

# Sustainability Report 2021





His Majesty Sultan  
**Qaboos Bin Said** (Late)





His Majesty Sultan  
**Haitham Bin Tarik**



# Sustainability Highlights 2020-2021

**4.6 mn RO increase in net profit** between 2020 and 2021

**219% increase in net profit** between 2020 and 2021

**21** Major Social Responsibility Initiatives supported

Improved Average Response Time by **24%**

**12.95 hours** of average employee training

Hiring of **29 fresh Omani graduates** and  
**42 experienced employees**

**2,530 Omani vendors** in 2021

**835,374 kwh** of electricity generated from solar panels

**92% Omanis** in our workforce



# About this Report

Oman Telecommunications Company SAOG (Omantel) is glad to present its fifth Sustainability report, highlighting its Environmental, Social, and Governance (ESG) performance for the years 2020 and 2021. Data from 2019 is included alongside a comparative analysis. The information included in this report showcases the internal operations of Omantel only, unless stated otherwise.

This report has been prepared in accordance with the GRI Standards: Core option. GRI offers globally recognized standards and benchmarking opportunities. While compiling this report, Omantel followed the principles of GRI Standards of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness. It further aligns with the Oman Vision 2040 and the United Nations Sustainable Development Goals (SDGs).

## External Assurance

Our published financial data were audited by Deloitte & Touche (M. E.) & Co. LLC. Please refer to our annual report found on [our website](#) for further information.

We chose to not engage with a third party for auditing our non-financial data. However, through internal engagement with our stakeholders, we provide confidence regarding the accuracy of the information stated.

## Contact Details

If you would like to learn more about sustainability at Omantel or share any feedback, please contact: [qais.aamri@omantel.om](mailto:qais.aamri@omantel.om)

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## Chairman's Message

### Dear Stakeholders.

We are pleased to present to you the Omantel 2020 & 2021 GRI Sustainability Report, which gives an overarching view of how the Company continued to demonstrate resilience amid challenging times brought upon by COVID-19 in terms of health, global economic setbacks and uncertainty. The report documents our efforts, our adaptability and our evolution as goalposts shifted each day. It underscores our initiatives - for business and for the community - that make Omantel what it is - a market leader, an economic enabler, a catalyst in Oman's digital future and a caring friend of its people.

Yes, the pandemic did bring about unprecedented market disruptions. We rose above them all by meeting the needs of every stakeholder in time with customized and sustainable solutions, infrastructure scale-up, network upgrades and so much more. Such measures helped us resist the disruptive forces to quite an extent, and eased Oman's population into the new normal marked by online functioning of workplaces and households. Omantel did this because it is committed to the nation and to the objectives set forth by Oman 2040 Vision issued by the Royal Directives of His Majesty Sultan Qaboos bin Said (May his soul rest in eternal peace), and to United Nations Sustainable Development Goals. His Majesty Sultan Haitham is leading that dream forward.

Our roadmap has always pointed towards sustainable growth. As Oman's first and largest integrated telecom service provider, Omantel has aligned its strategic moves with Oman's development.

As the company looks ahead, it carries many value points from the past two years. Acceleration in next generation technologies is one of them. We are creating numerous and unimaginable opportunities.

As Omantel builds on the foundation it has laid for Oman's digital transformation, it hopes to see its efforts translate into ICV, economic empowerment, digital literacy, educational growth and sustainable communities.

Our efforts would not have been possible without the support of our people and for that, I would like to thank them for their drive, and passion. Hand in hand with our teams, Omantel will continue to achieve excellence as the market leader for growth, digitalization, and sustainable development.

### Mulham bin Basheer Al Jarf

Chairman



## CEO's Message

As we step into a year that promises hope and wellbeing for the people of Oman, it's time to reflect on what we have learnt over the past two years of the pandemic. The challenges were opportunities that we capitalized on and created an ecosystem of trust, care and brotherhood. We stood together as a nation. Omantel can proudly say that the company acted as a vital link that kept the country connected. It stepped up its efforts towards society and the economy. People came first and enabling them naturally led to the creation of robust digital avenues that fuelled the economy's sustainable growth.

Omantel's 2020 & 2021 GRI Sustainability Report lists our collective achievement and talks about how we stood with each other, blurring the lines between the corporate and social sectors. CSR, economic wellbeing, business sustainability and continuity all blended together into a powerful synergy.

At Omantel, we understand the importance of operating in an ethical and inclusive manner that contributes to local and international sustainable development. The report focuses on what are our stakeholder's key material concerns and our long-term strategic solutions to address them, all while being in line with Oman Vision 2040 and United Nations Sustainable Development Goals.

One of the goals is digitalization and digital inclusion.

Though the needs were urgent due to the pandemic, Omantel was not caught off-guard. It had built a capacity, which it only had to expand not just in terms of connectivity or network, but in terms of planning for the future by caring for and enabling people. That have become the essence of Omantel's sustainability efforts going forward.

Omantel has always placed importance and emphasis on environment and climate change. During 2020 and 2021 we assessed our stance on these topics and reviewed our performances.

The report lists all the specifics of Omantel's holistic initiatives and the fruits they will continue to bear for the coming generations.

I would like to take this opportunity to thank my colleagues, our customers, government entities and shareholders for being a part of our digital revolution. As we embrace a new world revolutionized by ICT, we open ourselves to countless opportunities and possibilities for a better, sustainable and innovation-led future.

### Talal Said Marhoon Al Mamari

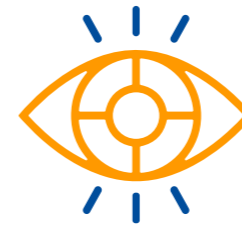
Chief Executive Officer



# 1. About Omantel

Omantel is the country's first and leading integrated telecommunications services provider that enables the digital society to flourish and allows new ways of doing business by delivering a world of information and entertainment right to the fingertip of its clients. Omantel is publicly listed on the Muscat Stock Market (MSX) and is majority-owned by the government of Oman.

## Omantel at a Glance



### 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:

#### Passion

We are passionate about our people, our business, our customers and our country, and lead by example, inspiring others with our pursuit of excellence.

#### Simplicity

We simplify problems by creating clear and understandable solutions that are easy to implement and adaptable to the needs of our employees.

#### Collaboration

At Omantel, each and every employee plays a critical role in achieving business objectives. The Company promotes idea sharing and collaboration at every level and across all operations.

#### Ownership

We own our faults, but take full credit for our successes, ensuring we do more than just the talk.



# Omantel Organizational Structure

## Our Products and Services

### Wholesale



### Organization Structure

#### 3 core markets



#### 4 supporting units



#### Subsidiaries / Associate Companies

21.9%	100%	100%	100%	41%	40%	50%	51%	100%
Leading MENA Telecom Operator with presence in 9 countries of which Leadership position in 4 markets	Oman DataPark Data Center, Managed Hosting Services, Cloud Services, Security Services Results consolidated with Omantel	Results consolidated with Omantel	BPO, Contact Center, IT Services Results consolidated with Omantel	Fiber Optic Cables manufacturing, Outside plant services, Telecom services	Class II Mobile Reseller operating Renna and Red Bull Mobile brand	JV with Equinix Carrier neutral data center	Fintech, Blockchain, Software development	Special Purpose Vehicles

### Consumer

#### Mobile Services

- Prepaid Hayyak
- Postpaid Baqati
- Roaming (Jawazak)
- Mobile Broadband

#### Home Services

- Home Broadband
- Fixed Services
- Omant TV+

#### Emerging Services

- Devices and Accessories
- Value Added Services
- Content
- Mobile Wallet and Fintech solutions
- Partnership and OTT Building

### Enterprise

#### Mobile

- Postpaid Nama
- Prepaid Business
- Roaming (GoBiz)

#### Internet

- Internet Services
- Business Solutions
- Connectivity Solutions
- Wi-Fi Services

#### Small & Medium Enterprise (SME) Services

#### Information & Communication Technology (ICT) Services

- Software as a service
- Datacentre solutions

# Our Network

## Omantel Domestic Network

Mobile Sites ~ 3,500 Widest Network Coverage	Resilient Backbone > 9,000 km	First Operator to Host MVNOs in the Middle East	94.99% 4G Coverage of Population
99.38% 3G Coverage of Population	65 New ICT customized solution customers		4041 TB Average Daily Data

## Omantel International Network

International Presence OTI Carrier of Carriers	More than 100 direct interconnects with major operators	Roaming Partners ~ 700 in > 200 Countries	7 Landing Stations
20 International Submarine Cables	Around 115,000 km length of international Submarine Cables originating from Oman to the world	 Equinix MC1: First Carrier Neutral Data Center in the region located in Barka, Oman	

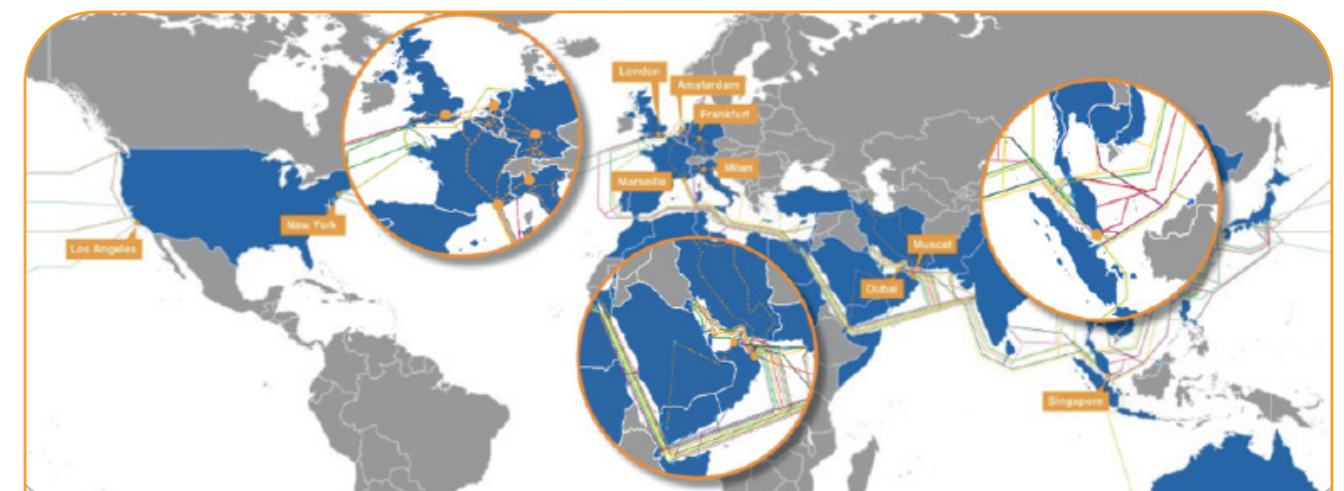
## Omantel Subsea Network

Subsea Cables > 20 Reaching Everywhere	Global POPs 11 Major Cities	24x7x365 INOC Dedicated to Wholesale
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## State-of-the-Art Carrier Neutral Data Center

Located in Barka MC1 Redundant Backbone Ring	Capacity 2.4 MW Phased up to 7.2 MW	Unique Connectivity Direct Access Various Subsea Cables
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# Our Geographical Presence



- 20+** undersea cable systems globally
- 120+** landings /cities
- 50+** direct access to 50+ countries in Europe, Asia, Africa, the Middle East and North America
- 6** unique undersea cable landing stations in Oman
- 4** redundant terrestrial links to neighbouring countries
- First and only** GCC carrier to land a submarine cable in Europe



# Awards & Recognition



## Awards & Recognition 2020

EIPM Peter Kraljic Excellence Prize Awards for Purchasing Management in the “Transformation Leader in Turbulent times” category

“Happiness at Work” award for the best employee engagement program

“Best” Award for the HR Learning & Development Department

Best data/ capacity provider of the year in the Middle East

Forbes Middle East magazine ranked Omantel among the most powerful 100 companies in Middle East

Best Data & Capacity Provider of the Year 2020

Leading Corporate for Investor Relations

Best Investor Relations Professional

COMEX Awards in two prime categories – Data Analytics and Data Tech Solutions

Middle East Regional Operator of the Year Award - Carrier Community Global Awards

Best Data Capacity Provider of the Year - Carrier Community Global Awards



## Awards 2021

Best Change Management Telecom – Customer Experience Live Awards

Best Voice of Customer – Customer Experience Live Awards 2021

Middle East Regional Operator of the Year Award - Carrier Community Global Awards

Outstanding Leadership and Growth Award (SAMENA endorsed) - MEA Business Magazine Technology Achievement Awards

Mobile Application, Big Data, Telecom categories, and special jury award “Best of Best”

‘Best Digital Transformation Leadership GCC 2021’ award by CFO.CO, a magazine that reports on business, finance and economics.

