2021 | Sustainability & ESG Report

Building Meaningful Connections
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Introducing U to Our First Sustainability Report

We are proud to present our first Sustainability & Environment, Social and Corporate Governance (ESG) Report, which covers our business performance and operations across the Hashemite Kingdom of Jordan.

At Umniah, we firmly believe in growing sustainably by continuously balancing out the negative impacts of our business activities and decisions on both the environment and society. We have been working tirelessly on integrating sustainability principles into our core business practices and we are proud to share our journey with you through this report. By doing so, we have identified key issues, impacts, commitments, challenges, and opportunities arising across the environmental, social and governance (ESG) fronts and we keep on strengthening our commitments as a responsible telecommunication and enterprise solutions provider in Jordan.

The U refers to YOU, our stakeholders; defined as any individual or group who has a direct or indirect impact on our organization’s objectives and can be affected by organisational decisions. Stakeholders include, Umniah’s employees, customers, suppliers, business partners, shareholders, NGOs, government, etc.
Message from Our CEO

Dear Stakeholders,

It is with great pleasure that we present to you our first Sustainability and Environmental, Social, and Governance (ESG) Report.

This report outlines our dedication to creating shared value and building meaningful connections with all our stakeholders: our employees, our customers, our partners, the environment, and the communities where we operate. It reflects our commitment towards a fairer and more inclusive, environmentally responsible organization, operating on solid corporate governance principles.

Sustainability is the cornerstone that allows us to maintain the balance between our business impact and our social responsibility, embodying who we really are at Umniah.

Our role as one of the fastest growing telecommunication companies in Jordan is to go beyond our core business and look at connectivity as an opportunity for growth and social advancement, addressing the gaps of digital accessibility and reinforcing it as a basic human right.

Emerging from the pandemic, we took on the challenge of adapting and changing the way we operate. We are proud of our accomplishments that entailed accommodating the growing needs of our customers, expanding our infrastructure, and increasing our network footprint whilst maintaining our service reliability amid the enormous changes that faced both the business environment and the sudden shift in user demand and preferences.

In the coming years, we will continue to focus on digital transformation and further invest in innovation and business advancements that will simplify complex operational challenges.

Our holistic approach to how we do business is the foundation of our long-term strategy that connects us to how our industry operates and its potential to better our world. Therefore, placing sustainability at the heart of what we do, of who we are, and what we aspire to become as a responsible business, is key to our success.

Building Meaningful Connections

We have always believed in the power of connectivity and digitalization in building and shaping the future of businesses and societies. Today, we are building meaningful connections with the people we work with at all levels, improving our business performance by investing in our people and in innovative and affordable solutions.

We take pride in being recognized by the World Bank as a “Safe and Respectful” workplace where our people can develop and grow in an ambitious and positive environment. We are determined to continue to invest in our human capital through extensive capacity building activities, coaching and employee engagement.

Inclusivity is part of our DNA and bridging the digital divide and supporting education in our communities, especially digital illiteracy, has always been an integral part of our mission. In this respect, we have initiated two projects with the Ministry of Education (MoE) to support and strengthen the educational ecosystem in Jordan, by providing free connectivity to 3,500 public schools, benefitting more than one million students and teachers. We have started rehabilitating school playgrounds across the Kingdom with a commitment to invest JOD 1,000,000 through our Forsa initiative, one of the largest community projects in the country.

We actively empower business entrepreneurs to create a long-term impact for Jordan through The Tank, our business incubator and flagship program that reconciles our core business with our business purpose. We have invested over JOD 600,000 in the Tank thus far. Our youth empowerment journey continues through our Cybersecurity Academy that has trained more than 150 students since 2019, and our Youth Unit that has introduced more than 130 students to the corporate world, providing them with the needed skills and capabilities to succeed in their careers.

Environmental Responsibility

We believe that shared responsibility comes hand in hand with tackling climate change and addressing its growing risks on our communities. As an organization that is fully aware of its carbon footprint, we look at every element of our business and explore new ways to reduce our impact on the environment. Therefore, shifting to renewable energy while providing local employment opportunities has been a priority of ours and serves as a testament to our commitment to environmental and social sustainability.

The launch of our solar farms in 2019, and the installation of photovoltaics (PVs) near our base stations is a step forward in that direction, allowing us to reduce our overall footprint and greenhouse gas emissions, by increasing our reliance on clean energy and moving one step forward towards improving our performance and impacts. Our plans are centered around achieving further emissions reductions and being aligned with international best practices and standards.

Developing our first sustainability report has given us the chance to truly appreciate the efforts of our colleagues, their achievements, and our ambitious plans for the future. A big thank you to all our employees that made our success possible, to our customers for their unconditional trust and to all our stakeholders accompanying us on our journey to sustainability.
About Umniah

Our Journey

As a subsidiary of Bahrain’s Batelco Group, our commitment to providing the latest developments and innovations in the world of communications has allowed us to become one of the region’s fastest-growing telecommunications providers. By offering a wide array of high-quality mobile, broadband and enterprise solutions, we work tirelessly to make technology more accessible, affordable, and reliable for countless communities throughout Jordan, cultivating a loyal customer base of around 3 million customers in one of the region’s most competitive markets.

Our journey in the Jordanian market started in 2005 with an aim of making connectivity and technology available to everyone, focusing on youth. Today, we are spearheading the digital revolution in the country, we are consistently first in introducing pioneering communication technologies that effectively made broadband connectivity available for both personal and enterprise use. Since our launch, one of our primary goals has been to make cutting-edge technologies more accessible to consumers without compromising on reliability and the user experience — the core pillars of digital technology.

And Today We Continue to...

- Focus on providing core technologies such as mobile productivity, cyber security, cloud computing and mobile payments to name a few.
- Introduce cutting-edge communication technologies that are accessible, reliable and user friendly.
- Push the limits of digital technologies that enhance day-to-day experiences, such as smart home automation, security systems and digital financial services.
- Put accessibility at the heart of our strategy as inclusivity is part of our corporate DNA.

OUR SERVICES

PERSONAL

MOBILE
- Postpaid
- Prepaid
- International calls and roaming
- Mobile internet

INTERNET
- Umniah Fiber
- EVO Home
- Internet on the go
- Smart Devices

SERVICE
- Messaging Services
- Entertainment
- Voice and Balance Services
- Digital Services
- Financial Services
- Loyalty Program

BUSINESS

CONNECTIVITY
- Mobile internet

UMNIAH CLOUD PANEL
- Umniah Fiber
- EVO Home
- Internet on the go
- Smart Devices

MANAGED SECURITY SERVICES
- Messaging Services
- Entertainment
- Voice and Balance Services
- Digital Services
- Financial Services
- Loyalty Program

UNIFIED COMMUNICATION AND COLLABORATION (UCC)

MANAGED ICT

TRACKING AND SECURITY SERVICES

INTERNET OF THINGS (IOT)
### Our Journey: Connecting U To Our Past

A look back at our proudest moments

#### 2005
- Entered the Jordanian market as the 3rd operator

#### 2006
- Launched 2G services

#### 2007
- Launched UMax Wi-Fi

#### 2008
- Recognised as the fastest-growing telecom company in Jordan at the “International Business Magazine Awards”

#### 2009
- Inaugurated Umniah’s Solar Farms

#### 2010
- First in the market to launch VoLTE (Voice over LTE)

#### 2011
- First to launch national roaming

#### 2012
- Umniah’s “The Blog” Blog reached over 300 articles with around 300,000 users

#### 2013
- Launched 3G services

#### 2014
- Recognised as the runner up in the best application / use of mobile award during the “Gulf Customer Experience Awards”

#### 2015
- Umniah’s Data Center has been awarded the “Standard Specification for Information Security management system” (ISO-27001)

#### 2016
- Launched 4G and the first Fixed LTE network

#### 2017
- Recognised as the fastest network Q3/2017

#### 2018
- Launched our Security Operations Center (SOC) as well as the First Tier III Data Center
- Umniah’s Data Center has been awarded the “Standard Specification for Information Security management system” (ISO-27001)

#### 2019
- Launched 4G and the first Fixed LTE network
- Inaugurated Umniah’s Solar Farms
- Recognised as the runner up in the best application / use of mobile award during the “Gulf Customer Experience Awards”
- Won the silver award for customer complaints at the “International Customer Experience Awards”

#### 2020
- Published our first Sustainability & ESG (Environmental, Social, and Corporate Governance) Report for year 2020

#### 2021
- Published our first Sustainability & ESG (Environmental, Social, and Corporate Governance) Report for year 2022
Leading the ICT Sector in Jordan

We were the first operator in Jordan to:

• Launch Al-Rashid Umniah Data Center, the first and only Data Center in Jordan to be granted the Tier III Constructed Facility Certification in 2018 by Uptime Institute.
• Launch “Mahfazati” for comprehensive mobile financial services, mobile wallet solution rebranded to UWallet in 2020
• Implement the fastest 3.75G network in the Kingdom
• Introduce UMax, WiMAX Service (Worldwide Interoperability for Microwave Access), state-of-the-art technology that provided Internet users with high quality access to the Internet without a landline
• Introduce lower denomination scratch cards. This made recharging prepaid lines more flexible and affordable for prepaid customers

Moving forward, we will continue to focus on redefining these core aspects of modern-day business and relentlessly work on maintaining our leadership position in customer engagement and satisfaction. We are committed to continuously update our engagement tools based on our customers input and feedback in line with our longstanding policy to provide quality services at competitive rates.
How We Faced the Pandemic

Reconnecting communities...

