

Imagine to life

Sustainability Report 2024

Wednesday 10-25 10.20

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His Majesty Sultan Haitham bin Tarik
May God protect him

Imagine to Life

Omantel's digital transformation and strategy brings imagination to life; empowering businesses, communities, and individuals through cutting-edge connectivity, AI-driven innovation, and next-generation solutions. We emphasize heavy focus on our surroundings and people, and make sure we implement good governance within activities and process. Together we can build a more sustainable Oman to shape the future.



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Introduction



Omantel strives each day to be more ambitious in its sustainability commitments, integrating it into the Company's decisions and activities, and uncovering new opportunities to drive meaningful change for its people, customers, communities and environment.

About the Report

GRI 2-1, 2-2, 2-3, 2-4, 2-5

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The Oman Telecommunications Company SAOG (Omantel) is pleased to release its seventh Sustainability Report for the period from 1 January 2024 to 31 December 2024, highlighting its Environmental, Social, and Governance (ESG) performance.

The Report provides detailed data from 2023 onwards for comparative analysis, serving as a benchmark to measure the Company's progress. The Sustainability Report's scope remains largely within Omantel's internal operations in Oman, unless otherwise mentioned*. The financial performance figures presented however, include contributions not only from local endeavours but also from Omantel's subsidiaries.

The Report is based on the Company's materiality assessment and references the GRI Sustainability Reporting Standards, and complies with the MSX ESG disclosure guidelines while aligning with the long-term goals of Oman Vision 2040 and the United Nations Sustainable Development Goals (SDGs). The Report serves as proof of Omantel's unwavering commitment to sustainability and its efforts to create a better future for all.

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

*Calculation of Scope 3 emissions includes subsidiary Oman Data Park, and initiatives to promote Inclusion, Diversity and Equity (IDE) among the workforce were a collaboration between Omantel and Zain Group.

External Assurance

The financial data presented in this report is based on the audited financial results by EY (refer to our [Annual Report](#) for more). The exchange of information during this audit also includes risk and compliance information beyond financials and previous audit results. For further information, please refer to our Annual Report for 2024. While there is no external assurance for our non-financial data for the year 2024, we have engaged with our stakeholders internally to ensure the accuracy of the information provided.

Contact Details

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

Restatement of Information

Omantel carried out a comprehensive greenhouse gas (GHG) assessment in 2024 that expanded the Company's emission calculation to include Scope 3 emissions, while also validating and verifying Scope 1 and Scope 2 calculations from 2023. As such, restatements were made to the GHG emissions calculations from 2023.



About Omantel GRI 2-1, 2-6

Omantel at a Glance

Oman Telecommunications Company SAOG, also known as Omantel, is the leading integrated telecommunications services provider in Oman offering a wide range of products and solutions including mobile and fixed telecommunications, enterprise business solutions, wholesale and international operations, as well as digital and fintech services. As a pioneer in the telecommunications and technology (ICT) sector, Omantel plays a pivotal role in Oman's digital transformation while simultaneously undergoing its own transition from telco to a technology powerhouse, broadening its portfolio to build upon its robust infrastructure and deep regional presence to explore high-growth domains such as cloud computing, cybersecurity, IoT, and fintech solutions.

Headquartered at Madinat Al Irfan Business Park in Muscat, Oman, Omantel is listed on the Muscat Stock Market (MSX), and the majority of its shares are owned by the Government of Oman.

Beyond Oman's borders, Omantel partners with operators internationally to provide Roaming networks in 210 countries. In addition, Omantel owns 16 submarine cables internationally across Europe, Asia, Africa, the Middle East, and North America. Furthermore, Omantel's acquisition of a controlling stake in Zain Group (21.9%) which operates in Kuwait, Bahrain, Iraq, Jordan, Saudi Arabia, Sudan and South Sudan, and the establishment of Joint Venture ZOI with Zain Group (with 26% ownership) which operates in Kuwait, Bahrain, Iraq, Jordan, Saudi Arabia, Sudan and South Sudan and the UAE, continues to consolidate Omantel's growing market presence in the MENA region, driving connectivity, innovation, and technological advancements to accelerate regional digital economies.

Vision

Bringing together families, businesses and communities by reaching every corner of Oman and the globe.

Mission

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

Values

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



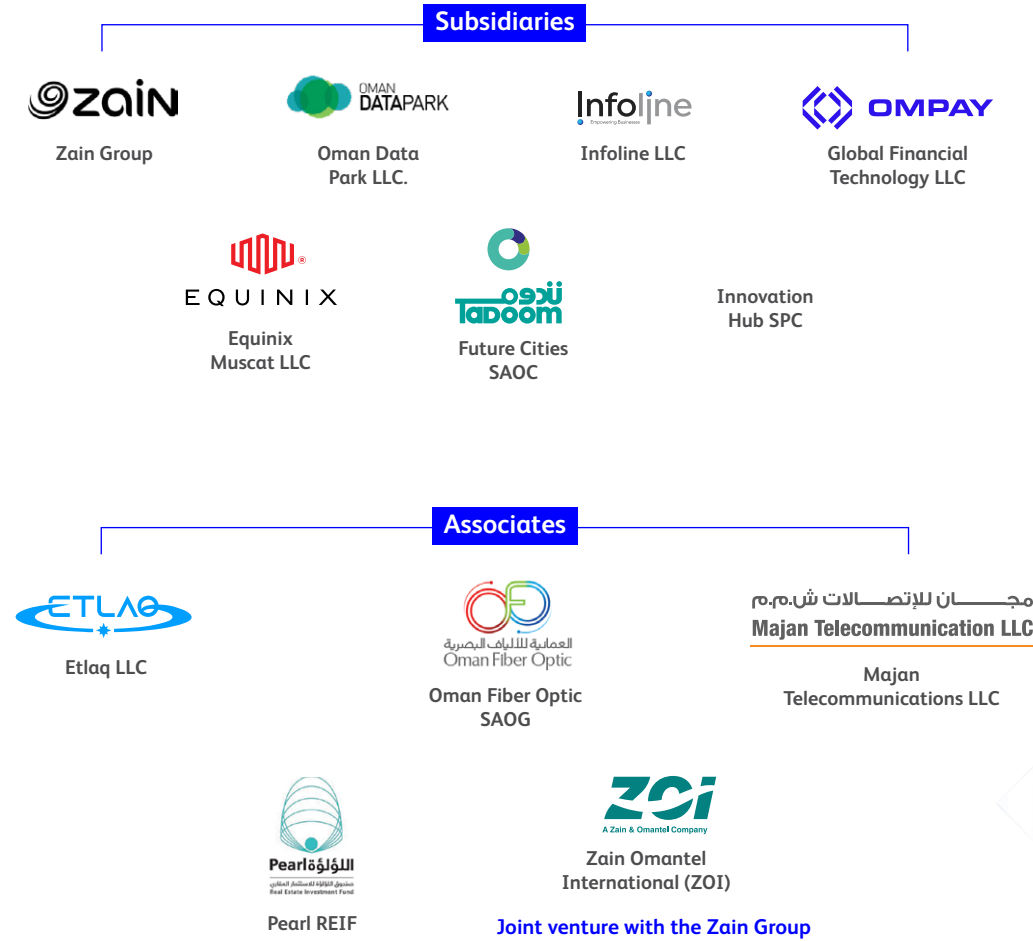
Products and Services GRI 3-3

Omantel offers a diverse and comprehensive range of products and services, designed to meet the evolving needs of individual, enterprise, and wholesale customers:

<p>International</p> 	<p>Infrastructure Connectivity to more than 20 subsea cables, operating 6 separate landing stations, and data centre facilities meeting international standards.</p>	<ul style="list-style-type: none"> ◆ Submarine and Terrestrial Cables ◆ Data Centres ◆ Co-location (Indoor and Outdoor) ◆ In-building Solutions
	<p>Internet A secure foundation for delivering IP-based services with more reliability, availability and agility</p>	<ul style="list-style-type: none"> ◆ IP Transit ◆ Content Connect ◆ Direct Internet Access (DIA)
	<p>Carrier Voice and messaging services across all 6 continents with 24/7 monitoring</p>	<ul style="list-style-type: none"> ◆ Bilateral Traffic ◆ Transit ◆ International Toll-Free Service (ITFS)
	<p>Roaming and Mobile Services Omantel's roaming map extends to almost 700 networks spanning over 200 countries.</p>	<ul style="list-style-type: none"> ◆ International Roaming ◆ Mobile Number Portability (MNP) Dip ◆ Messaging Hub and Firewall
<p>Domestic</p> 	<p>Connectivity Ultra-low latency networking with access to subsea cable capacities makes Omantel one of the most connected wholesale telcos, with reachability across 120+ global cities to deliver local access on a global scale.</p>	<ul style="list-style-type: none"> ◆ Dedicated Capacity ◆ Ethernet ◆ Multiprotocol Label Switching Virtual Private Network (MPLS VPN) ◆ International Private Leased Circuit (IPLC)
<p>Regulated National Products</p>	<p>Omantel offers Reference Access and Interconnection Offer (RAIO) deals with domestic regulated services to licensed operators in Oman.</p>	<ul style="list-style-type: none"> ◆ Reference Access and Interconnection Offer (RAIO) Service Documents ◆ Forms and Procedures ◆ RAIO Agreements

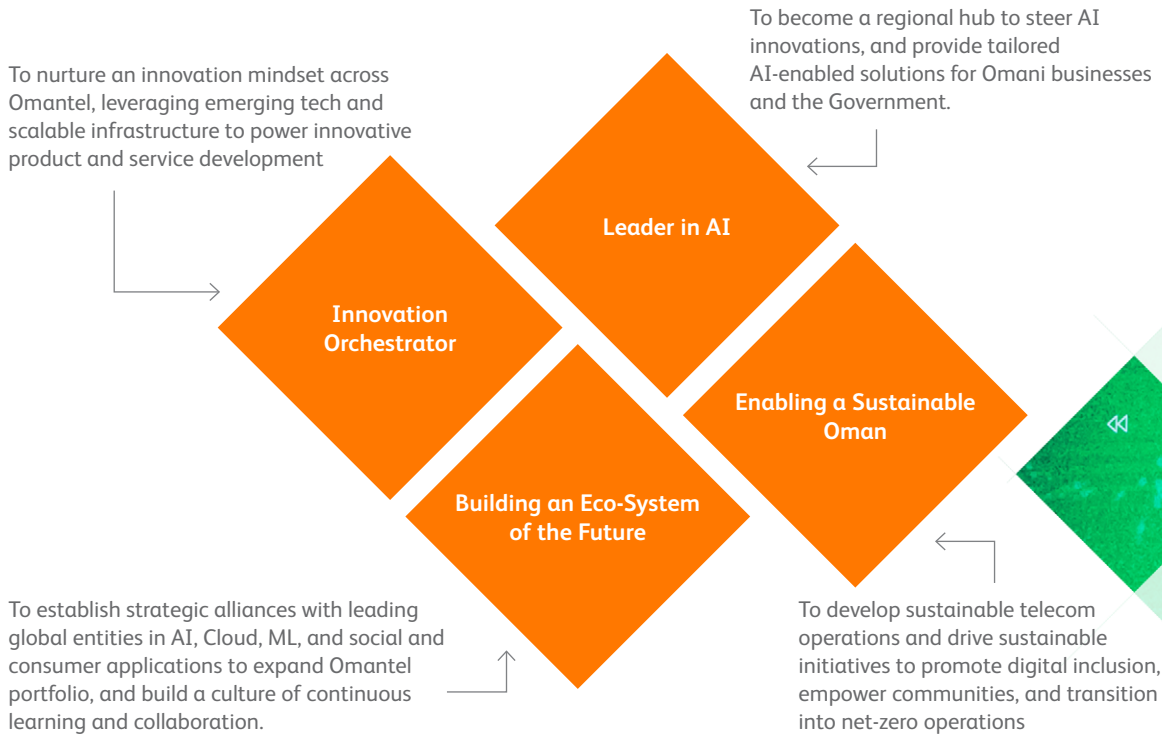


Subsidiaries and Associates



Corporate Strategy: Portal to the Future

With the successful execution of Omantel’s “Shift Gear” strategy cycle from 2022-2024, the Company is entering the next phase of its digital and strategic evolution with the launch of its new strategy cycle – “Portal to the Future”.



Financial Performance GRI 3-3, 201, 201-1, 201-2, 201-3, 201-4

As Omantel continues to navigate dynamic market conditions and evolving customer needs, the Company's financial performance remains a key indicator of its organisational strength and resilience in delivering sustainable growth.

Omantel Group revenue includes revenues from domestic operations of the parent company, revenue from Zain Group, domestic and other international subsidiaries, and reached RO 3,030.1 Mn., an increase of 3.0% from 2023. Group revenue increased across all geographic operations with a major portion coming from Oman which increased YoY by 2.7%, Iraq by 11%, Bahrain by 7%, Jordan by 6%, KSA by 5% and Kuwait by 4%.

As a result of Omantel's resilient financial performance in 2024, net profit attributable to shareholders of the Company for the period stands at RO 78.1 Mn., an increase of 4.4% from 2023. Moody's upgraded Omantel's credit rating from Ba2 to Ba1 with a stable outlook, recognising the Company's solid financial performance.

Consolidated P&L Highlights

Revenue (RO Mn.)

2024	3,030.1	3.0%
2023	2,942.7	

Change

EBITDA (RO Mn.)

2024	1,041.2	0.1%
2023	1,039.8	

Change

Profit for the Period (RO Mn.)

2024	306.8	-2.8%
2023	315.5	

Change

Attributable to Shareholders of the Company (RO Mn.)

2024	78.1	4.4%
2023	74.8	

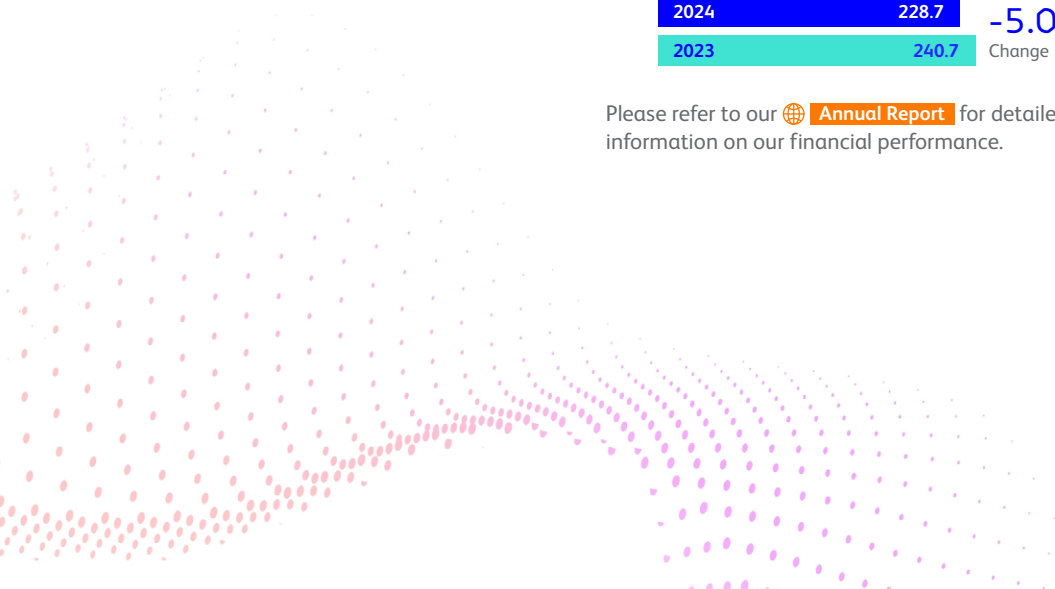
Change

Non-controlling Interest (RO Mn.)

2024	228.7	-5.0%
2023	240.7	

Change

Please refer to our [Annual Report](#) for detailed information on our financial performance.



Setting Industry Benchmarks

Omantel continues to strengthen its reputation as a leader in the telecom industry, backed by prestigious memberships, awards and recognitions at both national and global scales, reflecting the company’s dedication to operational excellence across its business verticals. Omantel holds memberships in several associations at Group level, collaborating with industry peers and government entities to navigate the industry’s future direction.