Omantel was announced as one of the ‘Top 100 Companies in the Middle East 2021’ by Forbes Middle East.

Omantel’s CEO was recognized as one of the top 100 Omani CEOs by ‘Alam Al Iktisaad’ magazine.

Omantel won National Builder award, and the CEO of the Year award for the telecom sector by ‘Alam Al Iktisaad’ Wal Aamal magazine.

“Leading Corporate for Investor Relations” and “Best Investor Relations Professional” in Oman for the year 2021 by the Middle East Investor Relations Society, Dubai

Best Data Capacity Provider of the Year - Carrier Community Global Awards

## 2. Financial Performance

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

Consolidated financial results (RO in Mn)	2019	2020	2021
Revenue	2,592.2	2,408.3	2,511.0
EBITDA	1,097.7	970.3	1,026.3
Net Profit for the Year	299.7	233.6	229.0
Non-Controlling Interests	(222.0)	(166.6)	(162.1)
Profit Net Off Non-Controlling Interests	77.7	67	66.9

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





# 3. Sustainability at Omantel

Omantel is committed to conduct business and execute its strategy in a responsible and sustainable manner. The Sustainability approach is defined under five pillars, each in alignment with the United Nations Sustainable Development Goals (UNSDGs) and the Oman Vision 2040:



## Strategic Pillars

Strategic Pillar	Description	UNSDG Alignment	Oman Vision 2040 Alignment
Customer Value Creation	Create Value for all our customers in a transparent and inclusive manner	 	 <p>The Private Sector, Investment, and International Cooperation</p> <p>Development of Governorate and Sustainable Cities</p>
Employer of Choice	Become Oman's employer of choice	  	<p>Citizenship, Identity and National Heritage and Culture</p> <p>Labour Market and Employment</p>
Environmental Stewardship	Engage in active environmental stewardship	  	<p>Environment and Natural Resources</p>
Social Responsibility	Enable the progress of Omani society by building a digitally competent and connected community	       	<p>Education, Learning, Scientific Research and National Capabilities</p> <p>Health</p> <p>Well-being and Social Protection</p> <p>The Private Sector, Investment and International Cooperation</p>
Governance & Ethics	Have the highest level of governance and ethics		<p>Economic Leadership and Management</p> <p>Economic Diversification and Fiscal Sustainability</p> <p>Legislative, Judicial and Oversight System</p>



# Stakeholder Map

STAKEHOLDERS	SUSTAINABILITY PRIORITIES	ENGAGEMENT CHANNEL
Shareholders	<ul style="list-style-type: none"> <li>Value Creation</li> <li>Market leadership</li> <li>Sound Governance</li> <li>In-Country Value</li> </ul>	<ul style="list-style-type: none"> <li>Regular Meetings</li> <li>Financial reports</li> <li>Investor’s Presentations</li> <li>Press Releases and Media</li> <li>Sustainability Reporting Engagement</li> </ul>
Government and Regulators	<ul style="list-style-type: none"> <li>Contribution to the national economy</li> <li>Positioning Oman as a global leader in network coverage and quality</li> <li>Ethics and integrity</li> <li>ICT infrastructure investment</li> <li>Omanization</li> <li>Privacy and data security</li> <li>Regulatory compliance</li> <li>Social investment</li> </ul>	<ul style="list-style-type: none"> <li>Direct meetings</li> <li>Regular communication</li> <li>Mandatory and Voluntary Reports</li> <li>Cooperative workshops</li> <li>Sustainability Reporting Engagement</li> </ul>
Subsidiaries and Sister Companies	<ul style="list-style-type: none"> <li>Economic Performance</li> <li>Ethics and integrity</li> <li>Regulatory compliance</li> </ul>	<ul style="list-style-type: none"> <li>Direct meetings</li> <li>Investor’s Presentations</li> <li>Press Releases and Media</li> <li>Sustainability Reporting Engagement</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Job Security</li> <li>Welfare</li> <li>Health and Safety</li> <li>Training and Development</li> </ul>	<ul style="list-style-type: none"> <li>Daily, Weekly and Monthly Meetings</li> <li>Intranet</li> <li>Newsletters</li> <li>Emails</li> <li>Events</li> <li>Sustainability Reporting Engagement</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Exceptional customer service</li> <li>Network coverage and quality</li> <li>Competitive pricing</li> <li>Digital inclusion</li> <li>New products and services</li> <li>Privacy and data security</li> </ul>	<ul style="list-style-type: none"> <li>Social Media</li> <li>Outlets and Service Centers</li> <li>Surveys</li> <li>Media Advertisement</li> <li>Direct engagement during installation or recovery operations</li> <li>Sustainability Reporting Engagement</li> </ul>
Community Beneficiaries	<ul style="list-style-type: none"> <li>Service accessibility</li> <li>Education</li> <li>Health</li> <li>Supporting environmental causes</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability Reporting Engagement</li> <li>Surveys</li> <li>Press Release and Media</li> <li>Sponsorship and CSR activities</li> </ul>

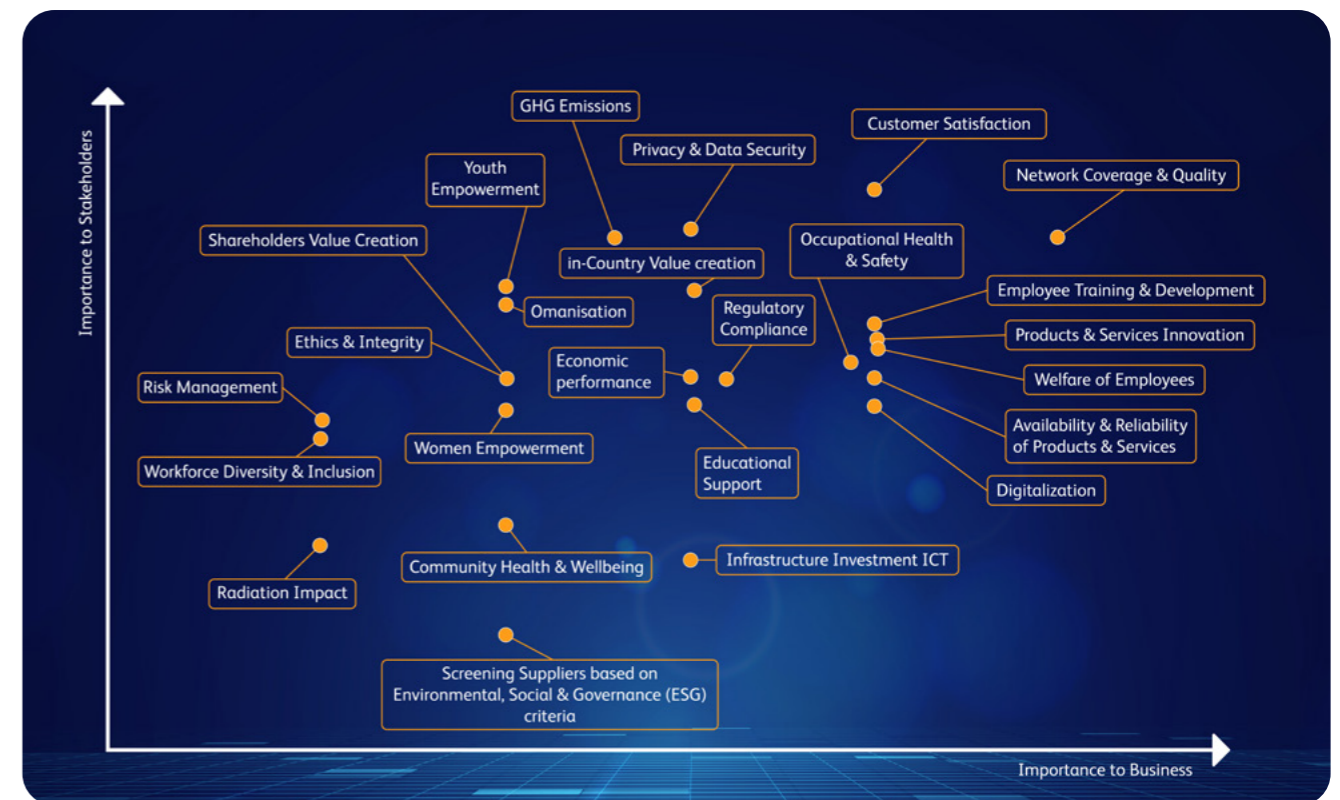
# Materiality Exercise

Omantel follows the Materiality Principle of GRI Standards and defines its materiality topics as those that have a direct or indirect impact on an organization’s ability to create, preserve or erode economic, environmental, and social value for itself, its stakeholders and the society at large.

In 2019, Omantel conducted an in-depth benchmarking analysis and stakeholder engagement to define a list of material topics for Omantel in the context of the telecommunications sector. For this year’s Sustainability Report, the material topics remain unchanged compared to 2019. This decision follows an in-depth industry benchmark analysis, and to conduct the materiality exercise every three years. The importance of the topics was, however, confirmed by engagements with relevant internal and external stakeholders. An alignment with the Oman Vision 2040 and the UNSDGs remains unchanged.

Please refer to our [2019 Sustainability Report](#) to gain a better understanding of our materiality exercise over the past years.

## Omantel Materiality Matrix





Customer Satisfaction	Network Coverage & Quality	Occupational Health & Safety & Quality	Employee Training & Development
& Products Services Innovation	Welfare of Employees	Availability & Reliability of Products & Services	Digitalization
& Privacy Data Security	GHG Emissions	In-Country Value Creation	

Since 2020, Covid-19 has created endless waves of disruptions across Oman. During these challenging times, Omantel reflected on its mission and purpose to understand how to support our customers, employees, suppliers, and the community. The journey enabled us to take swift actions to not only minimize the disruption but also operate safely and inclusively towards our direct stakeholders and empower the industry, the government and the country through our various channels of support. As you go through our report, you will learn about the various ways Omantel has responded to Covid-19 regarding that business unit/stakeholder.





# 4. Governance & Ethics

Omantel has always placed importance and enforced its commitment to comply with local laws and regulations. In order to achieve our business objectives and goals, we must strive for the highest standards of governance. This is made possible by embedding principles of our Code of Ethics and Conduct and of corporate governance across all business units. Finally, to ensure that we follow the principles we set, our Board of Directors reinforce our corporate governance practices, helping us to constantly grow while retaining our core values.

For more details on governance at Omantel, please refer to the “Corporate Governance Report” found within our annual report on our Website.