During the pandemic and especially during the long lockdown periods, our sole focus was our customers. We knew we had to keep them always connected while fulfilling the rapid increase in connectivity demand. To manage this unprecedented global crisis, the government supported the ICT sector in Jordan by providing free spectrum until the end of January 2021. However, this period was extended to additional periods to enhance the Kingdom’s support to online education.

5.1. Investments for Health & Safety during the Pandemic

Our business took an unexpected turn when 20% of our objectives and goals shifted to Health & Safety and our focus was directed on protocols to sustain our employees’ health and ensure business continuity.

Additionally, a Covid 19 Committee was formed by 2 key departments: Human Resources and Business Continuity and Quality Assurance. The committee played a crucial role in managing and limiting the negative effect of the pandemic on our people’s physical and mental health.

5.2. Support to Government and NGOs

During the pandemic we supported several governmental and non-governmental entities to continue their work. Our contributions during the pandemic included supporting entities in fields of social work, athletics, healthcare, the environment, and education. Our total financial support in 2020 and 2021 went above JOD 2,000,000.

5.3. Reconnecting People to Their World

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>TARGET GROUP</th>
<th>UMNIAH’S RESPONSE</th>
</tr>
</thead>
</table>
| Non-affordability | Low-income users | • Affordable packages  
| | | • Free internet |
| Non-accessibility and increasing demand for connectivity | All users | • Doubling internet capacity  
| | | • Enhancing infrastructure and additional spectrum for a reliable connection |
| Rehabilitation of Umniah shops | Customers and employees | • Implementing Health & Safety measures |
| Adaptation and adjustment to remote working | Employees | • Remote work guidelines and etiquette  
| | | (working from home arrangements)  
| | | • Tasks requiring field observation were postponed while other goals and objectives were witnessing an increase in productivity |

INVESTING MORE THAN JOD 110,000 IN HEALTH & SAFETY

INVESTMENT IN HEALTH & SAFETY (in JOD) IN 2020-2021

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Health &amp; Safety in retail shops</td>
<td>30,000</td>
</tr>
<tr>
<td>Umniah buildings</td>
<td>35,000</td>
</tr>
<tr>
<td>Vaccines provision</td>
<td>8,000</td>
</tr>
<tr>
<td>Health &amp; Safety equipment for employees</td>
<td>40,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>113,000</strong></td>
</tr>
</tbody>
</table>

HEALTH AND SAFETY AWARENESS

The launch of our public health and safety awareness campaign.
6. Forging Our Path to Sustainability

The Power of Connectivity Resides in the Ability to Build Meaningful Connections with our Stakeholders

6.1. Our Sustainability & ESG Approach

Stepping out of the pandemic into the business world has been a challenging come-back, as we witnessed major shifts in stakeholders’ behaviours, making way for new priorities in the new normal.

As part of our strategic approach, we conducted our stakeholder engagement and materiality assessment to get a clear and updated understanding of our stakeholders’ changing needs and expectations. Our goal is to ensure that our sustainability pillars are relevant for our internal and external stakeholders. Being aware of our stakeholders’ ESG expectations and their alignment with our corporate strategy and priorities is crucial for a successful and efficient engagement process.

We conduct a comprehensive approach to stakeholder engagement and strive to create value for all our stakeholder groups. We are embarking on a progressive roadmap to educate, monitor, benchmark and unceasingly improve our environmental and social performance.

Our engagement starts with our people and is based on our “connected culture” approach. Extending this culture to our external stakeholders strengthens the foundation of our stakeholder engagement spectrum.

Our sustainability strategy supports the 2030 UN Sustainable Development Goals (SDGs). We have undertaken local initiatives which are aligned with our sustainability priorities, and which continue to highlight our company’s commitment to material topics. New initiatives will also be developed to address upcoming sustainability priorities across the environmental, social and governance aspects.
6.2. Stakeholder Engagement

We highly value the input of our diverse stakeholders and continually work to improve the way we listen and respond to their needs. We engage with our key internal and external stakeholders through ongoing dialogue touching on different topics and using diverse tools, platforms, communication channels and feedback mechanisms that we specifically tailor for the purpose of shaping and driving our sustainability strategy.

### OUR KEY STAKEHOLDER GROUPS

<table>
<thead>
<tr>
<th>Employees</th>
<th>Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>Telecommunications Regulatory Commission (TRC)</td>
</tr>
<tr>
<td>Non-Governmental Organizations (NGOs)</td>
<td>Government Representatives</td>
</tr>
<tr>
<td>Shareholders</td>
<td>Business Partners</td>
</tr>
<tr>
<td>Media</td>
<td>Suppliers</td>
</tr>
<tr>
<td>Clients</td>
<td>Competitors</td>
</tr>
</tbody>
</table>

Stakeholder group identification and mapping took place as part of the preparation phase for this report and was undertaken by senior level management and selected employees representing all functions across the organisation.

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**CONTACTED CULTURE INSIDE & OUTSIDE OF UMNAH**

A holistic approach where every stakeholder feels valued: where skills, performance and personality are recognised.

**HEARD:**

Hearing your voice clearly without any disruption.

**ACCEPTED:**

Inclusivity embedded in our core values.

**VALUED:**

where skills, performance and personality are recognised.
6.3. Identifying our Material Topics

The identification of material topics is based on the impact that we have on our different stakeholder groups and their expectations. In our first Sustainability & ESG Report, we focused on our organisation and its impact on sustainability. We followed a structured approach that allowed us to accurately identify a list of potential material topics based on the United Nations Sustainable Development Goals (SDGs), local and international sector best practices as well as sustainability trends and best practices.

**STEP 1: SET STRATEGIC OBJECTIVES**
- Define a clear scope and purpose
- Conduct benchmarking study to better understand the ecosystem

**STEP 2: ENGAGE INTERNAL STAKEHOLDERS**
- Conduct in-house sustainability training for key departments
- Bring employees on board

**STEP 3: IDENTIFICATION OF MATERIAL TOPICS**
- Conduct online survey for Umniah employees and external stakeholders
- Representatives from all stakeholder groups participated in the process of identification the materiality topics

**STEP 4: TOPICS’ PRIORITIZATION**
- Prioritization of the most important topics based on their impact on sustainability per sustainability pillar and on Umniah

**STEP 5: TOPICS VALIDATION AND REPORTING**
- Validation of the topics, so that the content of the report includes the most significant economic, environmental and social impacts

**STEP 6: CONTINUOUS COMMUNICATION**
- Communicate with all stakeholders and continuously seek feedback, through the sustainability report and other corporate channels
Our Materiality Assessment Approach

After identifying the key topics that are material to our business and to our stakeholders, we grouped them into 5 main sustainability pillars:

1. Good Governance, Integrity, and Risk Management
2. People
3. Responsible Services
4. Society
5. Environment

The identified topics were integrated into our materiality matrix based on their importance to our stakeholders and their significance to us.

The process of prioritizing our material topics gives us a clear view of what is expected from us and the areas we should focus on for managing and improving our performance and impacts.

These topics are integrated into our strategy, and our Sustainability & ESG approach is based on the level of importance of each material topic and its relevance to our business and our stakeholders.

- **Topics of High Concern** are at the heart of our core business, occupying the top of our sustainability list, maintaining our leadership position, and enhancing our sustainability performance.
- **Topics of Ongoing Importance** are important and allow us to create long term value as well as manage business and sustainability risks.
- **Topics to Monitor and Manage** are topics to be closely monitored and managed to avoid potential negative impact on our business operations and stakeholders.

Our 5 main sustainability pillars

GOVERNANCE, INTEGRITY, AND RISK MANAGEMENT
- Strategy, Resilience, and Reputation
- Management Systems and Compliance
- Sound Corporate Governance, Ethics and Culture
- ESG Risk Management

PEOPLE
- Employee Wellbeing, Engagement, Training and Development
- Employment, Talent Attraction and Retention
- Occupational Health & Safety

RESPONSIBLE SERVICES
- Service Quality and Customer Satisfaction
- Data Privacy and Protection
- Responsible and Innovative Products and Services
- Responsible and Transparent Communication
- Responsible and Sustainable Procurement Practices

SOCIETY
- Children’s Online Safety
- Stakeholder Dialogue
- Social Contributions and Community Engagement
- Digital Inclusion and Equality

ENVIRONMENT
- Energy, Greenhouse Gas Emissions Reduction, and Climate Change
- Waste Management, Sustainable Packaging and Circular Economy
- Environmental Investments
- Customer Carbon footprint
- Biodiversity

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- **Topics to Monitor and Manage** are topics to be closely monitored and managed to avoid potential negative impact on our business operations and stakeholders.
6.4 Alignment with the Sustainable Development Goals

Our plan is to widen the scope of our stakeholder engagement process by refreshing and personalizing our approach.

In order to fully implement our “connected approach”, which is based on our stakeholders being heard, valued and accepted, we aim to invite our external stakeholders at the beginning of next year, to join our Sustainability team at our premises or online to discuss their suggestions and/or concerns for the coming year.
7. Our Corporate Governance & Culture

Connecting U to the Basis of our Business

7.1. Governance Systems and Corporate Governance

We are a private shareholding limited company, a subsidiary of Bahrain Telecommunication Company (Batelco). A total of 4% of our shares are owned by the government of Jordan through the Jordanian Student Fund managed by the Ministry of Higher Education.

Our Governance Structure:

1. Board of Directors: is the main governing body of the company that is appointed by the shareholders during a general assembly meeting every 4 years. The Board of Directors is responsible for the overall management of the company and has the right to delegate some or all its duties to the Chief Executive Officer. The Board consists of 7 non-executive members, including the Chairman and the Vice Chairman.

