulting in a reduction of the overall timeframe set to achieve the objectives to less than four years.

Major achievements:

- 24/7 operational Cyber Defense Centre with a maturity growing from 0.8 to 2.9 in a matter of two years according to the CMMI Maturity level
- Use of Artificial Intelligence (AI) tools to automate response to security incidents
- Advanced signalling network protection
- Among the first Organisations worldwide to adopt and implement ISO 27701 for data privacy and protection (to be completed in 2020)
- Advanced Risk Management Framework based on multiple international standards and best practices
- International recognition for its achievements by receiving IOT award from GSMA in 2019

Regarding data privacy and protection, all telecom operators in Oman are required to comply with the Telecom Regulatory Authority (TRA) regulation on protection of the confidentiality and privacy of beneficiary data. Additionally, corporate security at Omantel has taken an extra step to protect the privacy and confidentiality of all data sets, whether they are beneficiary data or Omantel's own. In doing so, corporate security is using advanced technologies aided by AI capabilities to discover, classify and govern data in all systems, whether this data is in transit or at rest. Corporate security is progressing with the implementation of the ISO 27001 for data privacy and protection for its critical systems which will ensure having a structured and comprehensive management of related protection initiatives. Also, Omantel is in the final stages of implementing a mandate for vendors who are processing or storing Omantel's data to comply with stringent data privacy and protection terms.

Financial Performance

Omantel Group revenue includes revenues from domestic operations of the parent company, revenue from Zain Group, domestic and other international subsidiaries.

Consolidated financial results*	2018	2019	% Change
Revenue	2,186.0	2,592.2	18.6 %
EBITDA	854.6	1,097.7	28.4 %
Net Profit for The Year	208.8	299.7	43.5 %
Non-Controlling Interests	(144.0)	(222.0)	-54.1 %
Profit Net Off Non-Controlling Interests	64.8	77.7	19.9 %

*RO in Mn

Omantel Group revenue posted a y-o-y increase of 18.6 % for the year ended 31st December 2019. The revenue grew to RO 2,592 million in 2019 compared to RO 2,186 million as recorded in 2018. The Group revenue includes acquired business of Zain Group, which contributed revenues of RO 2,045 Mn.

Performance of Omantel (excluding Zain Group)
Omantel's domestic operations include Fixed Line business, Mobile business, Omantel International (OTI)-Wholesale arm of Omantel engaged in international voice aggregation business and Omantel subsidiaries (Oman Data Park and Internet of Things- MOMKIN).

Omantel posted 1.5 % growth in domestic operations revenue during 2019. Revenue posted growth from to RO 546.0 Mn in FY 2018 to RO 554.3 Mn.
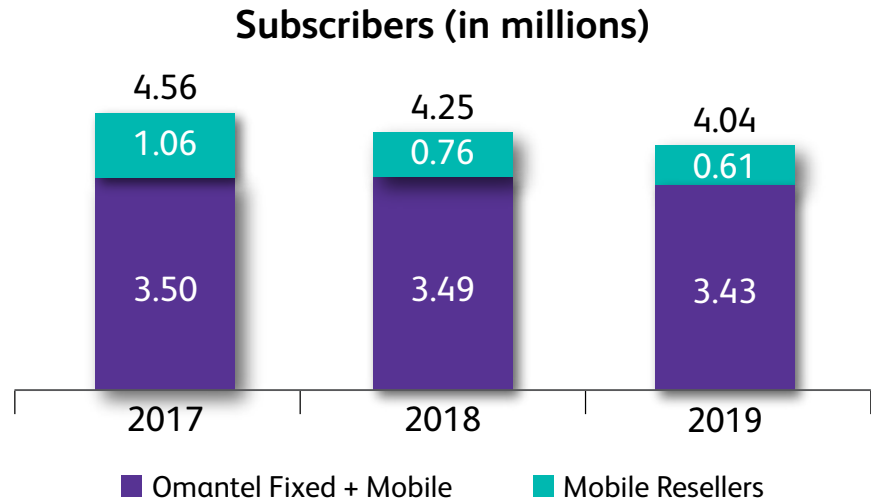
Revenue (RO Mn)

Year	Value
2017	532.2
2018	546.0
2019	554.3
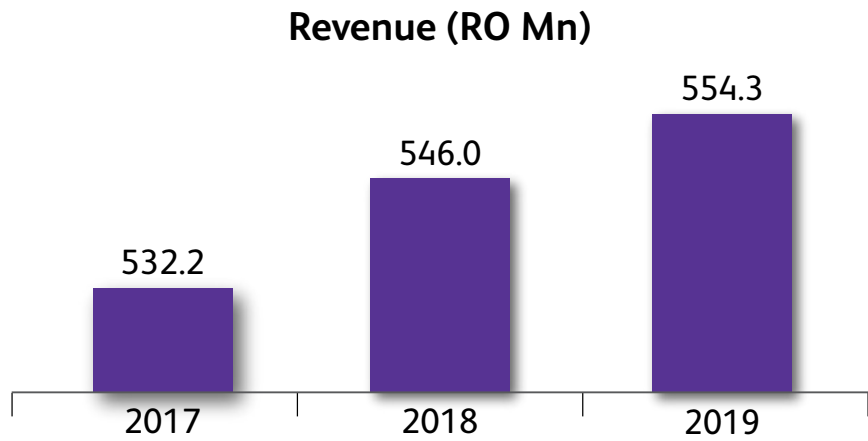
Component*		2018	2019
Direct Economic Value Generated			
Revenues	Net sales equal gross sales from products and services minus returns, discounts, and allowances	546,031	554,335
	Revenue from financial investments includes cash received as interest on financial loans, as dividends from shareholdings, as royalties, and as direct income generated from assets (such as property rental)	44,093	37,348
	Revenue from sale of assets include physical assets (such as property, infrastructure, and equipment) and intangibles	2,790	7,297
	Total	592,914	598,980
Economic Value Distributed			
Operating Costs	Cash payments made outside the Organisation for materials, product components, facilities, and services purchased. This includes property rental, license fees, facilitation payments	205,182	217,811
Employee wages and benefits	Total monetary outflows for employees (current payments, not future commitments)	71,963	73,516
Payments to providers of capital	All financial payments made to the providers of the Organisations capital	94,921	86,224
Payments to government	All company taxes and related penalties (if any) paid at the international and local levels	63,331	60,234
Community investments	Voluntary contributions and investment of funds in the broader community (includes donations)	500	500
Economic value retained	Calculated as Economic value generated less Economic value distributed	157,017	160,695

*RO in Mn

The country's mobile market continued to witness slowdown in customer growth during 2019. Although in absolute terms, Omantel mobile subscribers were reduced, Omantel successfully managed to protect and maintain its stand alone as well as group market leadership in Oman.

As at December 31st, 2019, Omantel's domestic customer base stood at 3.4 Mn (4.0 Mn including mobile resellers) as against a total customer base of 3.5 Mn (4.2 Mn including mobile resellers) in 2018.

Subscribers (in millions)

Year	Omantel Fixed + Mobile	Mobile Resellers	Total
2017	3.50	1.06	4.56
2018	3.49	0.76	4.25
2019	3.43	0.61	4.04

■ Omantel Fixed + Mobile　■ Mobile Resellers

Sustainability at Omantel

Regional and Global Sustainability Agendas

In 2019, the Sultanate of Oman published and promoted the "Oman Vision 2040". This document defines national priorities which are to be achieved through various work streams, with the aim of promoting Oman's position in different fields over the next two decades.

The Royal Directives of the late Majesty Sultan Qaboos bin Said stipulate the "Oman Vision 2040" to be thoroughly developed and precisely formulated in the light of wide community consensus and participation of different social groups. Hence, the vision is fully integrated into the economic and social realities and objectively orientated towards the future, operating as a country-wide guide and reference point for planning in the next two decades.

Oman Vision 2040 Framework

Along with the publication of the Oman Vision 2040, Omantel conducted an analysis to highlight the Company's main contributions towards the achievements of the national and global priorities identified as per the 17 Sustainable Development Goals (SDGs), established by the United Nations in 2015.