## Board of Directors

Name	Position in the Board
Mr. Musllam Bin Mohammed Al Barami	Member
Mr. Ibrahim Bin Said Al Eisry	Member
Sheikh. Khalid Bin Abdullah Al Khalili	Member
Skeikh. Aimen Bin Ahmed Al Hosni	Member
Mr. Mulham Bin Basheer Al Jarf	Chairman
Mr. Saud Bin Ahmed Al Nahari	Deputy Chairman
Eng. Mattar Bin Saif Al Ma'mari	Member
Al-Sayyid. Zaki Bin Hilal Al Busaidi	Member
Mr. Atif Bin Said Al Siyabi	Member



# Board Committees

Below we list the Board Committees at Omantel, its members, their main functions and responsibilities:

Strategic and Investment Committee	
<p><b>Main Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Reviewing and approving the company's vision, mission, and goals, and ensure compatibility with the company's strategic plans</li> <li>2. Reviewing and approving the company's plans in the field of business development and investments</li> <li>3. Reviewing and approving the strategic objectives of the company</li> </ol>	<p><b>Chairman:</b> Mr. Mulham bin Basheer Al Jarf</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Sheikh Aimen bin Ahmed Al Hosni</li> <li>• Sheikh Khalid bin Abdullah Al Khalili</li> <li>• Eng. Matar bin Saif Al.Mamari</li> <li>• Sayyed Zaki bin Hilal Al Busaidi</li> </ul>
Audit and Risk Committee	
<p><b>Main Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Considering the name of the auditor in the context of their independence (particularly with reference to any other non-audit services), fees and terms of engagement and recommending their name to the Board for putting before AGM for appointment.</li> <li>2. Overseeing the adequacy of the internal control system through the regular reports of the internal and external auditors. The committee may also appoint external consultants when required.</li> <li>3. Overseeing the internal audit function with particular reference to reviewing the internal audit plan, reviewing the reports of internal auditors pertaining to critical areas, reviewing the efficacy of the internal auditing and reviewing as to whether internal auditors have full access to all relevant documents.</li> <li>4. Serving as a channel of communication between external and internal auditors and the Board.</li> <li>5. Checking financial fraud, particularly fictitious and fraudulent portions of the financial statement, and ensuring the adoption of appropriate accounting policies and principles leading to fairness in financial statements.</li> <li>6. Overseeing financial statements and reviewing annual and quarterly financial statements before issue, reviewing qualifications in the draft financial statements and discussing accounting principles. In particular, changes in accounting policies, principles and accounting estimates in comparison to previous year, any adoption of new accounting policies, any departure from International Financial Reporting Standards (IFRS) and correction of non-compliance with disclosure requirements</li> <li>7. Reviewing risk management policies and evaluating reasons for defaults in payment obligations of the Company, if any.</li> <li>8. Reviewing specific transactions with related parties to make recommendations to the Board and setting rules for entering small value transactions with related parties without obtaining prior approval.</li> </ol>	<p><b>Chairman:</b> Mr. Ibrahim bin Said Al Eisry</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Saud bin Ahmed Al Nahari</li> <li>• Musallam bin Mohammed Al Barami</li> </ul>

Nomination, Remuneration & HR Committee	
<p><b>Main Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Provide succession planning for the executive management.</li> <li>2. Develop a succession policy for the board or at least the chairperson.</li> <li>3. Prepare a detailed job description for the role of directors and the chairperson.</li> <li>4. Look for and nominate qualified persons to act as interim directors on the board in the event of a seat becoming vacant.</li> <li>5. Notwithstanding the articles of association, search and nominate qualified persons to take up senior executive positions, as directed by the board.</li> <li>6. Prepare the policy for bonuses, allowances and incentives for the executive management.</li> <li>7. Review such policies periodically, taking into account market conditions and company performance.</li> <li>8. To avoid conflict of interests, the committee may, upon obtaining the approval of the board, seek assistance and advice of any other party in order to better deliver its tasks.</li> <li>9. Reviewing factors and developments which require an amendment to the organizational structure of the company.</li> <li>10. Reviewing the structure and the level of salaries and compensation before submission to the Board of Directors.</li> <li>11. Reviewing and recommending strategic plans and policies relating to Human Resources.</li> </ol>	<p><b>Chairman:</b> Saud bin Ahmed Al Nahari</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Sayyed Zaki bin Hilal Al Busaidi</li> <li>• Eng. Atif bin Said Al Siyabi</li> </ul>
Tender Committee	
<p><b>Main Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Representing the Board in reviewing, discussing and awarding tenders, as per given Tender Manual of Authority.</li> <li>2. Studying the mechanisms and procedures used for evaluating bids and proposing improvements by using appropriate technologies.</li> <li>3. Studying any other topics referred to by the Board</li> </ol>	<p><b>Chairman:</b> Sheikh Aimen bin Ahmed Al Hosni</p> <p><b>Members:</b></p> <ul style="list-style-type: none"> <li>• Eng. Matter bin Saif Al Mamari</li> <li>• Musallam bin Mohammed Al Barami</li> </ul>



# Corporate Strategy: Shift Gear

In 2021, Omantel revisited its corporate strategy, aimed at building a competitive advantage in the market and achieving sustainable profitability growth. The strategy was designed in full alignment with the Oman Vision 2040 ambition and focuses on building differentiating and leading communication infrastructures and services on the basis of a digital economy.



The strategy was adopted with flexible timing; which means it is not bound to a specific number of years but covers a period between two and five years. This flexibility allows us to continuously update the direction of the strategy, according to external and internal factors, developments, and changes. The execution of the strategy is ensured through an annually updated Tactical Plan, including short-term roadmaps and objectives. The Tactical plan is delegated to responsible units and teams and encourages collaboration to ensure effectiveness and achieve the desired outcomes under each of the 4 pillars.

# Code of Ethics and Conduct

Omantel's Code of Ethics and Conduct acts as a moral guide for our Board members, Senior Management and Employees. To ensure that we always conduct business with integrity, our Code of Conduct highlights all the appropriate procedures, measures, and methods for all staff to follow in the following areas:

- Anti-Bribery Policy Policies
- Conflict of Interest Policy
- Company Intellectual Work and Confidentiality Policy
- Compliance with local laws and regulators
- Fair working practices
- Anti-Harassment Policy





## Regulatory Compliance & Disclosure

Omantel works together with government entities and regulators to ensure that all business activities are conducted in accordance with local standards and regulation requirements set by the various governing bodies of Oman. We also maintain a proactive approach by adopting international best-case practices and adhering to international standards and certifications.

Omantel is committed to the Capital Market Authority's (CMA) standards and guidelines on disclosure of material information. Further, it complies with the rules and regulations issued by the Telecommunications Regulatory Authority (TRA). The Board has approved the disclosure policy issued by CMA.



## Risk Management

Omantel recognizes that risk is inherent to any business activity and that managing these effectively is essential to ensure sustainable business growth and stability, delivering long-term value to its shareholders, and meeting its commitments to employees, customers, business partners, and contractors. We believe that risk management must be incorporated into the day-to-day management and operations of the business, by means of systematically assessing and managing potential risks and opportunities through a Risk Management Framework guided by an internationally recognized Risk Management Standard. The Enterprise Risk Management (ERM) was first established in Omantel in 2013 and focuses on organizational capability, health and safety, reputation, operational stability, financial and information security.

Today, Omantel's ERM framework is aligned with the Committee of Sponsoring Organisations of the Treadway Commission (COSO) and ISO31000 frameworks, and the risk appetite is defined by the Board of Directors. This alignment helps to meet the objectives of safeguarding the interest, trust and commitment of shareholders and employees, and ensures effective management of assets and resources. It also reduces the likelihood of adverse effects of risks and increases the likelihood of achieving company goals while taking a proactive approach towards Omantel's business management.

A complete ERM benchmark analysis is conducted on a yearly basis, taking into consideration new emerging risks in the Telecom sector. Omantel's Risk profile is compared with top risks in the telecom sector from a published whitepaper. In 2020, ERM was shifted to the CEOs office to ensure independence and increase the focus of Top Management and the Board. The Board has also re-established the Audit Committee and renamed it as Audit and Risk Committee. In 2021, an independent ERM review was carried out by an external party which showed a high level of compliance and maturity. The overall Omantel risk profile is reviewed by the established committee which also monitors the progress of ERM regularly.





# Corporate & Network Security

Over the last two years, Omantel has solidified its position as a digital native organization by successfully delivering on various digitization projects. A key component that allows all digital products, services, and systems to run smoothly is the importance we place on the security of our network infrastructure, logical assets and privacy of client data. During our journey, we focused on building our internal capabilities for corporate security to address all potential risks that may occur. Here's what we managed to achieve so far:

Upgrading Infrastructure	Achieving Certifications	Creating Frameworks and Guidelines	Building Internal Capacity
Upgraded D-DOS infrastructure to support industry best protocols for improved operational efficiency and reduced turnaround time in event of attack.	Achieved ISO27701 certification for Data Privacy and Protection which mandates establishing Data privacy controls. The certification not only assures data privacy and protection for its critical systems but also mandates vendors who are processing or storing Omantel's data to comply with stringent data privacy and protection terms	Established a comprehensive cloud security assessment framework based on international standards such as NIST, ISO and guidelines by industry experts such as Gartner and Forrester cloud publications	Implemented an in-house cyber defense center virtual lab
Strengthened signaling firewall protection through upgrade of SS7/Diameter firewall and GTP-C firewall implementation, thus protecting Omantel subscribers against threats such as location tracing and impersonation	Achieved Payment Card Industry Data Security Standard (PCI DSS) certification, providing assurance for protection of customers sensitive payment card information		Use of advanced technologies aided by AI capabilities to discover, classify, and govern data in all systems, whether this data is in transit or at rest
Implemented voice firewall to improve service experience of Omantel subscribers by blocking voice threats such as CLI Spoofed calls, phishing attempts and other voice frauds			



## Our efforts resulted in following successes

Signaling threat protection consistently benchmarked higher than the industry average	Protecting the infrastructure of our esteemed clientele against D-DOS threats.	Improved security of customer personal and sensitive data	Blocking large volume of CLI spoofing and phishing attempts, thus protecting Omantel subscribers against voice frauds	Greater transparency to customers about the data we collect, store and process
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## Our Strategy

Our corporate security strategy was first developed in 2017 and has been improved over the years. Omantel has adopted an in-depth holistic approach that analyzes current challenges and determines the future needs, while aligning with local regulatory requirements, international standards and industry best-case practices.

## Strategy Objectives

Achieve Cyber Resilience	Develop People	Offer Security as a Service
<ul style="list-style-type: none"> <li>Build Telco grade Cyber Defense Center</li> <li>Protect Telco infrastructure</li> <li>Secure BSS/OSS</li> <li>Protect enterprise network and systems</li> <li>Securely manage technological hype (5g, NFV, IoT)</li> </ul>	<ul style="list-style-type: none"> <li>Improve cybersecurity and soft skills</li> <li>Retain Cybersecurity personnel</li> <li>Develop sustainable model for cybersecurity recruitment</li> <li>Develop security Knowledge base portal</li> <li>Promote and support innovation and R&amp;D activities</li> </ul>	<ul style="list-style-type: none"> <li>Offer Security-as-a-Service</li> <li>Support development of digital trust ecosystems</li> <li>Develop revenue sharing model for innovative products</li> </ul>
Deliver Message	Mature IRM capabilities	
<ul style="list-style-type: none"> <li>Address Security for a wider audience</li> <li>Regular reporting and communication</li> <li>Regulatory Body Engagement</li> <li>Industry Body Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Maintain and expand the scope for ISO and PCI certification</li> <li>Improve overall security maturity</li> <li>Support Data privacy, Safety and Reliability</li> <li>Improve security governance</li> <li>Improve processes</li> <li>Improve existing and establish new External Partnerships</li> </ul>	



## Data Privacy and Protection

All telecom operators in Oman are required to comply with the Telecom Regulatory Authority (TRA) regulations on protection of the confidentiality and privacy of beneficiary data. Omantel, being one of the pioneering organizations to adopt the best international standards, policies and practices in information security, it is also, among the first companies to adopt and implement the ISO 27701 for privacy and data protection.

The data privacy certification enables Omantel by:

- Putting right safeguards for protecting consumers' personal information
- Assuring compliance with Oman data privacy laws
- Proactively identifying and mitigating data privacy risks by implementing rigorous privacy controls
- Building a "Data Privacy driven culture" within Omantel and across various partners

### Raising Awareness

One of the largest growing concerns for security risks and breaches is the lack of awareness around the topic. To mitigate this risk, it becomes a necessity to enforce cybersecurity awareness throughout all levels and departments of the organizations. Our staff, starting from new joiners all the way up to senior management, are giving special training programs that build comprehensive Security Awareness:

#### Awareness Campaigns

Achieve Cyber Resilience	Develop People	Offer Security as a Service
Customized security awareness sessions on cyber protection for various business units	Awareness sessions for new joiners to build a culture of "cyber security and data protection" in Omantel	Custom sessions on training and development of Gen-Z on cyber security threats, trends and solutions
Awareness reach-out through multiple modes – dedicated awareness sessions, posters, social, Email and SMS communications	Dedicated sessions to Omantel vendors and partners on key cyber security trends and requirements	Multiple timely advisories to Omantel staff and partners on new security threats, attacks registered globally





# 5. Customer value creation

Although the early stages of the pandemic posed a challenge for all businesses across various markets, Omantel take pride in how it demonstrated its ability to adapt and put forward solutions that make sure our customers are continuously cared for. 2020 and 2021 were years of remarkable transformation for Omantel as COVID-19 accelerated our agenda to become a digital native organization.

## Covid-19 Response

Over the last two years, Omantel has made big strides within customer e-care in response to the pandemic

We activated digital channels across most of the customer touch points and encouraged customers to use the digital channels, including the mobile app, e-shops and chatbot 'Noor', through IVR announcements and SMS.

