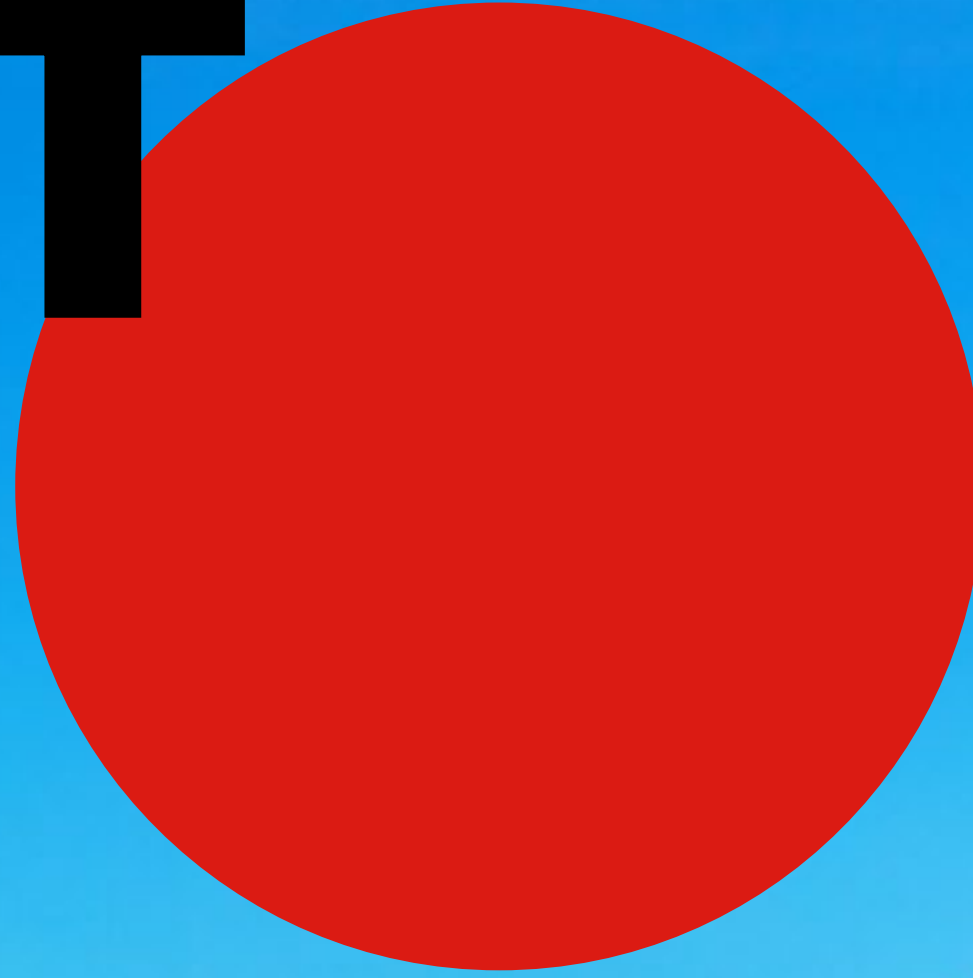


ESG REPORT

OOEDOO ALGERIA



Environmental, Social
and Governance Report



November 2023

1. Overview

Leading Multimedia Mobile Telecommunication Operator in Algeria, Nedjma, which became Ooredoo on November 21, 2013, is the Algerian subsidiary of the Ooredoo Group. Present in Algeria since December 23, 2023, the date of obtaining the License to supply mobile telephone services in Algeria, the Nedjma brand was commercially launched on August 24, 2004, offering Algerians, whether they are individual customers or companies, a range of innovative offers and Services, in compliance with international standards and the environment in which it operates.

Ooredoo has an efficient technical network, covering 99% of the Algerian population; and a service bringing together a vast network of stores spread throughout the national territory, including 107 Ooredoo Spaces, 3 VIP Shops, 74 City Shops, 9 Shops in Shop and 345 Ooredoo Service Areas.

The Environmental, Social and Governance (ESG) section provides an overview of our approach to sustainability and our commitment to international initiatives, as well as our practices and progress on those issues that we consider most material to our business in Algeria.

1.1 Our Commitment

Ooredoo is committed to the United Nations Sustainable Development Goals (UN SDG), which aim to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow and the future, as Leader of Technology Mobile, Ooredoo Algeria is committed to the highest standards of environmental protection. we are working to the best of our ability to reduce our ecological footprint.