The objective of this exercise is to keep track of Omantel's contribution towards regional and global sustainable development, laying a sturdy foundation for the business's approach to sustainability looking ahead.
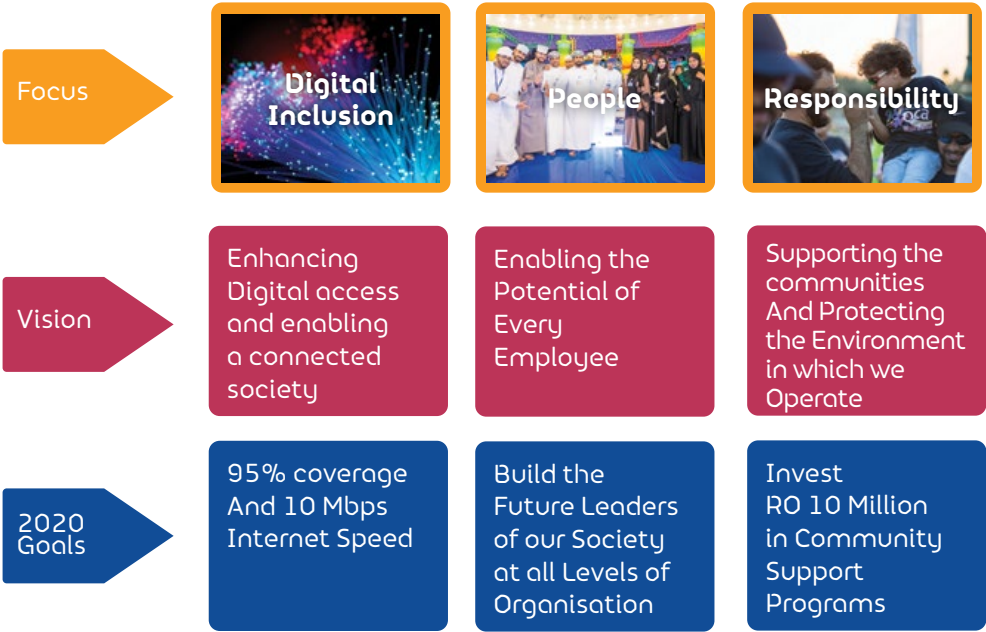
COUNTRY PRIORITIES	OMAN 2040 STRATEGIC DIRECTION	OMANTEL's CONTRIBUTION	SDGs ALIGNMENT
Education, Learning, Scientific Research and National Capabilities	Inclusive education, lifelong learning and scientific research leading to a knowledge-based society and competitive national talent	Supporting different initiatives to spread awareness on new technologies across different schools in the Sultanate. Providing diverse and sustainable sources of funding to support applied scientific research to promote innovation in various fields and strengthen the partnership with academic and research institutions.	4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Wellbeing and Social Protection	A decent and sustainable life for all	Diverse CSR activities and investments in the country and for the community. Through our CSR initiatives, Omantel helps youth to tap into the opportunities that technology offers in terms of employment and entrepreneurship. It also supports the welfare of citizens by reducing the digital gap in society and provides equal access to information and learning.	3 GOOD HEALTH AND WELL-BEING 5 GENDER EQUALITY 11 SUSTAINABLE CITIES AND COMMUNITIES

COUNTRY PRIORITIES	OMAN 2040 STRATEGIC DIRECTION	OMANTEL's CONTRIBUTION	SDGs ALIGNMENT
Economic Diversification and Fiscal Sustainability	A diversified and sustainable economy that is based on technology, knowledge and innovation. Operating within integrated frameworks which ensures competitiveness, embraces the industrial revolution and achieves fiscal sustainability.	By providing a functional, state-of-art telecom and networking system, Omantel contributes to reinforcing upstream and downstream integration among economic sectors to expand the production and export base, diversify trading partners, deepen investment in high value-added sectors, and enhancing the contribution of non-oil sectors to the Gross Domestic Product (GDP). The commercial launch of Oman's first 5G network set the wheels in motion for a new digital era, enabling the country to be an active part of the fourth Industrial Revolution.	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
The Private Sector, Investment, and International Cooperation	An empowered private sector driving a national economy that is competitive and aligned with the global economy	As a leader in the telecom sector and being in a strategic geographical hub, Omantel is well-positioned to be a pioneer for the development of a sustainable and competitive private sector in Oman and globally. Omantel provides strong tools for the development of partnership and integration among Small and Medium Enterprises (SMEs).	8 DECENT WORK AND ECONOMIC GROWTH 17 PARTNERSHIPS FOR THE GOALS
Development of Governorates and Sustainable Cities	Comprehensive geographic development through decentralisation and the development of limited urban hubs; and the sustainable use of lands	Through innovation, digitalisation and network enhancement, Omantel actively supports the Sultanate in the establishment of smart cities that can enjoy advanced services and modern technology. Enabling Industry 4.0 technologies (e.g. Virtual Reality, Internet of Things, Cloud Computing and Artificial Intelligence) prepares the ground for great achievements in smart cities, e-government, education, healthcare, transportation and logistics among many promising sectors and national projects. This will set Oman further ahead in developing various sectors and diversifying its economy with new ICT solutions.	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES

Paving the Way to a New Sustainability Path

At Omantel, Sustainability is considered a key approach to enhancing the bilateral relationship with all stakeholders, ensuring long-term growth and prosperity for all parties. In 2014, Omantel developed a corporate Sustainability Strategy Framework that together with the Corporate Strategy 3.0, paved the way to long-term value creation and established 2020 goals to be achieved in 3 key areas.

Omantel Sustainability Strategy Framework

Focus	Digital Inclusion	People	Responsibility
Vision	Enhancing Digital access and enabling a connected society	Enabling the Potential of Every Employee	Supporting the communities And Protecting the Environment in which we Operate
2020 Goals	95% coverage And 10 Mbps Internet Speed	Build the Future Leaders of our Society at all Levels of Organisation	Invest RO 10 Million in Community Support Programs

Omantel is well positioned to achieve all three 2020 goals and, by the end of the year, the Company will be set to achieve the set goals and will work on creating new objectives beyond 2020.

In 2019 Omantel conducted in-depth engagement and analysis with stakeholders in order to highlight new material topics for the business and design a new, bottoms-up sustainability framework and define the priority areas for the future.
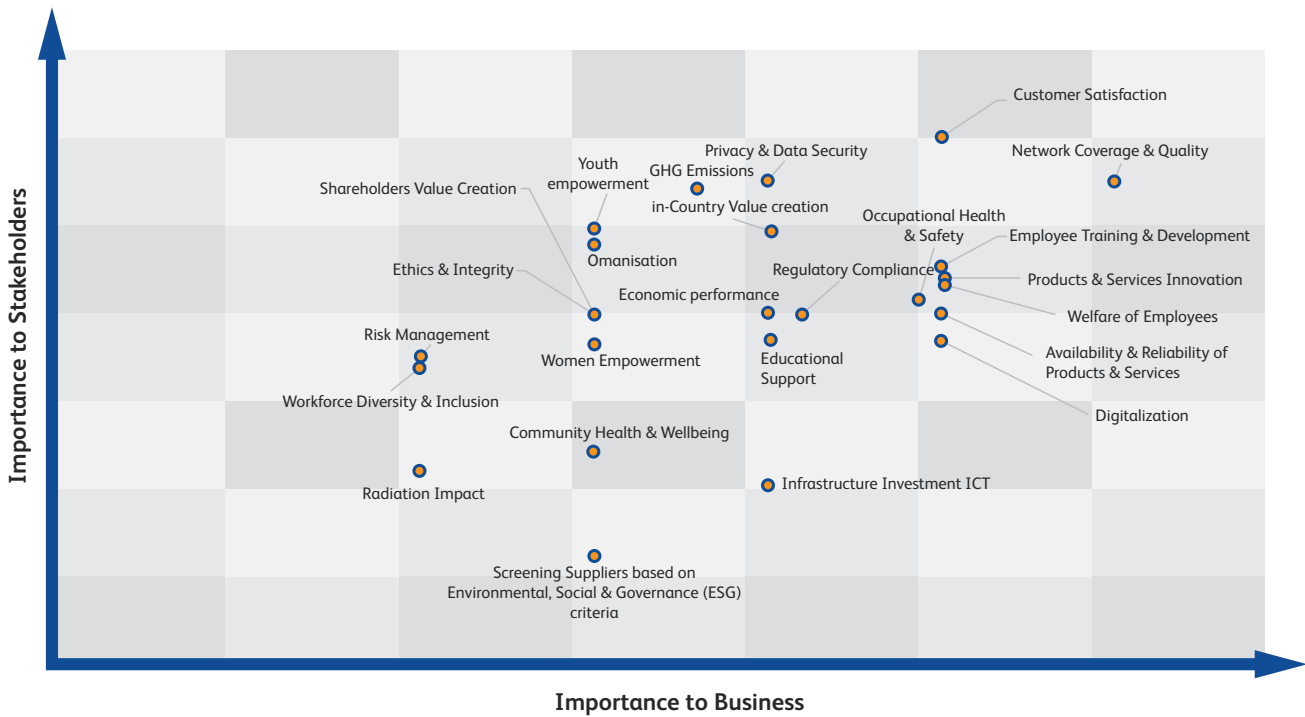
Mapping and Understanding Omantel Stakeholders

STAKEHOLDERS	SUSTAINABILITY PRIORITIES	ENGAGEMENT CHANNEL
Shareholders	• Value Creation • Market leadership • Sound Governance • In-Country Value	• Regular Meetings • Financial reports • Investor's Presentations • Press Releases and Media • Sustainability Reporting Engagement
Government and Regulators	• Contribution to the national economy • Positioning Oman as a global leader in network coverage and quality • Ethics and integrity • ICT infrastructure investment • Omanisation • Privacy and data security • Regulatory compliance • Social investment	• Direct meetings • Regular communication • Mandatory and Voluntary Reports • Cooperative workshops • Sustainability Reporting Engagement
Subsidiaries & Sister Companies	• Economic Performance • Ethics and integrity • Regulatory compliance	• Direct meetings • Investor's Presentations • Press Releases and Media • Sustainability Reporting Engagement
Employees	• Job Security • Welfare • Health and Safety • Training and Development	• Daily, Weekly and Monthly Meetings • Intranet • Newsletters • Emails • Events • Sustainability Reporting Engagement
Customers	• Exceptional customer service • Network coverage and quality • Competitive pricing • Digital inclusion • New products and services • Privacy and data security	• Social Media • Outlets and Service Centers • Surveys • Media Advertisement • Direct engagement during installation or recovery operations • Sustainability Reporting Engagement
Community Beneficiaries	• Service accessibility • Education • Health • Supporting environmental causes	• Sustainability Reporting Engagement • Surveys • Press Release and Media • Sponsorship and CSR activities

Materiality

Omantel follows the Materiality Principle of the GRI Standards that defines materiality in the context of a sustainability report as the topics which reflect the Organisation's economic, environmental and social impact, or influences the decisions of stakeholders, and, therefore, potentially merit inclusion in the report. Not all material topics are of equal importance and the emphasis within a report should reflect the relative priority of these material aspects.