We developed a "Work from Home" system for call center agents to provide uninterrupted call center service to the customers from the home of the employees.

We enhanced our mobile app experience, catering to the needs of customers and replacing the need to visit our outlets.

## Customer Care

As we embrace and accelerate digital transformation across our business, we always come back to what the term "connectivity" means. To Omantel, it means to enable a connected society with efficient, real-time ICT solutions to empower people, businesses and communities. This has proven especially important during this period of uncertainty, which is why we continue to invest in our new digital assets and infrastructure to meet market demands and expectations from our customers in 2020 and 2021. We see improvements in customer journey's and experience in 2021. We have also witnessed a growth of 19% in customer satisfaction as a direct result of our investments.

## Customer Satisfaction

Over the last two years, Omantel has made big strides within customer e-care in response to the pandemic

	2019	2020	2021
<b>Customer Satisfaction Scores</b>	60%	60%	79%

An enhanced customer experience means that customers are now better connected to us and can reach out for any needs or concerns they have. In 2021, we saw an increase in volume of complaints; however, we managed to almost maintain the percentage of open cases against closed cases by only a margin difference of 0.6% between the two years. We also noticed our improvements in other areas such as our AVG response time for mobile improved by 27%, AVG Response Time for Fixed improved by 16% and AVG Response Time for social media improved by 30%.

## Complaints

	2020	2021
<b>No. of Complaints</b>	206,404	228,393
<b>No. of Complaints Closed by Year end</b>	205,676	226,266
<b>AVG Response Time (Mobile)</b>	128 Sec	34 Sec
<b>AVG Response Time (Fixed)</b>	262 Sec	41 Sec
<b>AVG Response Time (Social media)</b>	54 min	16 min





## Omantel's Global Wholesale Integration Program

Omantel's Wholesale Business Unit serves local and international telecom operators and hyperscalers by providing them with various innovative state-of-the-art telecom solutions. The services are provided through the Global Wholesale Integration Program, which constantly evolves to cover the future needs of Omantel and its clients. Through this extraordinary transformation journey, we have managed to continuously introduce our market offering to be on par with international global developments, thus enabling us to affirm our position as a leader in the region and beyond.

### The main focuses of the Omantel Global Wholesale Integration Program:

<p><b>Building an international, diversified and high-capacity submarine network</b> connecting Oman with the rest of the world. This network includes investments in more than 20 global submarine cable systems, with a reachability to more than 120 cities across the globe. Omantel also became the first GCC operator to land a submarine cable in the European Union through its landing station in Marseille under the AAE-1 submarine cable which is one of the largest systems of its kind.</p>	<p><b>The International Network Operations Centre (INOC)</b>, a state-of-the-art 24/7 facility that is specifically tailored to meet the needs of the cloud and content-centric market besides monitoring and supporting Omantel's international terrestrial or submarine cable systems to ensure smooth network operations.</p>	<p><b>MC1, the region's first carrier-neutral data center located in Barka</b>, in partnership with Equinix, the world's leading international data center operator.</p> <p>The center has attracted international content providers and tech firms to co-locate critical IT infrastructure.</p>
<p><b>Continuous rollout of international roaming</b> with close to 700 operators in over 210 countries, in addition to the newly introduced 5G data roaming services.</p>	<p><b>Omantel International (OTI)</b> is an international wholesale company managing the group's international voice carrier business as well as international value-added services.</p>	<p><b>12 engagements on Smart City &amp; IoT have been converted into successful projects.</b></p>



## Digitalization

Our primary focus over the last two years has been to accelerate our digital ambition "Shift Gear to achieve sustainable growth" strategy. Despite the chaos and disruption in the market, it remained clear to us from the very beginning of the pandemic that the country is looking for strong digital innovative solutions that can offset the disruption, solutions that we at Omantel could provide. By building on key transformation initiatives outlined in "Omantel 3.0", we are able to position ourselves as the leading organization for digital innovation and change to meet that demand. Our projects delivered in 2020 and 2021 were well received by our customers and other stakeholders, leading to remarkable success stories, a few of which we shared below.

### Omantel New App

The creation of Omantel's new mobile app was accelerated in 2020 to help us meet market demand and work around restrictions of COVID-19. The app and all its new features elevated Omantel's customer journey to levels previously not achieved in Oman. Over 400 user cases were involved in the creation of this App, a level of detail and dedication that has achieved us recognition and an award.

#### New features

New User Interface design.	UX processes redesigned that focused on usability and customer experience.	Innovative top-up and payment methods were implemented.
New revenue-generating features, including Gift Cards and Value-Added Services.	Contract and plan details: Customers can now check current plans, compare them with other plans and effortlessly manage subscriptions.	Monitor usage and re-purchase packages.
Access to the Makasib loyalty program.		

#### Our success story

Increase in the number of active users in 2020 by 219%, reaching 1 million registered app users	Awards Comex: App of the Year	Increased the app rating from 2.4 to 4.5 during the pandemic (in App Store and Google Play),
30k users used Stay Home Offers in the initial days after launch		

## e-Sim

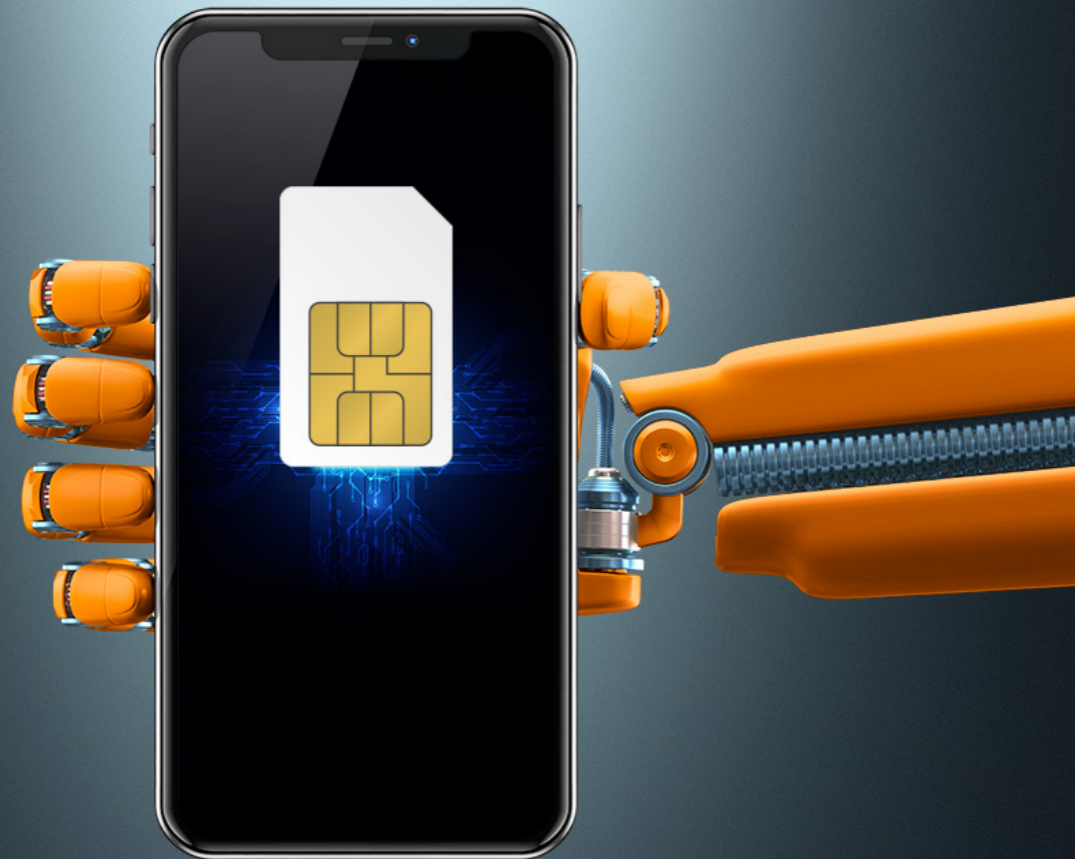
Omantel is the first telecom provider within the GCC to implement an end-to-end digital solution that enables seamless online onboarding for new and existing customers. This solution helped customers activate a new number without leaving their home, visiting a service showroom or contacting a consultant.

### Requirements

Replacing the physical verification of new subscribers with a secure remote process	Automation of the onboarding processes for new and existing clients	Additional measure as a response to COVID-19 and market restriction
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### Our success story

First in the Middle East to provide an end-to-end digital process solution for new customers	The number of eSIM subscriptions after initial months: >4k
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## Chatbot "Noor"

Noor is an AI chatbot, supports both English and Arabic, which automatically detects the user's language. The chatbot is available in three channels: Omantel App, WhatsApp and on the Website

### Requirements

Automate communication with the customers in various channels	Reduce the number of calls to call centers	Improve digital customer experience
Support to increase the traffic on online channels, a response to the COVID-19 pandemic		

### Our success story

Successful integration with digital channels – WhatsApp, mobile app, website, and portal	Improved Customer Experience and Call deflection – only 2- 3% of users who used Noor decided to reach the call center to get the answer to their query.	Improvement of conversations with customers – 98-99% of messages from customers understood by AI chatbot (Noor), around 180-200k conversations in a month
Increase in the number of active customers: 130k per month, 4-7k per day.		

### No. of Conversations in 2021

App	WhatsApp	Website
201,324 (17%) about Hayyak	29,608 (13%) Home Internet	15,339 (13%) Hayyak
141,416 (12%) Baqati	11,483 (9%) Report a Problem	11,438 (9%) Baqati
60,869 (5%) Home Internet	11,024 (9%) Hayyak	11,024 (9%) Internet





## Omantel ICT Leaders

Omantel's ICT Business continued to grow at a significant pace. In alignment with the Oman's 2040 Vision, we have consistently invested in enhancing our ICT portfolio, focusing on Data Centers, Cloud Computing, Managed Security, Unified Communications and Collaboration (UCC), Contact Centers, Blockchain, Internet of Things (IoT) and Big Data Analytics, amongst others. This enabled us to create a shift in customer paradigms and business operating models, delivering cost effective and easy ICT-in-a-box solutions.

In 2021, Omantel received the prestigious COMEX Awards in two prime categories – Data Analytics and Data Tech Solutions, an achievement that was made possible through our Integrated ICT strategy – which is built on the solid foundation of the core business strategy and supported by our strong brand equity, market leadership, collaborative ecosystem of subsidiaries, go-to-market partnerships and technology alliances.

### Digital Transformation

Supported Shell Oman to accelerate the digitalization of their HRMS by bringing forth a complete and end-to-end SAP solution to them in a SaaS model. Wave one is delivered successfully

First SAP Meat Management Contract in Middle East, signed with A'Namaa Poultry.

MoU signed with MOCSY and Huawei for supporting ICT talents and developing new technology for groups targeted in the Sultanate

Launched "Teamway" to support the government initiatives to boost SME across the Sultanate by offering cloud-based ERP & POS solutions to provide ease of doing business online without any initial investment in setting up the system.

Omani Manuscripts House Platform, revamped and relaunched with MoCSY in May.



### Omantel Innovation Labs

Located on 1100m2 facility at Omantel headquarters in Muscat, Omantel Innovation Labs aims to contribute to Oman's Vision 2040 and promote innovation and entrepreneurship in new and emerging technologies. The main focus is to cultivate local entrepreneurial skills among the youth and accelerate the growth of relevant Oman-based technology startups across five technological verticals: 5G, Internet of Things, Cybersecurity, Customer Experience Technology, and Big Data. This is achieved by providing systematic spaces, approaches, events and activities that can accelerate product conceptualization, prototyping, testing and deployment of solutions for Oman and Omantel-centric challenges.

#### Program Goals:

**Ecosystem:** Create an ecosystem of partners that can catalyze 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.

#### Activities

##### The Accelerator:

The Omantel Accelerator is a 6-month startup accelerator with a strong focus on providing startups with technology related support to increase the speed at which they can develop and commercialize their products. Activities include mentoring, master classes, access to capital and access to clients.