Memberships GRI 2-28

- ◆ GSMA Cybersecurity (GSM Association)
- ◆ International Telecommunication Union
- ◆ SAMENA Council for enhanced telecom innovation and community impact
- ◆ Omani Society for Human Resources Management
- ◆ Middle East Investor Relation Society
- ◆ Global Carrier Community GCCM
- ◆ ICPC – International Cable Protection Committee
- ◆ MECMA – Mediterranean Cable Maintenance Agreement

Alliances

- ◆ GCC Sustainability Innovation Hub
- ◆ Omantel is an active member of the joint GCC Consortium, GSMA
- ◆ Alain

Awards and Accolades

Industry Leadership and Corporate Excellence		
GCC Award for Most Influential Operator in Cybersecurity	Best corporate IR in Oman MEIRA – UAE	Best CEO Business Today CXO Awards – Oman
Tala! AI Mamari Ranks Among the Top CEOs in MENA by Forbes Middle East	CX Leader award Sprinklr	Best CFO Business Today CXO Awards – Oman
Corporate Social Responsibility and Sustainability		
Trailblazing CSR Initiative of the Year Oman CSR Summit and Awards 2024	Best Use of Technology in CSR Oman CSR Summit and Awards 2024	
Bronze Award for the “Maqroo” campaign, which introduced the first Arabic font designed specifically to help individuals with dyslexia Omantel wins two awards at Effies Awards 2024 for Best Marketing Campaigns – Dubai	Silver Award for Environmental, Social, and Governance (ESG) Practices Oman Sustainable week	
Innovation and Technology Excellence		
Best VAS in Fixed Wireless SAMENA Lead Awards 2024	Excellence in Overall Cloud Transformation SAMENA Lead Awards 2024	
Award in AI excellence at COMEX 2024 Oman COMEX	Gold Award for the “WhatsApp Oman” campaign on the Internet and Telecommunications Omantel wins two awards at Effies Awards 2024 for Best Marketing Campaigns – Dubai category	

Our Certifications:

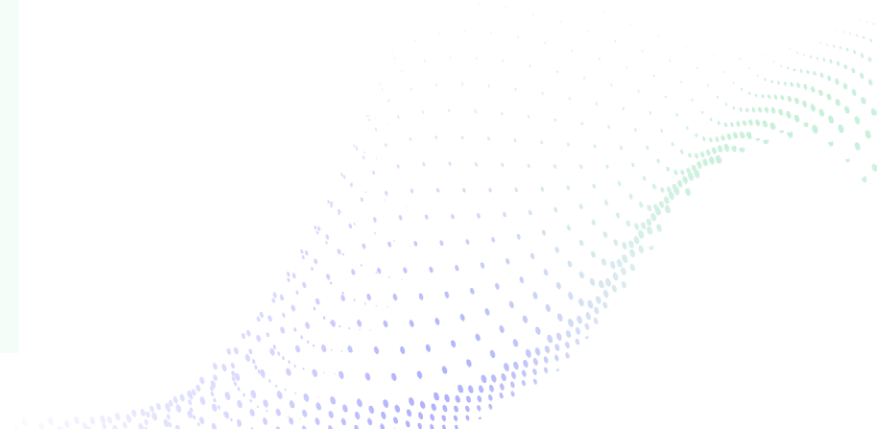
LEED Platinum certification by the United States Green Building Council (USGBC) ISO certifications:



- ◆ ISO 22301 – Security and Resilience-Business Continuity Management Systems



- ◆ ISO 27001:2013 – Security Techniques – Information Security Management Systems
- ◆ ISO 27701:2013 – Security Techniques for Privacy Information Management



Chairman's Letter GRI 2-22, 2-23

Integrity will remain central to Omantel's operations, underscoring our unwavering commitment to fostering a culture rooted in ethical conduct, sound governance, and accountability.

Mulham bin Basheer Al-Jarf
Chairman



Dear Stakeholders,

It is with great pleasure that we present Omantel's Sustainability Report for the year 2024.

The telecommunication and technology sector today has both the responsibility and the capability to leverage the demand for connectivity to unlock innovation, accelerate decarbonisation efforts, build sustainable networks, and provide sustainable connectivity solutions to customers. Omantel strives each day to be more ambitious in our environmental, social and governance (ESG) commitments, integrating ESG factors into the Company's decisions and activities, and uncovering new opportunities to create lasting impact for our people, customers, communities and environment. We also hold ourselves accountable to operate within defined regulations and align with globally accepted ESG standards, measuring our progress against set targets to ensure greater transparency of our actions.

Omantel developed a comprehensive Sustainability Framework within which we can implement high-impact initiatives, establishing a Sustainability Steering Committee in 2023 to strategically and effectively drive our sustainability agenda forward. The Steering Committee, headed by our Chief Financial Officer and backed by Board-level oversight, monitors the progress of Omantel's

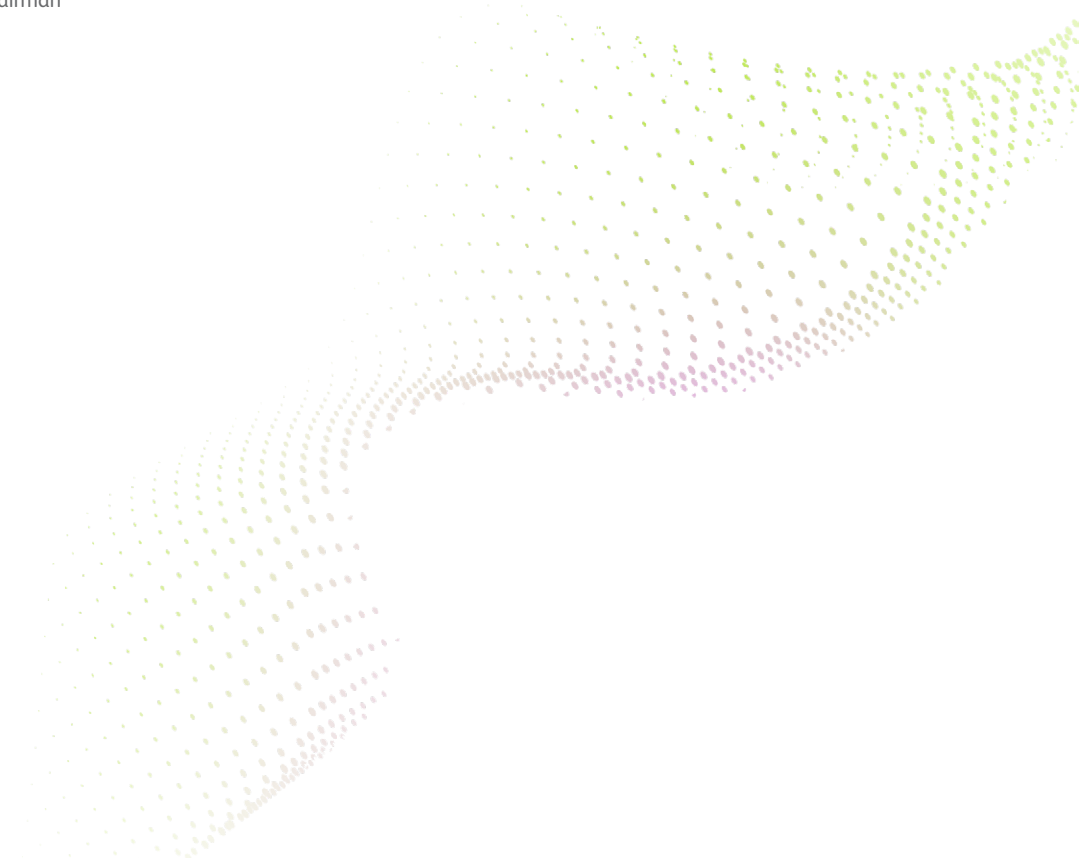
sustainability initiatives across the four key pillars aligned with the United Nations Sustainable Development Goals (UN SDGs), and ensures we meet our ambitious targets without compromising on finite resources or impacting the lives of future generations.

In the short-term, Omantel's sustainability strategy remains on course as we champion digital inclusion, strengthening the very foundations of a connected community through investments in digital infrastructure enhancements across the Sultanate. In the long-term, Omantel's sustainability strategy as well as the overarching business strategy remain closely aligned with Oman Vision 2040 and its ambitious goals for economic diversification and digital transformation. We are also aligned with the Sultanate's efforts to achieve carbon neutrality by 2050 by developing a Decarbonisation Roadmap, a significant milestone in our net-zero journey.

As we successfully conclude our 2022-2024 "Shift Gear" strategy cycle and step into the "Portal to the Future", integrity will remain at the core of Omantel's operations, in our commitment to promoting a culture anchored in ethical conduct, good governance and accountability. It is this commitment that we promote internally among our employees as well as externally, encouraging all stakeholders to take accountability for their own conduct as they engage in business.

Our sustainability efforts and initiatives during 2024 would not have been possible without the support of all our stakeholders. We would like to thank our employees for their dedication and passion, our shareholders for their guidance and support, our partners for being part of our journey, and our customers for their loyalty. We express our sincere appreciation to His Majesty Sultan Haitham bin Tarik's visionary leadership that enabled our beloved Oman to flourish. We pray to Almighty Allah to protect him and grant him good health. We pledge our loyalty and commitment to support Oman's growth and prosperity under His Majesty's wise leadership.

Mulham bin Basheer Al-Jarf
Chairman



CEO's Letter

Omantel launched “Maqroo”, the world’s first Arabic dyslexic-friendly font that aims to benefit over 86 million dyslexic Arabic individuals around the world

Talal Said Al Mamari
Chief Executive Officer



Dear Stakeholders,

We are pleased to present Omantel's Sustainability Report for the year 2024, underscoring our commitment to connect people and communities to greater possibilities and a greener future. While our "Shift Gear" strategy laid the foundation for Omantel's evolution from 2022 to 2024, we truly marked our transition into a native technology company with the launch of our new strategy "Portal to the Future" in 2024. It is a transition that also highlights our leadership position in the industry, and the responsibility that comes with this position to innovate with purpose, bringing the power of connectivity and technology together to create long-term, sustainable value for all stakeholders.

To drive forward this progressive sustainability agenda, we formed a Sustainability Steering Committee in 2023 chaired by our Chief Financial Officer, and refreshed our sustainability strategy to focus on four pillars, each aligned with United Nations Sustainable Development Goals (UNSDGs):

- ◆ Creating a Greener World
- ◆ Employer of Choice
- ◆ Developing Prosperous Communities
- ◆ Operating Responsibility

Creating a Greener World highlights Omantel's commitment to environmental stewardship, an area of focus where we made great progress during 2024; Omantel expanded its GHG Assessment to cover Scope 3 emissions and set 2023 as the baseline year to measure the progress of our emission reduction efforts. We also developed a comprehensive Decarbonisation Roadmap in 2024 with identified carbon reduction initiatives to meet near-term and long-term emission reduction targets. Additionally,

Omantel continued to promote circularity and responsible e-waste management, recycling over 200 MT of e-waste in 2024.

The **Employer of Choice** pillar focuses on Omantel's winning workplace culture that empowers a team of 2,479 professionals, where each individual feels valued, respected, and given equal opportunity to thrive. With 26% of our workforce comprising women, we implemented more policies and initiatives in 2024 to support new and working mothers. Omantel continued to invest in the training and development of our employees, averaging 22.8 hours of training per employee during the year. Omantel also continued to place great importance on employee wellbeing, establishing a Well-being and Mental Health Steering Committee to ensure our employee experience remained both physically and emotionally enriched.

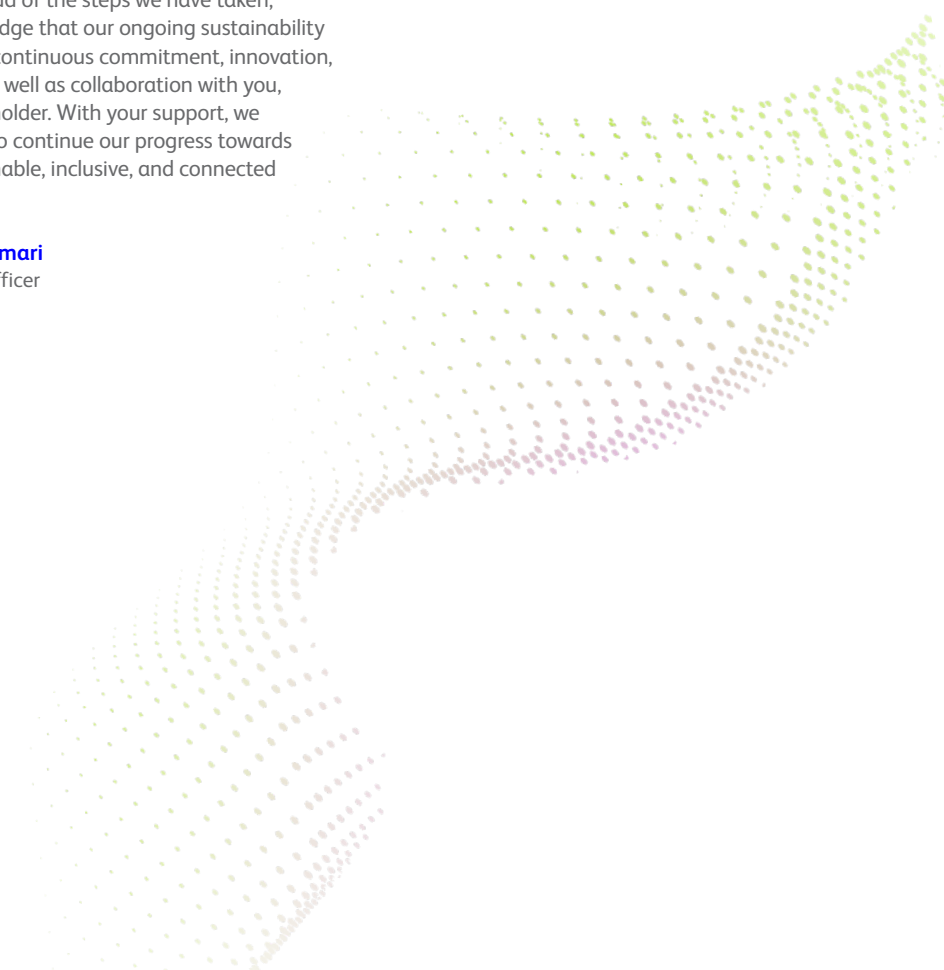
One of the core components of Omantel's sustainability strategy has always been the **sustainable development of our communities.**

As a socially committed organisation, Omantel carried out several activities targeting underserved segments of society, allocating RO 750,000 for 30 CSR projects in 2024 that focused on community well-being, education, entrepreneurship and environmental initiatives. We were thrilled to celebrate our 10-year partnership with Dar Al Atta's "My House, My Shelter" programme, contributing a total of RO 1 Mn. over the past decade towards the renovation of homes of underprivileged families. Omantel also launched "Maqroo", the world's first Arabic dyslexic-friendly font that aims to benefit over 86 million dyslexic Arabic individuals around the world. We created value for our customers and introduced a customer experience platform that contributed towards an improved CSAT score this year.

We strive to **Operate Responsibly** by setting the highest standards in corporate governance, maintaining compliance with relevant laws and regulations, implementing strong controls and company-wide policies that effectively reinforces ethical business conduct across all our operations. We are proud to deliver on our promise of accountability and transparency of our actions by publishing this Annual Sustainability Report that highlights the progress that Omantel has made as a responsible corporate citizen during 2024.

While we are proud of the steps we have taken, we also acknowledge that our ongoing sustainability journey requires continuous commitment, innovation, accountability, as well as collaboration with you, our valued stakeholder. With your support, we are encouraged to continue our progress towards building a sustainable, inclusive, and connected world, together.

Talal Said Al Mamari
Chief Executive Officer



Sustainability Highlights

4.4%

increase in group net profit YoY attributable to shareholders

Comprehensive GHG Assessment carried out with Scope 3 emissions calculation

Development of Decarbonisation Roadmap with 2050 net-zero target

Purchase of **40,000 MWh** renewable energy certificates from Dhofar wind farm



Responsible recycling of over 200MT e-waste

Master's Programme launched for Persons with Disabilities*, with four Omantel employees included in the first batch

NOVA Programme launched to empower women* in tech with 36 female Omantel employees included in the first batch

Employee Well-being and Mental Health Steering Committee established*

RO 750,000

directed towards 30 CSR projects in 2024

Completion of 10-year,

RO 1 Mn.

contribution to "My House, My Shelter" Programme with Dar Al Atta

Launch of "Maqroo" – the world's first Arabic dyslexic-friendly font aiming to benefit over 86 million dyslexic Arabic individuals around the world.



26% of total workforce comprising female employees continuously empowered through female-friendly workplace policies

94.3%

Omanisation rate

22.8 average training hours per person

Launch of Customer Experience Platform

Direct support provided to 26 start-ups through Omantel Innovation Labs



78%

Board Independence maintained

Development of new Anti-Bribery and Corruption Policy (including gifts and hospitality)

87.6%

procurement spend directed towards local suppliers

*In collaboration with Zain Group

Sustainability at Omantel



Since Omantel has shifted from an industry-leading telco to an innovation-driven technology company, there is continuous ambition to unlock greater opportunities for long-term value for all stakeholders.

Sustainability Strategy

Omantel's sustainability strategy is driven by its **Sustainability Framework**, most recently updated in 2023. The Sustainability Framework comprises four pillars, each aligned with United Nations Sustainable Development Goals (UNSDGs), enabling Omantel to implement high-impact initiatives

that address identified ESG considerations, while contributing towards meeting the Sultanate's ambitious Vision 2040 targets on a national scale. The structured guidance provided by the Framework enhances transparency and accountability, aptly reflected in this disclosure report.


The Framework guides us in identifying, prioritising, and managing environmental, social and governance (ESG) risks and opportunities, allowing us to define and formulate relevant metrics to track progress.

Omantel Sustainability Framework Pillars



While each pillar is aligned with relevant UN SDGs, key focus areas identified under each pillar are addressed by Omantel by setting attainable targets in the Key performance indicators (KPIs) are established at department level to measure, monitor and report the progress and effectiveness of the initiatives, while also delegating accountability, and increasing company-wide participation in, and awareness of Omantel's sustainability efforts.

