

# ESG OVERVIEW

OOREDOO ALGERIA

OA Annual Report 2022

30 September 2023

**ooredoo**<sup>o</sup>

Environmental,  
Social and  
Governance  
Report

# ESG Overview

Ooredoo Algeria

OA Annual Report 2022



# ESG Overview

Ooredoo is committed to the United Nations Sustainable Development Goals (UN SDG), which aim to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow and the future.

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

As Leader of Technology Mobile, Ooredoo Algeria is committed to the highest standards of environmental protection. we are working to the best of our ability to reduce our ecological footprint.

# Ooredoo Algeria Contribution

## Developing Our People

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

As measure taken by OA:

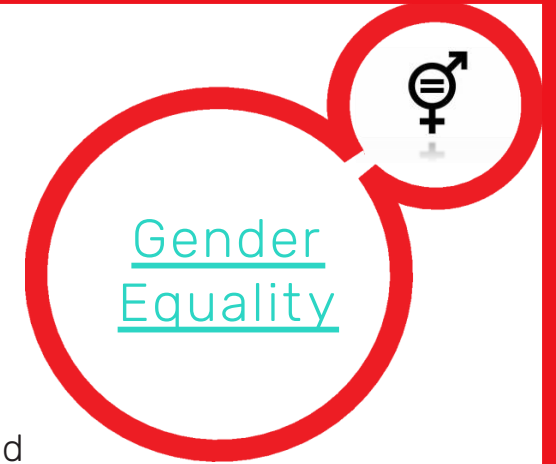
**Gender-Inclusive Policies:** We have implemented policies that ensure equal pay for equal work and include anti-discrimination measures. These principles are reflected in all OA policies.

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

**Leadership Development:** OA offers leadership development programs designed to identify and nurture high-potential female employees. These programs prepare 20 women for leadership roles within the organization, contributing to the growth in the number of trained women leaders.

**Women in Engineering Positions:** We are actively promoting the presence of women in engineering positions, particularly in technology-related roles (3 Successful Women Engineers were shown as role model in a wide mediatic campaign).

**Women Talk Tech :** around 50 girl students from technological universities were invited in forums in order to take advantage from the experience of our brave ladies who are leading sensitive technological areas such as SOA, TIBCO, IT,... ) to boost them to start their careers in telecom.



# Ooredoo Algeria Contribution

## Developing Our People



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

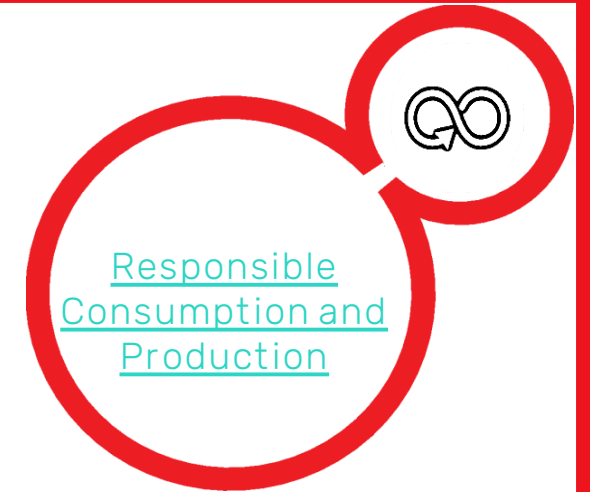
**Gender-Neutral Language:** OA actively promotes gender-neutral language in our company communications, policies, and job descriptions to foster inclusivity.

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

**Focus on Women in Sports at Work (CSO)**

# Ooredoo Algeria Contribution

## Creating Ethical Economic Opportunity



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

As measure taken by OA:

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

# Ooredoo Algeria Contribution

## Safeguarding our Customers



Peace, Justice and  
Strong Institutions

Develop effective, accountable and transparent institutions at all levels.

As measure taken by OA:

Every Ooredoo employee is enrolled on an internal Cybersecurity awareness program that familiarize employees with Cybersecurity risks that requires a passing test at the end of the program. Ooredoo Algeria has been ISO 27001 certified since 2012, and its Information Security Management System is monitored and controlled annually through internal and external audits.

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

Digitalize the customer registration to avoid/ reduce the paper contracts.

Work remotly for the call center to ensure the agents avaibility and take care of the customers needs.

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

# Environmental & Social Performance Indicators



## Algeria

| Climate Change and Energy  | Unit                      | 2020   | 2021    | 2022    |
|--|---------------------------|--------|---------|---------|
| Energy intensity   | GJ/Workforce              | 39     | 104     | 257     |
| Direct energy consumption (natural gas, diesel, purge gas and off gass used as fuel) | GJ                        | 55,786 | 46,018  | 103,387 |
| Indirect energy consumption (electricity)  | GJ                        | 60,595 | 233,828 | 542,441 |
| GHGs and Emissions   | Unit                      | 2020   | 2021    | 2022    |
| Total GHG emissions  | t CO <sub>2</sub>         | 14,547 | 44,479  | 102,951 |
| GHG intensity  | GHG/workforce             | 5      | 17      | 41      |
| Direct GHG emissions (scope 1)   | t CO <sub>2</sub>         | 3,842  | 3,169   | 7,119   |
| Indirect GHG emissions (scope 2)   | t CO <sub>2</sub>         | 10,705 | 41,310  | 95,831  |
| Water  | Unit                      | 2020   | 2021    | 2022    |
| Fresh water used -purchased  | m <sup>3</sup>            | 16,640 | 16,964  | 15,032  |
| Water Intensity  | m <sup>3</sup> /workforce | 6      | 6       | 6       |
| Waste and other emissions  | Unit                      | 2020   | 2021    | 2022    |
| Total hazardous waste disposed   | Tonnes                    | 12     | 14      | 8       |
| Total non-hazardous waste disposed   | Tonnes                    | n/a    | 900     | 700     |