2. Audit Committee: oversees the internal and external audit functions, financial reporting, internal controls as well as the compliance processes within the company. The Audit Committee consists of 3 members, including the Chairman.
7.2. Purpose, and Values

Our purpose is to redefine what is Possible so that we Enrich People’s Lives.

7.3. Financial Performance

<table>
<thead>
<tr>
<th>No.</th>
<th>Assurance</th>
<th>Reconciliation</th>
<th>Data Source</th>
<th>Severity</th>
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<tbody>
<tr>
<td>1</td>
<td>Recharge assurance</td>
<td>Voucher reconciliation</td>
<td>VOMS, CBS Recharge</td>
<td>Critical</td>
</tr>
<tr>
<td>2</td>
<td>Usage assurance</td>
<td>Mediation file sequence check</td>
<td>CBS and network element</td>
<td>High</td>
</tr>
<tr>
<td>3</td>
<td>Recharge assurance</td>
<td>Duplicate voucher transactions</td>
<td>CBS recharge</td>
<td>High</td>
</tr>
<tr>
<td>4</td>
<td>Interconnect assurance</td>
<td>Mediation INTC Vs CBS INTC</td>
<td>INTC, CBS</td>
<td>High</td>
</tr>
<tr>
<td>5</td>
<td>Billing and rating assurance</td>
<td>Rental validation</td>
<td>CBS MON, invoice dump</td>
<td>High</td>
</tr>
<tr>
<td>6</td>
<td>UCoin system</td>
<td>Record monthly for Umniah coins balances</td>
<td>UCoin system</td>
<td>High</td>
</tr>
<tr>
<td>7</td>
<td>Umniah Uwallet</td>
<td>Balance assurance on daily and monthly bases</td>
<td>A2A system</td>
<td>High</td>
</tr>
</tbody>
</table>

FINANCIAL DIVISION ACHIEVEMENTS FOR 2021

JOD 171,319,997

Umniah Group Consolidated Figures
Gross Revenue, Actual, Year to date

7.4. Compliance and Risk Management

The Telecommunications Regulatory Commission (TRC) estimates that the Information and Communication sector (ICT) in Jordan accounts for 3.8% of the country’s GDP, placing it amongst the fastest growing sectors in the country. However, our sector has started facing major challenges due to the COVID-19 pandemic with its impact still affecting business growth.

At Umniah, we fully comply with local laws, regulations and requirements set both by the government and the TRC, we are also fully compliant with our own data privacy PII framework.

TRA SIGNING IN 2019
Signing ceremony announcing the renewal of our general individual telecommunications license.
7.5. Anti-Bribery and Anti-Corruption

At Umniah, we conduct our business in an honest and ethical manner where we take a zero-tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business endeavours and relationships, applying this approach both internally and externally, we are also committed to implement and enforce effective policies and systems to counteract bribery and corruption.

Our Anti-Bribery and Anti-Corruption policy was launched in 2019. Company-wide awareness sessions were conducted to introduce and educate our employees about this policy. A total of 368 out of 517 (71%) full-time employees attended these sessions.

We also introduced a Whistleblowing-Fraud Reporting Policy, where our employees are free to voice their concerns to any suspected act of fraud or bribery that they have witnessed in the workplace, such can be done through sending an email to whistleblowing@umniah.com. Reported cases are handled by our Head of Internal Audit.

7.6. Technical Innovation and Digitalization

INNOVATION AT UMNIAH IS ABOUT:

- Finding cutting-edge solutions to business challenges
- Enhancing communication with our customers
- Alleviating social pressures and inequalities, through our “innovation for good” initiatives

NEW TECHNOLOGIES

TRAINING CATEGORIES IN 2021

<table>
<thead>
<tr>
<th>ANTI-BRIBERY AND ANTI-CORRUPTION</th>
<th>FRAUD AWARENESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>550 Hours of online sessions</td>
<td>Anti-money laundering</td>
</tr>
<tr>
<td>40 Hours of online sessions</td>
<td>New joiners’ awareness session</td>
</tr>
</tbody>
</table>

Our employees are required to pass a Policy Acknowledgement Document exam; an online exam that serves as an indicator of the total acknowledgment of the above-mentioned policies. Our anti-bribery and anti-corruption policies are shared with our employees and are included in the orientation material for newly hired employees, to ensure a successful onboarding process.

NUMBER OF HOURS

4,810 Hours

1,206 hours of physical sessions
3,604 hours of online sessions

TRAINING TOPICS

5G

HCIA – 5G Bearer Training
HCIA – 5G RNP and RNO Training
HCIA – 5G Core

KASPERSKY SIGNS MSSP AGREEMENT WITH UMNIAH

Signing ceremony announcing our partnership with Kaspersky.
7.6.1. Increasing Customer Satisfaction via Innovative Solutions

1. Courtesy Services: We provide an alternative solution to customers who have pending complaints related to their internet subscription. Some solutions include free GBs, free MiFi devices, and free delivery.

2. Delayed Case Flag (IVR, Chatbot, CRM): This option is available through different self-service channels which enable our customers to report any delay in the handling of their complaints. This solution contains a smart automated function that can fetch and predict the delay and report it to the concerned department.

3. Mobile App Ticketing Immediate Support: This solution provides immediate support to customers (e.g., Complaints, inquiries, and/or requests) through the mobile app by having smart redirection to the related page, chatbot or live chat instead of registering a ticket and responding to it later (attendant support instead of un-attendant support).

4. Technical Field Visits Management System: This system enables our technical team to manage and control its resources and conduct all operations in a systematic matter. The process includes receiving visits’ schedules digitally via the mobile app instead of traditional ways, eliminating the need for printing – making it a paperless process.

5. Proactive Care: This approach increases customer satisfaction and enhances our customer’s complaints handling cycle, by focusing on identifying and resolving potential complaints at an earlier stage.

7.6.2. The Robotic Process Automation (RPA)

Being one step ahead of innovation is a must when introducing new products and services to the market. Integrating the Robotic Automation Process (RPA) as a cost-effective and time-efficient business tool to our business processes. It simplifies complex everyday tasks by having all steps fully automated without the interaction of users, and in accordance with our standards and requirements.

TOTAL AMOUNT INVESTED:

JOD 25,000

Adopting new ways to improve our business performance in 2021

- E-Wallets (newly named as UWallet): We introduced a new payment method to enhance our customers’ experience
- Adding new services like loans
- System performance enhancements
- Security and data privacy enhancements
- Introducing the Robotic Process Automation (RPA) to help manage our employees’ efforts
- Modifying regulations to allow registration of new services, i.e., open a new wallet account online without the need for the customers’ physical presence, ensuring that the entire process is done digitally

The RPA: Simplifying Complex Business Tasks and Processes

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<tbody>
<tr>
<td>CPE Automation</td>
<td>20 Days Total duration of a single CPE</td>
<td>Up to 80% Expected reduction in testing time</td>
<td>80,000 JOD Saving per year</td>
<td>October 2022</td>
</tr>
<tr>
<td>Invoice Processing</td>
<td>15 Days Process time</td>
<td>5' Process time</td>
<td>20,000 JOD Saving per year</td>
<td>September 2022</td>
</tr>
<tr>
<td>Government Relations</td>
<td>3 Hours/day Process time for security requests</td>
<td>Process time for security requests</td>
<td>72 Hours/month</td>
<td>November 2022</td>
</tr>
</tbody>
</table>
7.6.3. 2G Shutdown: A Major Sector Milestone

We have been among the first telecom operators in the world and the first in the Middle East and the North Africa (MENA) region to shut down our second-generation (2G) network. By implementing our 2G sunset strategy, we have paved the way for innovative technologies and a newer generation of radio technologies. We have been speeding up our network closure in preparation for the 5G network upgrade amid a negotiation settlement with the Jordanian government that started a couple of years ago. During the development of this Sustainability and ESG Report, we have reached an agreement with the Telecommunications Regulatory Commission (TRC) in Jordan for the launch of our 5G network in the Kingdom.

7.7. Solving Social Problems via Innovation

At Umniah, we embrace innovation as a way of life, and we incorporate innovations in all business aspects. We continuously innovate our services and solutions to meet the expectations and needs of the people who mostly need it. We believe in the importance of giving our customers the right to choose the way they would like to connect with us. We believe in providing inclusive communication solutions that are customized to fulfill their needs.

7.7.1 Innovation for Good

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Needs Project: a strategic initiative for our retail shops</td>
<td>Phase one: 6 out of 16 retail shops have been rehabilitated for people with disabilities. Phase two: Remaining shops to be rehabilitated according to the national and international standards by end of 2023.</td>
</tr>
<tr>
<td>Marth Edu</td>
<td>We signed an agreement with Marth Edu to offer technical support in Arabic sign language interpretation and provide trainings and workshops to our employees conducted by a professional sign language interpreter. Marth Edu was also commissioned to make our website more accessible to hearing impaired individuals.</td>
</tr>
<tr>
<td>The Electronic Bracelets project</td>
<td>We partnered with the General Computers &amp; Electronics Company (GCE), the Ministry of Justice (MoJ) and the Public Security Directorate (PSD) to provide the needed mobile and internet solutions to activate the electronic bracelets for offenders in Jordan. The Ministry of Justice has purchased 1,500 bracelets to be used for this purpose, with a cost of JOD 1,391,090, with the aim of reducing the ramifications of freedom-depriving penalties and judicial arrests for first time offenders, to achieve a preventative policy.</td>
</tr>
<tr>
<td>UCoin</td>
<td>UCoin, our loyalty program, was tailored for the modern digital era and the solutions it offers were described as one of the most progressive donation campaigns in the industry. We enable our customers to collect and redeem their UCoin to purchase services from us, our partners or simply donate them to charitable causes. During the pandemic, a total of JOD 60,000 in customer donations was made to the Ministry of Health (MoH) which we matched, doubling the amount donated to the MoH to reach JOD 120,000. In 2021, over JOD 35,000 collected through UCoin were donated to six NGOs in support of their efforts: King Hussein Cancer Center (KHCC), Tkiyet Um Ali (TUA), Al Aman Fund, Hemmitna, The Jordan Hashemite Charity (JHCO), and The Royal Society for Health Awareness (RHAS).</td>
</tr>
<tr>
<td>UWallet</td>
<td>UWallet, an innovative financial service by Umniah, was especially handy during the pandemic. We opened 2,500 electronic wallets for daily laborers and deposited a donation to enable them to provide their families during the holy month of Ramadan.</td>
</tr>
</tbody>
</table>
7.7.2. Unleashing Young People’s Creativity and Innovation

The Tank, Umniah’s business incubator, which specializes in extension programs and intensive training activities for Jordanian startups, has incubated 6 companies thus supporting the entrepreneurial ecosystem in the Kingdom.