In 2019, Omantel conducted an in-depth benchmarking analysis and stakeholder's engagement to define a list of material topics for Omantel in the context of the telecommunications sector. We identified 25 topics across environmental, social and economic areas and consequently conducted a survey to understand the level of importance given to each topic.

Omantel Materiality Matrix

Axis labels: Importance to Stakeholders (vertical), Importance to Business (horizontal)

Plotted topics: Customer Satisfaction; Network Coverage & Quality; Privacy & Data Security; GHG Emissions; Youth empowerment; Shareholders Value Creation; in-Country Value creation; Occupational Health & Safety; Employee Training & Development; Ethics & Integrity; Omanisation; Regulatory Compliance; Products & Services Innovation; Economic performance; Welfare of Employees; Risk Management; Women Empowerment; Educational Support; Availability & Reliability of Products & Services; Workforce Diversity & Inclusion; Digitalization; Community Health & Wellbeing; Radiation Impact; Infrastructure Investment ICT; Screening Suppliers based on Environmental, Social & Governance (ESG) criteria

Digital Inclusion

As the world charges full steam ahead towards Industrial Revolution 4.0, Omantel has been increasing its efforts to lead digital transformation in the country, along with implementing Corporate Social Responsibility (CSR) programmes that aim to entrench the use of technology in society, and build an inclusive digital environment where everyone has equal access to technology. This is strongly aligned with the government's vision of a digitalised Oman and is a key component of Vision 2040. To keep up with this commitment, Omantel continues to invest in digital infrastructure and solutions. At the end of 2019, Omantel had a 99.92 % coverage across Oman (mobile and fixed network). With 94.75 % of the populated areas in the Sultanate already reached by a minimum of 10 Mbps Internet Speed, we are confident that the set goal of 95 % coverage will be reached during the first few months of 2020.

Omantel strives to enable a connected society with efficient, real-time ICT solutions to empower people, businesses and communities. At a time when market conditions are rapidly changing, Omantel continues to invest in its digital infrastructure and solutions to meet the increasing demand for data services with an enhanced customer experience. As Oman's leading operator, we have "top-of-mind awareness" from the general population and enjoy high levels of loyalty. To consolidate our customer retention rates, we continue to invest in initiatives that maximise the quality of our service touch points.

Omantel's commitment to providing innovative, quality services to all people across Oman, is further evidenced by receipt of the OOKLA Speedtest award for 2019. OOKLA is the global leader in mobile network testing applications, data and analysis.

OOKLA

OMAN'S FASTEST MOBILE NETWORK

SPEEDTEST AWARDS by OOKLA FASTEST 2019

Oman's Fastest Mobile Network

Omantel

IS HEREBY NAMED THE 2019 AWARD WINNER FOR FASTEST CARRIERBY OOKLA IN RECOGNITION OF PROVIDING THE FASTEST SPEEDS FOR THE Q1-Q2 AWARD PERIOD.

Given on
July 1st
2019

AWARDED BY

Doug Suttles
CEO

Global Telecom Trends and the Technology Landscape

As we embark on a technological revolution, telecommunications are unarguably a key catalyst fuelling global transformation across various social and commercial segments. The role of 'connectivity' in human psychology has reached a level where both the instinctive and commercial behaviours of people and businesses are defined by the range of telecom services available to them.

From the perspective of Omantel, 'connectivity' is not limited to its own local networks, which already cover the majority of the Sultanate. Connectivity also applies to regional and global telecom and technology players throughout Oman, making the Sultanate a key hub for telecoms in the region and beyond. This has become possible through an ambitious wholesale strategy that involves investing in various subsea systems that reach different parts of the globe, making the most of the Sultanate's unique geographical location. This was accompanied by innovative wholesale business models that encourage global telecoms players to partner with Omantel and utilise the unique benefits being offered.

The rapidly evolving concept of the Internet of Things (IoT) in both domestic and commercial segments is creating an entirely new eco-system with billions of additional data connections emerging on the telecoms landscape globally. Operators are witnessing rapid growth in content communications, its storage and the need for its security. Recent technological advancements in telecoms are now addressing the concerns related to the quality of data transportation i.e. speed and latency.

5G

5G stands for 5th generation — the most recent iteration of broadband connection. 5G brings three major upgrades to the table. It provides greater speed with the ability to transmit more data, a decreased latency for shorter load times, and an increase in the ability to connect more devices at once. 5G networks will enable more detailed and efficient augmented and virtual realities, higher resolution video, fully autonomous vehicles, widespread connected IoT networks (like smart cities), and more. 5G is the most highly anticipated change in the future of the telecommunications sector.

At the end of 2019, the Telecom Regulatory Authority (TRA) approved Omantel's roadmap for 5G network rollout. Omantel will target 2,226 locations in Oman by 2024, based on the evolution of technology and market needs for industrial and commercial usage. Customers in selected areas of Muscat, Sohar, Buraimi, Khasab and Batinah are already experiencing the benefits of the 5G network, and Omantel will continue to extend 5G coverage to more locations, enriching the lives of even more customers.

As the Sultanate embarks on its digital transformation journey, 5G is set to play a significant role in bringing success to promising national projects, paving the way for emerging sectors to thrive. The logistics sector, transportation and ICT as well as smart cities and e-government, to name a few, can benefit from the advancement of the network.

5G Use Case Competition

In March 2019, in collaboration with TRA and Ericsson, Omantel celebrated a first-of-its-kind 5G competition in the Sultanate for university and college students. The initiative aimed to raise awareness surrounding the importance of 5G technology, encouraging students to engage with innovative technologies and contribute to the 'Digital Oman' efforts.

The winner received an intensive one-week course in Stockholm. In addition, those who received 1st, 2nd and 3rd place were given a month's training by Omantel to improve their project ideas, making them feasible for implementation in the future.

Omantel and Ericsson 5G Use Case Competition, started in COMEX 2018, targeting potential ideas for the use of this technology. The two companies have held many workshops for students, helping them to better understand the significant role 5G is going to play in society.

The Winners

5G has amazing potential to improve work performed in remote and potentially dangerous locations. A 'Drone' project by Dhofar University students, Salim Al Mashani, Adnan Al Jahfali and Salim bin Ahmed won first place in the competition. The project is about a drone that can be used to collect information on affected areas during a crisis, making emergency response much faster and eliminating associated risks. The drone can also be used to carry out relief operations when infrastructure is damaged or destroyed.

Second place was awarded to the 'Street Monitor' project, for SQU students Mayadah Al Azri, Ghada Al Rasbi and Manar Al Sharji. The project revolves around monitoring traffic congestion using artificial intelligence, and directing drivers to alternative routes accordingly.

Third place was secured by SQU students for their 'Garbage Level Indicator', the students are Asim Al Mazroui, Mohammed Al Fori and Yousuf Al Mandhari. The project is a system that manages waste disposal by cleaners, directing them to areas based on waste levels.

Information and Communications Technology (ICT)

In line with the Sultanate's 2040 vision, Omantel has undertook a series of pioneering initiatives to set up a fully-fledged digital eco-system across several operational axes. Our ICT agenda aims to become a one-stop-shop and a trusted partner for our customers' technology needs. Omantel has built a number of strategic alliances, whilst partnering with equipment manufacturers and independent software vendors to provide end-to-end ICT solutions to our corporate clients, enabling new revenue streams for their businesses. In an expanding succession of steps to establish a holistic ICT ecosystem, Omantel recently teamed up with a number of prolific multinational and domestic technology operators to provide flexible business models that allow our customers to lower their acquisition barriers by deploying networks on-demand, also termed Network-as-a-Service (NaaS) as well as Smart Health solutions in collaboration with "Siemens" and a state of the art ICT Infrastructure-as-a-Service in partnership with "Dell EMC".

2019 ICT Community Initiatives

Supporting the Oman Research and Education Network (OMREN), our ICT partnership with The Research Council, to connect 51 major universities and colleges across Oman to international Research and Education Networks and our own data centre for ICT services. This enabled advanced research technology capabilities across the Sultanate.

Delivering the "Smart School" pilot project at a sample public school. The project includes the distribution of tablets for the students, laptops for the teachers, smart interactive screens and cameras in the classrooms. All of those elements will allow students and teachers to enjoy the experience of seamless classroom management, and collaboration with easy-to-use education software.