With Omantel successfully concluding its 2022-2024 "Shift Gear" strategy cycle at the close of the year in review, the new strategy cycle "Portal to the Future" will be implemented from 2025 onwards, with a dedicated sustainability pillar to cement its role as an "Enabler of a sustainable Oman". This sets the stage for Omantel's medium- and long-term sustainability strategy.

More elaborate details of our efforts and progress under each key sustainability pillar can be found in the [next chapter](#) 

Omantel's Mission for Sustainability

To enable the Omani society by building a digitally competent and connected community and contributing to the sustainable development of Oman.

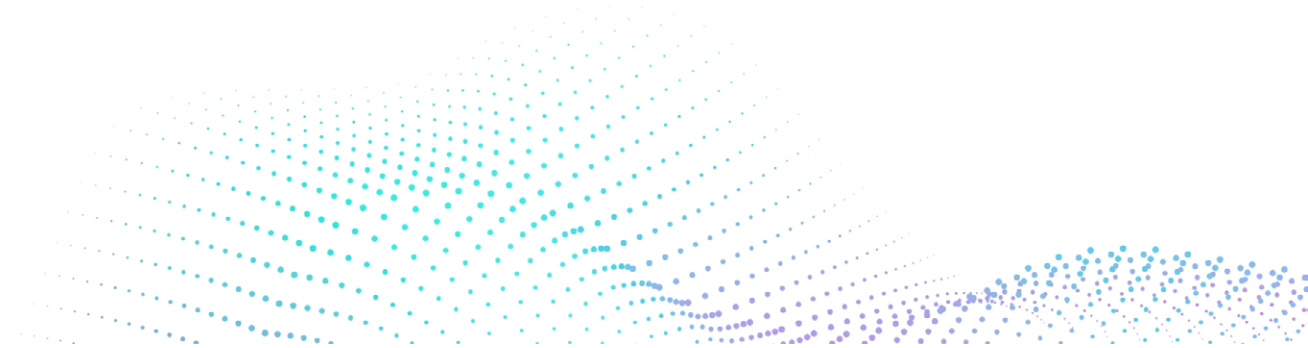
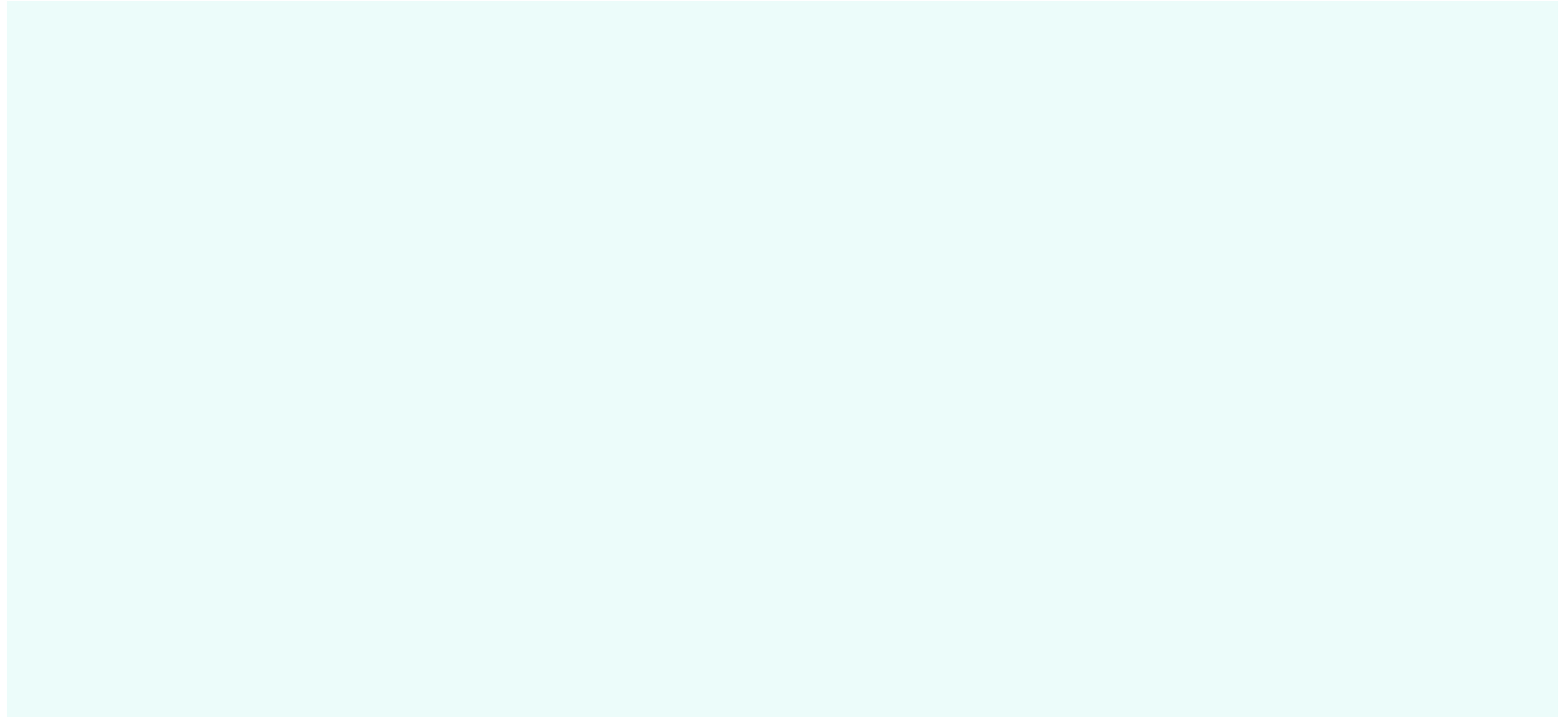


Stakeholders GRI 2-29

During the year in review, Omantel continued to engage with identified stakeholder groups, utilising multiple channels and modes of communication to understand and assess their expectations and interests. **our relationships with key stakeholder groups has been strengthened and better managed through continuous engagement and tailored communication strategies**, ensuring our policy positions are informed by their expectations and concerns.

The following table shows key stakeholder groups Omantel has identified – as per the GRI definition – “to be significantly affected by the organisation’s activities, products and services, and whose actions can reasonably be expected to affect the ability of the organisation to successfully implement our strategies and achieve its objectives”.

Stakeholder Groups

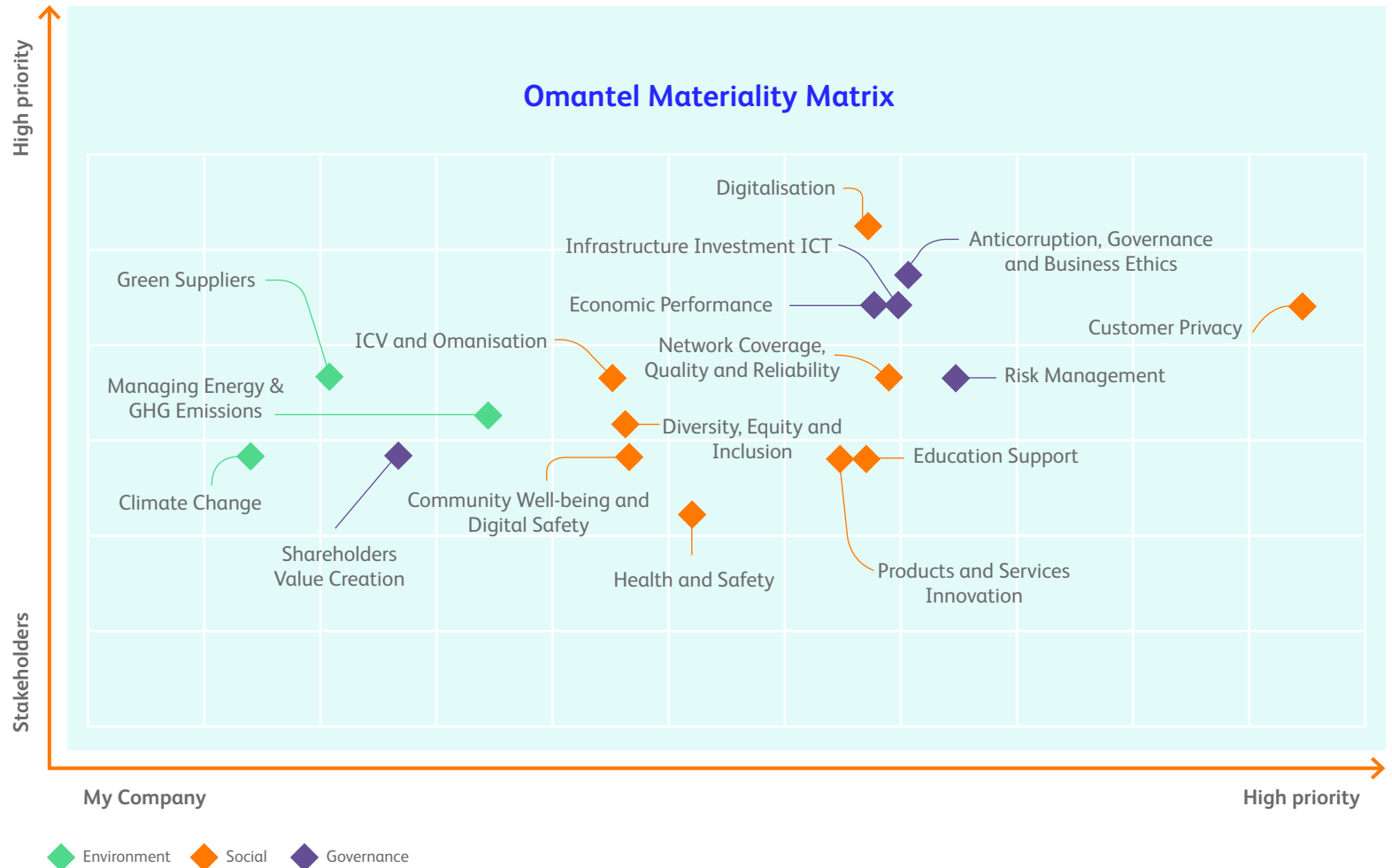


Materiality GRI 3-1, 3-2

Engaging with key stakeholder groups, Omantel identified and analysed their concerns on current as well as emerging ESG matters relative to its operations. A Materiality Analysis with stakeholder participation conducted in 2023 enabled Omantel to statistically gauge stakeholder views on topics considered “directly or indirectly impact our ability to create economic, environmental and social value for ourselves, our stakeholders, and society,” as per the Materiality Principle of the GRI Standards. The Materiality Analysis utilised peer benchmarking to generate a list of highly-relevant material topics for Omantel, followed by an online stakeholder survey that enabled us to determine 17 high-impact materiality topics across financial and non-financial (ESG) focus areas.

An internal review of the 17 material topics carried out in 2024 saw Omantel’s continued alignment with the same material concerns for the year in review. However, given Omantel’s strategic expansions and growing stakeholder network, a new materiality assessment has been scheduled for the subsequent reporting year to determine new materiality topics, thereby making more informed decisions.

Omantel’s materiality matrix is shown below:



Omantel Sustainable Finance Framework

The Sustainable Finance Framework launched by Omantel in 2023 marked a historic milestone in Omantel's sustainability journey.

This pioneering sustainable financial framework is a testament to Omantel's unwavering commitment to Oman 2040 and its ambitious initiatives, especially those related to the 5G network and other digital services reflecting Omantel's vision in building a connected community through innovation. Read our Sustainable Finance Framework here on our [website](#).



Sustainability Governance GRI 2-12, 2-13, 2-14, 2-17 MSX E8, E9

The Sustainability Steering Committee – backed by this Board-level oversight – provides structured governance, and ensures relevant, target-led sustainable considerations are integrated into the corporate strategy and decision-making process at Omantel.

Omantel established a dedicated Sustainability Steering Committee in 2023, to oversee the implementation of sustainability initiatives across the Company, in alignment with Omantel's Sustainability Framework, and by extension, with Oman Vision 2040. The oversight of this Steering Committee, which functions as part of the Risk Department at Omantel, lies with the Board of Directors, who continue to provide guidance and direction to the Company's overarching sustainability ambitions. The Board of Directors continue to remain aware and informed of all ESG-related material matters that concern Omantel and its stakeholders, and remain committed to enhancing their collective knowledge on such matters via continuous engagement with the Steering Committee, and via regular updates on developments through relevant reports. In terms of sustainability reporting, Omantel now publishes an annual sustainability report, which once approved by the Steering Committee, is circulated among all Board members prior to publication for their feedback, with the Board maintaining the highest level of authority in the finalising and publishing of the report. The effectiveness of the Committee's governance policies is monitored via disclosure reporting, external assessments, and third-party ratings.

The Sustainability Steering Committee



Sustainability Pillars



Omantel implements high-impact initiatives that address identified ESG considerations through four pillars, each aligned with UN Sustainable Development Goals and the Sultanate's ambitious Vision 2040 objectives.

Operating Responsibly GRI 2-9, 2-10, 2-11

Omantel remains committed to maintaining the highest standards of corporate governance, promoting a culture anchored in transparency, accountability, and ethical conduct. The Company maintains compliance with relevant laws and regulations and operates responsibly, implementing and maintaining strong systems, internal controls and company-wide policies that set measures and mechanisms for accountability, effectively reinforcing ethical business conduct across all its operations.

GRI 3-3

MSX G1, G2



1 Corporate Governance Framework at Omantel

GRI 405-1

Omantel's corporate governance framework includes strong Board oversight, strict regulatory compliance, and a robust Enterprise Risk Management (ERM) framework that ensures sustainable value creation for all stakeholders. The Company abides by the Code of Corporate Governance for Public Listed Companies published by the Financial Services Authority (FSA) of Oman, with an annual Corporate Governance Report providing disclosure of Omantel's good governance practices and benchmarked regulatory compliance. Omantel's Corporate Governance Report 2024 can be accessed here.

Nominations for Board membership are open to all individuals who meet the predefined qualifications. Shareholders cast their votes using a secret voting system during the AGM, with Board membership determined by those receiving the highest number of votes.



Mulham bin Basheer Al-Jarf
Chairman

Non-Executive, Independent, Non-shareholder



Khalid bin Abdullah Al-Khalili
Deputy Chairman

Non-Executive, Independent, Non-shareholder



Aiman bin Ahmed Al-Hosni
Member

Non-Executive, Independent, Non-shareholder



Sayyid Zaki bin Hilal Al-Busaidi
Member

Non-Executive, Non-Independent, Non-shareholder



Ibrahim bin Said Al-Eisri
Member

Non-Executive, Independent, Non-shareholder



Atif bin Said Al-Siyabi
Member

Non-Executive, Non-Independent, Non-shareholder



Musallam bin Mohammed Al-Barami
Member

Non-Executive, Independent, Non-shareholder



Khalid bin Talib Al-Hasani
Member

Non-Executive, Independent, Non-shareholder



Ishaq bin Zaid Al-Maawali
Member

Non-Executive, Independent, Non-shareholder

Executive Management MSX G1, G2



Talal Said Al Mamari
Chief Executive Officer



Eng. Samy Ahmed Al Ghassany
Chief Tech & Digital Officer



Dr Ghalib Al Hosni
Chief People Officer



Eng. Aladdin Baitfadhil
Chief Commercial Officer



Mr Ghassan Khamis Al Hashar
Chief Financial Officer



Mr Ali Hussein
Chief Strategy and Innovation Officer



Ms Taghreed Abdul Fattah Al Lawati
Chief Audit Executive



Ms Lujaina Al Kharusi
Vice President Governance, Regulatory
Affairs and Compliance



Mr Jassim Mohamed Al Masfari
VP Digital & Applications



Eng. Said Abdullah Al Ajmi
Vice President Technology & Infrastructure



Mr Saleem Ahmed Abdullatiff
Vice President Enterprise

Board Committees

Omantel has a total of five Board Committees playing a crucial role in guiding the Company towards its strategic objectives while maintaining strong governance and upholding ethical standards. Comprising distinguished members of the Board, these committees oversee essential aspects of the Company's operations and future direction, spanning from overall business strategy and risk management to remuneration and investments.

Board Remuneration Policy

GRI 2-19, 2-20

Board remuneration is governed by the Commercial Companies Law (CCL) and the Code of Corporate Governance for listed companies, with the sitting fees and remuneration decided by the shareholders

annually during the AGM each year, in compliance with CCL and FSA guidelines. Board members are entitled only to sitting fees and annual remuneration as outlined in the guidelines; they do not receive retirement payments. More detailed information on the Board's Remuneration Policy and procedures can be found in Omantel's Corporate Governance Report 2024.

Board Performance Evaluation

GRI 2-18

Every three years, the AGM appoints a specialised consultant to evaluate the performance of Omantel's Board of Directors, including their efforts related to the Company's ESG initiatives. This evaluation report outlines both the Board's achievements as well as areas for improvement and is presented to the

AGM for approval. The AGM held on 31 March 2022 approved the appointment of KPMG to evaluate the performance of the Board of Directors.

2 Policy Commitment

GRI 2-23, 2-24

- ◆ Zero incidents of discrimination and actions taken in response **GRI 406-1**
- ◆ Zero incidents resulting in employee dismissal or supplier-related disciplinary action
- ◆ Zero substantiated complaints concerning cybersecurity breaches or loss of customer data

A comprehensive set of policies and procedures that strengthens its corporate governance framework has been adopted by Omantel over the years.