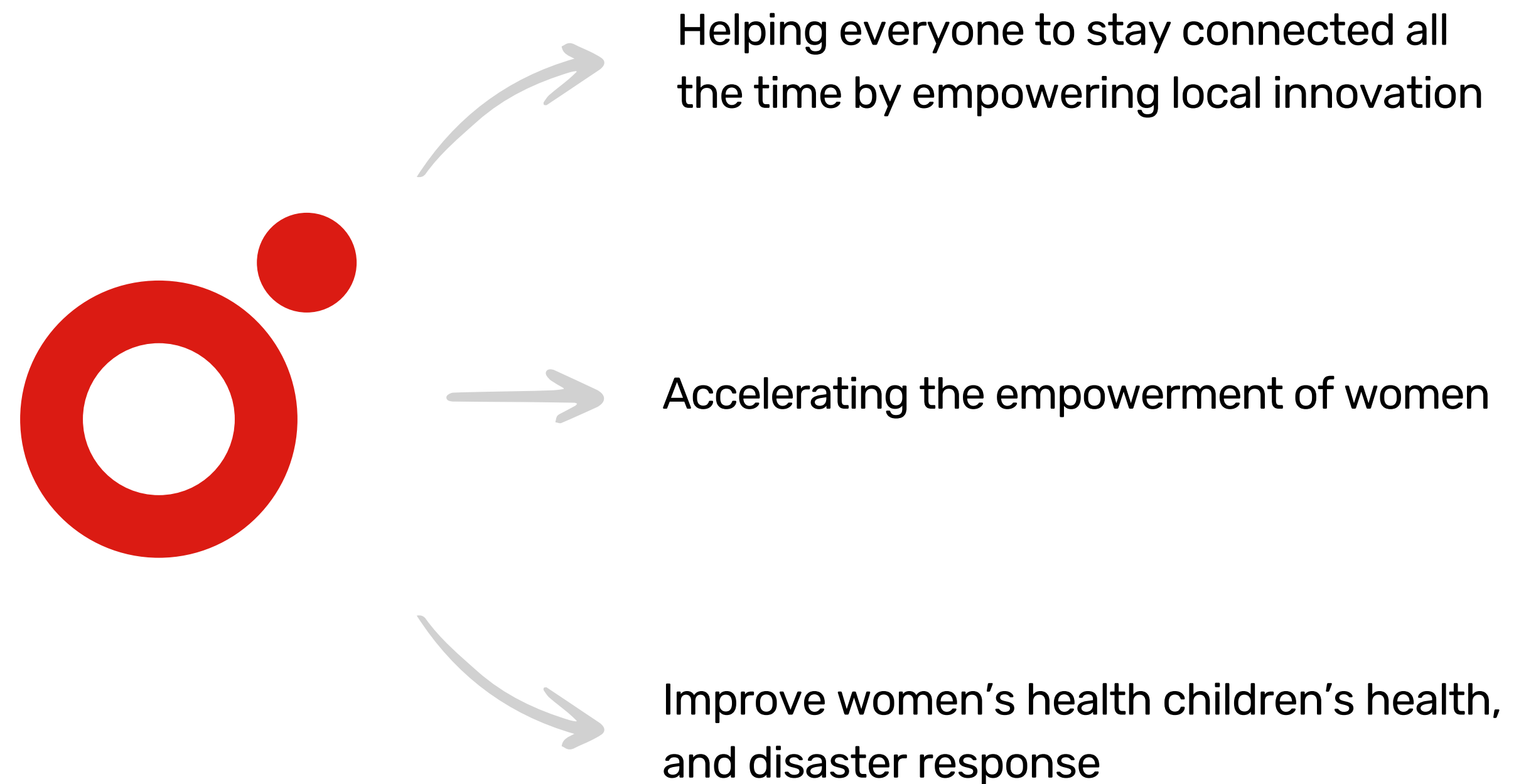
We are committed to leveraging our expertise in mobile technology to bring about positive social and economic change.

Across our international footprint, we are working to become digital enablers, helping people to reach their potential and making a real difference in the communities we serve.

While our impact relates to many of our goals, our approach is focused on the following three objectives:

- Improve women’s health children’s health, and disaster response
- Accelerating the empowerment of women
- Helping everyone to stay connected all the time by empowering local innovation

1.1 Our Commitment cont



1.2 Our Sustainability Framework and Key Topics

We are working as a digital enabler across our markets and our aspiration is to help people simplify their lives and enjoy exciting and rewarding digital experiences.