##### Community hackathons:

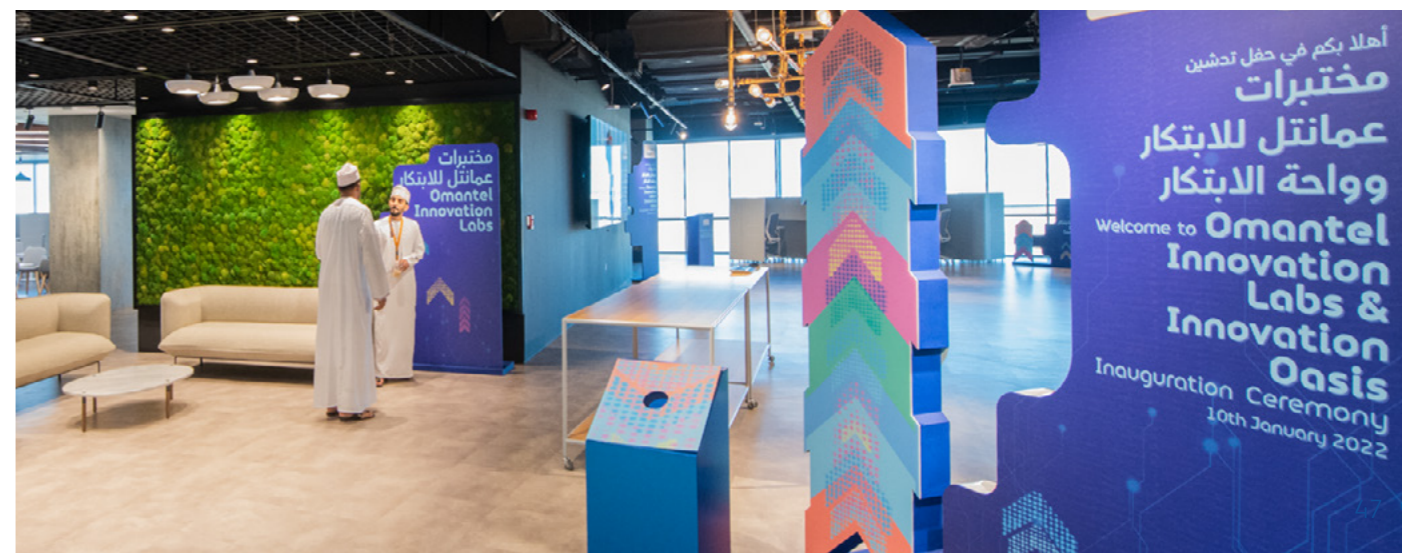
3-day events where participants are given a real-life Omantel challenge to solve and learn how to apply technology, problem-solving, business, and communication skills to it. They also learn how to start their own business from A-Z. This includes, but is not limited to, forming teams, ideating, business modeling, prototyping, financial modeling, and pitching.

##### Interactive Camps:

Interactive camps that introduce University students to the fundamentals of entrepreneurship alongside the technical skills required to prototype their ideas. Students are exposed to entrepreneurship as a career option in a forward-thinking era that requires the youth to be fully equipped and familiarized with technology to lead and be self-empowered, as well as, be able to sufficiently solve problems.

##### Workshops:

Workshops led by highly experienced international mentors in essential topics for students, entrepreneurs and aspiring entrepreneurs. The topics range from ideating your startup to investor relations.





Current accelerator companies:		
<b>Autoplant</b> – AI and IoT solutions for the farming industry to improve agricultural decision-making	<b>Lamma</b> – Oman’s first super app, a unified communication platform with payment integration.	<b>Mamun</b> – An embedded credit, payments & insurance platform.
<b>Pixel Tech</b> – A subscription- based tool that allows sellers in the GCC to easily set up digital stores and sell their products online	<b>Remedy.om</b> – A platform that connects patients with clinics and therapists.	
Achievements		
<b>5</b> Innovative Omani Startups selected for the Omantel Accelerator	<b>8</b> Community Workshops and 1 Interactive Bootcamp have been delivered	<b>850+</b> Registrants in the free public workshops, reaching maximum capacity every time
<b>3</b> Startups are being incubated as part of the Upgrade program	<b>1</b> Winning idea from the Omantel Big Data Hackathon is already being implemented within Omantel	

## Our Journey into 5G

We are the first telecom operator in the Sultanate to have commercially launched the 5G network at the end of 2019. We are pleased, once again, to have been the first to launch 5G for mobile in January 2021, which will open new horizons for the mobile telecommunications sector and will greatly contribute to supporting growth and digital transformation efforts across different sectors, by facilitating the adoption of the Fourth Industrial Revolution technologies i.e., smart cities, the Internet of Things (IoT) and Artificial Intelligence.

In 2021, we continued our journey towards 5G excellence, becoming the first Telecom service provider in the Middle East to conduct a 5G mmWave Proof of Concept (PoC) trial for extended range under the supervision of TRA in partnership with Ericsson. The trial showcased coverage from mmWave at a distance of 6.5 km from Cell site. This step redefines the perception of 5G mmWave spectrum as a low-range high-density-only deployment of 5G technology and offers new opportunities for broader 5G coverage, facilitating home broadband and many other use cases including rural as well as suburban environments.

We continued to expand our 5G coverage in 2020 and 2021 to accommodate the customer demand accelerated by the new traffic dynamics. Omantel customers can get ultra-high-speed internet services at their homes with speeds up to 1Gbps. Customers can enjoy various lifestyle offers including basic home, gaming, entertainment, and premium connectivity, in addition to the 5G mobile services that is expanding on both coverage and subscribers.





### Growing Oman’s transport and logistics with 5G

Over the last two years, Omantel, the leading organization in ICT and digitization, has piloted two major 5G proof of concept projects in Oman’s transport and logistics sector.

#### Special Economic Zone, Duqm

In collaboration with Asyad Group, Omantel launched 5G Proof of Concept trials to provide video surveillance ‘video as a service’ and high-speed internet for vessels docking at the Drydock, Duqm. The Special Economic Zone of Duqm was chosen for the trials because of local and international companies’ presence which can benefit from such solutions. These trials marked the first use of the 5G technology in providing intelligent video surveillance services and analytics in the Sultanate for enterprise customers.

#### Hutchison Ports Sohar

Under a tri-party Memorandum of Understanding (MoU), involving Huawei, three POCs aim to improve port efficiency, accuracy, time management, and security. By leveraging the latest “AI technology” riding on Omantel’s 5G infrastructure, Hutchison Ports Sohar will stand to, among other advantages, enhance surveillance efficiency of the port’s CCTV cameras and enable real-time action.

The Smart Surveillance with “AI” will allow real-time surveillance of the port’s loading and unloading transport area, monitor the sea tide, enhance ship container video surveillance, make “AI-based” intelligent video analysis, allow for “AI-enabled” unmanned detection and generate an automatic alarm in real-time. Other benefits include leveraging “AI for HSE” compliance and meeting future cost optimization goals. These technologies can be deployed in different port operation management scenarios, crane management etc.

The two other POCs will enhance handheld devices (Push to talk) for critical communications and pagers over the 5G network for real-time location monitoring.



## Customer Privacy & Protection

The COVID-19 pandemic entirely changed the scope of how business is being conducted throughout Oman. It accelerated the pace of digital transformation, pushing for better digital and online solutions. With Omantel growing into a digital native organization over the last two years, important steps had to be taken to ensure the protection of our customers’ data and privacy.

Omantel has taken proactive steps in ensuring that customer data, information and logical assets remain protected from the high vulnerability of cybercrimes. As new circumstances evolved from the pandemic, Omantel revisited its business continuity program and incident response plans specially to protect critical elements. Also, the work-from-home and remote access capabilities were ramped up, priority investments in our network security were made and Service Operations Center (SOC) infrastructure protection and implemented data leakage prevention practices were improved across the organization.

Omantel’s resilient security infrastructure and policies have enabled us to achieve incident-free services and an incessant network uptime throughout the year, which is why we are happy to report no substantial breaches related to customer privacy, losses of customer data, leaks, or thefts been brought to the attention of Corporate Security. More details on our security measures are explained in depth in our Governance chapter.



# 6. Procurement Practices

At Omantel, we understand that when creating value for our customers, we cannot overlook the importance of having sound, sustainable and ethical supply chain management practices. In 2020 and 2021, we continued to push for supply chain excellence

## Covid-19 Response (102-10)

COVID-19 has proved the importance of digital transformation for organizations. Despite the challenges, Omantel continued to lead the way and push forward in its digital agenda either by creating new features to their existing platforms or creating new systems of delivery. Below are some of the highlights of our sourcing and procurement department:

Conducted all meetings and workshops virtually	Created a process and system to accommodate digital signing of documents	Created a platform to conduct our auctions online
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## Enhancing Our Procurement Digital Capacity

Omantel's main focus has been achieving sustainable growth through investing in our digital process. We have a dedicated blueprint to build, develop, optimize and re-engineer our processes and solutions in a way that ensures scalability, thus allowing room for greater transparency, efficiency and growth.

### A glance into our digital capabilities

i-Supplier	e-Vendor	e-Auction
<p>The i-Supplier system makes it easier for both the team and our suppliers to manage digital and online invoices.</p> <p>Vendors can:</p> <ul style="list-style-type: none"> <li>View purchase orders</li> <li>Create, submit and view invoices</li> <li>Track and check payment status</li> </ul>	<p>The e-Vendor system focuses on Omantel's tendering process.</p> <p>Vendors can:</p> <ul style="list-style-type: none"> <li>Register online</li> <li>View existing tenders</li> <li>Create and submit tenders</li> <li>Track status of tenders</li> </ul>	<p>Omantel launched e-Auction using the e-Vendor platform as support. Our e-Auction is open for all who wish to participate. It also offers an e-auction training program to the companies that fulfilled the relevant conditions. The training resulted in an active and competitive participation of all shortlisted companies.</p>

### Our key Projects for digitalization in Procurement during 2020 & 2021 were:

<p><b>System Integration of Procurement &amp; Sourcing:</b></p> <p>Integrated existing systems to:</p> <ul style="list-style-type: none"> <li>Improve efficiency of the tendering cycle</li> <li>Improve accuracy of tracking the tenders</li> <li>Reduce manual work</li> </ul>	<p><b>Standard &amp; Automate Contract Clearance (Contract Library):</b></p> <p>Digitizing the clearance process of contract reviews by creating a library for standard contracts for all types of tenders. This will save time and ease the tracking process.</p>	<p><b>Spending Module:</b></p> <p>A Dashboard which provides a complete picture of Omantel's overall spending structure. Our aim is to provide the management with accurate data to help in decision making.</p>	<p><b>Revamping and activation of taxonomy list:</b></p> <p>Re-structure the vendor's category to support Omantel to select the right company for the right tender based on the category registered for each vendor.</p>
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\*All these projects are expected to go live in 2022

## Working with Our Suppliers

Omantel has various touchpoints that help us communicate with our suppliers. Below are some of the ways we do so:

<b>Supplier Section</b>	Our fair vendor selection policies allow us to maintain an efficient procurement management system that accurately, timely, and transparently selects and boards vendors for all our procurement and sourcing needs.
<b>Onboarding Suppliers</b>	<p>All new suppliers are directed to our i-supplier system to register and provide all required information and provide all official documents needed. Our vendor team acts as a support for new suppliers, through the registration process, and assesses the data provided. Any missing information is requested before a new supplier can activate their account.</p> <p>Before onboarding, our suppliers are required to comply with our internal HSE standards. They are required to sign the mandatory code of practice as per ISO270001 and ISO27001A before assigning any tender to them.</p>



<b>Supplier Assessment Due Diligence</b>	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 allow our team to monitor, evaluate, and support.	
<b>Existing Suppliers</b>	Existing suppliers are contacted to update the records periodically to keep their records updated and to be able to participate in any floated tenders. Support is extended to them if they experience challenges at any stage of the tendering process.	

Total no. of Suppliers		
	2020	2021
Total No. of Vendors	2,808	3,189
Supplier Assessments		
No. of Vendors assessed	42	41

## Our Approach to In-Country Value

To further our support to the communities we operate in, Omantel has developed policies and strategies that solely focus on generating in-country values. Our efforts focus on maximizing the amount of procurement spending towards local suppliers as well as an effective support system of recruiting and onboarding new local vendors, through training sessions and advisory.

Omantel also requires for certain contracts, suppliers to use locally made Omani products and resources. Another initiative we have is a special allocated budget spending and contracts that have to be directed towards Omani SMEs.