Omantel took part in a number of hackathons and startup's mentoring activities, leading up to supporting Blockchain programming camps in Salalah.

Internet-of-Things and Smart Cities

The IoT consists of a network of connected devices which are able to communicate with each other and can be controlled and monitored remotely. By 2020, there will be an estimated 30 billion connected IoT devices worldwide, many of which will be industrial connections, an essential component of smart cities.

Smart cities take the IoT a step further by creating an interconnected network that residents can access online, often via a mobile app. A network like this will provide data and communication channels that allow users to better manage their day-to-day activities, from corresponding directly with their government, to instantly finding a parking spot on a busy day. The main goal of smart cities is to create a better quality of life for citizens by streamlining urban services, such as energy and transportation, through smart technology. However, prior to the promise of 5G networks, experts couldn't foresee the capacity to support the amount of data a truly connected city would generate.

Omantel pioneered in the Sultanate's Internet-of-Things arena by incorporating a dedicated IoT company. Omantel is also the founding partner of Oman's Smart City platform alongside the Muscat Municipality, Oman's Supreme Council for Planning and The Research Council. We have signed a collaborative research agreement with the Sultan Qaboos University to establish a Living Lab for Internet of Things (IoT) and Smart Cities. The Lab, housed by the University's Communication and Information Research Centre, will be one of the first in the MENA region to assist in transforming the Sultan Qaboos University campus into a model for a successful and efficient smart city in Oman. Omantel's IoT arm, Momkin, equipped the facility with IoT-based smart city solutions and devices.

International Network Operations Center (INOC)

INOC acts as a central point of contact for wholesale customers and partners and provides them with real-time information on end-to-end network availability and performance. It has full visibility to 20 international subsea cable systems, through which Omantel reaches 120 locations around the world. It aims to ensure 100 % uptime of the network and deliver excellence in operational and customer experience.

INOC enables Omantel to meet customers' expectations while troubleshooting network issues before they can impact service quality. The system has been deployed in response to accelerated growth of Omantel's wholesale international customer base and an expanding global network footprint. It has been purpose-built to resolve all network-related issues rapidly and in compliance with stipulated policies, procedures and quality standards.

The INOC dedicated team proactively communicates with international customers and providers and coordinates with local and international teams to resolve any incidents, outages or degradation, which may affect international links or services. The INOC is set to expand in the near future into phases to further increase the scope.

INOC monitors international wholesale services offered by Omantel via either terrestrial or subsea cable systems, ensuring smooth and long-lasting network operations.

People

In 2019 we had 2,484 people working with us, a slight decrease of 1% compared to the previous year. 46% of our employees have been with us for more than 15 years and we are extremely proud to have Omani nationals representing 91% of our workforce.

As a testament to our inclusive work environment and our position as an employer of choice, we have reduced our female employees' turnover rate from 8% in 2017, to 2% in 2018 and down to a healthy 1% in 2019.

Enabling the Potential of Every Employee

At Omantel, employees are our most valuable asset. Our employees across all teams and departments are key stakeholders that play a crucial role in the growth and success of Omantel. They craft our strategies, design our service offerings, drive our initiatives, analyse our performance and serve our customers on a daily basis. Our people make Omantel what it is; and it is our responsibility to make Omantel a workplace of choice for them.
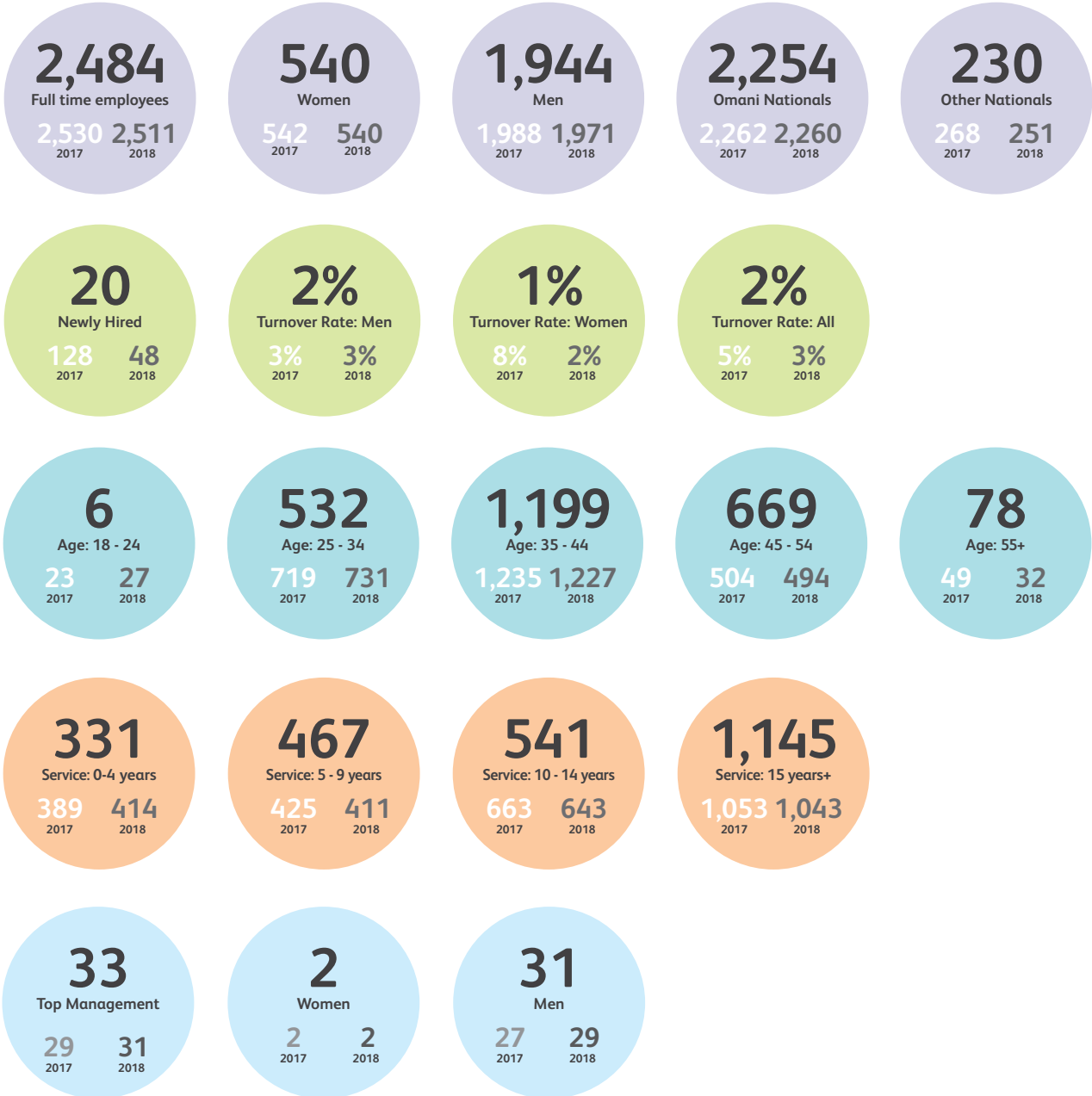
Build the Future Leaders of our Society at all Levels of Organisation

Awards

1. Oman Best Employer Brand Awards 2019 in Oman
2. Oman Best HR Strategy Awards 2019 in Oman
3. Best Recruitment & Onboarding Strategy 2018 in Dubai
4. MENA award - Excellence in Employee Engagement - Dubai May 2015
5. Employee Engagement Brilliance Award London - November 2015

2,484 Full time employees 2,530 (2017) 2,511 (2018)	**540** Women 542 (2017) 540 (2018)	**1,944** Men 1,988 (2017) 1,971 (2018)	**2,254** Omani Nationals 2,262 (2017) 2,260 (2018)	**230** Other Nationals 268 (2017) 251 (2018)
20 Newly Hired 128 (2017) 48 (2018)	**2%** Turnover Rate: Men 3% (2017) 3% (2018)	**1%** Turnover Rate: Women 8% (2017) 2% (2018)	**2%** Turnover Rate: All 5% (2017) 3% (2018)	
6 Age: 18 - 24 23 (2017) 27 (2018)	**532** Age: 25 - 34 719 (2017) 731 (2018)	**1,199** Age: 35 - 44 1,235 (2017) 1,227 (2018)	**669** Age: 45 - 54 504 (2017) 494 (2018)	**78** Age: 55+ 49 (2017) 32 (2018)
331 Service: 0-4 years 389 (2017) 414 (2018)	**467** Service: 5 - 9 years 425 (2017) 411 (2018)	**541** Service: 10 - 14 years 663 (2017) 643 (2018)	**1,145** Service: 15 years+ 1,053 (2017) 1,043 (2018)	
33 Top Management 29 (2017) 31 (2018)	**2** Women 2 (2017) 2 (2018)	**31** Men 27 (2017) 29 (2018)		

Career Development

In 2019, Omantel invested OMR 435,792 in training and development programmes, including:

All training and development needs are captured by the HR Department and formulated into a training calendar. Performance evaluations enable employees to track their performance, contributing to their professional growth.
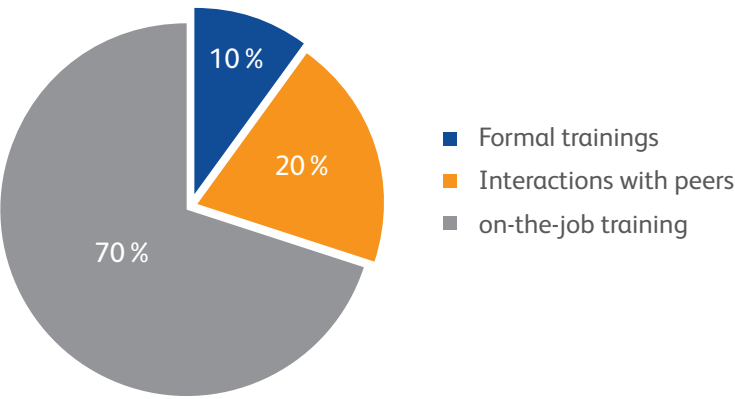
Being part of the telecommunications industry, our employees are offered a wide range of career opportunities from customer service and troubleshooting to telecommunications engineering. We continue to be an employer of choice in the Sultanate and we continuously strive to maintain this position.