We continue to maintain our commitment to leveraging our expertise in mobile technology to bring about positive social, environmental and economic change.

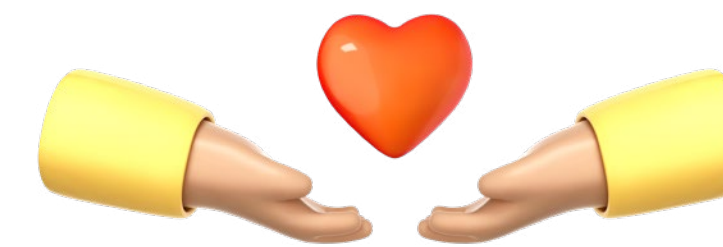
1.3 Our 2022 Sustainability Highlights

- 30,16% female employment rate across workforce in 2022,
- More than 48M dzd in community investment,
- Recorded ZERO incidents of discrimination,
- Best Place to Work 2022 Certification, Telecom Review Leaders 2022: Best African CSR Initiative,
- Global Carrier Awards 2022: Best Environmental, Social, Governmental (ESG) Initiative.
- Maintaining ISO 27001 Certification
- Maintaining ISO 9001 Certification



Environmental

- Conserving Resources
- Energy, Carbon and Emissions
- Waste and Water Management



Social

- Health and safety
- Our Workforce
- Equal Opportunities
- Female Empowerment
- Our CSR Activity



Governance

- Corporate Governance
- Creating Ethical Economic Opportunity
- Customer Security and Privacy

2.

Protecting Our Environment

2.1 Conserving resources

The digital nature of the products has helped to facilitate the reduction of resource use and ecological foot print across our organization and customers. Our efforts to conserve resources are showcased in the following sections based on the nature of reductions made or targeted.



Reforestation campaign **5 000** trees planted by more than **350** volunteers, Helping to capture **750 tons of CO2** and producing **75 tons of oxygen.**

2.2 Energy, Carbon and Emissions

In telecommunication sector, the main source of environmental impacts stems from energy use required for our operations.

Ooredoo Algeria deployed efforts regarding the reduction of energy consumption throughout the previous year as

- **All lights have been switched to LED Light.**

Other projects are ongoing as;

- **New Seating plan in order to optimize space and energy consumption; Real estate's activities recorded as Top priority initiatives on Wave, Data and energy optimizations are available,**
- **OA- Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel) has reached 19027,1 Kwh**

Ooredoo has a commitment to reduce the environmental impact related to transportation of employees.

Employee transportation service have been optimized during Covid Pandemic, now we also minimize transport lines where necessary and without impacting business in order to reduce costs and energy consumption, and for environmental impact matters.



2.3 Our Waste and water management

In the last few years and more notably after COVID-19, there has been significant inclination towards digitalization throughout all sectors.

We are committed to reducing resource use and to align with universal efforts to adopt recycling initiatives. Across our operations, we aim to maintain our waste recycling initiatives and raise awareness on reducing waste.

- OA Launched a large solidarity campaign for the collection and recycling of plastic bottle caps to support "Children of the Moon", children suffering from a rare skin condition.

Collect plastic caps campain Installation of
07 plastics caps recovery cabins **1 639 Kg**
655 600 caps collected



3.

Developing Our People

3.1 Health and safety

We value our employees and therefore we prioritize their health, safety, and wellbeing. Our Occupational Health and Safety Management System covers all workers including employees, consultants, contractors, and visitors.

In Ooredoo Algeria, we closed the year 2022 with a staggering Organizational Health Index (“OHI”) score of 99%
Total hours of H&S training provided to employees at OA reached 1596 Hrs. FY22.

3.2 Our Workforce

Ooredoo Algeria has a total workforce of 2,513 employees including 756 women with a rate of 30.16%. We manage to maintain our diversity and equality by promoting youth and women empowerment.

3.3 Equal Opportunities

We prioritize fostering a welcoming, inclusive workplace where everyone is valued equally and is aware that upholding moral principles is essential to the success of our company. We are therefore committed to preventing any type of discrimination, and will continue to maintain our employees' health, wellbeing and safety.

End all forms of discrimination against all women and girls everywhere.