1. Helioptics: A fully automated hydroponic farm using solar energy with water recycling system.
2. Living Mosaic: An architecture design firm.
3. IVVEST: An Artificial Intelligence (AI) based crowd investing online platform, making investing and passive income creating possible for low-income and mid-income individuals.
5. Alfredo: An online bookstore for selling academic books and buying them from users.
6. Decapolis: A platform based on the blockchain to guarantee the quality of food production, the goal is to provide quality certification for top producers worldwide.

7.8. Standards and Certifications

At Umniah, we adhere to the requirements of the International Organization for Standardization – ISO. Being recognized and certified by international bodies is a guarantee that our products, services, and systems meet the requirements of international standards.
7.9. Memberships

We are an active member in several national and international organizations, councils, and committees. These include, but are not confined to the following organizations:

NAME OF BODY / ASSOCIATION

- American Society for Quality
- ITIL
- British Safety Council
- INFA
- EDAMA
- ISACA
- ETOM
- INJAZ
- UN Women
- NAHNO
- CBI
- National Information Center
- Women Empowerment Principles (WEPs)
- NAUA

NEXT STEPS AND WAYS FORWARD

We will continue to progress on our sustainability path by continuously enhancing our performance, leveraging our expertise, and apprehending our stakeholders’ needs.
8. Connecting with Our Customers

It all Comes Down to Connectivity.
Providing connectivity is what we do, building meaningful connections with our environment, our people and our community is what we strive for.

WHAT WE FOCUS ON
- Service Quality and Customer Satisfaction
- Data Privacy and Protection
- Children’s Online Safety

KEY HIGHLIGHTS

We are the first mobile operator in the region to:

- Offer Voice SMS services
- Adopt per-second billing for prepaid and post-paid subscriptions
- Be recognized for their process in handling in complaints (ISO 10001, 10002)
- Receive the International Safety Award for its Contractors in 2020-2021 after meeting the Health & Safety requirements in their field operations
- Won the first place in the Fifth Generation Engineering Services Company (5G) awards
- Came in the second place winner Research Company for Software Development
- Won the third place at the UTC Networks Service Specialists Awards
- Provided more than 280 hours of Data Privacy and Security Training

CUSTOMER SATISFACTION
Awarded the Silver Award for the Customer Complaints category at the International Customer Experience Awards 2019 ceremony.
8.1. Our Presence across Jordan

At Umniah, connectivity surpasses its technical connotation, when it comes to connecting with our stakeholders. Our customers can enjoy and subscribe to our services from any of our 52 shops that are spread across Jordan, including our 16 rehabilitated retail shops to accommodate people with disabilities. Our customers can also enjoy an exciting digital shopping experience through our e-commerce shop (eshop.umniash.com).

8.1.1 Shop Rehabilitation for People with Disabilities

Given the fact that 11.1% of the Jordanian population have disabilities; we at Umniah collaborated with the Higher Council for the Rights of Persons with Disabilities (HCD) to rehabilitate our shops to accommodate people with disabilities. Based on this strategic direction, we are working to rehabilitate all of our retail shops to become user friendly for people with disabilities. Our shops will undergo several changes to become compliant with the national and international requirements for people with disabilities and they include:

1. Sliding doors with warning stickers
2. Wheelchair ramps from the road/sidewalk to shop entrance
3. Allocation of space inside the shop for people using wheelchairs
4. Allocation of a dedicated counter for people with disabilities
5. Customization of the queue system with special icons
6. Allocation of a custom path for visually impaired people
7. Providing live sign language interpretation via tablets as well as information on products, services and offers available
8. Training employees on dealing with people with disabilities

OUR 16 REHABILITATED SHOPS ACROSS THE KINGDOM

- Gardenz
- Irbid Main
- Jabal AlHussein
- Yasmin
- Sahab
- Alshoneh
- Jubeiha
- Aqaba
- Al-Karak Mutah
- Dair Alaa
- Jarash
- Al-Salt
- Al Hurnia Street
- Al Batrawi - Zarqa
- Marka
- Swaileh

ACCESSIBILITY SHOPS JUBEIHA SHOP
The inauguration of our rehabilitated showroom in Jubeiha to benefit people with disabilities under the patronage of Prince Mer’ed bin Raed.

ZARQA AND IRRID 2021
The inauguration of our showrooms in Zarqa and Irbid.
8.2. COVID-19 Safety Measures for our Customers

8.2.1 How We Protected Our Customers during COVID-19

During Covid, we implemented specific measures in all shops to ensure our customers’ Health & Safety. These included:

- Setting of sanitization stations
- Distribution of masks and gloves to customers and employees
- Air sanitizers and sterilization equipment
- Installing social distancing marks, instruction stickers and glass dividers
- Development of new procedures for customers and vendors
- Vaccination of all retail shops employees
- COVID-19 tests at all Umniah’s shops and Headquarters

A Health & Safety inspection is conducted bi-annually to ensure compliance of our Health & Safety equipment, tools, and activities across a set of requirements to prevent risks and hazards.

How We Served Our Customers During the COVID-19 Pandemic

During the lockdowns that occurred in 2020 and 2021, we customized our services and products to fit our customers’ needs.

- We created discounted offers, affordable packages and offered free internet bundles to our customers to meet the growth in demand for connectivity and data consumption that the pandemic required.
- We did not terminate any broadband subscriptions related to overdue invoices during the lockdown period.
- Our shops remained open to serve our customers, in alignment with governmental procedures ensuring the safety of customers and employees.
- We doubled the internet capacity on GSM subscriptions for free.

8.3. Our Know Your Rights Campaign

Communication is of utmost importance; therefore, we strive to offer our 3 million customers the necessary tools and channels to voice their concerns and share their feedback, enabling us to enhance our services. A dedicated section on https://www.umniah.com/en/know-your-rights/ is available on our website, mobile application, and shops’ screens to inform our customers of their right to complain.

Our customers can track their complaints online with a click of a button. In addition to the online channels, customers can scan QR codes placed in several of our shops to file and track complaints.

We:
- Ensure all terms and conditions mentioned in our contracts are clearly communicated to our customers at all points of sale.
- Provide our post-paid customers with a copy of all contractual documentation that they signed at the time of sale.
- Retain customer information as per the data protection act.

8.4. Customer Satisfaction

8.4.1. Improving Customer Communication and Satisfaction

To improve the way, we engage and serve our customers. In 2021 we introduced key innovations, including:

- Allocation of suggestion channels on the mobile application
- E-suggestion screens at several Umniah shops and Umniah’s Call Center
- Live support and sign language translation in retail shops and on Umniah Website
- Auto-generated messages to customers who provide suggestions
- Complaints handling follow-up on closure

<table>
<thead>
<tr>
<th>NUMBER OF COMPLAINTS</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Type</td>
<td>Number of Cases</td>
<td>Number of Cases</td>
<td>Number of Cases</td>
</tr>
<tr>
<td>Coverage and sites</td>
<td>86,543</td>
<td>86,996</td>
<td>74,406</td>
</tr>
<tr>
<td>Services and requests</td>
<td>29,332</td>
<td>29,353</td>
<td>22,862</td>
</tr>
<tr>
<td>Mobile app and website ticket</td>
<td>25,367</td>
<td>25,465</td>
<td>36,088</td>
</tr>
<tr>
<td>Loyalty and retention campaigns</td>
<td>10,165</td>
<td>10,410</td>
<td>5,674</td>
</tr>
<tr>
<td>Prepaid</td>
<td>5,698</td>
<td>5,701</td>
<td>5,853</td>
</tr>
<tr>
<td>Bundles and notifications</td>
<td>3,734</td>
<td>3,790</td>
<td>4,703</td>
</tr>
<tr>
<td>Post-paid</td>
<td>2,586</td>
<td>2,587</td>
<td>1,611</td>
</tr>
<tr>
<td>U-Wallet</td>
<td>2,423</td>
<td>2,424</td>
<td>0</td>
</tr>
<tr>
<td>Enterprise solutions</td>
<td>114</td>
<td>114</td>
<td>258</td>
</tr>
<tr>
<td>Total number of complaints</td>
<td>165,962</td>
<td>166,831</td>
<td>151,455</td>
</tr>
</tbody>
</table>
8.4.2. Our Code of Conduct for Customer Satisfaction

We strive to provide our customers with high quality support by maintaining our “people-first” principle to achieve the highest level of customer satisfaction.

Our commitment to our customers is reflected in our code of conduct. We are the first operator in Jordan to be certified with ISO 10001:2018 for Quality Management - Customer Satisfaction, which is applied across the organisation enabling us to consistently deliver the best customer service.