At Omantel, we believe that leadership should flourish at all levels within the Organisation. It is only when we all excel at the micro-level, that we can expect results at the macro. Our strategy is to help our people develop their leadership skills and talents, therefore ensuring their wellbeing. We provide diverse local and international opportunities and clear direction and goals at all levels. Doing so ensures that our people are empowered to add value to the business, the local economy and the country as a whole.

In 2019, every Omantel employee had an average of 16.65 hours of training.

The 70:20:10 model in which employees obtain 70% of their knowledge from on-the-job training, 20% from interactions with their peers, and 10% from formal training events, continues to be widely implemented by Organisations throughout the world, and it is the model of choice at Omantel.

Omantel Development Model

- 10% Formal trainings
- 20% Interactions with peers
- 70% on-the-job training

Corporate Enablers Academy

Omantel Business Support Schools: Human Resources, Finance, Strategy & Communication, Internal Audit, Sustainability, MARCOM and Legal School. Each one of these schools includes a group of modules that serves a specific group of technical competencies. In 2019, we conducted the Human Resources school along with phase 1 Finance and MARCOM school.

Learning Academies

In order to leverage leadership development towards the achievement of Omantel 3.0 Strategy, we have deployed the 'Learning Academies' approach as one of our key strategies. This model encourages cross-functional learning, innovation in operations and builds capabilities based on current gaps with the goal of addressing future needs and Organisational strategy requirements. The objective of the ongoing programme is to achieve "Job Mastery" in the respective sphere of functioning.

The four functional Academies of Omantel have been titled Commercial, Telecom & IT, Corporate Enablers and Leadership; with each one serving specific levels and teams.

The journey allows leaders to gain the knowledge and skills needed to fulfil their current leadership roles to the best of their ability.

STARS Programme

The STARS Programme identifies High Potential (HiPo) employees. A HiPo is an employee who consistently exceeds performance expectations and demonstrates the potential to succeed at higher levels in the Organisation. When employees are identified for this programme, their progression is fast-tracked. The programme combines the methodology of the 10/20/70 model for a period of two years, where employees go through e-learning modules, coaching, mentoring, on-the-job training (OJT) and behavioural skills.

These employees are leaders and professionals who are anticipated to progress quickly, fast-tracking their career.

In 2019, we identified 176 HiPo employees divided in 3 categories:

- **STAR 3** who could grow into an executive position in the near future.
- **STAR 2** who could who could grow into a management position in the near future.
- **STAR 1** who could who could grow into a team leader position in the near future.

Employee Engagement

Omantel as a company strongly believes that an engaged workforce is key to achieving our ambitions. We put significant effort into retaining and attracting world-class talent by creating various engagement channels. In 2016, we launched our employee engagement plan, which sought to increase collaboration among teams, create a spirit of inclusiveness, celebrate diversity and highlight achievements.

In 2019, we evaluated the engagement of one of the employee drivers: the Communication and Trust driver. This survey sought to measure the effectiveness of internal communications and trust between Omantel and its employees. 61% of our employees were engaged and Omantel received an overall score of 70.5%. The 'Communication and Trust' driver was previously evaluated as 'Communication & Transparency' in 2013 and 2014. Over the past 5 years, the driver has improved by an encouraging 17%.

Initiatives and Events

Besides our employee engagement survey, we held a series of programmes throughout the year to encourage employee engagement at all levels, providing opportunities for our staff to showcase their unique talents. This includes a number of events and outings to provide employees with the opportunity to enjoy social and cultural experiences together.

In 2019, Omantel's employees took part to the following social events:

1. Launch of Omantel Official Football Team with the aim of having one team representing Omantel in the external tournaments either locally or internationally.
2. Omantel's Ramadan Tournament (Muscat and Salalah).
3. Weekly football matches (sponsored by Omantel).
4. Omantel's Bowling Team participated in various tournaments.
5. Omantel's Official Football Team participated in the Ministry of Transport and Communication Tournament.
6. CRAZY Thursday
   1. Hot Seat (Open Office competition for the GMs)
   2. Bring your kids to work
   3. Idea Bazar
   4. Breakfast (Thank you and sharing)
   5. Introduced "eFloos App"
   6. No Printing Day Competition
7. Theme of Female Gathering
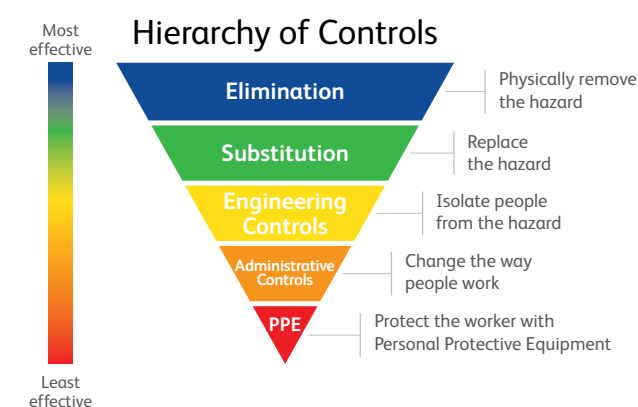   1. Omani Women Day
   2. Ladies Kashta

Health, Safety & Wellbeing

At Omantel, we seek to promote and maintain the physical, mental and psychological wellbeing of all employees. Particularly, we endeavour to prevent potential health issues that could be caused by working conditions.

All of our office-based employees are offered ergonomic and comfortable workspaces. For our field staff and employees who have to commute often as a part of their job, we have invested in defensive driving and driver safety courses to equip them with the skills and knowledge required to keep them safe on the road. In 2019, more than 80 employees enrolled in the defensive driving course. Going a step further, we have implemented an in-vehicle tracking technology that allows us to track and regulate speed and driving habits.

To support our employees in sustaining their health, we have been investing in an online tracking system for health, safety, security and environment (HSSE) related incidents since 2014. This allows us to better monitor our performance in real-time. In order to ensure the effectiveness and integrity of our HSSE system across our supply chain, our external contractors are required to comply with our internal standards. All contractors are required to sign the mandatory code of practice as per ISO27001 and ISO27001A. Monthly HSE reports are submitted by all contractors which allow us to monitor and influence the HSE paradigm for external parties who are part of our supply chain.

Health, Safety & Environmental Management System

Hierarchy of Controls

Most effective — Least effective

Level	Description
Elimination	Physically remove the hazard
Substitution	Replace the hazard
Engineering Controls	Isolate people from the hazard
Administrative Controls	Change the way people work
PPE	Protect the worker with Personal Protective Equipment

The HSEMS, is a structured approach to achieving our HSE objectives and managing the HSE risks associated with our business, in line with our HSE Policy. The HSEMS is aligned with Omantel's Business Policies, which comply with the Omani Legislation and Regulation, and is based on international best practices for HSE management. Omantel HSE Management System ensures consistent and effective implementation of quality systems across each project, site and operation.

This approach ensures that Omantel's management, supervisors and team leaders have appropriate direction, systems, processes, toolkits and training to enable effective implementation of HSE systems and standards to strive for HSE excellence in our field. Effective implementation of HSE Management Systems drives continuous improvement in performance and ensures the system remains effective, widely used and communicated throughout the business.

The eight elements of the HSEMS are:
1. Organisation, Responsibilities, Resources, Standards, and Documents
2. Leadership and Commitment
3. Policy and Strategic Objectives
4. Hazards and Effects Management
5. Planning and Procedures
6. Implementation and Operation
7. Assurance: Monitoring and Audit
8. Review

Omantel Health Moments

Health Moment
Be mindful of your posture when using your device.

Use smartphones and tablets the smart way
Smart devices are designed for short duration use and for tasks requiring minimal typing.

Keep your neck healthy
The goal of technology is convenience; however the increased use of smartphones and tablets has led to an increase of musculoskeletal issues in the neck and upper back.

Responsibility

CSR Initiatives

Digital Initiatives

Supporting the communities And Protecting the Environment in which we Operate

Invest RO 10 Million in Community Support Programs

As much as Omantel is focused on creating value for shareholders by maintaining global best operational practices, our strongest commitment is to be a responsible corporate citizen for the Omani society.