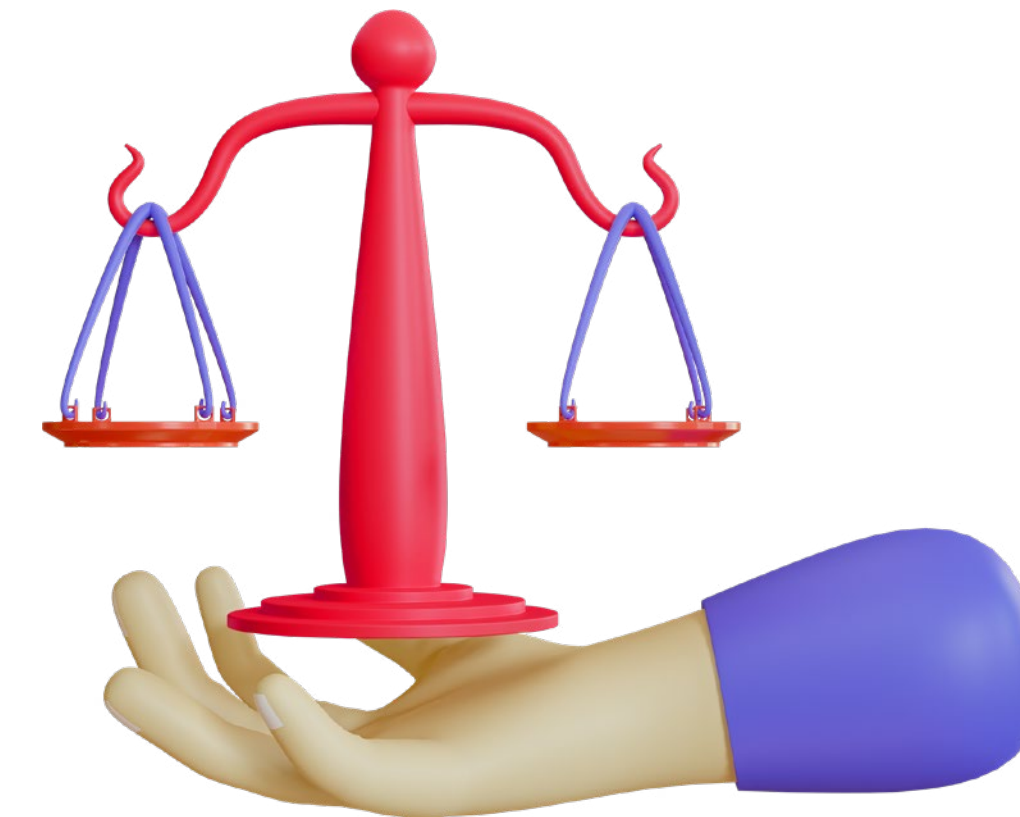
Measure taken by **OA** :

Gender-Inclusive Policies : We have implemented policies that ensure equal pay for equal work and include anti-discrimination measures. These principles are reflected in all OA policies.

3.3 Equal Opportunities Cont.

• **Mentorship and Sponsorship Programs** : We have established programs aimed at nurturing the career development of women within the company. These initiatives encourage senior leaders to mentor and sponsor women in junior positions, resulting in a notable increase in the percentage of promoted women at OA.

- **Leadership Development** : OA offers leadership development programs designed to identify and nurture high-potential female employees. These programs prepare 20 women for leadership roles within the organization, contributing to the growth in the number of trained women leaders.
- **Women in Engineering Positions** : We are actively promoting the presence of women in engineering positions, particularly in technology-related roles (3 Successful Women Engineers were shown as role model in a wide mediatic campaign).
- **Women Talk Tech** : around 50 girl students from technological universities were invited in forums in order to take advantage from the experience of our brave ladies who are leading sensitive technological areas such as SOA, TIBCO, IT, ...) to boost them to start their careers in telecom.