The commitment to the highest labour standards, human rights, ethical business conduct and good governance cascades from the Board of Directors and Senior Management to the employees across all divisions of the company. All relevant departments and business units are represented in decision-making committees regarding policies and regulatory frameworks. Once any new policies or amendments are formalised, Omantel integrates these new policy commitments by creating awareness across all levels of the Organisation from top management to all employees. The Company ensures all new or updated policies are made publicly accessible to all employees through the internal employee portal, and ensures the updated policy is accessed by employees via multiple communication methods including company-wide emails.

Audit and Risk Committee	Nomination and Remuneration Committee	Tender Committee
Strategy and Investment Committee	Digital Technology and Innovation Committee	



Code of Ethics and Conduct MSX S9, S10

The Code of Ethics and Conduct is of utmost importance to Omantel as it reflects the company’s foundational values, along with its commitment to ethical and responsible business conduct and respect for human rights both with internal and external stakeholders. It sets the standards of behaviour for all employees to follow, ensuring that they act with integrity, transparency, and accountability in all business dealings in a non-discriminatory manner. The Code also ensures that Omantel and its employees comply with applicable laws to respect, protect and fulfil human rights. By adhering to the Code, Omantel can maintain a positive reputation in the industry and build trust with its stakeholders, including customers, suppliers, shareholders, and employees. It also helps to mitigate risks associated with unethical conduct, such as legal and financial repercussions, damage to brand image, and loss of customer loyalty.

The Code also ensures that Omantel and its employees comply with applicable laws to respect, protect and fulfil human rights. Omantel is committed to upholding human rights within its operations and business relationships. The Company’s externally focused initiatives in digital inclusion, community well-being, and support for entrepreneurship are also designed to respect and promote human rights, ensuring that all individuals can benefit from technological advancements and economic growth. While the Code of Ethics and Conduct covers Omantel’s comprehensive human rights considerations, the Company is currently in the process of developing a dedicated Human Rights Policy, which will be published in 2025.

Areas covered by the Omantel Code of Ethics and Conduct

**While bribery and corruption, and gifts and entertainment are covered under the Code of Ethics and Conduct, Omantel formulated a broader Anti-Bribery and Corruption (ABC) Policy that is discussed separately under Policy Commitments*



Creating Awareness of the Code of Ethics and Conduct MSX G5

A number of measures have been put in place to ensure every employee at Omantel is aware of the Code, is trained on the Code’s expected behaviours, has acknowledged their roles and responsibilities in complying with the Code, and is aware on where to locate the Code for future reference.

Conflict of Interest Declaration GRI 2-15, 205

Omantel places a high priority on transparency and integrity in all its operations, especially when it comes to ensuring conflicts of interest are managed and disclosed effectively.

Omantel has put in place robust policies and procedures to ensure that the company adheres to ethical standards and mitigates conflicts. These include:

Whistleblowing GRI 2-26

Whistleblowing is an essential component of Omantel’s commitment to transparency and integrity. It provides a mechanism for employees and other stakeholders – including customers and suppliers – to report any illegal or unethical behaviour at Omantel without fear of retaliation. Whistleblowing allows Omantel to identify and address any potential misconduct, safeguarding the Company’s reputation and ensuring compliance with laws and regulations. Omantel’s latest comprehensive update on the Whistleblowing Policy was carried out in 2023, and was approved by the Board of Directors, with a high-level review carried out in 2024 that ensured no material changes had occurred to require any updates to the policy during the year in review.

GRI 2-16

Anti-Bribery and Corruption Policy (Including Gifts and Hospitality)

GRI 3-3, 205-1, 205-2, 205-3

Omantel maintains a zero-tolerance policy towards all forms of bribery and corruption, with rigorous monitoring and enforcement of robust anti-corruption and bribery measures throughout its operations. Omantel’s new Anti-Bribery and Corruption Policy (including gifts and hospitality), which was approved during 2024 is applicable to all employees. If any employee is found guilty of policy violations, strict disciplinary action will be taken where necessary following thorough investigations, which may include dismissal from the Company and personal liability such as significant fines and/ or imprisonment under relevant laws.



Communication and Training in Anti-Bribery and Corruption Policy and Procedures in 2024

A company-wide internal communique informed all Omantel employees of the new Anti-Bribery and Corruption Policy in 2024, educating all employees on the policy commitments, and of their responsibility towards its successful implementation. They were encouraged to report any suspected policy violations through the Company’s whistleblowing channel at whistleblowing@omantel.om.

Following the successful development and roll-out of the Anti-Bribery and Corruption Policy in 2024, Omantel plans to drive mandatory anti-bribery and corruption training for employees as well as governance body members from 2025 onwards, to further strengthen Omantel’s good governance practices.

3 Regulatory Compliance and Risk Management

The Governance, Regulatory and Compliance (GRC) Unit at Omantel ensures all industry and government regulations are met by the Company. During 2024, a new Vice President was appointed to head the GRC Department, with a direct line of reporting to the Chief Executive Officer.

Regulatory Compliance and Disclosure GRI 2-27

Omantel operates within a highly regulated operating environment where the Company remains extremely vigilant and proactive in adhering to rapidly evolving domestic and international regulatory frameworks. The Company is committed to following the standards and guidelines set by the Financial Services Authority (FSA) regarding the disclosure of the Company’s material information. Additionally, the Company follows the laws and regulations established by the Telecommunications Regulatory Authority (TRA), supporting the Authority’s mandate to develop the sector within globally accepted regulatory frameworks in Omantel’s role as the leading integrated telecommunications services provider in the Sultanate.

Each year, Omantel continues to strengthen its compliance framework by proactively assessing its regulatory and compliance landscape, ensuring appropriate amendments and legal provisions are made internally in order to remain compliant with progressive industry regulations, while also educating the Company’s employees on such changes, successfully countering potential compliance risks.

Omantel continued its commendable track record in compliance, with only minor instances of regulatory non-compliance occurring in 2024.

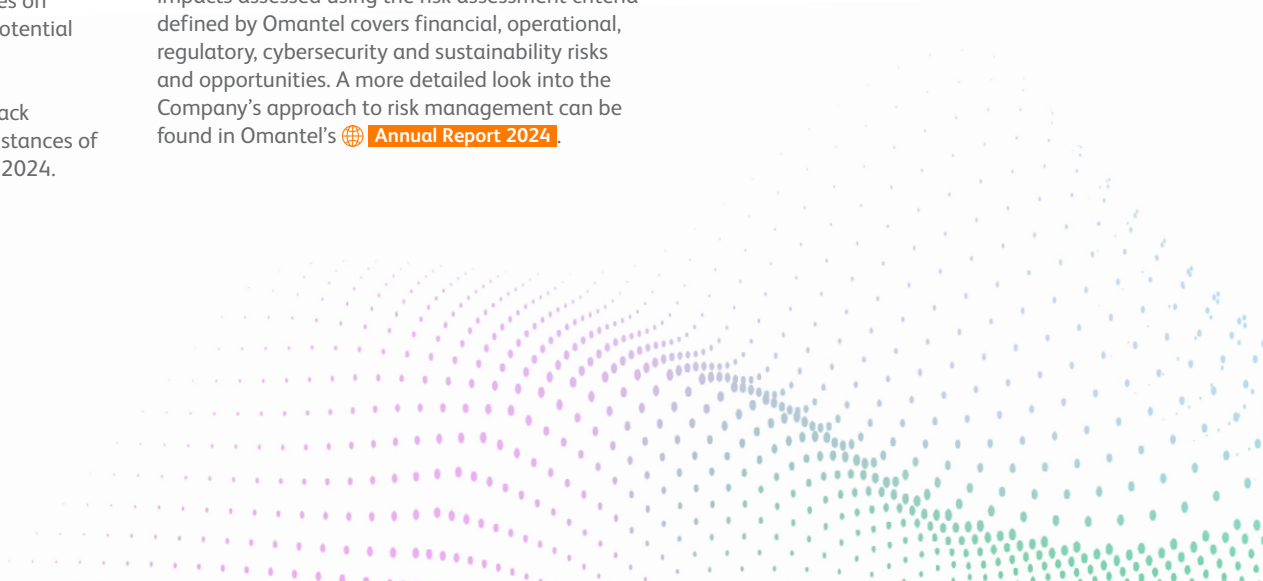
Risk Management GRI 3-3

Omantel integrates risk management into daily operations and management, systematically evaluating and addressing potential risks and opportunities using a robust Risk Management Framework aligned with globally recognised standards. The Board of Directors at Omantel establishes the Company’s risk appetite to ensure strategic business alignment. The GRC Department at Omantel oversees the overall risk management function of the Company and therefore has direct access to the Audit and Risk Committee. The newly appointed Vice President of the GRC Department can regularly communicate compliance-related insights, violations, investigations and outcomes, as well as emerging risks and changes in the regulatory environment with the Audit and Risk Committee, enabling more prudent management of risk across the Company.

A risk assessment of Omantel’s top risks is undertaken annually, assessing emerging risks within the telecom and ICT sector against Omantel’s existing risk profile. Risks are reported utilising an impact and likelihood matrix. The impacts assessed using the risk assessment criteria defined by Omantel covers financial, operational, regulatory, cybersecurity and sustainability risks and opportunities. A more detailed look into the Company’s approach to risk management can be found in Omantel’s [Annual Report 2024](#).

Data Privacy and Protection GRI 3-3, 418-1 MSX G6

As a leading telecom provider in Oman, Omantel recognises the importance of safeguarding customer data and adhering to robust privacy policies. 2024 marked the third year in a row Omantel’s systems and services remained ISO 27701 certified, implementing rigorous security measures to protect customers’ privacy, information, and digital assets against the growing threat of cybercrimes. Omantel’s latest update to the Privacy Policy was carried out in November 2024 and was approved by the Board of Directors.



2024 Achievements in Cybersecurity and Telecom Security Enhancement

- ♦ 100% compliance with regulatory mandates achieved in 2024 in protecting Omantel's services and infrastructure

To effectively address cybersecurity risks and breaches, Omantel takes a proactive approach to enhance cybersecurity awareness among all relevant stakeholders, empowering employees, customers and other external stakeholders with necessary knowledge and skills through continuous communication and engagement on the subject. The positive reception of these efforts enabled Omantel to make significant strides in 2024 to enhance its cybersecurity posture, achieving remarkable improvements across several areas.

Customer Protection

A 24/7 operational Security Operations Centre managing more than **8000 "true security incidents"** during 2024

- ♦ A total of **34 TB of malicious "bad" traffic** blocked by Omantel's security team, protecting its customers from large-scale cyber threats.
- ♦ An average of **600k "bad" calls blocked monthly** from reaching Omantel customers by implementing advanced controls against voice calls impersonations and spoofing among other threats that surged in 2024.
- ♦ Expanded **Identity and Access Management (IAM) solution** to safeguard digital identities resulting in seamless and secure access across critical applications, and enhanced authorisation assurance and role-based access controls.

Securing Oman National Cloud

- ♦ Achieved the **Ministry of Transport, Communications and Information Technology (MTCIT) Accreditation**
- ♦ Successfully secured the **Oman National Cloud** by implementing:
 - **ISO 27701:** Strengthened privacy information management
 - **CSA (Cloud Security Alliance) Controls:** Enhanced cloud security through industry-specific benchmarks
 - **ISO 27017 and ISO 27018:** Focused on cloud-specific security and privacy standards to safeguard user data and ensure compliance

These measures positioned Omantel as a trusted partner for cloud services, bolstered customer confidence, and attracted new enterprise clients, driving business growth.

International Collaboration and Achievements

- ♦ **Hosting prestigious GSMA Fraud and Security Group (FASG) Meeting #28 with over 170 delegates**

The event attracted operators, partners, and research groups worldwide, and highlighted Omantel's leadership in fostering global collaboration and knowledge-sharing, further enhancing its reputation as a security innovator. The event discussions emphasised on:

- ♦ Regulatory frameworks and their impact on telecom security and GSMA's role.
- ♦ Addressing emerging telecom security challenges.
- ♦ Collaborating on innovative fraud prevention measures.
- ♦ Strengthening regional and global security frameworks.

- ♦ **Leading Role in GSMA-Middle East Fraud and Security Group (MEFASG) Formation**, fostering regional collaboration.

This pioneering collaboration aims to:

- ♦ Address security challenges unique to the Middle East.
- ♦ Promote knowledge-sharing and joint initiatives.
- ♦ Align regional security standards with global benchmarks.

Omantel chaired MEFASG's activities and became a member of the GSMA Global Fraud and Security Management team, representing the Middle East. Highlights included:

- ♦ Leading the first Chief Information Security Officer (CISO) Meeting in Doha, Qatar.
- ♦ Bringing regional operators together to discuss MEFASG's progress, achievements, and collaborative strategies to tackle emerging challenges.

- ♦ Honoured with the prestigious **GCC Award for Most Influential Operator in the Middle East in Cybersecurity**

Key factors contributing to this recognition include robust cybersecurity investments, significantly reduced costs from fraud prevention, and enhanced operational efficiency, making Omantel a reliable partner for enterprises and government entities. The award reinforced Omantel's standing as a leader in cybersecurity innovation, attracting new business opportunities and building stakeholder trust.



Omantel's 2024 initiatives underline its unwavering commitment to advancing corporate security, fostering innovation, and enhancing trust among stakeholders. Achievements in implementing globally recognised standards, hosting collaborative events, and leading regional initiatives have not only positioned Omantel as a regional leader in cybersecurity but also bolstered its financial performance and reputation on the global telecom stage. Omantel closed the year achieving 100% compliance with regulatory mandates in protecting Omantel's services and infrastructure, while also accrediting and certifying key customer services such as the newly established national cloud infrastructure.

4 Supply Chain Management

GRI 204 MSX G4

Omantel has remained committed to advancing supply chain excellence in 2024, understanding the significant role that sustainable and ethical supply chain management practices play in delivering long-term value to all stakeholders. The Company continued to digitalise and automate its supply chain, improving supply chain efficiency, speeding up processes, and gaining better data-driven insights that have contributed greatly towards procurement decision-making.

The Digital Supplier Ecosystem

Omantel has a growing digital ecosystem dedicated for optimising its supply chain management process, allowing for greater transparency, efficiency and sustainable growth for both Omantel and its supplier network.

Responsible Sourcing GRI 3-3

Supplier Selection	Onboarding Suppliers	Supplier Assessment Due Diligence	Existing Suppliers
Omantel's fair vendor selection policies allow the Company to maintain an efficient procurement management system that accurately and transparently selects and onboards vendors for all its procurement and sourcing needs in a timely manner.	All new suppliers are directed to the Omantel i-supplier system for registration. Before onboarding, all suppliers are required to comply with Omantel's internal HSE standards. They are required to sign the mandatory code of practice as per ISO270001 and ISO27001A before Omantel assigns any tenders to them.	Omantel routinely performs an annual assessment, as part of its evaluation program, by conducting a pre-tendering evaluation and post-tendering evaluation for suppliers. Suppliers are also required to submit HSE plans, which allows Omantel to monitor, evaluate, and support them in their own HSE journeys.	Existing suppliers are contacted to update the records periodically to keep their information updated, and to be able to participate in any floated tenders. Support is extended if they experience challenges at any stage of the tendering process.

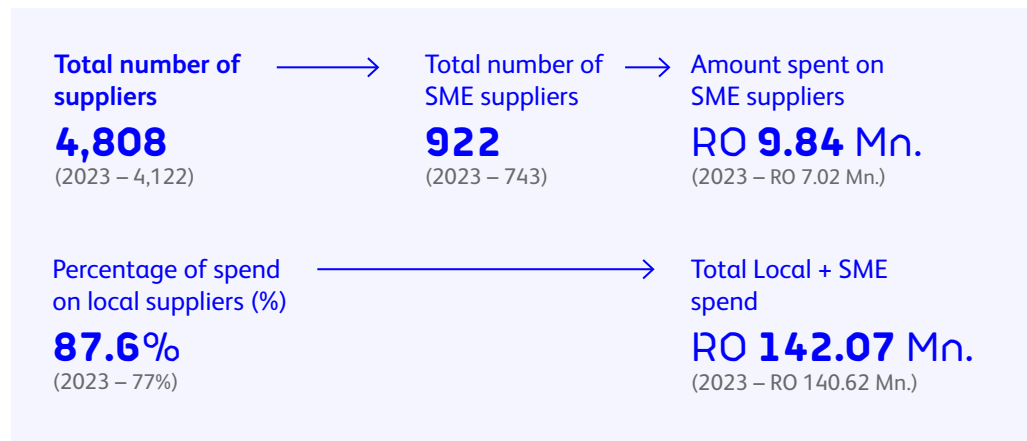
In order to ensure Omantel's suppliers adhere to high standards of safe working conditions and ethical business practices, a vendor evaluation is conducted annually based on several critical performance factors, including quality, delivery, vendor support, customer service, and vendor representation. However, two factors that are particularly evaluated are the contractor's adherence to health, safety, and environment (HSE) standards and cybersecurity. These two factors together make up 20% of the overall performance evaluation of each vendor.

Creating In-Country Value by Sourcing Locally GRI 3-3, 204-1

Omantel has established policies and strategies that focus on creating value within the country to demonstrate its commitment to the advancement of local communities by directing procurement spending towards local suppliers, requiring certain suppliers to use Omani resources as part of their sourcing contracts. In addition, Omantel allocates a special budget annually for spending and contracts that must be directed towards Omani SMEs, directly contributing towards their growth and thereby the ambitious economic diversification targets of Vision 2040.