The company has been implementing Corporate Social Responsibility (CSR) programmes that aim to entrench the use of technology in society and build an inclusive digital environment, where everyone has equal access to technology.

Omantel's CSR is based on sustainable initiatives aimed at enhancing the role of the Sultanate in the digital sector. In this regard, Omantel have invested in a number of social initiatives to develop society, which, in turn, would strengthen Omantel's contribution to supporting innovators and the promotion of a knowledge-based economy.

Between 2014 (the year Omantel's sustainability framework was implemented) and 2019, Omantel as part of its responsiblity committment invested OMR 12,759,388 in event sponsorship, community, and environmental initiatives, achieving one year in advance the 2020 goal set in 2014.

In addition to the direct contribution, Omantel has a strong commitment to facilitate communications for Organisation's which require a channel to spread awareness about education, health and environmental campaigns. Omantel supports different non-profit Organisations providing a free short-code service where subscribers can donate to support several causes on a monthly basis, free of charge. In 2019, 10 non-profit Organisations benefitted from this initiative and a total of 318,406 OMR was collected and distributed.

At Omantel, CSR is deeply embedded in our corporate philosophy. The fundamental aspects defining our CSR philosophy are rooted in our passion and commitment to enriching the social and economic fabric of the Sultanate.

Our CSR strategy has, throughout the years, focused on digital and community initiatives supporting education, young entrepreneurs, social partnerships, healthcare and the community as a whole in line with the governmental efforts.

Innovation Corner from Omantel

In November 2019, Omantel installed the Innovation Corner in the Children's Public Library in Qurm. The platform provides interactive learning tools that aims to spread digital knowledge in children through smart ICT solutions. The Innovation Corner includes 3D printers, interactive electronic circuits and bespoke manufacturing devices, along with live experiments. The corner is an educational platform through which children can learn information and digital technology-based systems through live and hands-on experience.

230 Children in just 2-months

2500 Children 12-Months Goal

ركن الابتكار من عمانتل

Driven by Innovation Bus

In December 2019, Omantel, in partnership with the Ministry of Education, launched the "Driven by Innovation Bus", a platform that encourages users to innovate by providing self-learning opportunities to students. The initiative aims to familiarise youth residing in Oman's rural area with state-of-the-art technologies such as; Virtual Reality, 3D Printers and programming.

The bus visits various schools in the Sultanate, enabling students to achieve excellence and lead their way to top ranks in national and international arenas. This initiative aims to contribute to an innovative and friendly educational environment through hands-on learning.

Education Innovation Program

This programme, in cooperation with The Research Council and the Ministry of Education, aims to spread the culture of research and innovation in schools by organising different workshops for students in the field of innovation. Nine schools were chosen in 2019 from five different governorates.

The programme aims to spread the culture of innovation among young Omanis, get students to participate in science and technology, draw attention to the importance of information technology and help developing a generation with the ability to think innovatively.

9
Schools

6300
Students
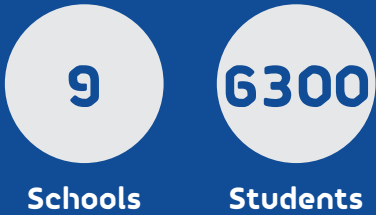
IoT Lab

In 2019, Omantel contributed to the realisation of the Internet of Things (IoT) Laboratory of the Communication & Information Research Centre (CIRC) at the Sultan Qaboos University (SQU). The IoT Lab aims to transform the SQU campus into a leading developer and exporter of smart campus solutions in the region by 2022, paving the way to the development of smart city solutions in order to improve the quality of life of Omani people. The lab is able to use, develop, study and conduct tests and research on the Internet of Things and related domains.

980
Students

Mehnati

In line with the company's efforts to support national efforts to create job and self-employment opportunities and to enhance the skills of the Omani youth, Omantel launched the Mehnati Smartphones repair training programme. The programme covered five governorates and trained participants from Omani youth to maintain and repair mobile phones. 100 job seekers, including a group of people with disabilities, benefitted from this initiative. The programme was implemented in cooperation with the Sadara Institute and under the supervision of the Ministry of Manpower.

100
Job Seekers

920
Training Hours

29
Startups

مهنتي | عمانتل Omantel
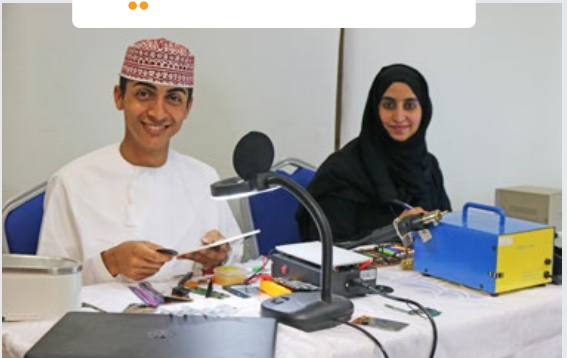
ICT Internship

Omantel takes pride in its comprehensive growth strategy that not just looks into the future of telecommunications technology, but also develops a trained pool of human resources that can take the company's and more importantly, Oman's vision further. As part of this responsibility towards Oman's economy and Omanisation, Omantel recently completed an Integrated Internship Programme with Huawei, in which 100 ICT graduates from various universities and colleges including Sultan Qaboos University, German University of Technology and Caledonian College of Engineering, participated.

The training programme was designed to build the competencies and capabilities of Omani youths, provide them with the necessary skills and qualifications and thus, make them job-ready. Under this programme, the participants were familiarized with the Fourth Industrial Revolution and 5G communications with the aim of creating Omani leaders in the new technology sectors.

The programme's success was reflected in the fact that 50 interns landed jobs in various public and private entities in Oman. This affirms the significance of such initiatives, which enable Omani youths to tap into bigger opportunities with the right skill sets in a fast-evolving market.

100
ICT Graduates

50
Employed
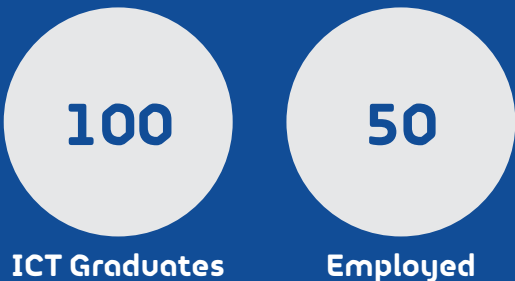
Upgrade

In 2019, following the success of the first and second versions of the Upgrade programme, Omantel renewed its partnership with The Research Council (TRC), Riyada, SAS Center, Oman Technology Fund and the National Youth Committee to support the third version of this programme that aims to transform graduation projects in the field of the 4th Industrial Revolution into start-ups. Omantel provided financial support and guidance to the competing teams.

Upgrade prize:

- Seed fund of 12,000 OMR.
- Comprehensive incubation & business development programme for 3 years.
- International internship in the startup development.

3

Startups
supported
every year

2019 Winners:

1. **Renewable energy system for a smart city**

   The project aims to utilize the surplus energy from the solar panels to store and sell what is not consumed by the consumer to the electricity distribution companies.

2. **Developing an electronic voting system on Blockchain technology**

   Developing an electronic voting system on a blockchain technology platform for various government institutions.

3. **Early detection device for the red tide**

   The project aims to reduce sea pollution in the red tide or any pollution threatening sea life by developing a device that monitors water features and warns the competent authorities in case of anomalies.

Edlal Platform

The first Omani open e-learning platform, 'Edlal', prepares young Omanis to join the workforce by equipping them with skills and knowledge the market requires. It also plays a role in enhancing the Arabic language content on the Internet with reliable information.

Since 2017, Omantel has supported the Edlal platform by highlighting Omani talents, and presenting them to the Arab world. At Omantel, we are fully aware that the future will largely depend on innovation in information technology that will play a part in all aspects of our lives. Edlal equips youth participants with the skills they need to succeed in the future .

104,545

Subscribers from 40+ countries

85000+

watching hours

60

workshops/ courses/videos

1,200

minutes of content

OMHUB

Omantel, in partnership with the National Business Center, Oman Oil Company and Oman India Fertilizer Company "OMIFCO", launched the OMHUB platform, which hosts talented students and potential entrepreneurs who seek support in enabling their businesses. The centre provides a number of training opportunities in several areas.

In 2019, Omantel has also used this platform to organise the "Ideation Programme" in cooperation with the National Business Centre. This programme, which is the first step in encouraging young people to start their businesses, trains participants on how to prepare comprehensive business plans and take into consideration the financial and marketing aspects of the idea.

After completing the programme, trainees were equipped with the skills necessary to launch their projects, or develop alternative ideas which are more applicable.