We continuously train and build our staff’s capacity to maintain customer loyalty and improve our customer service quality and overall customer satisfaction.

Customer Experience: Journey Mapping-Design Thinking

MECHANISMS IN PLACE TO ENHANCE OUR CUSTOMERS’ DIGITAL EXPERIENCE:

• Traffic at offline channels (digitizing processes)
• Customers suggestions (offline and online), available on different channels such as Facebook messenger, WhatsApp, TikTok, and Instagram, are reflected in one system
• Store reviews (Google, Apple, and Huawei)
• UX approach with a third party (done twice during the last 5 years)
• New payment methods introduced through our UWallet
• Empower customers through digital channels where they can self-manage, self-care and self-solve
• Application is one stop shop
• Providing non-traditional telco services such as games, e-vouchers, Careem rides, promo codes, live tv, and the use of our UWallet

UMNIAH AND CAREEM PARTNERSHIP
The renewal of our partnership with Careem, enabling Umniah’s customer s to exchange their UCoin s for rides.

ISO 9001
Quality Management
ISO 10002
Quality Management
CUSTOMER SATISFACTION
Guidelines for Complaints
Handling in Organizations
First in Jordan

48 hours OF TRAINING DELIVERED IN 2021

UTILIZING DATA ANALYTICS TO ENHANCE CUSTOMER EXPERIENCE
In 2021, we utilised several technological tools to improve our customers’ experience. Key advancements include:

• Applied Machine Learning (ML) and data science at customer engagements from certain organizational verticals such as Customer Care.
• Implemented data visualization dashboards across organizational activities.
• Improved data collection techniques to utilize data for advanced use cases.

We have set objectives and strategies for 2022 and 2023 in order to improve customer experience.

<table>
<thead>
<tr>
<th>OUR MAIN CUSTOMER EXPERIENCE OBJECTIVES AND STRATEGIES FOR 2022 - 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevate customer digital experience</td>
</tr>
<tr>
<td>Reducing customer effort</td>
</tr>
<tr>
<td>Empowering customers</td>
</tr>
<tr>
<td>Increasing customer satisfaction</td>
</tr>
<tr>
<td>Process optimization</td>
</tr>
<tr>
<td>Digital growth and innovation</td>
</tr>
</tbody>
</table>

SUSTAINABILITY & ESG REPORT 2021
8.5. Data Privacy and Data Security

We ensure that our data security and privacy management framework and standards are based on the most stringent national and international regulations, standards, and guidelines. It is tremendously important for us to keep our customers' information safe, while safeguarding their privacy and security online.

We were the first operator in Jordan to receive the ISO 22301:2012 certification; an international framework that helps businesses identify potential threats to critical functions and design an effective business continuity management (ISO 22301:2012) plan. We have successfully implemented the requirements of this certification that aims to protect, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise, enabling us to respond effectively and promptly to potential threats while providing high service level to all our stakeholders.

8.5.1. How We Protect Your Privacy

Customer confidentiality and data privacy are crucial to our business; hence we operate in accordance with rigorous information security policies and under a strict data privacy framework.

DATA PRIVACY POLICY

Our data privacy policy clearly describes to our customers the way we treat their personal information, and the way we protect their right to data privacy. Moreover, we spread awareness to our customers to avoid unintended actions that may affect their assets and personal data.

REGULAR ASSESSMENTS

We conduct regular assessments to assure the Personally Identifiable Information (PII) protection of our users. Monitoring tools are set in place to monitor and manage any misuse that may occur.

SECURITY TESTS

We perform regular tests on our security systems to guarantee that our customers' personal information is protected and secured. These tests allow us to identify areas of weaknesses and ensure proactive measures are taken to avoid any potential breaches. Our customers' data and personal information are classified as confidential data; therefore, receive the highest level of protection and security.

The types of security tests that we perform:

- Vulnerability tests
- Penetration tests
- Performance tests

INTERNATIONAL STANDARDS

Our data centre has been awarded the standard specification for information security management system (ISO27001). Our information security management system is in line with the ISO27001 and PCI-DSS Standards - Payment Card Industry Data Security Standard, in order to optimize the security of digital and cash payments as well as protect our customers against any misuse of their personal information.

Our Dahiyat Al-Rasheed Data Center received the Tier III Certification of Design Documents and Tier III Certification of Constructed Facility by the Uptime Institute, an unbiased advisory organization focused on improving the performance, efficiency, and reliability of business-critical infrastructure through innovation, collaboration, and independent performance certifications.

This certification is a testimony to the reliability, high availability, and continued operation of our Data Center with numbers reaching 99.982%, allowing organizations to reduce their operational costs, increase their productivity and efficiency while focusing on achieving their growth rather than focusing on their operational issues, such as maintaining data integrity and confidentiality.

Our Dahiyat Al-Rasheed Center also received the standard certification for managing information systems (ISO 27001), which is considered one of the most prestigious certificates, affirming that it operates at the highest levels of data protection and security, business continuity and disaster recovery.

NON-DISCLOSURE AGREEMENTS

To safeguard our customers personal information, our full time and outsourced employees, suppliers, and contractors are required to sign non-disclosure agreements prior to accessing any customers' information. We also strictly monitor and control physical access to customers' personal data, and such privileges are only granted to authorized employees.

TRAINING

We ensure all our employees receive training on data privacy and information security. In addition, to safeguarding customer data, we provide training to third-party employees who work with our company and have access to sensitive information.
8.5.2. Our Secure Cloud Service

In 2018, we launched the new secure cloud service which provides protection and security for all personal and financial information and data available on smart devices such as phones and tablets while surfing the internet.

All data assets are classified, and our information security department follows the "Data Classification Guidelines" that provides a uniform direction and specific instructions to categorize the types of data for efficient identification, monitoring and evaluation process.

This data is also information covered under the privacy acts and legal regulations, where applicable.

<table>
<thead>
<tr>
<th>TYPES OF DATA</th>
<th>IMPACT ON UMNIAH AND STAKEHOLDERS AND HOW WE PROTECT YOUR DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confidential Data</td>
<td>Highly sensitive data with an adverse effect and critical to ongoing operations. We deal with it carefully in terms of data encryption, sharing with internal and external parties, data retention, data backup, data disposal and labelling.</td>
</tr>
<tr>
<td>Executive Data</td>
<td>Critical to ongoing operations with an adverse impact</td>
</tr>
<tr>
<td>Public Data</td>
<td>No impact on Umniah and its stakeholders. Not critical to future operations. Public information available to interested members of the public</td>
</tr>
</tbody>
</table>

Access to such information is managed and restricted to those who have a justified business need, and granted access is reviewed on a quarterly basis.

The protection of our customers’ confidential information is extremely important; therefore, we provide rigorous trainings to our employees on data security and handling sensitive information. Additionally, simulations, tutorials and tests are undertaken to improve our employees’ response to phishing attacks.

### TRAINING CATEGORIES IN 2021

<table>
<thead>
<tr>
<th>TRAINING TOPICS</th>
<th>NUMBER OF HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Privacy and Security</td>
<td>284 hours</td>
</tr>
<tr>
<td></td>
<td>78 hours of physical sessions</td>
</tr>
<tr>
<td></td>
<td>206 hours of online sessions</td>
</tr>
<tr>
<td>Phishing Awareness</td>
<td>37 hours of online sessions</td>
</tr>
<tr>
<td></td>
<td>Social Engineering Awareness Sessions</td>
</tr>
<tr>
<td>Data Science</td>
<td>165 hours</td>
</tr>
<tr>
<td></td>
<td>Training period:</td>
</tr>
<tr>
<td></td>
<td>47 weeks: 141 hours</td>
</tr>
<tr>
<td></td>
<td>16: 24 hours</td>
</tr>
<tr>
<td></td>
<td>Data Science Academy</td>
</tr>
</tbody>
</table>

### INCIDENT CLASSIFICATION IN 2021

<table>
<thead>
<tr>
<th>INCIDENT WITH</th>
<th>INCIDENTS WITH MEDIUM IMPACT</th>
<th>INCIDENTS WITH LOW IMPACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Causes</td>
<td>29</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>6</td>
</tr>
</tbody>
</table>

- Fiber Cut
- High utilization of server disks
- High Temperature
- Expired certification on Application level
- Power Cut in site, and access limitation on site to solve the issue
- Insufficient balance from charging gateway and the second relation from CBS
- Application and DBs
- Application Performance issue due to wrong programming code occurred
- Outage on the two main links Mada, and the backup from orange
- Hardware Fault on pre-calls server
- CommuterNational Power
- SMSC replacement project
- Dropped DBs table during migration data operation conducted by U-wallet and A2A team
- Human configuration mistake and improper prerequisite options

8.6. Cyber Security

We have established the first specialized centre for Artificial Intelligence Cybersecurity Management (Intelligent Security Operation Center - ISOC) for monitoring security vulnerabilities and threats as well as providing organizations with security services that meet their unique needs in the face of growing cyber threats.

Since part of our commitment is to share our knowledge, we developed and delivered a 20-hour course for beginners in the information security field, and in 2019, we trained 26 students from the Jordan University of Science & Technology (JUST), 2 of them were recruited within our Security Operation Centre (SOC) division.

In 2020 and 2021, we delivered a more holistic course to 80 students from Al-Ahliyya Amman University (AAU), Al Hussein Technical University (HTU), Jordan University of Science & Technology (JUST), Yarmouk University (YU), Al-Balqa Applied University (BAU) and Princess Sumaya University for Technology (PSUT), in addition to starting a new online training course with Fortinet (60 students have joined this online training out of 300 registered students.) New courses, initiatives and partnerships are being prepared as well.