Of Omantel's **RO 153.75 Mn.** procurement spend in 2024, **87.6%** was directed towards local suppliers, a notable YoY increase reflecting Omantel's commitment to advancing the local economy. Additionally, **4.8%** more of the spend was directed specifically towards Omani SMEs, with **92.4%** of Omantel's total procurement spend creating in-country value across the Sultanate. Similarly, 94.1% of the total contract value signed during the reporting period was directed towards local vendors and local SMEs.

Further contributing towards creating in-country value and the growth of SMEs, Omantel hosted several events during the year where various local businesses were invited to showcase and sell their products and services to employees at Omantel HQ. A total of 20 such events were organised by Omantel during 2024 with the SMEs collectively surpassing RO 500,000 in sales.



Creating a Greener World GRI 3-3

Omantel's commitment to environmental stewardship is deeply embedded across its operations, aligning with Oman Vision 2040 and global climate initiatives such as the Paris Agreement and the Science-Based Targets initiative (SBTi). Through initiatives focused on energy efficiency, decarbonisation, renewable energy integration, and sustainable e-waste management, the Company aims to drive long-term positive impacts while enabling a low-carbon digital economy.

1 Road to Net Zero

As the Omantel network continues to scale and expand, the Company remains focused on breaking the energy consumption curve by improving its overall network energy performance. Energy and electricity consumption remain a core necessity of the telecommunication and technology sector, and the rapid pace of growth across the industry has seen a continuous demand for resources and energy. Along with the risks related with this progress, are also untapped opportunities that Omantel continued to explore strategically during the reporting period.

MSX E7

While implementing target-driven strategies to achieve network and energy efficiencies, Omantel also continues to look into adopting structured environmental and energy management systems to continuously enhance its environmental and energy performance.

Carbon Footprint GRI 305-1, 305-2, 305-3

MSX E1

During 2024, Omantel conducted a comprehensive Greenhouse Gas (GHG) Assessment with the objective of revalidating Scope 1 and 2 emissions previously reported in 2023, while extending the assessment to incorporate Scope 3 calculations and setting 2023 as the base year. Omantel follows

the GHG Protocol guidelines for the inventory of its emissions, conforming to international best practices by following ISO 14064, ISO 14067 and the GHG Protocol Corporate and Product Standards in reporting. Target setting was based on SBTi recommendations:

- ♦ Emissions reductions are in absolute value
- ♦ A minimum emissions reduction of 4.2% annually compared to the base year assessment.
- ♦ 5-year timeline for short-term targets, 10 years for mid-term, and a 2050 Net-Zero target
- ♦ All relevant gases such as the CO₂, CH₄, N₂O and F-Gases are considered in the inventory
- ♦ Transition to near-zero electricity sources across our value chain
- ♦ Seeking partnerships and investments in durable carbon removals for ensuring Omantel can neutralize its long-term residual emissions.

Organisational Boundary

Omantel utilised an Operating Control approach to define the organisational boundary for its emissions inventory. During the 2024 assessment, it was determined that emissions related to the energy consumption of towers owned by third parties and operated by Omantel will be categorised as the Company's active equipment. These towers would remain Omantel's responsibility and therefore included within the organisational boundary. For Scope 3 emission calculations, the emissions of Omantel's investments (subsidiaries) become relevant, and as a first step, the 2024 calculation included emissions from Oman Data Park (ODP), a subsidiary where Omantel holds 100% ownership.

In 2023, Omantel managed a total of 2,409,075.58 TB of data across its networks for its 3.75 million domestic subscribers. The GHG Assessment therefore covers Omantel's operations in managing this data, with ODP as part of the value chain falling under Scope 3 emissions as stated above.

Omantel completed a comprehensive GHG Assessment conducted in 2024 covering Scopes 1, 2 and 3 emissions

Emissions Baseline

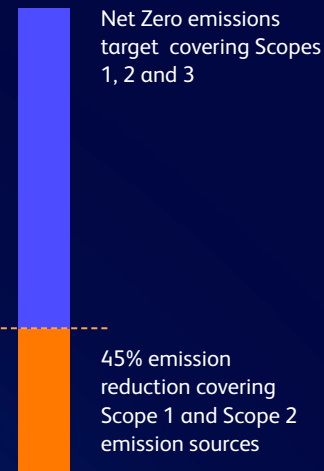
Following the comprehensive assessment carried out during 2024, the baseline year for Omantel's emissions targets was set to 2023, as it was determined that this was the year with the most accurate data.

Net Zero Targets

In 2024, we marked a crucial milestone in our Net Zero Journey, with the successful development of its Decarbonization Roadmap during the year in review. Leveraged by Omantel's comprehensive digital transformation, the company will now advance forward with clear emission reduction targets and tailored decarbonisation initiatives, with the overarching aim of meeting Omantel's ambitious 2050 Net Zero target in the long-term.

Long-Term Goal: 2050

Near-Term Goal: 2030



These emission reduction targets are aligned with global guidelines and such as the UN's Intergovernmental Panel on Climate Change (IPCC) and SBTi, Oman's Nationally Determined Contributions (NDCs) and targets, and overall, with Oman's Vision 2040 national roadmap.

Omantel's Decarbonisation Roadmap MSX E10

Given Omantel's reliance on electricity and the majority of its Scope 1 and Scope 2 emissions coming from the use of electricity, the Company's mitigation strategy will focus on decarbonisation initiatives that impact electricity consumption, and projects that have the most cost-effectiveness. As such, Omantel has several energy efficiency initiatives in its pipeline to now accelerate its ambitious Net-Zero journey, from switching to more energy efficient equipment and hybrid energy sourcing, to the integration of renewable energy and other emerging technologies across our network.

2024 GHG Emissions MSX E1, E2

At the close of 2024, impact results for the reporting period were calculated, with the new impact results reported for 2023 through the latest assessment serving as baseline values:

Method	Description	2023* GHG emissions (tCO ₂ e) Baseline	Percentage of contribution from total	2024 GHG emissions (tCO ₂ e)	Percentage of contribution from total
Location-Based	Scopes 1 + 2	90,772.21	31.96	100,668.40	24.48
	Scopes 1 + 2 + 3	283,602.26	68.04	310,342.30	75.52
			100.00		100.00
Market-Based	Scopes 1 + 2	93,946.08	32.72	88,210.40	24.89
	Scopes 1 + 2 + 3	287,124.54	67.28	293,877.63	75.11
			100.00		100.00

*2023 figures are restated from preceding Report due to extended calculation scope

Omantel recorded a YoY increase in carbon emissions during the reporting period as a result of growing and scaling the business in line with its strategic objectives. However, the Company also successfully developed a comprehensive **decarbonisation roadmap** in 2024 with set emission reduction targets and several energy efficiency initiatives, which will be strategically rolled out during the subsequent financial year to reduce Omantel's Scopes 1, 2 and 3 carbon emissions.

Emission Intensity GRI 305-4 MSX E4

At the close of 2024, emission intensity-level results for the reporting period were calculated, with the intensity-level (product-level) results reported for 2023 serving as baseline values. Omantel ranks favourably within the range of location-based emissions intensity, which is lower than industry average, and has recorded a year-on-year marginal reduction on intensity levels.

Name	2023 Intensity Level tCO ₂ e	2024 Intensity Level tCO ₂ e
Cradle-to-Gate (location-based)	0.0694	0.0605
Cradle-to-Grave (location-based)	0.118	0.111
Emissions Intensity (Scope 1 + 2)	0.0377	0.0361

Future Outlook

Improving GHG Assessment and Reporting

To improve future reporting, Omantel will consider including additional subsidiaries to the Scope 3 emissions calculation process. Omantel will also look to obtaining more accurate energy/fuel consumption data from third-party providers.

Purchase of 40,000 MWh renewable energy certificates from Dhofar wind farm

In 2024, Omantel redeemed approximately 40,000 I-REC certificates, which correspond to the consumption of 40,000 MWh of electricity from renewable energy that has a emissions intensity value of zero. Thus, leading to 88,210.40 fewer tonnes of CO₂eq reported under Scope 2 (Market Based Approach), which translates to a 12.38% decrease in emissions for the year. When comparing this reduction to the baseline, emissions show a 2.77% decrease instead of the previously projected 10.96% increase.

Without mitigation efforts, emissions would continue to rise unabated as Omantel grows its business operations. However, decarbonisation initiatives help keep emissions steady in the short term and gradually bring them down in the longer term. By 2026, Omantel will have increased emissions by 5.15% compared to 2023 while avoiding a 30.99% increase that would have happened without these measures. And ultimately by 2030, as Omantel increases its decarbonisation projects and as Oman's grid decarbonises further, emissions reductions are expected to reach 45.95% less than the 2023 base year.

Projected emissions growth and impact of decarbonisation initiatives (2023–2030)	2023	2024
Omantel baseline year emission (tonnes of CO ₂ eq per year)	90,722.21	
Forecasted business growth emission (tonnes of CO ₂ eq per year)	90,722.21	100,668.40
Growth Percentage from the base year (%)	0.00	10.96
Emission with the Decarbonised grid (tonnes of CO ₂ eq per year)	90,722.21	100,668.40
Percentage change from the forecasted emissions for that year (%)	0.00	0.00
Percentage change from the base year (%)	0.00	10.96
Emission After Omantel Decarbonisation Initiatives (tonnes of CO ₂ eq per year)	90,722.21	88,210.40
Percentage change from the forecasted emissions for that year (%)	0.00	-12.38
Percentage change from the base year (%)	0.00	-2.77
Emission After Omantel Decarbonisation Initiatives with the Decarbonised grid (tonnes of CO ₂ eq per year)	90,722.21	88,210.40
Percentage change from the forecasted emissions for that year (%)	0.00	-12.38
Percentage change from the base year (%)	0.00	-2.77

Energy consumption

GRI 302-1, 302-2, 302-3 **MSX** E3, E4

Effectively managing its energy consumption remained a high priority for Omantel in 2024, with energy efficiency initiatives given greater

significance when developing the target-driven decarbonisation roadmap. With the roadmap being implemented from 2025 onwards, there were no significant reductions in energy consumption during the reporting period, with Omantel recording only marginal differences in comparison to the baseline values of 2023 as shown in the table below:

Energy Mix **GRI** 302-1 **MSX** E5

Grid power accounts for over 81% of Omantel's energy mix, with diesel making up around 9%. Renewable energy and hybrid solutions covers the balance 10%.

	2023 (Data reported in SR 22/23)	2023 Restated Data*	2024	Notes
Electricity Consumption (Operated Assets)	–	88,023,711 kWh/year	89,335,089 kWh/year	Annual electricity consumption for Omantel-owned assets. Electricity is purchased from 4 electricity providers. The electricity grid in Oman is powered primarily by natural gas within combined cycle power plants, along with smaller amounts of solar and wind, and thus, may include renewable energy sources that cannot be segregated.
Electricity Consumption 3rd Party owned, Omantel operated	–	115,406,988 kWh/year	121,272,161 kWh/year	Annual electricity consumption for third party owned telecom towers and equipment.
Solar Generation	1,011,019 KWh/year	1,011,019 kWh/year	973,694 kWh/year	Solar energy generated and consumed by Omantel's Muscat HQ, thereby reducing Omantel's total energy consumption
Total Electricity Consumption	117,703,204 kWh/year	202,419,680 kWh/year	209,633,557 kWh/year	
Petrol Consumption – Vehicles (owned and rented)	1,511,284 litres/year	2,155,611.22 litres/year	2,061,861 litres/year	Owned vehicles account for over 98% of petrol consumption.
Diesel Consumption – Vehicles (owned and rented)	155,866 litres/year	236,803 litres/year	150,243 litres/year	Annual diesel consumption for Omantel's vehicles.
Diesel Consumption – Generators (owned and rented)	1,931,516 litres/year	1,931,515.00 litres/year	1,411,694 litres/year	Diesel consumption accounts for generator usage during emergency and backup events only.
Total Fuel Consumption	3,598,666 litres/year	4,323,929 litres/year	3,623,798 litres/year	
Energy Intensity			0.30 GJ/TB	Extrapolated using the 2023 data and GCC Growth Data from Ericson. This intensity includes energy from projected consumption diesel, petrol, and electricity

*2023 figures are restated from preceding Sustainability Report based on the extended GHG Assessment conducted in 2024

The GCC ESG Telco Alliance

Omantel is a member of the GCC ESG Telco Alliance, a collaboration between regional telecom providers to advance sustainability in the GCC region, with a focus on climate action. The Alliance, whilst catalysing sustainable development, also focuses on fostering close collaboration, promoting knowledge exchange and the development of innovative energy solutions to advance the regional ICT sector, particularly in addressing the shared challenge of rising fuel costs and the negative impacts of power consumption in an energy-intensive industry.



2 Waste management

Responsible Management of e-Waste

As a leader in the telecommunication and technology industry, the management of electronic waste is also a concern that is being prioritised at Omantel. The e-waste generated by Omantel includes mobile telecommunication devices and accessories, computers and laptops, chargers, batteries and network equipment. Nearly 85% of Omantel's recycled e-waste comprises end-of-life

batteries, which are responsibly recycled through a partnership with the Oman Environmental Services Holding Company (be'ah).

Over 200MT of electronic waste recycled

Omantel recycled over 200MT of electronic waste during 2024 as shown in the table below:

Type of e-Waste	Weight (MT)
Batteries	171.27
IT Devices	28.96
IT HDD	0.82
ODU	1.70
Total	202.76

Circular Economy and Material Efficiency

Achieving net-zero emissions requires a fundamental shift in how Omantel sources and uses products, materials, and assets. Omantel records emissions from the waste it produces on site, but this quantity is marginal in comparison to the waste that is generated from the products that it sells to consumers. Thus, the downstream Scope 3 emissions from products can be deemed more impactful in its overall emission reduction efforts.

A key initiative that contributes to these efforts is the [Omantel Trade-in Program](#), allowing customers to return their used devices that are assessed and assigned a value. The customer can then trade in the device for an instant voucher, which will provide some initial credit in the purchasing of a new device. Old devices are repaired, repurposed and resold to extend their lifetime, or recycled responsibly.



Established Best Practices

Omantel continues to carry out several legacy practices that have been integrated across its operations for years, steadily contributing towards minimising the generation of solid waste. Omantel introduced e-billing and continues with this service across all business lines, significantly reducing paper usage across the Company over the years. Furthermore, the company also introduced eSIMs, which by being directly embedded to the device, eliminated the need for traditional plastic SIM cards and their packaging, thereby reducing plastic waste.

Water Usage GRI 303-5 MSX E6, E7

Omantel continues to promote responsible consumption of water as a resource across its operations, underscoring the importance of water stewardship in a resource-scarce region. The Company continues to evaluate its water utilisation across all operations, and explore water conservation strategies and opportunities to implement water-efficient technologies. While Omantel follows an overall Environmental Policy, the company does not follow specific waste, water or recycling policies. As such, there is no information available for amount of water reclaimed by the company.

Omantel's 2024 water consumption is shown in the table below:

	2023 (Data reported in SR 22/23)	2023 Restated Data	2024
Water consumption	56,198 m ³ /year	84,350.14 m ³ / year (From All Assets)	103,327.06 m³ year

*2023 figure is restated from preceding Sustainability Report based on the extended GHG Assessment conducted in 2024



3 Climate-Related Risks and Opportunities GRI 3-3, 201-2

In 2023, the Enterprise Risk Management function at Omantel began integrating climate-related risks and opportunities into the Group Top Risks profile. This has ensured that climate-related risks and opportunities will be addressed in a strategic, effective, and timely manner, while also ensuring Omantel's rapid pace of digital transformation does not compromise the ecosystem.

As an important facet of this initiative, risks undergo annual ranking to determine Omantel's priority while offering actionable recommendations for mitigation and adaptation strategies. In 2024, the Company's risk assessment distinctly outlined, updated and ranked various types of climate-related risks and opportunities, along with their estimated period..

Omantel acknowledges the interconnected threats posed by climate change and biodiversity loss. The Company is committed to taking action on both fronts, recognising a healthy planet is essential for a sustainable future.



◆ Short Term 1-3 years ◆ Medium Term 3-5 years ◆ Long Term 5-15 years



Employer of Choice GRI 2-7, 2-8, 401-2, 401-3

Omantel's position as the Sultanate's first and leading telecommunications and technology company also makes it one of the most sought-after employers in a job market brimming with opportunities across diverse sectors. By building a strong employer brand that has over decades of operation continuously delivered on an unparalleled employee value proposition, Omantel is today the Employer of Choice among best-in-class talent and aspiring individuals who seek progressive career opportunities.

Following the incorporation of the joint venture between Omantel and Kuwait's Zain Group in 2023, both companies worked closely to implement a 2-year strategy of developing a series of collaborative initiatives to foster a closer alignment between both entities. These pioneering initiatives were especially designed to develop and empower the collective workforce and will be highlighted throughout this narrative.