	2020	2021
Total No. of Local Vendors	2,252	2,530
Total No. of SME Vendors	353	445



# 7. Employer of Choice



As of 2020, one of Omantel’s main focus has been “shifting gears in order to achieve sustainable growth”. One of the key components of our strategy is the potential of our human capital. We believe that it is very important to have the right talent in the right place so that we can invest and empower them to grow along with our organization.

## Covid-19 Response

Our main focus during the pandemic was the safety of our staff and the prevention of the spread of Covid-19, while minimizing the disruption of business operations. In order to do so, we:

Introduced new guidelines on returning to the office. The guidelines focus on new norms staff have to follow while working in office	Distributed Covid-19 Personal protective equipment (PPEs) to staff working in the HQ and other regions. Also, warning stickers have been provided to regional offices and outlets to comply with Covid-19 guidelines	Developed secure work-from-home systems for Omantel’s staff.	Conducted a number of awareness programs for employees related to Covid -19. programs. The programs were conducted by doctors from the Ministry of Health, members of the HSE team and other subject experts.
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## Life at Omantel

Our employees’ happiness is very important to us. We believe that creating a balanced working environment that fosters growth, development and inclusivity will lead to providing better care and services for our clients.

### Equal Opportunity

Equal Opportunity at Omantel is seen as an opportunity to significantly improve and enhance organizational performance and create a balanced working environment where employees are nurtured with an inclusive perspective. Our definition of Equity in support, Equality in Opportunity sets the tone for inclusivity and acceptance across the organization.

### Benefits for full-time employees

Our full-time employees are granted a total cash guaranteed compensation, variable allowances, and additional benefits such as medical insurance, annual leave, mobile bill discount, access to development, and career opportunity programs. These benefits are reviewed annually, and we are committed to improving these benefits by periodically reviewing the packages, enhancing salary structures, increasing learning and development efforts and opportunities for employees.

### Diversity at Omantel

Omantel defines diversity as being inclusive of different age groups and genders in all the units to create an inclusive and supportive environment. By bringing various types of skills from different cultural backgrounds together, we are able to understand the customer base from different cultural perspectives. This approach does not only foster excellence within Omantel but also increases the ability to meet the needs of local and international markets.

In 2020, Omantel had employees from 29 different countries, and in 2021 from 22 countries. The table below highlights the six countries from which we have the most employees from in these two years:

	2020	2021
Oman	2236	2062
India	104	95
Pakistan	43	34
Philippines	18	9
Jordan	9	9
Egypt	5	5

### Employee Age Breakdown

	2019	2020	2021
Age 18-24	6	6	8
Age 25-34	532	441	405
Age 35-44	1,199	1,194	1,154
Age 45-54	669	719	617
Age 55+	78	89	56



### Employees by Years of Service

	2019	2020	2021
0-4 years of service	331	293	256
5-9 years of service	467	469	336
10-14 years of service	541	255	437
15+ years of service	1,145	1,432	1,211

### People with disabilities

At Omantel, we place special focus on building a structure that addresses the needs of all employees, including those with disabilities. Inclusion and acceptance is ensured by optimizing Omantel's main systems, portals and email communication and ensuring its accessibility for disabled employees. Further, Omantel's headquarter and its main outlets are made accessible for both employees and customers with determination, defined under the Unified International Coding. We also train employees and outlet managers on the etiquettes when interacting with employees with disabilities and in basic sign language communication. In the upcoming years, we plan to further gather and analyze data regarding employee training, policy and manual development and facility management to deliver promising results and improve our diversity and inclusion efforts.

We supported three initiatives to empower employees with disabilities at the workplace:

Celebration Day	Contribution by Omantel
Autism Awareness Day	Creating awareness through a campaign and a physical event that highlighted what autism is and how it can affect individuals
International Day of Sign Language	Highlighting what sign language is, bringing in a sign language interpreter to explain how sign language works and, enabling its inclusion in the community
International Day for People with Disability	Activating campaigns internally and externally to highlight the different forms of disability in our community and how to help disabled people through actions and enhancing their environment

### Our goals for increasing diversity at Omantel

Building an inclusive and trustful environment for young employees
Driving our focus from internal to external by extending the strategy in developing 1-2 products or services to address the youth population in Oman
Expanding youth's knowledge on Entrepreneurship and Innovation

## Learning & Development

(103-1, 103-2, 103-3, 401-1, 404-1)

We at Omantel believe that learning is essential, and we should provide all the necessary tools needed for our employees' personal and professional development. We also see it as our fundamental role to upskill and elevate our employees' current knowledge level to prepare them for the future. Our Learning & Development strategy is dynamic and changes every two years to fit the market's needs. We build our strategy based on the differentiating capabilities and future skills to ensure employee readiness when taking up new responsibilities or climbing the career ladder.

### Digital Learning and Training

Since 2020, shifting digital learning and training offerings to online platforms was a key priority for our HR team. In 2020 and 2021, the average training hours for all employees was 13 hours, for both male and female employees. These training hours were primarily completed on digital platforms, namely Udemy and LinkedIn Learning, where employees were offered a free license in 2020. In 2021, we also included Coursera into this offering. The courses are offered to enhance soft and technical skills and issue professional certificates.

Online training, designed to enhance soft and leadership skills, were shifted to online communication platforms at the beginning of 2020 too. In 2021, we also developed a blended learning approach that enables self-paced learning and virtual sessions for different learning and development interventions. The success of these programs is measured through pre-and post-assessments of the learning and by linking the programs to the corporate strategy.

One of the training initiatives that Omantel has worked on over 2020 and 2021 was to innovate and enhance the training method used for our call center staff. We came up with a program that used e-Learning and video guide tools. This ultimately improved the overall quality of customer care and knowledge of the agent.

2020	1,920 employees	21,000 online training opportunities	Completed 7,524 courses
2021	1,626 employees	18,236 online training opportunities	Completed 5,397 courses

### On Job training (Ethraa)

Building on the 2019 initiative, Ethraa program on Job training aims to build the capabilities of Omani youth by Omantel call center professionals enabling them to acquire new skills and practical experience. We are currently working on extending the Ethraa program initiative to different departments within Omantel with the support of Oman Investment Authority (OIA).

### Internship programme

Our internship programme is a dual goal-oriented programme that allows us to spot skilled upcoming talent and give back to the community. Recent graduates can apply for internships directly through our website. Once selected, they will have the opportunity to gain real industry exposure, work with industry level experts, and participate in learning and development programs. During the pandemic, Omantel shifted its internship program online. The team pre-identified focal points for each unit and provided them with training sessions online before allocating them to their teams.

Interns taken on	
2020	180
2021	60

## Employee Welfare

(103-1, 103-2, 103-3, 401-1, 403-3, 403-4, 403-5, 403-6)

Omantel places a high importance on the happiness, wellbeing, and safety of our employees.

## Employee Wellness

Our employees' physical, mental and psychological well-being is very important to us, which is why throughout the years of 2020 and 2021, Omantel launched different initiatives for our employees to participate in activities to promote health.

In the year 2020, at the start of the outbreak of the pandemic, we launched an online fitness program during Ramadan for our staff to help promote physical wellbeing. The program was well received as 55 employees participated. Another program that we launched was the "back to office awareness program", which focused on the mental and psychological wellbeing of employees. It was designed to ease transition from a work-from-home routine to an office routine, highlighting the new norms for working in an office space. Over 600 employees attended the training.

## Employee Engagement

Our employees play the most important role within Omantel - managing and interacting with our stakeholders. Therefore, it is crucial for us to constantly engage with our employees to collect valuable feedback and inputs to add to our strategy and action plans. To do so, we use various methods of engagement channels to connect:



### Employee Engagement Survey

We last conducted our employee engagement survey in 2017 and had scored a rate of 78%. In 2022, we plan to conduct another employee engagement survey and our target is to achieve 80%

Actions taken in 2020 & 2021 based on the feedback of the survey:

- Organized several workshops and engagement initiatives to enable:
- Empowerment: new Manual of Authority workshops for all units; Empowerment ENG & COM plans for organization-wide awareness and understanding.
- Appreciation: 9 appreciation events; 6 workshops; more than 400 appreciation certificates
- Hybrid Engagement for the new operating model: Digital Olympics & Talent program to engage employees that are working at the HQ or working remotely in other regions; as well as competitions for staff & kids
- Mental Health: Sessions with several specialized professionals to enhance the awareness of mental health issues; sharing tips for addressing anxiety and burnout, especially during Corona pandemic; online fitness sessions

### Leadership 360 Surveys

Leadership 360 Surveys is a holistic inclusive approach to gather the feedback from 360 degrees angle of each Leader (superiors, subordinates, peers). The survey evaluates their strengths and areas for opportunity in their current performance relative to current and future job requirements and identifies development priorities. The survey report shows Omantel scores in comparison with Global Norms. In 2022, we plan on conducting this survey again with a target to improve results by 0.1

In 2020 & 2021, we focused on the following actions based on feedback received from the survey:

- Developed and executed leader's engagement strategy
- Organized business meetings and workshops for leaders to address the main dimensions of Shift Gear (focus; empowerment; results; sprint)

### Happiness at Work survey

Assess employee happiness, satisfaction, morale and motivation at the workplace. In the 2021 survey that we conducted, we established that:

- Engagement, Belonging and Career Satisfaction scored the highest (above 80%).
- 75.5% recommend Omantel as a happy place to work at.
- Only 28.5% were satisfied with the rewards and benefits. We plan to conduct this survey on a yearly basis to assess, as we are executing the related action plan



### Turnover Rate

Due to the pandemic outbreak in 2020, we accounted for a significantly higher turnover rate for all employees in 2020. However, with a solid recovery in 2021, we reduced the rate by 7%.

### Employees by Years of Service

	2019	2020	2021
Turnover rate: Men	2%	10%	3%
Turnover rate: Women	1%	1%	1%
Turnover rate: All	2%	11%	4%

## Employee Health and Safety

Omantel ensures that all staff have access to a safe and comfortable workspace. In order to ensure their safety and prevent potential health problems caused by working conditions, we have developed a Health, Safety and Environment Management System (HSEMS) to assess, track and mitigate HSE-related risks for employees.

Our HSEMS takes the best local and international practices and aligns it with our business policies and Omani legislation and regulations. The eight elements of our HSEMS are:

1. Organization, Responsibilities, Resources, Standards, and Documents
2. Leadership and Commitment
3. Policy and Strategic Objectives
4. Hazards and Effects Management
5. Planning and Procedures
6. Implementation and Operation
7. Assurance: Monitoring and Audit
8. Review

Apart from our HSEMS, we also have an HSE manual that is available and accessible to all Omantel staff. In 2020, we trained 370 of our technicians and engineers on key topics from the manual. We also conducted 5 Personal protective equipment (PPE) training sessions for 300 Omantel technicians and engineers to shed light on the importance of wearing PPE for conducting company offsite visits.

Another focus area for Omantel is the knowbe4 training platform where staff receive a notification that they are scheduled to attend an HSE training course. 5 courses have already been introduced in the platform, targeting all levels of staff. The target for 2022 is to further increase the number of courses and participants.

## Employee Grievance Mechanism

We see it as our core responsibility to provide a positive and supportive work environment to each employee. Therefore, we implemented a comprehensive grievance process for complaints.

Grievance for cases not related to disciplinary action: Employees submit their complaints in writing to the unit head who has to resolve it within 2 working days. If no resolution has been reached, the next level of escalation is the Chief People Officer (CPO). If there is still no resolution, the last level of escalation is the Chief Executive Officer (CEO).

Grievance for cases related to disciplinary action: Employees submit their complaints directly to the CEO, within 5 days of any disciplinary action taken against them. The final decision and resolution have to be made within 7 days of the date of submitting the complaint.

### Corrective actions:

- The Employee Care team (EC) receives the cases
- EC team studies the case and prepares the analysis to be discussed with the concerned teams
- EC team drafts recommendations for each case
- Recommendations will be sent to top management for directive
- Responses will be sent to the employee, in line with the top management direction

	2020	2021
Number of grievances received	6 cases	2 cases
% of grievances escalated to top management	100%	100%



## Omanization

Omanization is seen as a material topic at Omantel. By being a national carrier, we believe it is our responsibility to attract local talents, provide employment opportunities to build capabilities at a national level and promote career development to contribute to building the nation. Our policies foster the Omanization initiative by meeting the percentage levied by the respective authorities. Our goal is to maintain the threshold of 90% Omani nationals. In 2021, we hired 29 fresh Omani graduates and 42 experienced employees.



