

# ESG REVIEW

## Environmental, Social and Governance Report

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Committed to conducting our  
business in a responsible and  
sustainable manner



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**1. Overview**

Ooredoo Tunisia (OT) recognizes the importance of sustainable and responsible business operations and is making significant efforts to create a positive impact on the environment, society and stakeholders.

This ESG report outlines our environmental, social, and governance initiatives and achievements during 2022. Throughout this report, we will explore key initiatives, strategies and progress made by OT to address important sustainability challenges.

**1.1 Our Commitment**

“Ooredoo group is committed to the United Nations Sustainable Development Goals (UN SDG), which aim to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow and the future”; We are committed to leveraging our expertise in mobile technology to bring about positive social and economic change. Across our international footprint, we are working to become digital enablers, helping people to reach their potential and making a real difference in the communities we serve.

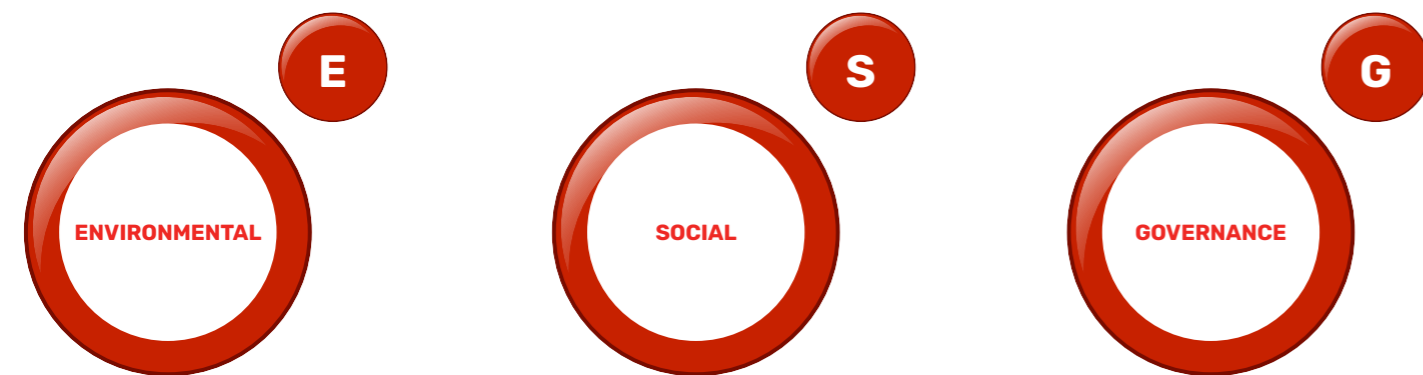
We are committed to leveraging our expertise in mobile technology to bring about positive social and economic change. Across our international footprint, we are working to become digital enablers, helping people to reach their potential and making a real difference in the communities we serve. While our impact relates to many of our goals, our approach is focused on the following three objectives:

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

source <http://www.ooredoo.com/ESG>

- OT is deeply committed to upholding the principles of environmental, social, and governance (ESG) responsibility within a comprehensive framework

**1.2 Our Framework**



- Environmentally responsible
- Energy Efficiency & Sustainable energy management
- Renewable energy project
- Supply Chain Responsibility

- Digital inclusion
- Our people Well-being and Development
- Occupational Health and Safety
- Voluntarism & community engagement

- Governance & Ethics
- Board Independence and Transparency
- Customers’ Data Privacy and Security

**1.3 Our Sustainability Highlights**

- 38% female employment rate across workforce in 2022
- Best CSR program for «Tounes T3ich» charity program award
- more than 182 m TND in community investment
- Maintaining ISO 50001 certification of our Energy Management System
- Maintaining ISO 27001 for Mghira Datacenter



**2. Our responsibility towards the environment**

This section of the report outlines the company’s efforts to minimize its environmental impact and promote sustainable practices.

OT is actively adopting measures to reduce energy consumption in its network and data centers, implementing recycling programs for electronic waste, encouraging responsible supply chain practices and promoting renewable energy sources. We are also seeking to develop more energy-efficient technologies and exploring ways to minimize carbon emissions.