1 A winning workplace culture

Over the years, Omantel has nurtured conducive, collaborative workspaces where employees feel valued, respected, and empowered to reach their fullest potential both personally and professionally. A winning workplace culture is built upon the foundation of appreciation; each employee's contribution in the continued success and growth of Omantel is valued, recognised and rewarded, with the Company maintaining high levels of employee satisfaction and retention. Open communication is encouraged across the Company, where Omantel employees feel comfortable and empowered to share their ideas, concerns and feedback with one another without fear of judgement or reprisal. Furthermore, Omantel continues to prioritise employee well-being and enrich the employee

experience by striking the perfect work-life balance, further augmenting the employee value proposition with compensation and benefits that are on par with industry standards.

2 Inclusion, Diversity, and Equity (IDE) GRI 405 MSX S4, S6

2,479 employees spread across **6** countries

26% female workforce

22.8 total training hours

Omantel fosters a workplace culture that promotes diversity, equity and inclusion that aligns with the Company's values and employee expectations. Gender equality remains a top strategic priority at Omantel across all levels of the Company; 29% of entry and mid-level positions at Omantel are held by women, with female representation growing steadily to 19% at senior and executive level positions. Beyond women empowerment (WE), Omantel also focuses on people with disabilities (PWD) and youth as its core demographics in its IDE strategy. Omantel remains committed to providing equal opportunities for all regardless of race, gender, ethnicity or religion, and has a zero-tolerance policy towards any form of discrimination. By embracing differences, Omantel has successfully built a team that brings together diverse perspectives and ideas, collaborating and contributing to the continued success and rapid evolution of the Company. The Omantel team is currently spread across 6 countries and comprises employees belonging to over 20 nationalities.

GRI 202-2

Remuneration and benefits GRI 3-3, 202-1, 405-2 MSX S2

All Omantel employees are treated equal in terms of remuneration and benefits as the salary-setting is based on a clear methodology for all, irrespective of gender. Omantel has an approved salary structure that is in line with Omani Labour Regulations. This same equal structure is also applied for entry-level wages for newly hired male and females employees. Omantel employees are also provided with a number of benefits for female employees. Salary standards are



monitored periodically, with the performance of each employee taken into consideration based on regular performance reviews that are mandatory for all employees. A range of benefits are offered exclusively to full-time employees at Omantel, including:

- ♦ Health Insurance
- ♦ Homenet Discount
- ♦ Maternity and Paternity Leave in compliance with Oman Labour Law
- ♦ Employee End-of-Service Benefits calculated in accordance with Oman Labour Law

MSX S2

The current ratio for overall male to female compensation at Omantel is 78%, but is only reflective of the male to female population (74%:26%) within the company, and not on any gender-based inequalities in compensation. At senior and executive level, female representation stands at 19%.

Women Empowerment (WE) in the Workplace

Omantel continued to encourage female participation in the workforce by including female-friendly and family-friendly workplace practices and initiatives, thereby attracting and retaining some of the best female talent in the Company. The Company ensures female employees are respected and heard in the workplace with equal access to opportunities, and are represented at all levels of the Company, and included in decision-making processes. Numerous initiatives have been implemented at Omantel to support its growing female workforce, including:



to ensure accessibility for all employees, including those with disabilities. The headquarters and main outlets have been constructed or renovated to be accessible to both employees and customers with disabilities, as defined under the Unified International Coding. Omantel employees and Outlet Managers are also trained on how to interact with employees with disabilities as well as in basic sign language communication etiquette.

Turnover rate GRI 401-1 MSX S3

Omantel continues to promote strong employee engagement and job satisfaction, ensuring continuous feedback cycles are looped into the Company's decision-making process. As a result of these continuous efforts and the immediate and effective actions taken by the Company to implement initiatives that address their needs, employee retention rates at Omantel have remained steady over the years. In 2024, Omantel maintained a low turnover rate of 2.66%, indicating that employees are satisfied with their jobs and feel valued by the Company.

Collective Bargaining GRI 2-25, 2-26, 2-30

In 2024, Omantel established its Labour Committee, providing its employees a platform to participate in collective bargaining, dispute resolution, and worker rights advocacy. The Labour Committee operates within the framework for operating labour unions detailed in the recently amended Oman Labour Law. The Omantel Labour Committee currently comprises three founding members, with all permanent Omantel employees covered by any collective bargaining agreement that is formalised through the Labour Committee.

A Zain x Omantel collaborative session was also held for female employees at Omantel's Innovation Lab to celebrate International Women's Day.

People with Disabilities (PWD)

Promoting disability inclusion has remained a priority in Omantel's DEI agenda, with the team comprising 20 employees with disabilities (2 females and 18 males). The Company has optimised all main systems, portals, and email communication



Grievance Mechanism GRI 2-25

To uphold its commitment to fostering a positive and supportive workplace culture, Omantel has implemented a robust grievance process designed to address concerns promptly and effectively.



4 Learning and Development

GRI 3-3, 404-1, 404-2, 404-3

Average hours of training per year per employee:

2024: 22.8 hours
2023: 17 hours

The rapid pace of technological change in the telecommunication industry and its resulting transformation required industry leaders such as Omantel to develop and advance the collective skills and capabilities of their teams alongside the advancement of the Company. Continuous learning and development remains a priority at Omantel, with employees provided necessary tools as well as opportunities to elevate their knowledge and capacities.

Omantel follows a dynamic learning and development strategy that is reviewed on an annual basis to align with the overarching strategy of the Company as well as market needs. By focusing on developing current as well as emerging skill requirements, Omantel builds a skilled, agile and future-ready workforce that is empowered and equipped to drive forward their careers alongside the rapid evolution of the Company.

3 Omanisation

In line with Oman's Vision 2040 objectives, Omantel continues to attract and retain top Omani talent, providing employment opportunities and promoting career development to contribute to national capacity building by maintaining and Omanisation rate of 94.3%. Omantel's policies are aligned with Omanisation initiatives to ensure compliance with the mandated percentages.

The Company's goal is to maintain a threshold of 90% Omani nationals within its workforce, with first preference given to Omani nationals when hiring, as per the Company's HR Policy.

Career progression is encouraged by mapping relevant learning and development opportunities, with succession planning and leadership programmes in place to boost morale and retain talent. The Company also focuses on employee transition assistance, with 26 promising employees participating in the Build the Leaders programme, and 56 employees being assisted through the Vertical Mobility programme in their career progression.

Omanisation rate of 94.3%



Digital Learning and Training

Omantel transitioned its learning and development programmes to online platforms since 2020, which has contributed greatly towards the steady and continuous increase in average training hours for all employees. At the close of 2024, the average employee at Omantel recorded 22.8 hours of training.

These training hours were primarily completed on digital platforms such as Udemy, LinkedIn Learning, and Coursera. The courses offered on these platforms focus on enhancing both soft and technical skills and issuing professional certificates upon completion. Omantel conducts pre- and post-assessments of the learning modules to measure their success and ensure their alignment with the Company's overall business strategy as well as the employee's needs.

As part of Omantel's IDE initiatives, the Company enrolled a total 137 Omantel employees with IE University, one of the world's leading higher education institutions with a wide range of specialised online courses. In 2024, these 137 Omantel employees clocked a total of 2,466 training hours online, recording a highly successful 95.6% pass rate on completion.

NOVA – Empowering Women in Tech

In partnership with Zain Group, Omantel launched the NOVA Program, designed to empower women in tech through skill development and mentorship. The program fosters leadership through structured learning, expert coaching, and hands-on exercises. Omantel appointed a Discussion Leader and onboarded 36 participants for the inaugural NOVA Program in 2024.

Learning through Secondments

Through the Zain X Omantel collaboration, five Omantel employees were also provided an opportunity for a month-long secondment with Zain Group in 2023, acquiring exposure to different team dynamics, gaining fresh perspectives through new collaborations, and aligning more with Zain to promote cross-organisation collaboration among both teams. The 2024 secondment programme was postponed to 2025, and was in progress at the time of publishing this Report.

Developing Future Talent

Omantel focuses on the empowerment of youth as an integral part of its IDE strategy, remaining committed to developing Oman's future talent through several graduate training and development initiatives.



5 Employee Wellness

GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5

403-6, 403-7, 403-8, 403-9, 403-10

Omantel takes a wholesome approach to ensuring the well-being of its employees through a range of unique initiatives that continue to enrich their employee experience, both physically and psychologically. By prioritising overall employee health and well-being, Omantel fosters a nurturing work environment, reduces absenteeism, and also enhances productivity.

As part of the Zain - Omantel collaboration, a Well-being and Mental Health Steering Committee led by Omantel's Chief People Officer (CPO) was formed in 2024, to steer and oversee the collaborative mental health strategy.



MEET OUR Well-being Committee Members!



Reem Al Madani
Finance Unit



Samiya Al kindi
Strategy and Innovation Unit



Omantel established a strong synergy with Zain Group to drive regional excellence in mental health through a unified framework, talent collaboration, and the first Well-being and Mental Health Index. Among other initiatives launched under this collaborative strategy are two high impact workshops that aimed to enhance internal alignment and collaboration between both corporate entities, thereby accelerating the progress and implementation of mental health and well-being programmes. This focused effort continues to activate engagement among the collective workforce through internal channels, fostering employee involvement across these new well-being initiatives.

Findings and insights from Mashora will also be leveraged through the Zain – Omantel collaboration, to further enhance mental resilience and generate more awareness through effectively communicated well-being campaigns.

6 Occupational Health and Safety GRI 403 MSX S7, S8

Omantel recorded zero fatalities and high-consequence injuries due to work-related incidents, a reflection of the Company’s long-standing commitment towards ensuring employee safety. Omantel carries out both routine and non-routine activities as a comprehensive approach to identifying work-related hazards and risks, following a structured hierarchy of controls to then eliminate the identified hazards and minimise risks.

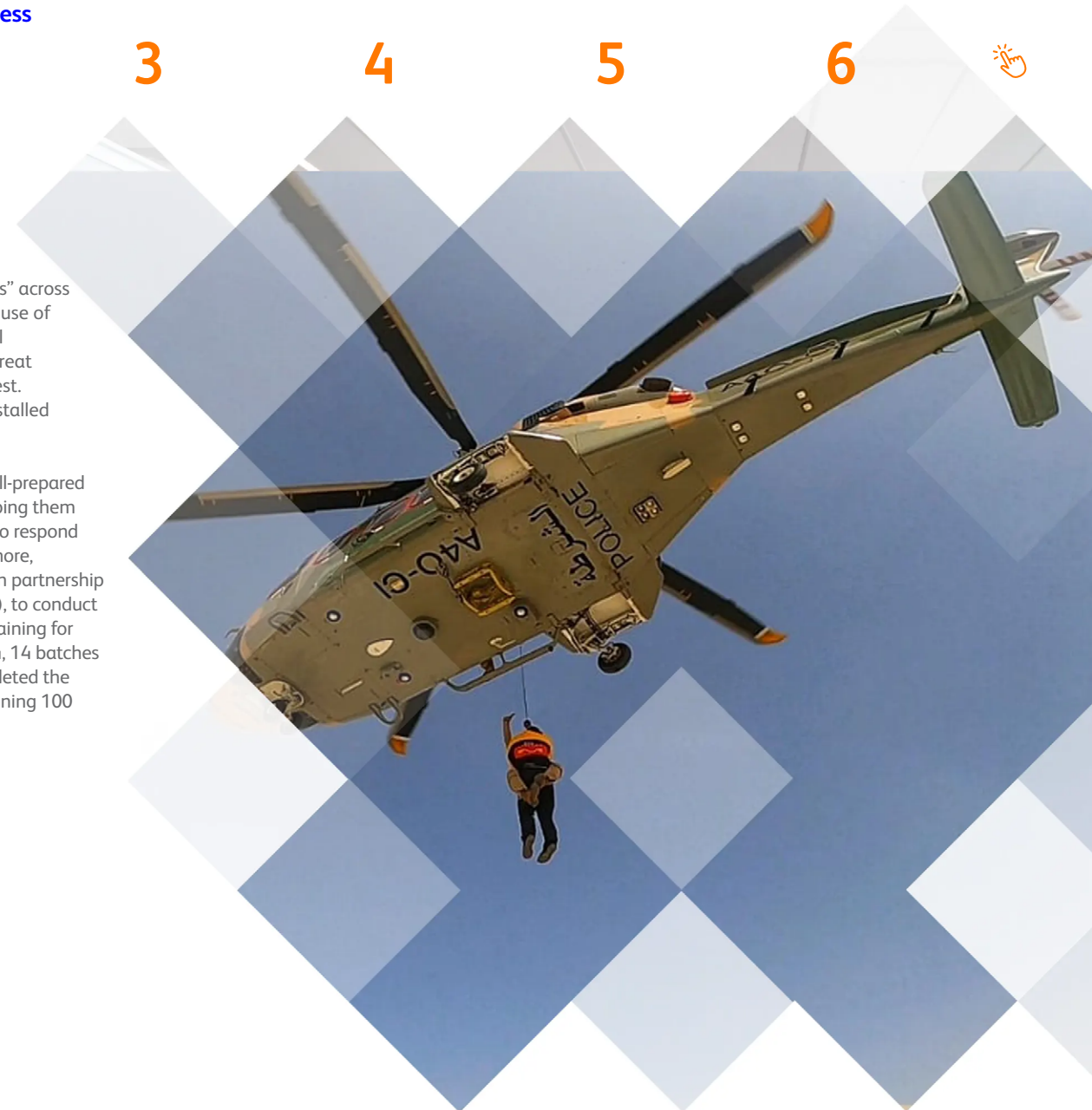
Hazard Risk Identification Process



Heart Savers

Omantel has trained many “Heart Savers” across its offices in the Sultanate in the proper use of portable, life-saving Automated External Defibrillator (AED) devices designed to treat people experiencing sudden cardiac arrest. At the close of 2024, 20 devices were installed at Omantel HQs in Muscat and Salalah.

This initiative ensures that the staff is well-prepared to handle emergencies effectively, equipping them with the necessary knowledge and skills to respond confidently in critical situations. Furthermore, Omantel launched a safety programme in partnership with the NTI (National Training Institute), to conduct the American Heart Association (AHA) training for Omantel employees. At the close of 2024, 14 batches of 217 employees had successfully completed the training, surpassing the initial plan of training 100 employees across the Sultanate.



Developing Prosperous Communities GRI 3-3, 203-1, 203-2, 413-1 MSX S11

Omantel is dedicated to improving the well-being of the communities in which it operates. The Company strives to create a positive impact and empower Omani society by initiating various programmes that promote inclusive development, economic diversification, and positive social change. Omantel's goal is to enrich the lives of all stakeholders and create long-lasting value, while leveraging telecom and technology resources to nurture a digitally advanced and connected community.

1 Corporate Social Responsibility (CSR)

Driven by Omantel's CSR mission, and backed by a team that shares the same sense of duty and responsibility towards our people, communities, and environment, Omantel continued to execute and implement a number of CSR programmes during 2024.

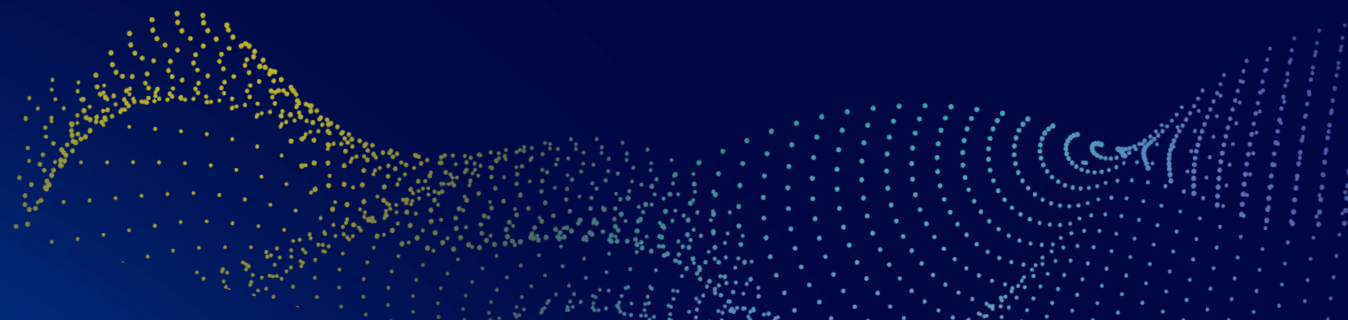
Summary of CSR Efforts for the Reporting Period:

CSR Focus Area	Number of Key Initiatives		Investment	
	2024	2023	2024 Allocated Budget: RO 750,000	2023 Budget: RO 750,000
Community Well-being	16	17	393,835	334,320
Entrepreneurship	1	2	30,000	45,000
Education	10	9	312,165	321,960
Environment	3	5	9,000	49,500
Total	30	33	750,000	750,780

Contributing RO 750,000 across 30 CSR projects to empower 260,000+ beneficiaries

Corporate Social Responsibility Focus Areas:

Community Well-being	Education	Environment	Entrepreneurship
Harness the power of technology to ensure and promote community well-being and sustainable development across Oman.	Create a digitally competent society through quality education, and advanced technical and vocational skills.	Become the Sultanates role model enterprise for environmental awareness across the society.	To be the national technical catalyst in ICT and Industry 4.0 Startups.