17

projects benefited from the "Ideation Programme"

1312

entrepreneurs

Omantel Olympics of Coding

In 2019, for the second consecutive year, Omantel in partnership with the Ministry of Education held the Omantel Olympics of Coding. The event aims to instil innovative thinking and technological skills among youth to prepare them for the 4th industrial revolution. Participants are encouraged to push their limits and excel in a number of skills, like problem solving and critical thinking, as well as finding solutions using algorithms that transfer to coding languages like Java, C++ and Python.
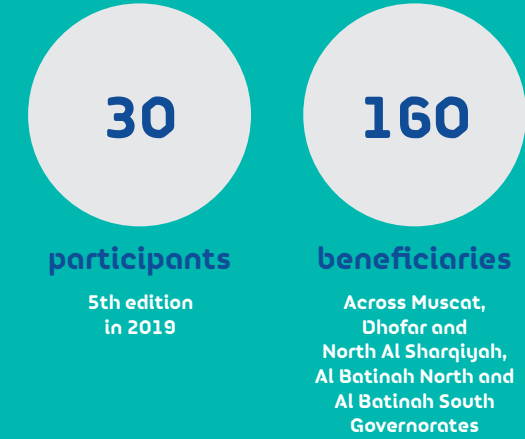
The initiative is a platform to find the most talented young Omani's in coding, and provide the winners with global opportunities by participating in international events.

4500
participants

30
qualified

10
winners

Omantel wal Aweal

Omantel wal Alawael is an initiative that aims to eradicate digital illiteracy among the elderly. The initiative works on social inclusion of the elderly by teaching them how to utilise modern-day technology and communication tools to help them in their daily lives. This helps to decrease the digital gap between them and younger generations.
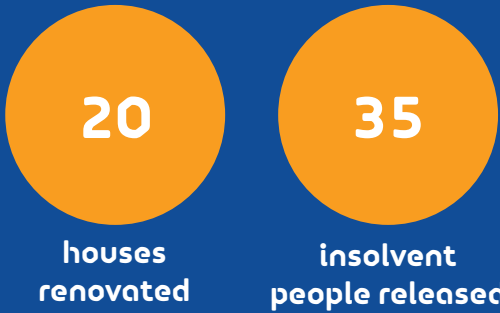
A group of Omantel employees volunteer to work with elderly participants, which represents a meeting point among different generations; allowing for exchange of expertise, engaging discussions and creating connections.

30
participants

5th edition
in 2019

160
beneficiaries

Across Muscat,
Dhofar and
North Al Sharqiyah,
Al Batinah North and
Al Batinah South
Governorates

عمـانتل والأوائل
Omantel

Community Initiatives

Ramadhan Campaign & Time Donation Platform

During the Holy Month of Ramadhan all together this year, Omantel organised the eleventh edition of its annual Ramadhan campaign. The campaign aimed to bring smiles to the faces of members of needy families through a charity campaign which enhanced the standard of living for lower income families by repairing their houses and offering assistance with financial issues. Repairing and renovating houses has had incredible outcomes throughout the years across the society as together with raising the bar of safety, health and well-being of the families, it helps to increase the level of self-confidence and happiness.

'Time Donation Platform' was launched by Omantel in May 2019 as part of a wider 'Ramadhan' campaign that aimed at encouraging voluntary work in the society. The platform acts as a bridge between the charitable Organisations and people by providing a digital platform that the latter can use to register themselves in the desired voluntary works and specify the number of hours that they want to allocate for volunteering.

20
houses renovated

35
insolvent people released

Giving is beautiful, and it is our responsibility. Hence, the idea of the Omantel Ramadan Campaign for the year 2019 was to encourage members of society to volunteer their time, as time is owned by all and through which each of us can make his mark in a social work and contribute to the advancement of society.

9
Musandam
(Sultanate of Oman)

Madha
(Sultanate of Oman)

9
Al Batinah North

4
Al Buraymi

14
Muscat

12
Al Batinah South

14
Ad Dakhiliyyah

5
Adh Dhahirah

13
Ash Sharqiyyah South

14
Ash Sharqiyyah North

5
Al Wusta

30
Dhofar

Total: 129 homes

Supporting the activities of Oman Cancer Association

Omantel cooperated with Oman Cancer Association (OCA) in providing cancer patients with nutritional supplements, and the Annual Cancer Walkathon which is organized by the association and aims to raise money to support patients suffering from the disease. Omantel's continuous support for OCA since more than a decade comes as part of the company's CSR strategy, and it has been collaborating with the association in its daily operations as well as its activities and initiatives throughout the Sultanate. In addition, Omantel employees take part in the annual walkathon to support the association's efforts.

500+
beneficiaries

29,000+
bottles of supplements distributed

Outward Bound Oman

This not-for-profit educational initiative was launched to inspire young Omanis to fulfil their potential through outdoor experiences, raising their self-esteem, developing personal skills and creating effective teams and leaders, empowering the young participants to face their future with confidence.

OBO works in close partnership with schools, to develop courses that expand people's horizons and give them confidence to achieve things they never thought possible, developing essential life skills such as collective responsibility, teamwork and respect for others.

The 2019, was the 6th version of the OBO and 80+ students and participants benefited from the program that covered Al-Amal School for Deaf, job seekers, governmental schools and the Drug Rehab Institution.

In order to provide the best experience to the students, we involve Omantel employees to be supervisors for the students and to transfer their expertise to the community.

Mubadera Award

Omantel continues its sustained efforts in bolstering women's roles in society. The Mubadera Award took place during an annual ceremony held by the Ministry of Social Development to celebrate Omani Women's Day.

The project's Evaluation Committee paid visits to the governorates in order to have a close look at the projects and evaluation procedures. The efficiency and sustainability of these projects were also monitored by how useful they were for the targeted groups.

Omani Women's Association in Mirbat won the first place of the 'Mubadera Award' for "Azaher Tarfit" project, a program that aims to empower Omani women and provide them with the necessary skills to start their own business projects. The project enabled several families to be standalone businesses and boost their standards of living.

The second place was awarded to the Omani Women's Association in Al Hamra, for the project "We are all by your side", a venture that train and rehab girls with disabilities for the purpose of making them more productive and decrease their social isolation by involving them in different events and programs and by training them on some crafts and handicrafts which in turn will be a material income for them.

354
Beneficiaries

Omantel & UNICEF

Omantel joined hands with the United Nations Children's Fund (UNICEF) by offering its smart telecom solutions to help the Organisation have a more innovative approach to addressing the health, nutrition and education of children in Oman.

The agreement comes in line with the Sultanate and UNICEF's visions to improve the well-being of children and provide them with the highest level of healthcare, education, civil and legal rights, as per the Sustainable Development Goals (SDGs) where children are at the heart of the agenda.

Green Era Award for Sustainability

In 2019, Omantel received the Green Era Award for Sustainability, recognising the company's sustainable practices and green initiatives.

During the event which was held in Lisbon, Portugal, Omantel CSR Manager said:

> "Omantel has been working to adopt the best international practices to ensure that Oman's ecosystem is not compromised despite the rapid development and digital transformation that we are witnessing. Omantel pays great attention to electricity and energy issues and their impact on the environment and hence closely monitors the consumption of electricity and looks for renewable energy alternatives in addition to raising awareness among community members on the need to rationalise electricity consumption."

Caring for the Environment

As a leading telecommunications company, Omantel is serious about mitigating the negative environmental impact and setting a regional and global example in energy efficiency. Whether reducing emissions, waste and energy consumption, releases and impact of radiation, we are committed to environmental stewardship and reducing the impact of our products and operations.

Our Material and Water Footprint

At Omantel we aim to minimise the amount of material and consequently waste across all our operations.

Printed Pages	2017	2018	2019
Color	2,128,605	1,656,750	392,436
Black & White	2,046,390	1,438,219	617,528
Total	4,174,995	3,094,969	1,009,964

In line with this approach, in 2019, by implementing a quota on printing for every employee per month, we were able to reduce the total printing by 67% within our organization and thus contributing to protect our environment, reduce costs and enhance efficiency and data security. All Omantel employees are informed and onboarded on this initiative and are fully committed to keep decreasing this data in the future.

During 2019, we signed an agreement with Oman Environmental Services Holding Company "Be'ah" to support a circular economy and create a sustainable future for generations to come. Omantel will provide Be'ah with lead-acid batteries, end of life tyres, used lubricating oils of Omantel's transportation fleet, electric and paper waste. Be'ah recycles waste to regain its economic value and will provide Omantel with a detailed report.

E-bills

Omantel implemented and launched the e-billing service across all its business lines. E-bills are not only convenient for customers but also save papers and distribution costs thus helping to reduce the carbon footprint of our operations.

4.6 Mn billing pages printed
19.9 Mn billing pages requiring printing
77% cut in printing

1017 TREES
SAVED ONLY IN 2019

While Omantel endeavours to reduce its water consumption, in 2019 there was a 4% increase in the total consumption of water compared to 2018. Omantel has identified the cause of this increase in the relocation to the new and larger headquarters and is fully committed to monitoring and reducing water usage looking forward.