**2.1 Energy Efficiency & Sustainable energy Management**

As part of our energy management policy, we are proactively taking the following steps to improve energy efficiency and reduce risks associated with climate change impacts:

- Deploying an Energy Centralized monitoring system that allows to measure, analyze, control and optimize our buildings energy consumption
- Maintaining ISO 50001 certification for our Energy Management System
- Implementing a certified Environmental Management System according to ISO 14001 standard
- Organizing the first edition of Ooredoo Energy Forum in partnership with the main stakeholders of the national energy sector, with the objective to set up an action plan to mitigate risks related to energy security and costs and climate change impact.
- Replacing classic lights with led lights in all buildings to save up 50% of lighting electricity consumption.
- Installing anti-solar reflective films in our headquarter and technical buildings, that can reduce up to 80% of the sun’s heat from entering the buildings through the windows and reduce air conditioning needs.



**2.2.1 OT Achievements**

- OT commitment towards sustainability is reflected in Renewable Energy Projects, including the: Installation of solar carports to cover our Headquarter and call center parking.

OT implemented in 2022 many actions to address the environmental impacts of cars use and to minimize our carbon footprint:

- We integrated the fuel consumption rate and GHG emissions rate as important indicators in new LTR cars technical evaluation,
- We recommended the use of original spare parts and original engine oil for the LTR cars,
- We organized a training for eco-driving
- We Streamlined car use across all departments, We optimized the ridesharing in Taxis and Ooredoo cars,
- We encouraged collective transportation.



### 3. Digital Inclusion

Bridging the digital gap is one of the major concerns of OT. We are committed to create a more connected society where everyone could enjoy the digital journey and have access to digital services regardless of their socioeconomic background and geographic location.



#### 3.1 OT Achievements

- Making Exclusivities on digital channels and my Ooredoo App, with always-on gamification and benefits to capture youths customers and let them enjoy the journey on Tunisia best mobile network.
- 1st launch of Spotify in Tunisia
- 1st launch of an e-sport and gaming platform in Tunisia (Ooredoo EZ Platform) , with 2 successful tournament organized
- "Offre Do" : a 100% digital product launched since April 2021
- OT is aware that investment in fiber infrastructure plays a crucial role in democratizing access to the high-speed internet service. By expanding and enhancing its fiber optic infrastructure, Ooredoo Tunisia gives to more individuals and communities the opportunity to connect to high-speed internet service.
- By democratizing access to high-speed internet through fiber acquisition, we foster equal opportunities, empower education, facilitate telecommuting, bolster economic growth, and drive innovation in various sectors, ultimately contributing to a more connected and equitable digital society

### 4. Our People

#### Our Values: Caring, Connecting, Challenging

Our company's practices aim at ensuring a good working environment and developing a motivated workforce. We recognize that having a committed workforce is important for the company's success.



#### 4.1. Our people well-being & development

At OT we recognize that our employees are the foundation of our success, and that their well-being, development and engagement are key to achieving our business goals.

OT values work-life balance and offers flexible work arrangements especially in times of crisis, including remote work options (during covid-19 crisis) to help employees maintain a healthy equilibrium.

Bravo Program: an employee thank you program to recognize hardwork and appreciate employees brilliant achievements



#### 4.2. Equal Opportunity and Fair Treatment

OT ensures equal opportunities for career advancement and fair treatment for all employees.

Our policies prohibit discrimination based on race, gender, age, disability, or any other protected characteristic. In 2022, 4 nationalities are represented within our workforce.



#### 4.3. Talent Development and Training

We invest in the continuous development of our employees' skills and provide training programs to enhance their capabilities.

We offer technical and leadership training opportunities to support career progression and promote internal talent development.



#### 4.4. Occupational Health & Safety

Within the framework of occupational medical care, evaluation and follow-up are carried out through the workstation studies: Ergonomic studies,

Diagnosis of acoustic situation

Lighting study

Review of physical aptitude

OT has set up an occupational health and safety management system which is certified according to the requirements of **ISO 45001: 2018 standard**



### 5. Voluntarism & community engagement

Through its volunteer programs, OT encourages employees to contribute their time and skills to make a positive impact on local communities. We collaborate with non-profit organizations and engage in social initiatives aligned with our values.