We also signed a partnership with Trend Micro, a global leader in the field of cyber security allowing Umniah to provide UCyberScout services to companies operating in the Jordanian market through its Umniah Security Operation Center (SOC).

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8.7. Children’s Online Safety

CREATING A SAFE SPACE ONLINE FOR OUR CHILDREN

In cooperation with Kaspersky, we launched “Kaspersky Safe Kids”, a product that endorses parental control to protect children online and offline. This makes Umniah the first operator in Jordan to offer this product on a monthly subscription basis. “Kaspersky Safe Kids” is an effective and affordable (1JOD / month) monitoring solution that helps safeguard children’s activities, monitor their behaviour, whilst teaching them self-control.

Since we released Kaspersky in 2016, we have initiated several campaigns aiming to raise awareness on children’s online safety and cyber bullying through different social media platforms.

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Users</th>
<th>Variance</th>
<th>14% Active Users from Total Active and Non-Active users</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>174</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>200</td>
<td>14.94%</td>
<td>14%</td>
</tr>
<tr>
<td>2021</td>
<td>214</td>
<td>6.99%</td>
<td>21%</td>
</tr>
</tbody>
</table>

8.7. Selecting Top Quality Suppliers

We are committed to maintaining a sustainable business model. Our supply chain is a vital part of our business model and business continuity. Thus, we aim to maintain a solid and valuable relationship with our suppliers and vendors. Our suppliers’ evaluation process is based on a weighting scale that evaluates the suppliers’ overall performance.

NEXT STEPS ON OUR SUSTAINABILITY AGENDA

Given that children’s online safety is an issue gaining momentum in our industry and has been prioritised by our stakeholders as one of the major social issues that must be addressed, we plan to increase our awareness campaigns in this regard and conduct additional research to counteract the negative effects of this topic on the next generation.
In a study conducted by the World Bank, we have been described as a “Safe & Respectful Workplace”. This statement serves as a recognition to our pioneering efforts to create a safe workplace for our employees, and address sexual harassment, through the introduction of a clear and comprehensive policy as well as mandatory trainings for all our employees.

As one of Jordan’s leading telecom companies, our social responsibility begins within our premises and is clearly reflected in the way we treat our own people. Our actions are based on respecting the human rights of the people we work with which extends to their wellness and wellbeing. We recognise their contribution to our company’s lasting economic success, and we strive to create a workplace that allows them to thrive.
9.1. Our Employees

9.1.1. Creating an Employee-Focused Workplace

Our holistic approach to employee engagement has helped us:

1. Retain the overall headcount: While the world was and is still recovering from the impact of the pandemic, we managed to maintain our workforce.

2. Ensure our employees are well supported and can work productively: Understanding their preferences in terms of their working environment. Employees working from home are provided with aiding systems and tools for business communication and e-learning. They can contact our IT Support and our Human Resources Planning and Development for any concerns or help they may require.

3. Prioritize our employees’ well being: We empower our employees through a work-life balance principle, giving them the option to request any special work arrangement they might require on a temporary or permanent basis – may it be customized working hours or compressed working days.

4. Build a caring, connected, and positive working environment: The “Open Door” policy is an adopted approach within the company, noting that there are multiple channels to address any concerns our employees may have. Our employee relations manager can be reached out in person, by email or through the “contact us” link on our internal portal.

5. Engage our people on internal changes: We launched a Health & Safety competition among our employees for best ideas and suggestions that would enhance a specific Health & Safety area in coordination with our Health & Safety department.

### Employees by Employment Contract and Gender

<table>
<thead>
<tr>
<th>Category</th>
<th>MALES (HEADCOUNT)</th>
<th>FEMALES (HEADCOUNT)</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full - Time Employees (FTEs)</td>
<td>175</td>
<td>149</td>
<td>324</td>
</tr>
<tr>
<td>Casuals</td>
<td>383</td>
<td>106</td>
<td>489</td>
</tr>
<tr>
<td>Youth trainees</td>
<td>75</td>
<td>24</td>
<td>99</td>
</tr>
<tr>
<td>Total</td>
<td>633</td>
<td>279</td>
<td>912</td>
</tr>
</tbody>
</table>

### New Human Resources (HR) Policies and Processes in 2021

<table>
<thead>
<tr>
<th>New Policies</th>
<th>Changes in Recruitment Process</th>
<th>Revamping / Updating / Uplifting</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Flexible working hours and special work arrangements by stretching the work start / work end grace period</td>
<td>• Started using a designated ATS</td>
<td>• Company’s web portal</td>
</tr>
<tr>
<td></td>
<td>• Shifted initial exams and interviews to virtual instead of physical</td>
<td>• Job description cards</td>
</tr>
<tr>
<td></td>
<td>• Home office furniture (for full-time remote-based employees)</td>
<td>• Commission schemes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Policies (e.g., promotion policy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Performance management system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Benefit requests automation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New welcome kits (uplifting the employer branding)</td>
</tr>
</tbody>
</table>

82 Workers who are not employees who are not employees and whose work is controlled by the organization.

### Dead Sea Marathon

Our employees’ participation in the International Dead Sea Ultra Marathon (DSUM).
9.1.2. Our Employees’ Well-Being

WE EMPOWER OUR EMPLOYEES TO LIVE A BALANCED LIFESTYLE.
Therefore, taking care of our employees’ mental health has always been a priority for us and it has become even more of a necessity due to the pandemic that has severely transformed our work dynamic for the past two years.

PROVIDENT FUND
In 2012, we established a provident fund, an internal investment fund that is voluntarily established by Umniah for the benefit of our employees and serves as a long-term savings scheme to support our employees in their retirement. We are working diligently to include all our employees under the provident fund umbrella. Today, we have more than 350 employees that benefit from this fund.

SOCIAL COMMITTEE
Our social committee is responsible for managing all social activities and events (including initiatives lead by the Human Resources and Corporate Affairs department) aiming at increasing employees’ engagement within a healthy and positive work environment.

Members of this committee are elected by the employees themselves, as we firmly believe in giving our employees the freedom to select people, they think would represent their needs in the best conceivable way. The social committee membership is limited to employees under a permanent full time-based employment contract.

The social committee should be composed of at least 6 and up to a maximum of 10 members including the committee chairperson to be elected from within. The social committee membership extends for the period of 12 months.

HOLDING VIRTUAL SOCIAL ACTIVITIES FOR THE WELL-BEING OF OUR EMPLOYEES AND THEIR FAMILIES

Team Building Events / Tournaments (twice)

Webinars and Awareness Sessions
- Mental health webinar
- Physical health awareness sessions

Social Activities for our Employees and their Families
- Bingo Night
- International Women’s Day
- International Tea Day
- Basketball Tournaments
- Football Tournaments
- Marathon Participation
- Summer Treats
- Breakfast with the CEO
- Breast and Prostate Cancer Awareness Sessions
- Employees’ Children Summer Camps

We offer a subsidy towards membership fees for long-term memberships of our employees in fitness centres to encourage to adopt a healthier lifestyle.
9.2. Human Rights and Non-Discrimination

The total number of violations, breaches and incompliances to our policies, procedures and regulations accounted for 196 incidents in 2021.

We had one case of sexual harassment in the workplace; it immediately led to the termination of the violating employee. Other cases varied in the type of disciplinary action taken against the type and time of recurrence in line with the penalties list of the internal bylaws authenticated by the Ministry of Labour (MoL).

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>NOTICE LETTER</th>
<th>WARNING LETTER</th>
<th>TERMINATION</th>
<th>PENALTIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under performance - not fulfilling job roles requirements</td>
<td>27</td>
<td>40</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Client servicing incompliance or breach</td>
<td>39</td>
<td>4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Operational/procedural incompliance or breach</td>
<td>47</td>
<td>12</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Behavioral incompliance or breach</td>
<td>5</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Fraudulent behavior/act</td>
<td>-</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Attendance/work reporting incompliance or breach</td>
<td>7</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Health &amp; Safety incompliance or breach</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

We take our employees’ feedback and complaints very seriously and we follow-up on any case of complaints or grievance from employees or third parties regarding incidents of discrimination or any type of assault in the workplace.

9.2.1. Empowering Females in the Workplace

At Umniah, we empower females and promote gender equality by actively supporting female’s participation at all levels of business. Our equality policies guarantee that rights are safeguarded and implemented, and that our workplace culture supports female employees. We are proud to have our female workforce represented in the senior leadership team, holding a crucial position as Umniah’s Chief Legal, Regulatory and Government Officer.

We determine our remuneration and build our salary scale based on the data we gather in collaboration with an independent third-party consultant (Korn Ferry in 2021) of the Jordanian general market data.

No committee oversees this process; however, the board influences the mechanism of some of the policies such as bonuses and certain allowances.

### Employee Hires and Leaves 2021

<table>
<thead>
<tr>
<th></th>
<th>NEW EMPLOYEE HIRES (HEADCOUNT)</th>
<th>EMPLOYEE LEAVES (HEADCOUNT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>241</td>
<td>104</td>
</tr>
<tr>
<td>Females</td>
<td>271</td>
<td>26</td>
</tr>
<tr>
<td>Total</td>
<td>512</td>
<td>130</td>
</tr>
</tbody>
</table>

### Maternity Leave

<table>
<thead>
<tr>
<th></th>
<th>NUMBER OF FEMALES</th>
<th>REMAINED FOR (12 +) MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Took maternity leave in 2020</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Returned from leave in 2020</td>
<td>17</td>
<td>15</td>
</tr>
<tr>
<td>Took maternity leave in 2021</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Returned from leave in 2021</td>
<td>20</td>
<td>20</td>
</tr>
</tbody>
</table>

### Pay Gap

<table>
<thead>
<tr>
<th></th>
<th>FEMALES</th>
<th>MALES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Non-Manager</td>
<td>86%</td>
<td>104%</td>
</tr>
</tbody>
</table>
9.3. Employee Surveys

Employee surveys are a great tool for opening the lines of communication with employees. Surveys are platforms where all employees can share their opinions and feedback enabling us to identify areas for improvement and development.