## Algeria

| Local Procurement  | Unit   | 2020      | 2021      | 2022      |
|--|--------|-----------|-----------|-----------|
| Percentage of spending on locally based contractors and suppliers (% of total spending)                            | %      | 58.0%     | 60.0%     | 57.2%     |
| Percentage of locally based suppliers  | %      | 82.0%     | 81.0%     | 82.0%     |
| Board Details  | Unit   | 2020      | 2021      | 2022      |
| Chairman's level of independence   | Y/N    | Yes       | Yes       | Yes       |
| Male members of the Board of Directors   | Number | 6         | 6         | 6         |
| Female members of the Board of Directors   | Number | -         | -         | -         |
| Percentage of Board seats occupied by women  | %      | 0.0%      | 0.0%      | 0.0%      |
| Percentage of board independence   | %      | 100.0%    | 100.0%    | 100.0%    |
| Customers  | Unit   | 2020      | 2021      | 2022      |
| Number of substantiated complaints concerning breaches of customer privacy and losses of customer data             | Number | -         | -         | -         |
| Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes | Number | -         | -         | -         |
| Privacy training sessions offered to employees   | Number | 1         | 2         | 1         |
| Customer satisfaction results  | %      | 77.7%     | 75.8%     | 76.6%     |
| Number of customer complaints  | Number | 1,590,177 | 1,629,805 | 1,568,483 |
| Percentage of customer complaints that were answered   | %      | 100.0%    | 100.0%    | 100.0%    |
| Percentage of customer complaints that were solved   | %      | 96.4%     | 94.9%     | 96.7%     |



# Environmental & Social Performance Indicators



Algeria

| Workforce size  | Unit   | 2020  | 2021  | 2022  |
|---|--------|-------|-------|-------|
| Total number of employees (excluding trainees, students and outsourced staff) | Number | 2,971 | 2,694 | 2,513 |
| Full-time employees   | Number | 2,906 | 2,648 | 2,485 |
| Part-time employees   | Number | 65    | 46    | 28    |
| New employee hires (males)  | Number | 120   | 32    | 95    |
| New employee hires (females)  | Number | 54    | 16    | 58    |
| Total of new employees hires  | Number | 174   | 48    | 153   |
| Workforce Age Profile   | Unit   | 2020  | 2021  | 2022  |
| Workforce by age 18-30  | Number | 661   | 357   | 305   |
| Workforce by age 31-40  | Number | 1,536 | 1,395 | 1,247 |
| Workforce by age 41+  | Number | 774   | 942   | 961   |
| Employee Turnover   | Unit   | 2020  | 2021  | 2022  |
| Turnover rate   | (%)    | 5.0%  | 6.7%  | 9.0%  |
| Total number of employees who left the organization                           | Number | 135   | 349   | 328   |
| Employee Engagement   | Unit   | 2020  | 2021  | 2022  |
| Percentage of employee engagement   | (%)    | 49.0% | 61.0% | 70.0% |
| Nationalization   | Unit   | 2020  | 2021  | 2022  |
| Nationalization rate of senior management                                     | (%)    | 92.0% | 90.0% | 90.6% |
| Nationalization rate among total workforce                                    | (%)    | 99.7% | 99.6% | 99.6% |
| Female Employment   | Unit   | 2020  | 2021  | 2022  |
| Number of female employees  | Number | 927   | 833   | 758   |
| Female employment rate (%)  | (%)    | 31.2% | 30.9% | 30.2% |
| Females in senior management  | Number | 19    | 17    | 20    |



Algeria

| Training   | Unit   | 2020       | 2021       | 2022       |
|--|--------|------------|------------|------------|
| Average hours of training per employee                             | Number | 22         | 21         | 12         |
| Average hours of training per female employee                      | Number | 24         | 19         | 11         |
| Average hours of training per male employee                        | Number | 21         | 21         | 12         |
| Average hours of training per senior management employee           | Number | 24         | 17         | 12         |
| Average hours of training per middle management employee           | Number | 18         | 22         | 13         |
| Work hours (employees)   | Hours  | 5,658,240  | 5,591,968  | 5,024,010  |
| Work hours (contractors)   | Hours  | n/a        | n/a        | n/a        |
| Employee fatalities  | Number | n/a        | n/a        | -          |
| Employee lost time injuries  | Number | 822        | 550        | 506        |
| Employee total recordable injuries                                 | Number | 13         | 11         | 22         |
| Employee accident frequency rates (%)                              | %      | 2.3%       | 0.4%       | 0.5%       |
| Employee lost-day rate (%)   | %      | 29.5%      | 49.3%      | 0.2%       |
| Health and Safety Training   | Unit   | 2020       | 2021       | 2022       |
| Total hours of H&S training provided to employees                  | Hours  | 1,380      | 1,698      | 1,596      |
| Average hours of H&S training per year per employee                | Hours  | 10         | 18         | 21         |
| Average hours of H&S training per employee for nationals           | Hours  | -          | 25         | 25         |
| Total cost of HSE training   | DZD    | 2,558,462  | 4,190,192  | 150,000    |
| Community Development  | Unit   | 2020       | 2021       | 2022       |
| Total value of community investments                               | DZD    | 77,939,702 | 75,929,200 | 48,642,331 |
| Total amount invested in the community as a percentage of revenues | %      | 0.1%       | 0.1%       | 0.1%       |
| Total number of employee volunteering hours                        | Number | n/a        | n/a        | 619        |

THANK  
YOU

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