Our partnerships focus on social activities, education, and environmental sustainability.



#### 5.1. OT Achievements

##### OT CSR program "Tounes T3ich"

In march 2022, OT launched its CSR program "Tounes T3ich" confirming its commitment as a civic institution in the consolidation of civic values and the enhancement of the citizen's place in society. This program was launched in collaboration with the red crescent (Croissant-Rouge tunisien) and focuses on four main pillars, Health, Environment, Education and Social activities.

Ooredoo collaborates with red crescent to do surveys, and get one to one interaction during its awareness campaigns to gather concrete information about the situation and concerns of the community.

OT , in collaboration with the red crescent, launched several charity initiatives for the benefits of SOS children, and underprivileged families in regional areas and this during the month of Ramadan and Eid Adhha.

##### OT Mobile Clinic

In march 2022, Ooredoo launched its mobile clinic initiative in collaboration with the red crescent. The clinic has successfully toured all Tunisian cities launching awareness campaigns and offering free medical checks to different diseases as diabetes, blood pressure, breast cancer.

During the first days of the Ukrainian war, Ooredoo Tunisia offered its customers free calls to Ukraine for three days on all fixed and mobile numbers



##### Reforestation campaign

On November 16th, OT signed a partnership agreement with the Directorate General of Forestry under the Ministry of Agriculture, Water Resources and Fisheries within the framework of engaging in the national effort for forest afforestation

This collaboration was kicked off in January 2023 and aims at reforestation campaign all over the country with multiple awareness campaigns that highlight the importance of this act to reduce the impact of global warming.

Ooredoo will support the government effort and collaborate with the Directorate General of Forestry and the association GreenWay for a reforestation campaign in the most damaged areas of the wildfires.

GreenWay association is a well-known association specialized in ecological and environmental tourism.

This project kicked off this by end of December 2022 will continue within the upcoming three years with different objectives and zones.

The objective is the support and raise awareness to the importance of these initiatives in changing the mindset and give examples as a responsible socially and environmentally engaged company.



## 6. Governance & Ethics

OT governance practices are focusing on prioritizing ethical behavior throughout its operations, ensuring fair treatment of employees, customers, and stakeholders.

### 6.1 Board Independence & Transparency

OT board of directors comprises independent members who bring diverse perspectives and expertise and ensure accountability.

OT maintains transparent reporting practices and adhere to regulatory requirements.

### 6.2. Data Privacy & Security

OT prioritizes the protection of customer data by defining and implementing robust data privacy and security measures.

Regular audits and assessments are conducted to identify and address any possible vulnerability.

#### 6.2.1 Customer privacy & Data protection

During 2022, OT conducted many session of internal training on data protection to increase awareness within Ooredoo Tunisia employees.

OT adopted a data protection policy in September 2021 and an information security policy in October 2022

In Tunisia, the law related to data protection includes some provision related to data security. The law n° 2004-63 was enacted on July 27th, 2004- : OT is adding in all its agreements a data protection provision that is in compliance with the enforceable law in Tunisia.

OT is assessing cybersecurity risks quarterly in conformity with its internal risk management process.

#### 6.2.1 Customer privacy & Data

Ooredoo Tunisia do regular vulnerabilities scans on the critical assets and the results are shared with the relevant teams in order to apply the recommendations. Also a vulnerability management procedure is formalized.

Company's sites are regularly audited to verify security aspects.

The objective of these audits is to define appropriate preventive measures for each risk and corrective actions in the event of failure.

A Safety booklet is drawn up for each site which includes essentially:

- Risk analysis
- Safety recommendations
- Nearest emergency services
- Security team

A security register is drawn up for each site, which includes essentially:

- Risk management measures
- Checks carried out for technical installations
- Checks carried out for safety equipments



#### 6.2.2 OT Achievements

Mghira Datacenter is certified ISO 27001. The certificate was renewed in November 2022 for the three next years.