<table>
<thead>
<tr>
<th>TYPES OF SURVEY</th>
<th>PULSE SURVEY</th>
<th>ENGAGEMENT SURVEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PURPOSE OF THE SURVEY</td>
<td>Aims to discover what is important to our employees, and what are the areas that we need to improve as an employer to help them enhance their work experience.</td>
<td>To collect our employees’ feedback against a wide range of topics concerned with their well-being and engagement enabling us to identify areas for improvement.</td>
</tr>
<tr>
<td>NUMBER OF SURVEYS CONDUCTED</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>NUMBER OF PARTICIPATING EMPLOYEES</td>
<td>FIRST PULSE SURVEY 55% (446 out of 811 employees)</td>
<td>493 employees</td>
</tr>
<tr>
<td></td>
<td>SECOND PULSE SURVEY 63% (448 out of 706 employees)</td>
<td></td>
</tr>
<tr>
<td>MAIN TOPICS AND QUESTIONS</td>
<td>HOW SATISFIED ARE YOU WITH YOUR COMPANY AS A PLACE TO WORK? 70.6% satisfaction rate</td>
<td>MY MANAGER, OR SOMEONE AT WORK, SEEMS TO CARE ABOUT ME AS A PERSON: 81.6% agreement rate</td>
</tr>
<tr>
<td></td>
<td>HOW SATISFIED ARE YOU WITH THE SUPPORT YOU RECEIVE FROM YOUR MANAGER? 76.6% satisfaction rate</td>
<td>AT WORK, MY OPINIONS SEEM TO COUNT: 75.2% agreement rate</td>
</tr>
<tr>
<td></td>
<td>IN THE LAST SIX MONTHS, SOMEONE AT WORK HAS TALKED TO ME ABOUT MY PROGRESS: 77.8% agreement rate</td>
<td></td>
</tr>
<tr>
<td>OUTCOME</td>
<td>In 2020, 65% of the respondents supported the concept of ongoing remote work.</td>
<td>In 2021, 58% of our employees prioritize hybrid work over office work and remote work.</td>
</tr>
</tbody>
</table>

9.4. Training And Development

9.4.1 Investing in our Employees’ Potential

At Umniah, we continuously try to maintain a workplace which proactivity paves the way for self-development and professional success. Our training and development policy provides the framework for the development of individuals and teams within Umniah. We consider it our responsibility to equip them with all the skills and knowledge they need to become the professionals they aspire to become.

During 2020 and at the height of the COVID pandemic, we had to innovate our training methods and switch from traditional trainings to digital ones. Later during 2021, we combined both methods physical and online trainings for the benefit of our employees.

<table>
<thead>
<tr>
<th>TRAINING CATEGORIES IN 2021</th>
<th>NUMBER OF HOURS</th>
<th>TRAINING TOPICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft skills</td>
<td>6,650 hours 2,550 hours of physical sessions 5,100 hours of online sessions</td>
<td>• Communication skills • Leadership academy • Presentation skills</td>
</tr>
<tr>
<td>Technical skills</td>
<td>42,566 hours 25,540 hours of physical sessions 17,026 hours of online sessions</td>
<td>• CCNA: Cisco Certified Network Associate • CCNP: Cisco Certified Network Professional • CCIE: Cisco Certified Internetwork Expert • CMCM: Certified Marketing Communications Manager • Certified Marketing Manager • CPRM: Certified Public Relations Manager</td>
</tr>
<tr>
<td>Code of conduct</td>
<td>78 hours of physical sessions</td>
<td>New joiners’ awareness session</td>
</tr>
<tr>
<td>Product and Service</td>
<td>150 hours of online sessions</td>
<td>New joiners’ awareness session</td>
</tr>
</tbody>
</table>
### TRAINING CATEGORIES

<table>
<thead>
<tr>
<th>Training Category</th>
<th>Total Hours of Training Delivered in 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health &amp; Safety</td>
<td>176</td>
</tr>
<tr>
<td>Technical</td>
<td>14,019</td>
</tr>
<tr>
<td>Anti-Bribery and Corruption</td>
<td>550</td>
</tr>
<tr>
<td>Data privacy and security</td>
<td>284</td>
</tr>
<tr>
<td>Phishing awareness</td>
<td>37</td>
</tr>
<tr>
<td>Supplies and logistics</td>
<td>240</td>
</tr>
<tr>
<td>Customer service</td>
<td>48</td>
</tr>
<tr>
<td>Quality management and certifications</td>
<td>736</td>
</tr>
<tr>
<td>Cyber safety</td>
<td>192</td>
</tr>
<tr>
<td>Digital skills</td>
<td>355</td>
</tr>
<tr>
<td>New technologies</td>
<td>4,810</td>
</tr>
<tr>
<td>Code of conduct</td>
<td>78</td>
</tr>
<tr>
<td>Fraud awareness</td>
<td>40</td>
</tr>
<tr>
<td>Product/service training</td>
<td>150</td>
</tr>
<tr>
<td>Data science</td>
<td>1,241.50</td>
</tr>
<tr>
<td>Soft skills</td>
<td>6,650</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>29,606.5</strong></td>
</tr>
</tbody>
</table>

### EMPLOYEE CATEGORY

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>Number of Participants in Training and Seminars</th>
<th>Total Hours of Training Received</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Males (Headcount)</td>
<td>Females (Headcount)</td>
</tr>
<tr>
<td>Directors</td>
<td>14</td>
<td>3</td>
</tr>
<tr>
<td>Managers - Senior Managers</td>
<td>56</td>
<td>7</td>
</tr>
<tr>
<td>Supervisors</td>
<td>82</td>
<td>22</td>
</tr>
<tr>
<td>Officer - Senior Officer</td>
<td>189</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>341</td>
<td>112</td>
</tr>
</tbody>
</table>

---

**9.4.2 Career Development**

Our employee’s professional growth is of utmost importance to us, as we strongly believe that investing in their development is essential to increase their level of motivation, productivity, and satisfaction.

#### COACHING

We first introduced our coaching system in 2018, with the aim to develop our employees personally and professionally. We took it a step further and in 2019 we embarked on a journey to certify 7 of our employees to become certified coaches.

<table>
<thead>
<tr>
<th>Types of Evaluation Review</th>
<th>Description</th>
<th>Number of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee performance (Full Time Employees (FTE))</td>
<td>Our annual performance appraisal cycle entails having quarterly check-ins, against the annually set objectives and the predefined competencies required to be possessed based on the managerial level and/or function</td>
<td>480</td>
</tr>
<tr>
<td>Monthly, quarterly, and annual performance evaluation</td>
<td>Performance monitoring takes place on a monthly/quarterly/annual basis against a set of predefined KPIs depending on job role and level</td>
<td>274</td>
</tr>
</tbody>
</table>

#### COACHING SESSIONS CONDUCTED IN 2021

- **Internally:**
  - 23 sessions were conducted
  - 7 active coaches

- **Externally:**
  - 23 sessions were conducted

#### EMPLOYEES BENEFITED FROM THIS PROGRAM

- **120** Employees have benefited from the external coaching sessions
- **4** Employees took internal coaching sessions for self-development: 150 sessions in total

During 2021, 100 internal moves between full-time employees and casual employees occurred. We also had around 41 internal vacancies, out of which 22 vacancies for full time employees and 19 vacancies for casual employees.
9.4.3 Recognition and Appreciation

We recognize and appreciate our employees’ efforts in contributing to the success of our company. Therefore, we continuously conduct events and activities that makes our employees feel valued and appreciated.

CELEBRATING SUCCESS AND APPRECIATING EMPLOYEES

Thank U Appreciation Initiative (company-wide)

- 2G Evacuation Project Completion
  - Project team lunch with the CEO

New Customer Billing System (CBS) Migration

- Project team retreat (1 Night Stay at the Dead Sea)

Certified Professionals Recognition

Departmental Efforts Recognition and Appreciation

- Gift vouchers distribution through the department heads

9.5 Health & Safety at Umniah

9.5.1. Ensuring a Harm-Free Working Environment

We take the issue of Health & Safety very seriously and we continuously invest in the safety and well-being of our employees and partners.

Our ongoing effort in ensuring a safe environment for our employees has been recognized by the British Safety Council, when we received the International Safety Award Winner for 2020, demonstrating a strong commitment to Good Health & Safety Management.

HOW WE MAINTAIN A HIGH LEVEL OF HEALTH & SAFETY MEASURES AT UMNIAH

- On a monthly basis, we conduct a complete hazard and risk assessment for all areas of the company, including Umniah buildings, warehouses, data centres and sites.

- We engage with our employees on a weekly and monthly basis through Health & Safety emails, videos, and periodical magazines, keeping them updated on the topic.

- We perform several initiatives and activities to ensure the good health of our employees, contractors, service providers, visitors, and customers.

- Our premises and facilities cover all aspects of safety: evacuation path, signs, maintenance, anti-slip, air quality, sanitization, fire drills and top-notch communication system, trainings, ergonomic studies and actions, allocation of central first aid kits in all locations, leaflets to visitors, processes, and procedures.

- Annual emergency evacuation drills are conducted and reviewed to achieve a successful evacuation and zero injury.

- We perform environmental hazard testing (e.g., for light, noise) to ensure the safety, well-being, and comfort of our employees.