3.4 Female Empowerment

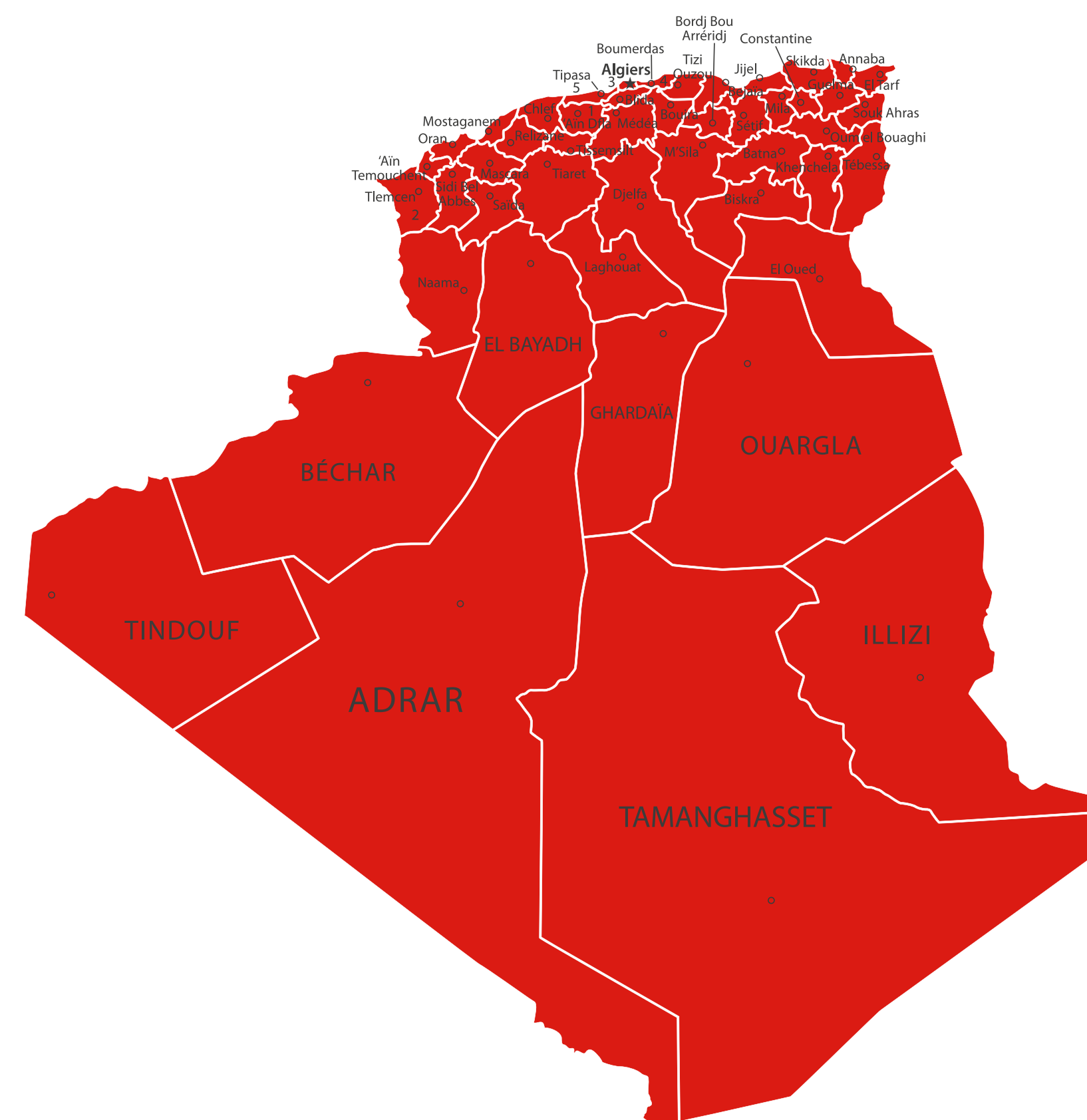
We engage with local communities to support initiatives that empower women and girls. Our actions during Pink October and the Women Wellbeing program are testament to this commitment.

OA Fostered women’s empowerment in the workplace by enrolling Female Managers in Training & Development programs to help them increase their leadership abilities.

Community Engagement: Gender-Neutral Language: OA actively promotes gender-neutral language in our company communications, policies, and job descriptions to foster inclusivity.

Internal Networking Events: We organize internal networking events, workshops, and conferences focusing on gender diversity and inclusion. Notable examples include our March 8th event and the October Pink workshop with doctors.

Focus on Women in Sports at Work (CSO)



3.5 Our ESG Activities

Wilayas covered by CSR activities

- Alger
- Blida
- Tipaza
- Mostaganem
- Ain Defla
- Khenchela
- Annaba
- Bordj Bou Arriredj
- Constantine
- Bouira
- Biskra
- Oran
- Msila (Bousaada)
- Tizi Ouzou
- Saida
- Tiaret
- Sidi Bel Abbès
- Adrar
- Médéa
- Sétif
- Chlef
- Batna
- Relizane
- Ouargla
- Mascara
- Tlemcen
- Bechar
- Oum el bouaghi
- El Ghouat
- El Oued
- Tamanrasset

3.5.1 Achievements

• Volunteering and Associative:

Distribution of over **1.000** food baskets across **17 regions**.