## 7. Key Performance Indicators

### 7.1. Environmental Performance Indicators

Waste and other emissions	Unit	2020	2021	2022
Total waste recycled	Tonnes	n/a	n/a	n/a
Amount of e-waste generated	Tonnes	n/a	n/a	9
Amount of e-waste recycled	Tonnes	n/a	n/a	6

### 7.2. Social Performance Indicators

Workforce size	Unit	2020	2021	2022
Total number of employees (excluding trainees, students and outsourced staff)	Number	1591	1490	1393
Full-time employees	Number	1466	1330	1255
Part-time employees	Number	125	160	138
New employee hires (males)	Number	25	18	36
New employee hires (females)	Number	17	11	24
Total of new employees hires	Number	42	29	60
Parental leave (males)	Number	0	0	0
Parental leave (females)	Number	30	31	19
Total Parental leaves	Number	30	31	19
Number of employees returned to work after Parental leave (females)	Number	30	31	19
Total Number of employees returned to work after Parental leave	Number	30	31	19

Workforce Age Profile	Unit	2020	2021	2022
Workforce by age 18-30	Number	136	113	96
Workforce by age 31-40	Number	626	485	459
Workforce by age 41+	Number	829	892	838

Employee Turnover	Unit	2020	2021	2022
Turnover rate	(%)	3%	15%	10%
Total number of employees who left the organization	Number	56	218	151

Employee Engagement	Unit	2020	2021	2022
Percentage of employee engagement	(%)	70%	71%	80%

### 7.2. Social Performance Indicators (cont.)

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

Female Employment	Unit	2020	2021	2022
Number of female employees	Number	571	561	523
Female employment rate (%)	(%)	36%	38%	38%
Females in senior management	Number	14	13	15
Ratio of the remuneration of women to men	(%)	36%	38%	38%

Training	Unit	2020	2021	2022
Average hours of training per employee	TND	18	12	15
Average hours of training per female employee	Number	18	9	12
Average hours of training per male employee	Number	18	9	17
Average hours of training per senior management employee	Number	9	10	8
Average hours of training per middle management employee	Number	23	9	15
Percentage of employee receiving regular performance and career development reviews	(%)	18%	12%	15%

Local Procurement	Unit	2020	2021	2022
Percentage of spending on locally based contractors and suppliers (% of total spending)	(%)	58%	60%	<b>53%</b>
Percentage of locally based suppliers	(%)	84%	84%	<b>70%</b>

Health and Safety Overview	Unit	2020	2021	2022
Work hours (employees)	Hours	2 908,224	3 004,320	<b>2 839,584</b>
Work hours (contractors)	Hours	183,744	183,744	<b>183,744</b>
Employee fatalities	Number	2	1	<b>1</b>
Employee lost time injuries	Number	10	0	<b>0</b>
Employee total recordable injuries	Number	1	0	<b>0</b>
Employee accident frequency rates (%)	%	0%	0%	<b>0%</b>
Employee lost-day rate (%)	%	1%	0%	<b>0%</b>
Number of workers covered by an occupational health and safety management system	Number	1,268	1,217	<b>1,139</b>
Total hours of H&S training provided to employees	Hours	96	128	<b>228</b>
Average hours of H&S training per year per employee	Hours	12	16	<b>14</b>
Average hours of H&S training per employee for nationals	Hours	12	16	<b>14</b>
Total cost of HSE training	TND	352,941	1,950	<b>17,310</b>

Community Development	Unit	2020	2021	2022
Total value of community investments	TND	n/a	100,000	<b>100,000</b>
Total number of local community development programs based on local community needs	Number	2	10	<b>1</b>
Operations with significant actual or potential negative impacts on local communities	Number	0	0	<b>0</b>
Total number of employee volunteering hours	Number	20	100	<b>100</b>

### 7.3. Governance Performance Indicators

Board Details	Unit	2020	2021	2022
Chairman's independence	Y/N	Yes	yes	<b>yes</b>
Male members of the Board of Directors	Number	8	8	<b>8</b>
Female members of the Board of Directors	Number	0	0	<b>0</b>
Percentage of Board seats occupied by women	%	0%	0%	<b>0%</b>
Percentage of board independence	%			<b>13%</b>