The House Maintenance Program

Celebrating Omantel's 10-year, RO 1 Mn. milestone philanthropic Partnership with Dar Al Atta'a

Community Well-being

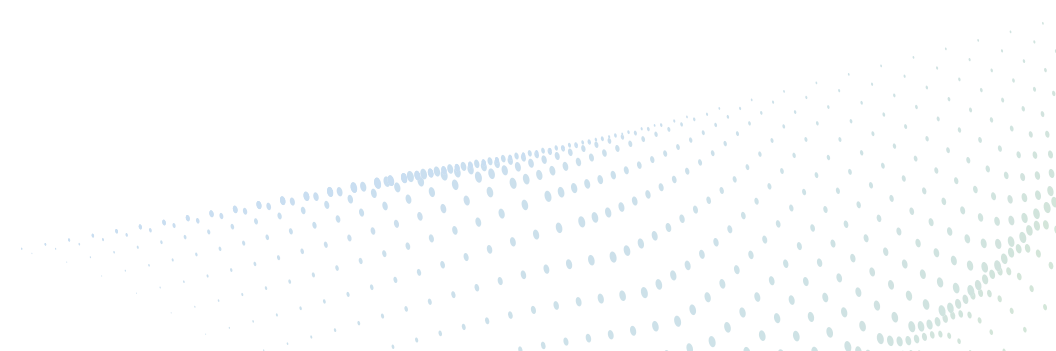
In 2024, Omantel surpassed RO 1 Mn. in donations towards community development through a decade-long collaboration with Dar Al Atta'a Association, a charity organisation that meets the needs of destitute citizens across the Sultanate. Under the guidance of the Ministry of Social Development, Omantel partnered with the non-profit for the project in 2014, pledging to contribute RO 100,000 annually for the renovation and maintenance of homes in critical condition. The project aligned with Omantel's commitment to serve and give back to its communities, ensuring underprivileged families can live in healthy and safe environments by enhancing their living conditions and fostering a sense of security and solidarity in the Omani society.

Over the last 10 years, Omantel continued to diligently support the programme, contributing towards the maintenance and restoration of 20 homes in 2024, bringing the total of homes renovated during the decade-long collaboration to 232 homes of underprivileged families. The homes are selected from various governorates across Oman by the Development Committees of the Ministry of Social Development. Furthermore, by contributing to the programme, Omantel also directly supports local economic growth, with tenders for renovations being awarded to local SMEs within the same province.



This strategic collaboration has set a benchmark for partnerships between private institutions and charitable organisations, creating a model for social responsibility in Oman. The decade-long partnership was renewed by Omantel in January 2025.

Other key community wellbeing projects carried out during 2024: 



Education

Dyslexia is a learning disability that primarily affects reading and writing skills, and although awareness is gradually increasing, it remains a largely overlooked topic around the world. People with dyslexia have trouble matching the letters they see on a page with the sounds those letters or combinations of letters make. The Arabic language, being one of the oldest languages in the world, is also one of the most complex to learn, with over 12 million distinct words where every letter follows a similar structure.

Maqroo – The world’s first Arabic dyslexic-friendly font

Aims to benefit over **86.4** million dyslexic individuals who rely on the Arabic language

Recognising the need to support over 86 million dyslexic individuals relying on the Arabic language, Omantel developed Maqroo – the first Arabic dyslexic-friendly font – and launched maqroo.com, making Arabic more inclusive. The font has been approved by the National Centre for Learning Disabilities.

Omantel collaborated with Arabic typeface designers and analysed all 650 Arabic fonts with the dyslexic community to understand how they perceive fonts. The size of noqat (dots) and tashkeel (glyphs) were increased by 200%, while each letter was designed to be distinctively recognisable through their irregularities. The font was also coded to increase the height of the letters and make the inner spaces irregular for better readability.

Promoted by a targeted social media campaign, Maqroo was made available on the International Day of People of Determination on 3 December 2023, and was also made available on maqroo.com, with over 23,000 downloads to date.

Despite extensive research being carried out on the subject, this was the first time an organisation tackled the challenges presented by the Arabic language for those with learning disabilities. With Maqroo, Omantel has provided an equal opportunity to dyslexic individuals to learn and communicate, empowering them to seamlessly integrate into a society where they can thrive and contribute without being labelled or marginalised.



Other key educational projects carried out during 2024




Environment

Raising awareness of over 60 Omantel volunteers on marine wildlife and habitat conservation in partnership with the Environmental Authority's Turtle Commandoes initiative

Omantel in collaboration with Turtle Commandoes team from the Environment Authority (EA), educated four batches of "Turtle Commandoes" on the urgency for marine wildlife conservation. A total of over 60 Omantel volunteers, through hands-on learning and engagement, gained valuable insights into the lifecycle of turtles and the challenges they face.

Marking World Ocean Day 2024 with underwater reef clean-up at Dimaniyat Islands Nature Reserve in collaboration with Oman Sail

Omantel partnered with Oman Sail to complete an underwater reef clean-up project at the Dimaniyat Islands Nature Reserve to celebrate World Ocean Day 2024. Over 29 divers from Oman Sail, along with volunteers from Omantel joined Omani champion diver Omar Al Ghailani, former world's deepest free dive record holder, to successfully conclude the  initiative.

Participating in the Environmental Authority's 10,000 tree planting project

Omantel's Ma'an volunteering team participated in the 10,000-tree-planting project launched by the Environmental Authority. The initiative aimed to promote environmental sustainability and engage Omantel volunteering team in conservation efforts.

Omani Women Associations Empowerment Programme

Project details: Omantel will conduct a comprehensive training programme aimed at empowering women through technology and innovation. This programme will benefit 20 participants from 10 Omani Women Associations, equipping them with the necessary skills to address challenges and develop sustainable solutions within their communities. The budget was allocated from 2024, with the actual execution planned on taking place in 2025.

2 National-Scale Collaborations

Case Study: OmniAlert – A National Early Warning System

Omantel worked closely with several other telcos alongside the Civil Aviation Authority (CAA) to design OmniAlert, a mobile-based Early Warning System under the directive of the Telecommunications Regulatory Authority (TRA) of Oman. OmniAlert was developed to improve the national early warning system to effectively respond to tsunamis, enhancing the safety of Omani citizens. This system represents a significant leap forward in Oman’s disaster preparedness and response capabilities, providing a robust mechanism for delivering urgent alerts and safeguarding public safety.

After the successful implementation in 2023, the Government recognised the potential for broader utilisation of OmniAlert as a versatile early warning system capable of promptly notifying and facilitating evacuations in response to various other extreme weather hazards and emergencies encountered nationwide, such as tropical cyclones and flash floods.

In April 2024, thunderstorm Mateer caused heavy rains and resultant flash floods across the Sultanate. Authorities were able to leverage OmniAlert’s broadcast capabilities to effectively alert citizens, particularly targeting those heavily affected in north-eastern Oman through Omantel’s network coverage in the region. By enhancing Oman’s disaster response capabilities on a national scale, OmniAlert contributed towards greatly minimising the number of casualties during this severe weather catastrophe among other incidents during the reporting period.



3 Customer Value Creation

In its position as Oman's first and leading integrated telecommunications services provider, Omantel strives to provide an exceptional experience to its customers across all touchpoints of their customer journey. The Company is dedicated to creating value for its clientele by understanding and addressing their rapidly evolving needs and concerns. Omantel's commitment to customer satisfaction is evident in its efforts to exceed expectations, foster long-term relationships, and deliver tangible benefits to individuals and businesses.

Customer Satisfaction

Omantel ensures its customer feedback loop is continuous in its effort to enrich the customer experience, collecting and analysing customer feedback to better understand their expectations and preferences, and effectively address such concerns and improve their overall experience. Omantel deploys a Voice of the Customer (VOC) approach to gather input and feedback from multiple touchpoints across the customer journey, thereby improving its customer satisfaction (CSAT) score, and strengthening its brand loyalty in a competitive market.



Customer Care: GRI 2-25

Omantel strives to deliver customer care services that remain on par with its high-performing telecom and technology solutions. A key aspect of this commitment is to manage customer interactions, first ensuring a rapid response followed by an effective resolution to the query or complaint received.'

Year	Number of Complaints Received	Number of Complaints Resolved	Resolution Rate %
2023	223,548	216,729	96.94
2024	157,758	151,823	96.24

The complaint resolution rate is a critical indicator of the effectiveness of Omantel’s complaint resolution efforts.

In 2024, the Company maintained its benchmark resolution rate of 96.24%, leading to greater customer satisfaction, trust and loyalty.

While the resolution rate remained high, the number of complaints saw a significant reduction in 2024, decreasing by nearly 30% YoY from 223,548 to 157,758 complaints during the reporting period. This notable reduction is the result of a number of successfully and strategically driven initiatives that collectively improved Omantel’s service quality and by extension, customer satisfaction.

Outlet “Experience Agent”

Omantel introduced dedicated “Experience Agents” at outlets with the highest complaint volumes. These Agents engaged with customers in-store to resolve their issues promptly on the spot, not letting resolvable grievances escalate into recorded complaints. This led to a substantial decrease in total complaints, while also improving the accuracy of authentic complaints.

Call Centre “Experience Agent”

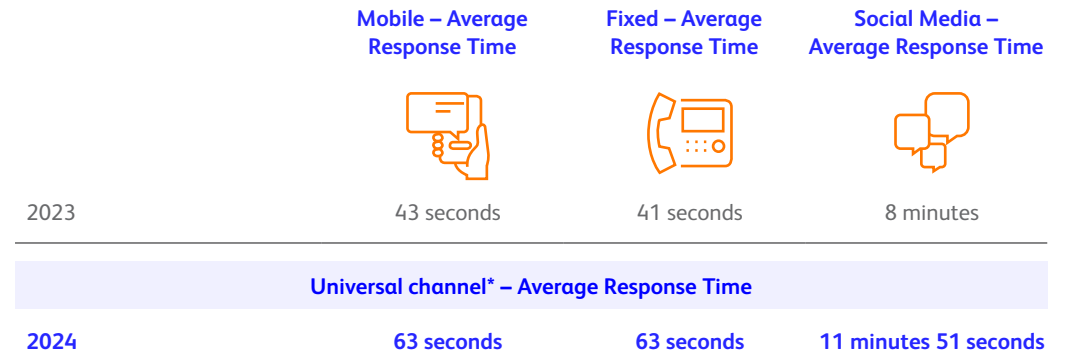
A similar initiative was implemented within the Omantel Call Centre, where dedicated and trained “Experience Agents” were responsible for engaging with customers and resolving their inquiries in real-time, instead of lodging them as complaints. This contributed to further reducing complaint volumes, while also enhancing customer satisfaction.

Cross-functional Collaboration and Agent Empowerment

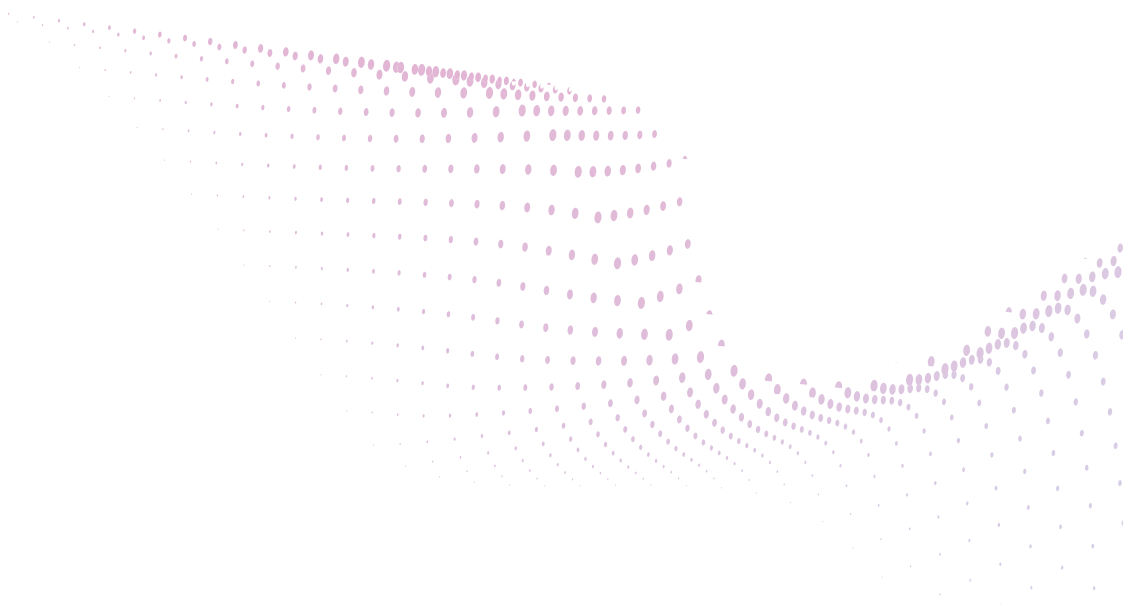
Key stakeholders of the customer journey – including Marketing, Service Delivery, Billing Support, Network and Unified back office teams worked closely together to identify and resolve root causes behind lodged complaints. Additionally, Agents were also empowered with tailored training to enhance their problem-solving capabilities, improving overall service efficiencies.

A dedicated Omantel team is available 24/7 to address any queries or concerns customers may have. The Company is committed to delivering personalised assistance and tailored solutions that cater to the distinct needs of each customer, ensuring their utmost satisfaction, and continued loyalty.

Average Response Times for Customer Grievance Channels



*Mobile and Fixed channels were merged into one “Universal” channel in 2024



4 Digitalisation GRI 3-3

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

A survey conducted by the Ministry of Transport, Communications and Information Technology showed that more than 95% of Oman's population has access to the internet, mobile phones, computers and smart devices, reflecting Omantel's contribution and role in enabling Oman's long-term digitalisation agenda.

Omantel's digitisation initiatives reflects its commitment to leveraging digitalisation to enhance customer experiences and contribute to the advancement of a digital society. Omantel customers utilise many digital features including digital bill payments, online purchases (via e-Shop), package personalisation, as well as vehicle insurance payments, enjoying greater conveniences that improve their lifestyle.

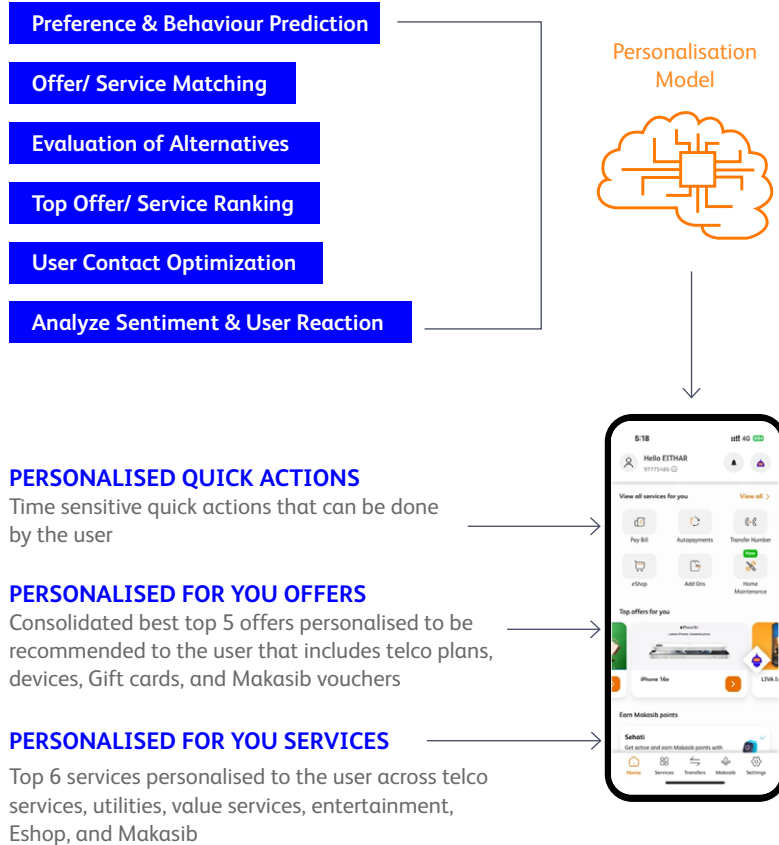
In 2024, Omantel continued to expand its digital ecosystem by developing its emerging tech base, marking an exceptional year of "building and enablement" of a growing portfolio of digital assets:

Omantel Experience Platform

A data-driven, hyper-personalised customer experience platform that covers five main customer journeys taken by Omantel customers.

- ◆ The app homepage presents a fully personalised choice for:
- ◆ Quick Actions – based on user behavioural data
- ◆ Services – personalised functions based on usage patterns and history
- ◆ Makasib Deals – based on individual customer loyalty and rewards history
- ◆ e-Shop Suggestions – based on purchasing history and user behaviour
- ◆ Top Offers – a consolidation of offers made available by other businesses and organisations

Omantel achieved this extensive level of personalization by identifying six primary personas representing the core customer base at Omantel, further extending to 16 secondary personas to cover important micro-segments of the market. Customer data is fed through a personalisation engine, that identifies the corresponding persona and carries out a preference and behaviour prediction, thereby activating a series of recommendations for each customer. User reaction is also analysed with the model learning to adapt to user behaviours and patterns for continuous improvement.





Digital Safety and Security GRI 413-2

Developing a technologically advanced digital ecosystem also requires providing customers with the required layers of digital safety and security. This involves recognising all potential threats that exist on the internet, and thereby applying necessary policies and practices to moderate, prevent and minimise illegal and harmful content and threats in the online environment. Omantel has introduced several solutions, tools and measures to ensure both individual and business customers with internationally accepted digital safety and security standards across its services.