	2019	2020	2021
Number of Omani employees	2,254	2,236	2,062
% of Omani employees	91%	91%	92%

### We promote Omanization by:

- Generation Z, a people-centric initiative that trains young Omanis in innovation, professional performance, and excellence. After it kicked off in March 2020, it soon moved to an online platform, ensuring its continuity while adhering to safety norms.
- Participants trained under this program will add their skills to Oman's various sectors and boost Omanization rates.
- Driving national recruitment in collaboration with the Ministry of Labour
- Implementing a comprehensive replacement plan for expat staff, while associating Omani nationals as part of the knowledge transfer processes

## Gender Diversity

Omantel understands the importance of having a gender diverse workforce with equal opportunities for all. Diversity is a key element in the overall culture of an organization, which dictates our company's ethos and the way we operate. Over the last few years, Omantel has been working hard to close the gender gap, and with each passing year, we improve and get closer. In 2021, we ended the year with the same number of employees as when we ended in 2019, recovering from our slight loss of female employees in 2020. However, we have managed to achieve a significant growth in new female recruits and number of women in top management positions.

	2019	2020	2021
Number of full-time employees	2,484	2,449	2,240
Number of male employees	1,944	1,917	1,700
% of male employees	78%	78%	76%
Number of female employees	540	532	540
% of female employees	22%	22%	24%
Number of newly hired employees	20	22	70
% of newly hired female employees	20%	36%	40%

### Top Management

	2019	2020	2021
Number of employees in top management	33	35	39
Number of women in top management	2	2	3
Number of men in top management	31	33	36
Number of Omanis in top management	33	25	30

In 2020 and 2021, we rolled out three main initiatives that led to an increase in female employees and contributed to women empowerment:

Women in Leadership Roles	By boosting females in leadership positions, the ability to bring a different managerial perspective and a new approach towards employees is implemented. It results in a more flexible cooperative and overall positive collaboration within teams.
Females in Units	We are creating a space where different forms of authority are respected, and within all units, the reflection of more female representation is strengthened
Hiring more female senior managers	We constantly ensure that females at Omantel can climb the career ladder and thrive in authoritative positions



# 8. Social Responsibility

During the past two years of the pandemic, Omantel remained focused on creating value for our stakeholders and the communities that we operate in. The core focus of our social responsibility is to enable growth and sustainable development within Omani society through the use of our digital technologies and expertise. We are honored to have served as the main link of growth through our Social Responsibility platform. Below we illustrate our achievements over the last two years:

## Our Social Responsibility Impact in 2020 and 2021

### Education



### Entrepreneurship



### Community Wellbeing



### Environment



## Covid-19 Response

At the start of the pandemic, we saw a lot of disruption both in our business and in our community. As a telecom service provider, we have always played the role of keeping people connected. Therefore, in the midst of all of this disruption, we sought ways to contribute to lessen the disruption around us and continue to keep our communities connected and running smoothly. We came up with three focus areas that we felt we can contribute the most in.

### Focus Areas

#### Public Health

(In Partnership with the Ministry of Health)



#### 3D Ambulance initiative

Omantel launched the 3D Ambulance initiative to harness the capabilities and efforts available in the field of 3D printing to produce medical shields for medical staff in the Ministry of Health  
No. of Beneficiaries: 1,000

#### “With you, For You, For Oman” Campaign

- Launched a donation campaign via short code (90001), in partnership with Dar Al Atta Association, to help those affected by the Coronavirus
- Supported people with hearing impairment by providing: sign language translation for COVID-19 awareness messages

Sent more than 58 Million Bulk SMS to spread awareness about Covid-19

Launching of a **donation campaign via short code** (90006) to support collecting donations from the public to help with the containment of Coronavirus

Sent more than **58 Million Bulk SMS to spread awareness about Covid-19**

Provided **COVID-19 24,000 test kits** to MoH

Supporting the **National Campaign for Immunization** for COVID-19 by providing 40 laptops

Provided **40 Modems for MoH call center**

#### Virtual Clinics

Royal hospital Used Cisco Jabber to conduct voice and video meetings between doctors and patients.

- The meetings were accessible from a mobile or a laptop, minimizing physical meetings with doctors
- The clinic acted as a virtual space for doctors to access internal applications and documents from anywhere, especially working from home though using a secured channel on the internet.

First Phase (3 Months): 36 doctors

Second Phase (6 Months): 60 doctors



## Education

(In Partnership with the Ministry of Education)



### Google classroom

Provided G Suite for educational purposes to support distance learning in the Sultanate  
No. of Beneficiaries: 772,506

Provided **100 Tablets** to support converting educational content and uploading it to the educational platform.

Provided **555 laptops** for low-income students and those with disabilities to support the online learning

## Volunteering



**20 Omantel staff** volunteered **2,009 hours** in The National Campaign for Immunization

## Our Approach to Social Responsibility

For Omantel, to create value and impact in Oman's communities means to "Enable the Omani Society by building a digital competent and connected community and sustainable development". We do this by forming strategic partnerships that target four different focus areas based and closely aligned with the pillars of our sustainability framework, community needs and the Oman 2040 Vision:

Education	Entrepreneurship	Community Wellbeing	Environment
Create a digital competent society through quality education, technical and vocational skills	To be the national technical catalyst in ICT & 4th Industrial Revolution Startups	Harness the power of technology to ensure and promote community wellbeing and sustainable development across Oman	Become the Sultanates role model enterprise for environmental awareness across the society

Our Social Responsibility Framework is governed by a dedicated Corporate Social Responsibility team that aligns our CSR activities with our four focus areas, forms strategic partnerships and monitors and evaluates our impact. One of the tools that we use to do so is an online request form for community initiatives, which creates a thorough seamless process for potential partners to apply for different types of support that Omantel is offering while maintaining our approach to creating an impact.

### Ma'an Volunteering Team

Ma'an volunteering team was created to help drive change and impact in Oman's community. Our volunteer program is a platform for Omantel employees to step up and be of service to the community they live in and see firsthand the impact they can create as community leaders. It is a chance for them to grow out of their comfort zones and make strong everlasting connections.





## Our Focus Areas

For Omantel, to create value and impact in Oman's communities means to "Enable the Omani Society by building a digital competent and connected community and sustainable development". We do this by forming strategic partnerships that target four different focus areas based and closely aligned with the pillars of our sustainability framework, community needs and the Oman 2040 Vision:

### Education

Our Education pillar focuses on empowering the country's next generation of citizens through education on the topics of technology, innovation and leadership. We firmly believe that the youth are the key players in taking Oman into a bigger and better global stage. Therefore, it is essential that they are equipped with the necessary tools to take them forward.

#### IT & Coding Curriculum



Omantel and the Ministry of Education signed an agreement to develop an IT and coding curriculum for primary school students from Grades 1 to 4. The agreement aims to develop an educational curriculum to provide students with the skills of the future and the fourth industrial revolution in line with Oman Vision 2040

**Partner:** Ministry of Education

**No. of Target Students:** 214,748

**No. of Target Schools:** 321

#### Outward Bound Oman Program



A leadership program for students that enhances current skills and develops new skills. The program focuses on management, safety, self-reliance and self-confidence.

The company also encourages its employees to participate in these training courses as mentors for students, where volunteers from the company's employees participate in transferring their expertise and skills to Omani youth.

Due to the global pandemic, in 2020, there were no programs conducted.

**Partner:** Outward Bound Oman

**Beneficiaries:** 438 students

**No. of Trainers:** 36

**No. of Omantel Mentors:** 22

#### Scholarships



Omantel signed an agreement to provide scholarships for bachelor's degree's for students of social security families in Information and Communications Technology (ICT) majors at private higher education institutions. It includes all tuition fees and a monthly allowance.

**Partner:** Ministry of Higher Education, Research & Innovation

**Beneficiaries:** 11 students

#### Innovation Corner from Omantel



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

**Partner:** Children Public Library

**Beneficiaries:** 1,665 kids

#### Innovation and Technology Transfer Center



Sultan Qaboos University (SQU) and Omantel has inked an agreement on a Cooperation Programme that will contribute to the establishment of a state-of-the-art Innovation and Technology Transfer Center at SQU. The Cooperation Program is part of the mutual efforts to foster innovation in Oman and create the conditions that will enhance its contribution to driving economic growth, improving the lives of people in Oman, and creating an innovation and knowledge-based economy.

**Partner:** Sultan Qaboos University

**Beneficiaries:** 2,300 students

#### Omantel Olympics of Coding



Omantel Olympics of Coding is aimed at discovering and encouraging students to enhance skills and mental abilities required for programming. The programme aims to prepare a generation of students who are engaged in programming to keep pace with the requirements of the accelerating technological revolution that is represented by artificial intelligence, robotics, the Internet of things and others.

**Partner:** Ministry of Education

**Beneficiaries:** 8,500 students participated, 60 qualified (in two editions)

#### Edaad Program



Edaad is a training programme, coupled with employment, which aims at providing students with basic job skills and developing their experiences by exposing them to the work environment for one academic year.

**Partner:** Ministry of Higher Education, Scientific Research & Innovation

**Beneficiaries:** 3 trainees

## Entrepreneurship

We believe start-ups play a crucial role in the country's ecosystem as innovators and future job creators, Therefore, we invested in becoming a platform for entrepreneurship with a strong focus on tech.

### Edlal Platform



In 2017, Omantel launched "Edlal" platform in partnership with Entrepreneurs in Point Organization. Edlal is the first of its kind open e-learning platform in Oman. The creative online platform has been designed to share knowledge, experiences and skills between the experts and the youth in a way that prepares youngsters to enter the workforce. The platform allows equipping the youth with the required set of knowledge and skills of the job market and enriches Arabic content on the Internet with valuable information. As a result, Edlal was crowned with the Sultan Qaboos Award for Excellence in e-Services as the Best e-Service in the SME Category in its sixth edition in 2018, acknowledging its efforts in spreading digital knowledge.

**Partner:** Edlal Org

**Beneficiaries:** 270,000 subscribers

### Upgrade



Upgrade aims to support digital transformation efforts, spread the culture of entrepreneurship and innovation among Omani youth, and provide more self-employment opportunities for Omani ICT graduates. The winning teams received up to 12,000 OMR in seed funding from Omantel, a comprehensive incubation program in Omantel's Innovation Labs & business development programme, and internships in international companies.

**Partners:** MOHERI, MCSY, AFSMED, MOTCIT, OTF

**Beneficiaries:** 130

### Mobile Maintenance Centers

An agreement was signed with the Telecommunications Regulatory Authority to establish three centers for mobile sales and maintenance and their accessories in Muscat and Musandam governorates. This project aims to create job opportunities for Omanis from social security families.

**Partners:** Telecommunications Regulatory Authority & Ooredoo

## Community Wellbeing

As a leader in communications and technology, we understand how important technology is for community growth, well-being and sustainable development. We strive to use our expertise and resources to work with local partners for a better tomorrow.

### Mubadera Award



We at Omantel believe in the importance of supporting, strengthening, and recognizing the role of the Omani women's associations in the field of empowering women. The Mubadera Award evaluates the programs run by the associations and the contributions of individual members.

**Beneficiaries:** 4 winning associations & 6 excellent members (in two editions)

### The 1st Gulf Autism Conference

The Gulf Autism Conference is a platform that integrates different regional and local stakeholders bringing them together to share the latest knowledge and practices on healthcare for children with autism and other mental health disorders in Oman.

**Partner:** Sultan Qaboos University, UNICEF and Ministry of Social Development

**Beneficiaries:** 600 - 800 (children, parents & specialist)

### Omantel Ramadan Campaign



#### House Maintenance

An annual campaign launched in 2014 organized by Omantel in partnership with Dar Al Atta'a in the Holy Month of Ramadan to get closer to the society and bring smiles to the faces of members of needy families through charity campaigns that include repairing their houses and offering assistance with financial issues.

**Partner:** Dar Al Atta'a

**Beneficiaries:** 20 families  
152 Houses since inception in 2014

#### Fak Kurbah Campaign

Omantel helped insolvent prisoners to reunite with their families during the blessed times of Ramadan and Eid through "Fak Kurbah Campaign" in partnership with Oman's Lawyers Association through company and employee donations.