Participation of **350** volunteers,

Donation of various equipment for **03 elderly care** homes, consisting of medical, paramedical and para-pharmaceutical equipment, furniture, bedding and audiovisual equipment.



Launching of **02 solidarity caravans** as a donation to the 'El Tarf hospital' of a large batch of medicines and parapharmaceuticals products for the treatment of burns.

Followed up with the delivery of basic necessities to wildfires victims of El Malha, El Kala and Souk Ahras.



Participation of more than **850 volunteers** in CSR activities (**619 number of Ooredoo's employee volunteering hours**).



3.5.1 Achievements Cont.



Health Prevention and Well Being:

Distribution Blood donation: More than **120 blood bags collected**.
360 patients helped.

Cataract surgery **169** Pre-operative examinations. **101** surgeries
11 wilayas.

Pink October **151** actions achieved 08 training sessions **141** Patients
benefited from free services **1224** patients benefited from discounts.

• Education:

3.500 school bags to orphan children.

1.520 braille writing tablets **300** handsets **300** canes for blind and
visually impaired pupils and students.

Contribution for construction of a training center for orphan children
and opening of **01 center Literacy**.



4.

Governance & Ethics

4.1 Corporate Governance

Our Corporate Governance Department is in charge of supporting management and the Board of Directors in making sure that corporate governance practices and policies are effectively implemented.

Whistleblowing : Ooredoo is committed to the highest standards of governance practices, transparency, integrity and accountability. Ooredoo provides its employees, suppliers, customers, all its stakeholders and the general public with a channel to report any violation that constitutes or may constitute a violation of laws and/or regulations, the code of conduct/ethics, the policies of the business and/or which may directly or indirectly have an economic, financial or reputational impact on Ooredoo.

You can submit your query directly to Ooredoo Algeria's Audit Manager using one of the following channels:

1. Email : ChiefAudit@Ooredoo.dz
2. Email: Whistleblowing@ooredoo.dz

4.2 Creating Ethical Economic Opportunity

Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

As measure taken by OA:

Ensured that work with certified vendors now includes specific articles into contracts that protect human/children rights, ensure proper health and safety work conditions, prevention of corruption and bribery, encouraging ethical business practices and compliance with internal governance.

4.3 Customer Security & Privacy

Every Ooredoo employee is enrolled on an internal Cybersecurity awareness program that familiarize employees with Cybersecurity risks that requires a passing test at the end of the program.

Ooredoo Algeria has been **ISO 27001 certified since 2012**, and its Information Security Management System is monitored and controlled annually through internal and external audits.

Every Ooredoo employee must ensure the respect and confidentiality of individuals' private lives by complying with the legal and regulatory requirements of its telecommunications business as well as those relating to the protection of individuals' personal data.

Digitalise the Customer registration to avoid/ reduce the paper contracts. Work remotely for the call center to ensure the agents availability and take care of the customers needs.

Launch a digital channel to the customers to provide them a multiple way to contacts our call center.

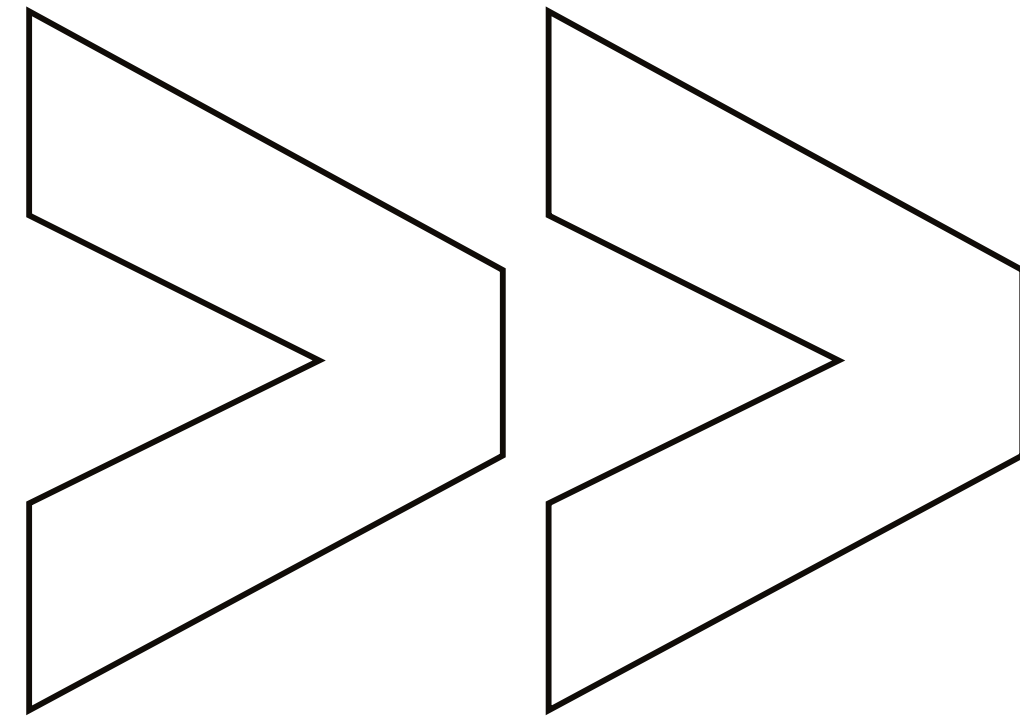
4.3 Customer Security & Privacy Cont.