5 Omantel ICT – Partners in Innovation GRI 3-3

Omantel's advanced technology solutions continued to fuel Oman's evolving digital economy during the reporting period. Omantel ICT recorded a year of remarkable growth and strategic initiatives in 2024, reinforcing its role as a key driver of Oman's digital transformation. Omantel has adopted innovation and enhanced efficiencies across various vital sectors, including government, education, healthcare, and oil and gas, demonstrating its commitment to innovation, and building smart, connected, and sustainable cities and communities.

Omantel ICT recorded a year of remarkable growth, and solidified position as a key player in the national cloud ecosystem

Enterprise ICT Solutions



Exceptional growth across Public Sector, Oil and Gas Sector, and the Cybersecurity Business Domain

- ◆ **Government:** The government sector emerged as a key driver, with sales growing by an impressive 47% YoY.

Digital Transformation and Automation: Executing the Planning, Evaluation and Monitoring Platform Project for the General Secretariat of the Council of Ministers, and the completion of the Asset Management and IoMT (Internet of Medical Things) Project for the Ministry of Health.

- ◆ **Oil and Gas:** The oil and gas sector also contributed significantly, achieving a 28% YoY sales increase.
- ◆ **Cybersecurity:** The cybersecurity domain experienced remarkable growth in sales, reaching 95% YoY, reflecting Omantel's commitment to addressing the growing demand for robust and reliable security solutions in today's digital landscape.



Standout achievements in Cloud Leadership and 5G Solutions

- ◆ **Cloud Leadership: Collaborations with Hyperscalers (Oracle, Microsoft, AWS) resulting in RO 2.4 Mn. in Cloud projects. Key achievements include:**
 - ◆ **National Cloud Hosting Project for Bayanat:** This project further solidified Omantel's position as a key player in the national cloud ecosystem, supporting critical government initiatives.
 - ◆ **Multi-Cloud Master Agreement with Bank Dhofar:** This agreement marked a significant milestone in Omantel's cloud journey, providing Bank Dhofar with access to a comprehensive suite of cloud services.
- ◆ **5G Solutions:** Deployment of the Smart Surveillance over 5G solution for OICT/Hutchison Ports Sohar, showcasing the transformative potential of 5G in the logistics and security sectors.



New services and solutions introduced to Enterprise Customers

- ◆ **Cybersecurity:** Enhanced cybersecurity offerings to address the growing demand for robust and reliable security solutions, including the noteworthy implementations include the SSE-Security Service Edge for PDO and the IoMT (Internet of Medical Things) Cybersecurity Project for the Ministry of Health.
- ◆ **Cloud Services:** Expanded cloud offerings through strengthened collaborations with hyperscalers like Oracle, AWS, and Microsoft to deliver state-of-the-art technologies and services.
- ◆ **Space Technology Solutions:** Introduced new space-based solutions and services, leveraging the conversion of a successful POC with OQGN into a commercial tender and securing a contract with South Sharqiyya Governorate.
- ◆ **Emerging Technologies:** Demonstrated Metaverse solutions to MoHUP and Digital Twin technology to Sohar Ports, paving the way for future digital infrastructure enhancements.
- ◆ **Digital Transformation Proposals:** Worked on digital solutions like the Unified Municipal System for Muscat Municipality and the e-Invoicing Platform for Oman Tax Authority.



Addressing Challenges and Opportunities in the Enterprise Sector

- ◆ **Sector-Specific Solutions:** Developed customised solutions such as IoMT for healthcare and 5G-enabled smart surveillance for ports and logistics to address the unique needs of different sectors.
- ◆ **Partnerships with Hyperscalers:** Leveraged collaborations with Oracle, Microsoft, and AWS to provide cutting-edge technologies and address challenges like scalability and cybersecurity.
- ◆ **Built a Multi-Cloud, Hybrid Ecosystem:** Launched the National Cloud (Huawei) and the Sovereign Cloud (AWS), offering enterprises a flexible and adaptable cloud environment.
- ◆ **Flexible Pricing Models:** Introduced flexible OPEX-based pricing models to reduce upfront costs for enterprises and encourage adoption of ICT services.

Future Outlook

Omantel ICT anticipates the continued acceleration of Digital Transformation across enterprise sectors in 2025, with growing demand for cloud migration, IoT, and AI-driven solutions. There will also be an increased demand for comprehensive cybersecurity solutions to address evolving cyber threats. There is an expected expansion of 5G-enabled solutions such as smart surveillance, digital twins, and other applications leveraging the enhanced power of 5G integrated with IoT. Omantel also anticipates an increased demand for green ICT solutions, aligned with global sustainability goals and Oman Vision 2040.

Micro, Small and Medium-Scale Enterprise (MSME) ICT Solutions

Omantel ICT continued to support government initiatives to boost micro, small and medium-scale enterprises (M/SMEs) in 2024, providing bundled, cloud-based ICT solutions, and enabling Oman's growing demographic of entrepreneurs and SMEs to grow sustainably, achieving cost optimisation and operational excellence. With Omantel's customised services for SMEs like A'amali bundle which launched in 2024, customers can rely on Omantel's technological efficiencies, infrastructure, agility, and flexible pricing models, to scale their ICT capabilities alongside their business.

Omantel ICT Event during Khareef Dhofar


An Omantel ICT event with the participation of government officials and business leaders from the Governorate of Dhofar was held during Khareef Dhofar in August 2024. Omantel showcased innovative solutions provided by the company that have contributed immensely to supporting the digital transformation process in the Sultanate and strengthening the local economy of the Governorate of Dhofar. The Dhofar Governorate remains a strategic location for global tech investments, attracting around USD 150 Mn. in global investments over the past few years through Omantel's strategic ICT partnerships and collaborations. These include the establishment of the SN1 Data Centre in partnership with Equinix which is the world's leading data center provider, attracting major global content providers and hyperscalers to build their own data centers in the city, and the upcoming landings of 10 international submarine cables in Salalah next year, which will make it the second most connected city in the [Middle East](#).



6 Omantel Innovation Labs

Omantel Innovation Labs was launched in 2021 with an overarching objective to leverage Omantel's expertise, partnerships, reach and access to technology, thereby contributing to Oman's Vision 2040 ambitions, and promoting innovation and entrepreneurship in new and emerging technology. Located in a 1100m2 facility at Omantel headquarters in Muscat, the Labs provide collaborative spaces, approaches, events and activities that can accelerate product conceptualisation, prototyping, testing and deployment of solutions for Oman and Omantel-centric challenges.

Achievements and Milestones

In 2024, Omantel Innovation Labs was selected as a Fund Manager on behalf of Future Fund Oman. The Fund focuses on local startups, or startups with executable Omani angles. More than 370 startups have been assessed by the Labs in 2024 and 15 startups received investments in each startup round. This selection of Omantel Innovation Labs as a Fund Manager for the pre-seed and seed stages of Venture Capital investments, was a recognition and endorsement of the concentrated effort and work carried out by the Labs to date, to accelerate the local startup-ecosystem through programmes and strategic  investments.

To increase the pipeline for the Fund, the Labs launched 3 additional programs to enrich the Omani startup ecosystem:

Main Goals

Ecosystem

Engaging a network of corporate partners, academia, investors, technology partners and government entities to create a holistic ecosystem that can catalyse the rapid growth of technology startups in Oman.

Innovation

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

Investment

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

The Omantel Innovation Labs operates across several key technology verticals: Internet of Things (IoT), 5G, Cybersecurity, Big Data, Customer Experience Technology (CX Tech), Artificial Intelligence (AI) and Fintech.



The Startups

Omantel Innovation Labs worked with 26 startups through direct support programs. 35% of the startups in the 2024 programs have received investment or have been able to prove their concepts within Omantel.

Three Accelerator cohorts – Omantel's Cohort 3 and Cohort 4, and Cohort 1 of the ASYAD-Omantel Logistics Accelerator – were delivered in 2024, along with the Cohort of Launchpad.



Ecosystem Development:

The Innovation Labs organises, participates in, and hosts multiple activities to support the Omantel’s internal innovation agenda. In 2024, more than 18 events and talks were delivered by the Omantel innovation Labs, including:

Extended Reality (XR) Bootcamp	The XR boot camp was designed for tech enthusiasts and innovators eager to explore the exciting realms of Augmented Reality (AR), Virtual Reality (VR), and Mixed Reality (MR). Over five days, participants gained hands-on experience, learned from industry experts, and connected with new and established XR companies.
Seed to Succeed	An exclusive event held at the Omantel Innovation Labs where 30 promising startups joined sessions on MVP Growth and Pitching to Investors.
Online Workshops	Throughout the year, various workshops were delivered every other month to promote innovation and entrepreneurship. These workshops are delivered online to make them more accessible and are always oversubscribed. Topics in 2024 included: reaching problem-solution fit, networking for startups, building a startup founder’s mindset, and AI-driven entrepreneurship.
AI Hackathon	In collaboration with The Rising Omani Startups Programme, Omantel Innovation Labs delivered an exciting four-day event with the aim to foster a culture of innovation and drive productivity through the application of AI technologies, encouraging innovators to develop solutions that address real-world business challenges. The agenda focused on AI’s latest technologies, ideation, prototyping, business model development, and pitching.



7 The 5G Evolution GRI 3-3

Omantel launched its 5G network commercially by the end of 2019, the first telco in the Sultanate to achieve this major milestone. In January 2021, Omantel made history again by introducing 5G for mobile, a significant achievement for the mobile telecommunications industry. This groundbreaking technology promises to revolutionise the sector by paving the way for digital transformation and significant advancements across various industries. 5G will enable the adoption of Industry 4.0 technologies such as smart cities, the Internet of

Things (IoT), and Artificial Intelligence (AI), playing a pivotal role in driving innovation and supporting economic growth and diversification.

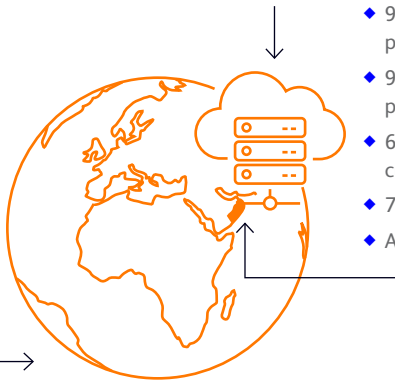
Omantel continued to expand its 5G coverage in 2024 to meet escalating customer demand driven by evolving traffic patterns and needs. The transformative potential of 5G is now being leveraged across the logistics and security sectors. Omantel's diverse range of lifestyle offers includes basic home packages, gaming, entertainment, and premium connectivity options, ensuring customers enjoy tailored experiences that suit their needs.

Omantel International Network

- ◆ International Presence OTI Carrier of Carriers
- ◆ More than 100 direct interconnections with major operators
- ◆ Over 700 roaming partners in more than 200 countries
- ◆ 6 landing stations
- ◆ 20 international submarine cables
- ◆ Around 115,000 km length of cable originating from Oman
- ◆ Equinix MC1: first carrier neutral data center in the region

State-of-the-art carrier neutral data centre

- ◆ Located in Barka, Oman
- ◆ 2.4 MW capacity, phased up to 7.2 MW
- ◆ Unique connectivity and direct access to various subsea cables



Omantel Domestic Network

- ◆ 3,903 mobile sites
- ◆ Widest network coverage
- ◆ Resilient backbone
- ◆ >9,000 km
- ◆ 92% 5G coverage of population
- ◆ 98% 4G coverage of population
- ◆ 98.8% 3G coverage of population
- ◆ 65 new customers with customised ICT solutions
- ◆ 7,377 TB
- ◆ Average daily data



8 Geographical Presence

Omantel has established itself as a global hub by investing in over 20 subsea cable systems worldwide and operating eight unique subsea cable landing stations. These stations connect to more than 120 cities across over 50 countries, making Omantel a well-connected and reliable provider across diverse regions.

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

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

Omantel's International Submarine Network



GRI Index 

GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
General Disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details				
	2-2 Entities included in the organization's sustainability reporting				
	2-3 Reporting period, frequency and contact point				G7, G8
	2-4 Restatements of information				
	2-5 External assurance				G9
	2-6 Activities, value chain and other business relationships				
	2-7 Employees				
	2-8 Workers who are not employees				
	2-9 Governance structure and composition				G1, G2
	2-10 Nomination and selection of the highest governance body				
	2-11 Chair of the highest governance body				
	2-12 Role of the highest governance body in overseeing the management of impacts				E8, E9
	2-13 Delegation of responsibility for managing impacts				

GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
	2-14 Role of the highest governance body in sustainability reporting				
	2-15 Conflicts of interest				
	2-16 Communication of critical concerns				
	2-17 Collective knowledge of the highest governance body				
	2-18 Evaluation of the performance of the highest governance body				
	2-19 Remuneration policies				
	2-20 Process to determine remuneration				
	2-21 Annual total compensation ratio		Confidentiality constraints	Confidential per internal HR policies	S1, G3
	2-22 Statement on sustainable development strategy				
	2-23 Policy commitments				S9, S10
	2-24 Embedding policy commitments				
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	2-26 Mechanisms for seeking advice and raising concerns				
	2-27 Compliance with laws and regulations				
	2-28 Membership associations				



GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
	2-29 Approach to stakeholder engagement				
	2-30 Collective bargaining agreements				
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	3-2 List of material topics				
Economic Performance					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 201: Economic Performance 2016	Disclosure 201-1 Direct economic value generated and distributed				
	Disclosure 201-2 Financial implications and other risks and opportunities due to climate change				
	Disclosure 201-3 Defined benefit plan obligations and other retirement plans				
	Disclosure 201-4 Financial assistance received from government				
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GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 204: Procurement Practices 2016	Disclosure 204-1 Proportion of spending on local suppliers				

GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
GRI 401: Employment 2016	Disclosure 401-1 New employee hires and employee turnover				S3
	Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees				
	Disclosure 401-3 Parental leave				
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GRI 3: Material Topics 2021	3-3 Management of material topics				G5
GRI 205: Anti-corruption 2016	Disclosure 205-1 Operations assessed for risks related to corruption				
	Disclosure 205-2 Communication and training about anti-corruption policies and procedures				
	Disclosure 205-3 Confirmed incidents of corruption and actions taken				
GRI 402: Labor/Management Relations 2016	Disclosure 402-1 Minimum notice periods regarding operational changes		Confidentiality constraints	Confidential per internal HR policies	
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GRI 3: Material Topics 2021	3-3 Management of material topics				E1, E2, E3, E4, E5, E7, E10
GRI 302: Energy 2016	Disclosure 302-1 Energy consumption within the organization				



GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
	Disclosure 302-2 Energy consumption outside the organization				
	Disclosure 302-3 Energy intensity				
GRI 305: Emissions 2016	Disclosure 305-1 Direct (Scope 1) GHG Emissions				
	Disclosure 305-2 Energy Indirect (Scope 2) GHG Emissions				
	Disclosure 305-3 Other indirect (Scope 3) GHG emissions				
	Disclosure 305-4 GHG emissions intensity				
GRI 303: Water and Effluents 2018	Disclosure 303-5 Water consumption				E6, E7
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GRI 3: Material Topics 2021	3-3 Management of material topics				S7, S8
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1 Occupational health and safety management system				
	Disclosure 403-2 Hazard identification, risk assessment, and incident investigation				
	Disclosure 403-3 Occupational health services				
	Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety				

GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
	Disclosure 403-5 Worker training on occupational health and safety				
	Disclosure 403-6 Promotion of worker health				
	Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				
	Disclosure 403-8 Workers covered by an occupational health and safety management system				
	Disclosure 403-9 Work-related injuries				
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GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 404: Training and Education 2016	Disclosure 404-1 Average hours of training per year per employee				
GRI 404: Training and Education 2016	Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs				
GRI 404: Training and Education 2016	Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews				



GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
Diversity, Equity, and Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees Disclosure 405-2 Ratio of basic salary and remuneration of women to men				S4, S5, S6
GRI 406: Non-discrimination 2016	Disclosure 406-1 Incidents of discrimination and corrective actions taken				
GRI 202: Market Presence 2016	Disclosure 202-1 Ratios of standard entry level wage by gender compared to local minimum wage Disclosure 202-2 Proportion of senior management hired from the local Community				S2
Community Wellbeing and Digital Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 203: Indirect Economic Impacts 2016	Disclosure 203-1 Infrastructure investments and services supported Disclosure 203-2 Significant indirect economic impacts				S11

GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
GRI 413: Local Communities 2016	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities				
Customer Privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				G6
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GRI 3: Material Topics 2021	3-3 Management of material topics				
Shareholders Value Creation					
GRI 3: Material Topics 2021	3-3 Management of material topics				
Products & Services Innovation					
GRI 3: Material Topics 2021	3-3 Management of material topics				



GRI Standard	Disclosure	Omission – GRI Standard	Omission – Reason	Omission – Explanation	MSX ESG Disclosure Metric
Digitalisation					
GRI 3: Material Topics 2021	3-3 Management of material topics				
Network Coverage, Quality & Reliability					
GRI 3: Material Topics 2021	3-3 Management of material topics				
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GRI 3: Material Topics 2021	3-3 Management of material topics				
Green Suppliers					
GRI 3: Material Topics 2021	3-3 Management of material topics				G4
Climate Change					
GRI 3: Material Topics 2021	3-3 Management of material topics				

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