**Partner:** Oman's Lawyers Association

**Beneficiaries:** 120 Insolvent

### Supporting Families affected by Tropical Cyclone Shaheen in Al Batinah Governorate



Omantel supported the efforts to reduce the effects of Tropical Cyclone Shaheen in Al Batinah Governorate. The company also organized a campaign to clean damaged homes, streets and public facilities, and distribute supplies to the affected families throughout Ma'an volunteer team with the participation of a large group of company employees.

**Volunteers:** 150

**Volunteers Hours:** 8,400



### Blood Donation Campaign

Omantel contributes to spreading awareness of the importance of donating blood in cooperation with the Blood Bank at Sultan Qaboos University Hospital. Since the beginning of the campaign, Omantel has sent awareness messages to the company's subscribers in cooperation with the blood bank at Sultan Qaboos University. The campaign focused on increasing the number of donors, especially during lockdown, Ramadan and holidays, which are times when the number of donors drops dramatically. This campaign aims to raise awareness on the importance of donating blood, which can help save lives.

**Partner:** Sultan Qaboos University Hospital

**In-Kind Support:** 900K + (No. of SMS sent)

### Supporting the activities of Oman Cancer Association



Omantel continuously supports the Oman Cancer Association in organizing various fundraising activities to provide the required medicines and supplements for cancer patients in the Sultanate, particularly those undergoing chemotherapy and radiotherapy.

To enhance social solidarity, the company provided a short code (SMS) donation service for the association, which enables individuals to donate with a value of one riyal per month by sending an SMS with the word "donate" to the number (90233).

Due to the outbreak of Covid-19 pandemic, the annual cancer marathons were replaced with virtual marathons.

**Partner:** Oman Cancer Association

**Beneficiaries:** 1380 patients  
64000 Supplement Bottles provided

### Environment

Omantel understands that its footprint and impact also includes its responsibility towards the environment. We aim to be a role model for our community and encourage understanding on how to create a better sustaining green future.

#### Reverse Vending Machines



In cooperation with Be'ah, Omantel launched Reverse Vending Machines to promote the culture of recycling, achieve the concept of circular economy, implement recycling initiatives, recover the value of materials and reduce the amount of waste produced. The project consists of 25 machines that have been distributed in different locations in Muscat. The Reverse Vending Machines aim to encourage a culture of recycling and sustainable behaviors in the local community by providing connection, and Makasib reward points as an option when disposing of each plastic bottle.

**Partner:** Be'ah  
**No. of Machines:** 25

### Associations we support

Omantel supports many local associations through philanthropic donations, strategic partnerships, community programs, volunteering and by providing a platform for our customers to also donate to them.

Environment				
Oman Cancer Associations	Oman Autism Association	Al Noor Association for Blind	International Istiqama Muslim Community	Oman Charitable Organization
Association for the Welfare of the Handicapped Children	Omani Bahjah Orphan society	Dar Al Atta'a	Environment Society of Oman	Al Rahma Association

# 9. Environmental Stewardship

Omantel understands the importance of the environment and the role we play with regard to climate change, which is why we lead by example and are proactively committed to monitoring, tracking and reducing our environmental footprint, creating awareness and serving as a role model for environmental stewardship.

## LEED-compliant Building

Omantel's headquarters is a Platinum LEED-certified building. The Interior of the building was 100% compliant with the use of low-energy emitting materials. About 59.77% of the material used in its construction was recycled, 46.14% was locally sourced, and the wood used was 100% FSC Certified. Our building also scores well on renewable energy production and has solar panels installed on the exterior.

## Waste Management

(103-1, 103-2, 103-3, 306-1, 306-2, 306-3)

At Omantel, we aim to minimize the amount of material and, consequently, waste across all our operations. In order to do so, we implemented and launched the e-billing service across all business lines. E-bills are not only convenient for customers but also save papers and distribution costs, thus helping to reduce the carbon footprint of our operations.

We also signed a contract with be'ah that purchases old batteries from us and recycle them. In the last two years, we safely disposed 335 tonnes of batteries:

	2020	2021
Batteries (Quantity Per Tonne)	104.9	230.1

## Water Usage

	2019	2020	2021
Utility Water	68,498	52,799	57,935

## Carbon Footprint

(103-1, 103-2, 103-3, 305-1, 305-2, 305-5)

Omantel recognizes the importance of accounting for its own GHG Emissions and facilitating the reduction of carbon emissions through the development of digitalized services. Also, through the installation of solar panels in the Omantel headquarter, a total of 835,374 KWH were produced from this renewable energy source in 2021.

We note that there has been a decrease in our usage of electricity between 2019 and 2020 due to the implementation of environmental initiatives and the slowdown of economic activity due to the pandemic. The increase after 2020 has been mainly because of our shift in 5G, major infrastructure expansions in Muscat and new utility connections sites with continuous running DG sets.

	2019***	2020	2021
<b>Energy Consumption</b>			
Petrol consumption for on-road vehicles owned by Omantel (liters)	2,096,722	1,834,140	1,876,190
Diesel consumption for on-road vehicles owned by Omantel (liters)	285,916	255,634	251,885
Diesel consumption for generators (liters)	4,291,000	5,432,216	3,751,813
Electricity Consumption (Kwh)	165,083,101	160,329,158	161,248,004
Average electricity consumption per employee (Kwh)	66,458	65,467	71,986



	2019***	2020	2021
<b>GHG Emissions (Tonnes of CO2e)</b>			
<b>Direct (Scope 1*) GHG emissions</b>	18,356	20,904	16,161
<b>Indirect (Scope 2**) GHG emissions</b>	154,822	150,363	151,225
<b>Total GHG Emissions</b>	173,178	171,267	167,386
* Scope 1 includes petrol and diesel consumption. Emission Factors were obtained using the carbon conversion factors published in the 2006 Intergovernmental Panel on Climate Change (IPCC9 Guidelines for National Greenhouse Gas Inventories).			
** Scope 2 includes Electricity consumption. Emissions Factors are reported following the location-based method, which uses grid average emission factors. Conversion factors relevant to Oman are derived from the public utility provider 2020 emission factors.			
***2019 figures are restated			

<b>Environmental Initiatives</b>	
<b>Renewable Energy</b>	Omantel continuously works towards decreasing its reliance on fossil fuel-based energy. Over the last two years, 31 sites installed hybrid power sources and/or solar sources. This accounted for 285,656 Kwh in 2021. Further, the solar system installed in Omantel's headquarter with 746 Kwp started production partially from April 2021 on and has contributed 549,718kwh.
<b>Energy Saving Initiatives</b>	<ul style="list-style-type: none"> <li>• Powering off and removal of old systems which are not in traffic</li> <li>• Installation of higher efficiency power and cooling equipment</li> <li>• Increase the room temperature and reducing energy for cooling</li> <li>• Installing outdoor radio units which reduces cooling requirements</li> </ul>



# 10. GRI Standards Content Index



**MATERIALITY  
DISCLOSURES SERVICE**

**2022**

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

GRI Standards			
GRI Standard	Disclosure	Page Number(s), URL reference, or notes.	
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
Organisational Profile	102-1	Name of the organization	8
	102-2	Activities, brands, products, and services	12
	102-3	Location of headquarters	P.O. Box: 789, Postal Code 112 Ruwi Sultanate of Oman
	102-4	Location of operations	17
	102-5	Ownership and legal form	12
	102-6	Markets served	15
	102-7	Scale of the organization	14
	102-8	Information on employees and other workers	56
	102-9	Supply chain	52
	102-10	Significant changes to the organization and its supply chain	52
	102-11	Precautionary Principle or approach	24
	102-12	External initiatives	24
	102-13	Membership of associations	International Telecommunication Union; Global System for Mobile Communications Association
Strategy	102-14	Statement from senior decision-maker	10,11, 12
	102-15	Key impacts, risks, and opportunities	35

GRI Standard	Disclosure	Page Number(s), URL reference, or notes.		
Ethics and Integrity	102-16	Values, principles, standards, and norms of behavior	12	
	102-17	Mechanisms for advice and concerns about ethics	28	
Governance	102-18	Governance structure	28	
	102-19	Delegating authority	28	
	102-20	Executive-level responsibility for economic, environmental, and social topics	28	
	102-21	Consulting stakeholders on economic, environmental, and social topics	24	
	102-22	Composition of the highest governance body and its committees	28	
	102-23	Chair of the highest governance body	28	
	102-24	Nominating and selecting the highest governance body	28	
	102-25	Conflict of interest	28	
	102-26	Role of highest governance body in setting purpose, values, and strategy	34	
	102-30	Effectiveness of risk management processes	35	
	Stakeholder Engagement	102-40	List of stakeholder groups	24
		102-41	Collective bargaining agreements	Omantel has an established labour union to represent all employees.
102-42		Identifying and selecting stakeholders	24	
102-43		Approach to stakeholder engagement	24	
102-44		Key topics and concerns raised	24	



GRI Standard		Disclosure	Page Number(s), URL reference, or notes.
Reporting Practices	102-45	Entities included in the consolidated financial statements	20
	102-46	Defining report content and topic Boundaries	8
	102-47	List of material topics	25
	102-48	Restatements of information	No restatements of information were deemed necessary.
	102-49	Changes in reporting	No significant changes.
	102-50	Reporting period	8
	102-51	Date of most recent report	8
	102-52	Reporting cycle	8
	102-53	Contact point for questions regarding the report	8
	102-54	Claims of reporting in accordance with the GRI Standards	8
	102-55	GRI content index	80
	102-56	External assurance	8
<b>Material Topics</b>			
<b>GRI 200 Economic Standard Series</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	20
	103-2	The management approach and its components	20
	103-3	Evaluation of the management approach	Confidentiality constraints: internal evaluation
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	20
	201-2	Financial implications and other risks and opportunities	Please refer to the Omantel annual reports 2020 and 2021 found on the Omantel Website
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	56
	103-2	The management approach and its components	56
	103-3	Evaluation of the management approach	56
GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community	56
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	66
	103-2	The management approach and its components	66
	103-3	Evaluation of the management approach	66
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services Supported	66
	203-2	Significant indirect economic impacts	66

GRI Standard		Disclosure	Page Number(s), URL reference, or notes.
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	52
	103-2	The management approach and its components	52
	103-3	Evaluation of the management approach	52
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	52
<b>GRI 300 Environmental Standard Series</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	76
	103-2	The management approach and its components	76
	103-3	Evaluation of the management approach	76
GRI 302: Energy 2016	302-1	Energy consumption within the organization	76
	302-3	Energy intensity	76
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	76
	103-2	The management approach and its components	76
	103-3	Evaluation of the management approach	76
GRI 303: Water and Effluents 2018	303-5	Water consumption	76
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	77
	103-2	The management approach and its components	77
	103-3	Evaluation of the management approach	77
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	77
	305-2	Energy indirect (Scope 2) GHG emissions	77
	305-5	Reduction of GHG emissions	77
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	76
	103-2	The management approach and its components	76
	103-3	Evaluation of the management approach	76
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	76
	306-2	Management of significant waste-related impacts	76
	306-3	Waste generated	76

GRI Standard	Disclosure	Page Number(s), URL reference, or notes.	
<b>GRI 400 Social Standard Series</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	59
	103-2	The management approach and its components	59
	103-3	Evaluation of the management approach	59
<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	59
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	56
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	60
	103-2	The management approach and its components	60
	103-3	Evaluation of the management approach	60
<b>GRI 403: Occupational Health and Safety 2018</b>	403-3	Occupational health services	60
	403-4	Worker participation, consultation, and communication on occupational health and safety	60
	403-5	Worker training on occupational health and safety	60
	403-6	Promotion of worker health	60
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	59
	103-2	The management approach and its components	59
	103-3	Evaluation of the management approach	59
<b>GRI 404: Training and Education 2016</b>	404-1	Average hours of training per year per employee	59
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	56
	103-2	The management approach and its components	56
	103-3	Evaluation of the management approach	56
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1	Diversity of governance bodies and employees	56
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	66
<b>GRI 413: Local Communities 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programs	66
	413-2	Operations with significant actual and potential negative impact on local communities	54

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<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	53
	103-2	The management approach and its components	53
	103-3	Evaluation of the management approach	53
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1	New suppliers that were screened using social criteria	53
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	51
	103-2	The management approach and its components	51
<b>GRI 418: Customer Privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	51





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