OA take measures to enhance customer privacy and data security:

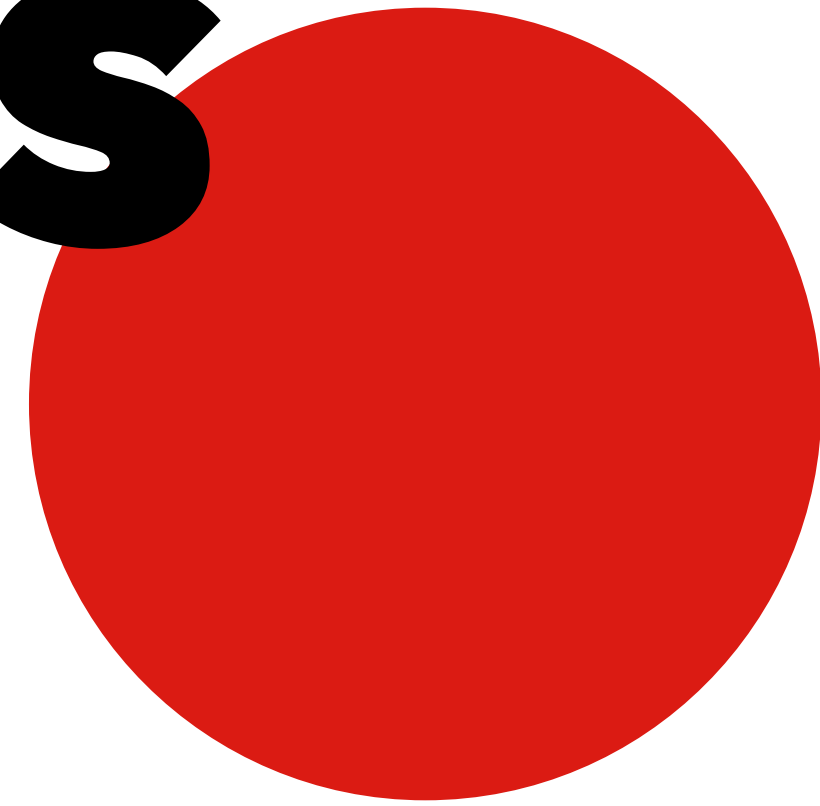
- A data leak Prevention solution is deployed to prevent any data leak by employee
- Customer data are saved in an encrypted format at database level
- All Ooredoo customer data are classified and tagged using classification solution
- Global Information Security Policy: The purpose of this policy is to protect Ooredoo's (WTA) information, and any customer-related information in our possession, by maintaining its confidentiality, integrity and availability
- Every Ooredoo Employee is enrolled on an internal Cybersecurity awareness program, that include a test at the end
- 24/7 Security Operation Center to monitor and respond to cyber security Incident.

In Algeria, the local regulation and law requirements regarding data security are as follows;

- Law 18-04 relating to the general rules relating to the post and electronic communications.
- Law 18-07 relating to the protection of information of natural persons in the processing of personal data.
- Law 09-04 relating to the special rules relating to the prevention and the fight against offenses related to information and communication technologies.