Water Usage	2017	2018	2019
Utility Water (m³)	63,681	65,625	68,498
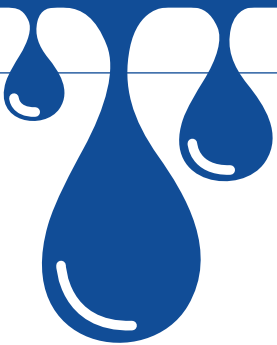
Our Carbon Footprint

Omantel recognises the importance of accounting for its own GHG Emissions and facilitating the reduction of carbon emissions through the development of digitalised services. As shown in the Energy Consumption table, in 2019 we increased our electricity consumption by 2.5 % compared to 2018 while experiencing a consistent decrease in consumption of petrol and diesel. Though various optimisation measures were taken to reduce power consumption, we have identified some reasons for the increase in utility power consumption:

1. Expanded network elements and capacity increase in the existing sites
2. Additional sites
3. Reduction in continuous running of Diesel Generators
4. Additional load in new HQ
5. Invoicing of old sites that were previously not accounted for by power companies. The increase in the number of utility accounts in the last 3 years is more than 15 % due to the development of new sites. Considering the big increase in utility accounts, there is actually a net reduction in utility power consumption
6. Enhancing use of low carbon emitting and environment friendly fleet vehicles for business use.

Additionally, in 2019 we launched a 750 kwh solar system for the new headquarters which will reduce the electrical consumption from the grid by more than 20 %.

Energy Consumption	2017	2018	2019
Electricity consumption (kwh)	164,686	168,371	**172,466**
Petrol consumption for on-road vehicles owned by Omantel (litres)	2,026,089	2,104,744	**2,096,722**
Diesel consumption for on-road vehicles owned by Omantel (litres)	284,160	289,731	**285,916**
Diesel consumption for generators (litres)	5,230,000	4,930,000	**4,291,000**

Between 2017 and 2019, Omantel cut down the total GHG Emissions by 12 % from 21,034 to 18,518 tonnes of CO2e (CO2, CH4, N2O).

GHG Emissions (Tonnes of CO2e)	2017	2018	2019
Direct (Scope 1*) GHG emissions	20,879	20,226	**18,356**
Energy indirect (Scope 2**) GHG emissions	155	158	**162**
Total GHG Emissions	21,034	20,384	**18,518**

* Scope 1 includes petrol and diesel consumption. Emission Factors were obtained from the 2006 IPCC Guidelines for National GHG Inventories, Vol. 2, Energy, and the 2014 Guidelines of the IPCC Fifth Assessment Report.

** Scope 2 includes Electricity consumption. Emissions Factors were obtained from the 2019 refinement to the 2006 IPCC Guidelines for National GHG Inventories Vol. 2, Energy and Ecometrica (2011): Electricity-specific emission factors for grid electricity.

Case Study: Renewable hybrid power solutions for Cell Towers

Omantel has started a pilot project at 12 sites in the Wusta, Dakhliya and Sharquia regions to power cell towers using solar panels and batteries. The aim of the project is to reduce the consumption of diesel in remote areas by powering cell sites using solar energy. This is expected to save costs by reducing the cost of logistics and fuel consumption. The diesel generators will start working only when the batteries run out of power.

In 2019 we have implemented 3 solar hybrid sites. Each site reduces diesel consumption by 18.72 m³ per year accounting for a total saving of 56.16 m³ only in 2019. 28 more sites will have solar hybrid power in 2020, which will result in further reduction of diesel by 524.16 m³ per year.

Renewable Energy Lab

In 2019, Omantel announced the opening of a full-fledged renewable energy lab at the Science and Technology Centre in the Wilayat of Nizwa, in collaboration with the Ministry of Education.

The lab is equipped with the necessary tools and technologies to better understand and experience various forms of renewable energy that are available in the Sultanate, including wind power, solar energy, underground energy and hydrogen energy, enabling students, faculty members, parents and others to conduct educational experiments.

1500 schools

45K+ students

600+ teachers

GRI Standards Content Index

Materiality Disclosures
Omantel
GRI Empowering Sustainable Decisions

Mar 2020 | Service

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the English version of the report.

GRI Standards		
GRI Standard	**Disclosure**	**Page Number(s), URL reference, or notes.**
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016		
Organisational Profile	102-1 Name of the Organization	Omantel Telecommunications Company (S.A.O.G)
	102-2 Activities, brands, products, and services	6, 9
	102-3 Location of headquarters	12
	102-4 Location of operations	10, 11
	102-5 Ownership and legal form	6
	102-6 Markets served	10, 11
	102-7 Scale of the Organisation	6
	102-8 Information on employees and other workers	39
	102-9 Supply chain	10
	102-10 Significant changes to the Organisation and its supply chain	No significant changes to the organization and its supply chain happened during the reporting period.
	102-11 Precautionary Principle or approach	27, 28, 30
	102-12 External initiatives	27, 28. 30
	102-13 Membership of associations	International Telecommunication Union; Global System for Mobile Communications Association
Strategy	102-14 Statement from senior decision-maker	4, 5
	102-15 Key impacts, risks, and opportunities	19

GRI Standards		
GRI Standard	**Disclosure**	**Page Number(s), URL reference, or notes.**
Ethics and Integrity	102-16 Values, principles, standards, and norms of behaviour	8
Governance	102-18 Governance structure	14, 15
	102-19 Delegating authority	18
	102-20 Executive-level responsibility for economic, environmental, and social topics	14, 15
	102-21 Consulting stakeholders on economic, environmental, and social topics	30, 31
	102-22 Composition of the highest governance body and its committees	15, 18
	102-23 Chair of the highest governance body	15
	102-24 Nominating and selecting the highest governance body	14
Stakeholder Engagement	102-40 List of stakeholder groups	30
	102-41 Collective bargaining agreements	Omantel has an established labour union to represent all employees.
	102-42 Identifying and selecting stakeholders	30
	102-43 Approach to stakeholder engagement	30
	102-44 Key topics and concerns raised	30

GRI Standards

GRI Standard		Disclosure	Page Number(s), URL reference, or notes.
	102-45	Entities included in the consolidated financial statements	24
	102-46	Defining report content and topic Boundaries	2, 30
	102-47	List of material topics	31
	102-48	Restatements of information	No restatements of information were deemed necessary.
	102-49	Changes in reporting	No significant changes.
Reporting Practices	102-50	Reporting period	01/12/2019 – 12/12/2019
	102-51	Date of most recent report	2014
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	qais.aamri@omantel.om
	102-54	Claims of reporting in accordance with the GRI Standards	2
	102-55	GRI content index	58
	102-56	External assurance	This report was not externally assured.
Material Topics			
GRI 200 Economic Standard Series			
	103-1	Explanation of the material topic and its Boundary	24, 25
GRI 103: Management Approach 2016	103-2	The management approach and its components	24, 25
	103-3	Evaluation of the management approach	Confidentiality constraints: internal evaluation
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	24, 25
	103-1	Explanation of the material topic and its Boundary	44
GRI 103: Management Approach 2016	103-2	The management approach and its components	44
	103-3	Evaluation of the management approach	44
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	44, 45, 46, 47, 48, 49, 50, 51, 52, 53
	203-2	Significant indirect economic impacts	44, 45, 46, 47, 48, 49, 50, 51, 52, 53
GRI 300 Environmental Standard Series			
	103-1	Explanation of the material topic and its Boundary	56
GRI 103: Management Approach 2016	103-2	The management approach and its components	56
	103-3	Evaluation of the management approach	56
	302-1	Energy consumption within the Organisation	56
GRI 302: Energy 2016	302-4	Reduction of energy consumption	56
	302-5	Reductions in energy requirements of products and services	56

GRI Standards

GRI Standard		Disclosure	Page Number(s), URL reference, or notes.
	103-1	Explanation of the material topic and its Boundary	55
GRI 103: Management Approach 2016	103-2	The management approach and its components	55
	103-3	Evaluation of the management approach	55
	303-1	Interactions with water as a shared resource	55
GRI 303: Water and Effluents 2018	303-2	Management of water discharge-related impacts	Information Unavailable: the Boundary for this specific topic extends beyond Omantel
	303-5	Water consumption	55
	103-1	Explanation of the material topic and its Boundary	56
GRI 103: Management Approach 2016	103-2	The management approach and its components	56
	103-3	Evaluation of the management approach	56
	305-1	Direct (Scope 1) GHG emissions	56
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	56
	305-5	Reduction of GHG emissions	56
GRI 400 Social Standard Series			
	103-1	Explanation of the material topic and its Boundary	38
GRI 103: Management Approach 2016	103-2	The management approach and its components	38
	103-3	Evaluation of the management approach	38
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	39
	103-1	Explanation of the material topic and its Boundary	43
GRI 103: Management Approach 2016	103-2	The management approach and its components	43
	103-3	Evaluation of the management approach	43
	403-1	Occupational health and safety management system	43
	403-2	Hazard identification, risk assessment, and incident investigation	43
	403-3	Occupational health services	43
	403-4	Worker participation, consultation, and communication on occupational health and safety	43
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	43
	403-6	Promotion of worker health	43
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	43
	403-8	Workers covered by an occupational health and safety management system	43

GRI Standards			
GRI Standard		**Disclosure**	**Page Number(s), URL reference, or notes.**
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	40
	103-2	The management approach and its components	40
	103-3	Evaluation of the management approach	40
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	40
	404-2	Programs for upgrading employee skills and transition assistance programs	41
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	39
	103-2	The management approach and its components	39
	103-3	Evaluation of the management approach	Confidentiality constraints: internal evaluation
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	39
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	44
	103-2	The management approach and its components	44
	103-3	Evaluation of the management approach	44
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