ESG Data tables



Environmental Performance Indicators

Energy	Unit	2020	2021	2022
Energy intensity	GJ/Workforce	39	104	257
Direct energy consumption (natural gas, diesel, purge gas and off gases used as fuel)	GJ	55 786	46 018	103 387
Indirect energy consumption (electricity)	GJ	60 595	233 828	542 441
GHGs and Emissions	Unit	2020	2021	2022
Total GHG emissions	t CO ₂	14 547	44 479	102 951
GHG intensity	GHG/workforce	4,9	16,5	41,00
Direct GHG emissions (scope 1)	t CO ₂	3 842	3 169	7 119
Indirect GHG emissions (scope 2)	t CO ₂	10 705	41 310	95 831

Water	Unit	2020	2021	2022
Fresh water used -purchased	m ³	16 640	16 964	15 032
Water Intensity	m ³ /workforce	6,0	6,0	6,0
Waste	Unit	2020	2021	2022
Total hazardous waste disposed	Tonnes	12	14	8
Total non-hazardous waste disposed	Tonnes	xxxx xxxx	900	700

Social Performance Indicators

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	2 971,0	2 694,0	2 513,0
Full-time employees	Number	2 906,0	2 648,0	2 485,0
Part-time employees	Number	65	46	28
New employee hires (males)	Number	120	32	95
New employee hires (females)	Number	54	16	58
Total of new employees hires	Number	174	48	153

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	661	357	305
Workforce by age 31-40	Number	1 536	1 395	1 247
Workforce by age 41+	Number	774	942	961

Employee Turnover	Unit	2020	2021	2022
Turnover rate	(%)	5 %	7 %	9 %
Total number of employees who left the organization	Number	135	349	328

Employee Engagement	Unit	2020	2021	2022
xxxx xxxx	(%)	49 %	61 %	70 %

Nationalization	Unit	2020	2021	2022
Nationalization rate of senior management	(%)	92 %	92 %	91 %
Nationalization rate among total workforce	(%)	100 %	100 %	100 %
Female Employment	Unit	2020	2021	2022
Number of female employees	Number	927	833	758
Female employment rate (%)	(%)	31 %	31 %	30 %
Females in senior management	Number	19	17	20

Training	Unit	2020	2021	2022
Average hours of training per employee	Number	22	21	12
Average hours of training per female employee	Number	24	19	11
Average hours of training per male employee	Number	21	21	12
Average hours of training per senior management employee	Number	24	17	12
Average hours of training per middle management employee	Number	18	22	13

Social Performance Indicators Cont.

Health and Safety Training	Unit	2020	2021	2022
Total hours of H&S training provided to employees	Hours	1 380,0	1 698,0	1 596
Average hours of H&S training per year per employee	Hours	10	18	21
Average hours of H&S training per employee for nationals	Hours	0	25	25
Total cost of HSE training	DZD	2 558 462,0	4 190 192,00	150 00,00
Work hours (employees)	Hours	5 658 240	5 591 968	5 024 010
Work hours (contractors)	Hours	n/a	n/a	n/a
Employee fatalities	Number	n/a	n/a	0
Employee lost time injuries	Number	822	550	506
Employee total recordable injuries	Number	13	11	22
Employee accident frequency rates (%)	%	0,0	0 %	0,48 %
Employee lost-day rate (%)	%	0,3	49 %	0,23 %

Community Development	Unit	2020	2021	2022
Total value of community investments	DZD	77,939,702	75 929 200	48 642 331
Total amount invested in the community as a percentage of revenues	%	0,1%	0,1%	0,1%
Total number of employee volunteering hours	Number	n/a	n/a	619

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	%	58 %	60 %	57 %
Percentage of locally based suppliers	%	82 %	81 %	82 %

Governance Performance Indicators

Board Detail	Unit	2020	2021	2022
Chairman's level of independence	Y/N	yes	yes	yes
Male members of the Board of Directors	Number	6	6	6
Female members of the Board of Directors	Number	0	0	0
Percentage of Board seats occupied by women	%	0%	0%	0%
Percentage of board independence	%	100 %	100 %	100 %

Costumers	Unit	2020	2021	2022
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Number	0	0	0
Privacy training sessions offered to employees	Number	1	2	1
Customer satisfaction results	%	78 %	76 %	77 %
Number of customer complaints	Number	1,590,177	1 629 805	1 568 483
Percentage of customer complaints that were answered	-	100 %	100 %	100 %
Percentage of customer complaints that were solved	-	96 %	94,89 %	97 %

November 2023

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UPGRADE TON MONDE

THANK.
You