Every 3 months, we review and update our Health & Safety policy along with our hazard management action plans for high level control of any potential identified hazards, keeping our Health, Safety and Environment (HSE) team aware of all the changes related to public safety.

Additionally, we have implemented safety measures, guidelines, and procedures to build a holistic approach in addressing Health & Safety issues. Every guideline or manual is tailored for a specific stakeholder to ensure his or her safety is in their line of work.
9.5.2. Mandatory Health & Safety Training

We rely heavily on Health & Safety training, preparing our employees and field workers to manage and respond to any Health & Safety issue they may encounter. We conduct mandatory Health & Safety training on an annual basis. The training courses touch on topics like voltage fluctuations and other technical issues that put our workers’ lives at risk.

The field workers are managed by the contractor and under their supervision. At Umniah, we are fully committed to providing our contractors and sub-contractors with the required Health & Safety instructions, guidance, and trainings.

Our Health & Safety training courses covers:

1. Poles climbing
2. Basic Health & Safety training
3. Advanced Health & Safety training
4. Advanced towers climbing
5. Rescue training
6. Hazardous and risks training
7. Basic First Aid training
8. Advance First Aid training *Certified First Aid*
9. Ergonomic training
10. Forklift driving safety training

<table>
<thead>
<tr>
<th>HEALTH &amp; SAFETY TOPIC</th>
<th>PARTICIPANTS (HEADCOUNT)</th>
<th>SEMINAR DURATION (HOURS)</th>
<th>TOTAL TRAINING HOURS (PARTICIPANTS*SEMINAR DURATION)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced towers climbing</td>
<td>30*</td>
<td>12</td>
<td>360</td>
</tr>
<tr>
<td>Hazards and risks</td>
<td>7</td>
<td>12</td>
<td>84</td>
</tr>
<tr>
<td>Ergonomic</td>
<td>500*</td>
<td>9</td>
<td>4,500</td>
</tr>
<tr>
<td>First Aid</td>
<td>100</td>
<td>12</td>
<td>1,200</td>
</tr>
<tr>
<td>Emergency evacuation</td>
<td>500</td>
<td>1</td>
<td>500</td>
</tr>
<tr>
<td>Rescue</td>
<td>7</td>
<td>12</td>
<td>84</td>
</tr>
<tr>
<td>Pole climbing</td>
<td>100</td>
<td>9</td>
<td>900</td>
</tr>
<tr>
<td>Basic Health &amp; Safety</td>
<td>400*</td>
<td>9</td>
<td>3,600</td>
</tr>
<tr>
<td>Advanced Health &amp; Safety</td>
<td>300</td>
<td>12</td>
<td>3,600</td>
</tr>
<tr>
<td>Forklift Driving Safety</td>
<td>4</td>
<td>20</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,018</strong></td>
<td><strong>108</strong></td>
<td><strong>14,908</strong></td>
</tr>
</tbody>
</table>

*Including outsource employees

We are proud that no work-related injuries or incidents were reported in 2021.
9.5.3. Protecting Workers in the Field

We always make sure that our field workers are fully trained and equipped to take on their job in the most secure manner possible. Therefore, Health & Safety measures are heavily applied in all our cell sites and field activities.

HEALTH & SAFETY MEASURES COVERING ALL UMNIAH CELL SITES AND FIELD ACTIVITIES

- Provide required PPEs to all Umniah teams according to specialization including replacement of old PPEs based on the Health & Safety checklist and inspection carried out every 6 months
- Provide technical Health & Safety training to field employees over the hazards and towers climbing
- Inspection over field teams “outsource and full time”
- Obligatory PPEs to be worn
- Field employees work activities and planning tracker to ensure cell sites employees Health & Safety signs are monitored
- Health & Safety portal to track training and up to date activities and profile
- Lifeline preparations on all roof tops
- Rescue training and advanced poles climbing certifications
- On the job training and awareness
- Health & Safety competition
- Annual Health & Safety contractor awards

9.5.4. Health & Safety of our Contractors

Our Health & Safety Guidelines for Service Providers and Field Team is addressed towards our contractors. It is a manual that sets out our organization’s expectations in the areas of Health & Safety and serves as guidance for contractors on how these expectations should be met. To enhance our communication with our contractors and provide them with information on the go, we will be launching our Health & Safety Contractors Mobile application in 2022. Currently we are conducting awareness sessions to demonstrate the potential and purpose of this application.

<table>
<thead>
<tr>
<th>NEW TOOLS &amp; METHODS</th>
<th>ENHANCING OUR HEALTH &amp; SAFETY COMMUNICATION TOOLS</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engaging with our service providers</td>
<td>Design communication method with all contractors and service providers in all areas related to opportunities and recommendations for our Health &amp; Safety as well as the contractors and service providers current Health &amp; Safety system</td>
<td>2021</td>
</tr>
<tr>
<td>Contractors’ mobile app</td>
<td>An in-house mobile app made by Umniah. It aims to support all field workers and site engineers: • To better reach our cell sites through a location-based geo map • To ensure commitment and compliance of all field workers and site engineers to our Health &amp; Safety policy • To capture 100% visibility of the Health &amp; Safety aspects in our premises</td>
<td>To be launched in 2022</td>
</tr>
</tbody>
</table>

9.5.5. Trainee Health & Safety Guidelines

Our employees’ Health & Safety extends to our trainees that have chosen our company to embark on their first work experience.

The Trainee Health & Safety Guidelines: Guidelines were developed and are continuously updated with our trainees in mind. For additional safety measures, we ensure that all staff members operating within our premises are aware of these guidelines that have been institutionalized at Umniah.

Health & Safety Trainees Induction program: Awareness sessions are provided to familiarize our trainees and new employees with the Health & Safety guidelines and practices including risks and hazards.
HEALTH & SAFETY GUIDELINES FOR TRAINEES

<table>
<thead>
<tr>
<th>FIVE AREAS COVERED</th>
<th>IMPORTANCE &amp; PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Protection Equipment (PPEs)</td>
<td>Needed for trainees in the engineering department during field training period</td>
</tr>
<tr>
<td>Fire safety</td>
<td>Raising awareness + providing steps to follow in case a fire occurs</td>
</tr>
<tr>
<td>First Aid Support</td>
<td>Related helpline to call in case of an emergency</td>
</tr>
<tr>
<td>Tower climbing</td>
<td>Following tower climbing procedures</td>
</tr>
<tr>
<td>Toolbox talks</td>
<td>Provided by the direct supervisor when visiting any location or preparing trainees for work on site</td>
</tr>
</tbody>
</table>

9.5.6. Keeping Our Employees Safe During the Pandemic

During the pandemic, our priority was to protect our employees and provide them with all the tools they need to understand the impact of this virus on their health and therefore, keep them protected and safe.

PREVENTIVE MEASURES AND ACTIONS TAKEN AT OUR PREMISES DURING THE PANDEMIC

<table>
<thead>
<tr>
<th>Work from home provisions</th>
<th>Working in shifts to ensure operations of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing PCR tests to all our employees</td>
<td>Limiting meetings to online only</td>
</tr>
<tr>
<td>Providing the covid-19 vaccine to all our employees and their families</td>
<td>Weekly circulars through “Health &amp; Safety portal and emails” on the COVID-19 tips and how to protect the employees and their families</td>
</tr>
<tr>
<td>Providing the flu vaccine to our employees</td>
<td>Yearly flu vaccine in coordination with Jordan Paramedic Society (JPS)</td>
</tr>
<tr>
<td>Following-up on infected employees and their replacement to ensure business continuity</td>
<td>Distributed sanitizations stations, masks, gloves, air sanitizers and sterilization bottles to all employees’ desks and at corridors</td>
</tr>
<tr>
<td>Allocating Health &amp; Safety procedures for field work and inside our premises to limit the infection rate</td>
<td>Allocation of instructions on all premises as well as social distance stickers</td>
</tr>
<tr>
<td>Published work-related instructions to ensure protecting the employees and service delivery to customers</td>
<td>Our Call Center agents were provided with laptops, connectivity, and desks to operate from home while other employees were provided with desks and chairs to work from home</td>
</tr>
<tr>
<td>Offices being sanitized twice a day</td>
<td>Online Health sessions provided by quality assurance department to all Umniah employees</td>
</tr>
<tr>
<td>Weekly awareness e-magazine</td>
<td>Awareness vaccination campaign to ensure vaccination of all employees</td>
</tr>
<tr>
<td>Safety kits for all employees once they are back at work</td>
<td></td>
</tr>
</tbody>
</table>

9.5.6.1 WORKING FROM HOME

Transitioning our employees from their usual workplace to a work from home basis was a challenging task, therefore we provided them with all the tools and guidance they needed to facilitate this sudden shift.

Our goal was to make them comfortable in their new work setting without compromising their work ethics, considering they had to abide by company policies and procedures including the Standard of Business Conduct and Work ethics.

In coordination with our Human Resources and Corporate Affairs department, we have created a set of General Remote Work Guidelines and Etiquette to support our staff while working from home, helping them navigate their daily tasks and manage their time, availability and responsiveness while being away from their usual office.

According to our employees, keeping the flexibility of working from home is a crucial factor in reducing their stress levels while increasing their engagement and productivity. Now, our employees continue to enjoy a flexible working arrangement and are entitled to 12 days per month according to our internal policies.
9.6. Corporate Volunteering

INVOlVING OUR EMPLOYEES IN THEIR COMMUNITIES AND STRENGTHENING THEIR SENSE OF BELONGING TO JORDAN

According to Nahno’s 2020 report; “Umniah ranked as one of the top 3 companies in the field of volunteer work” completing 8,750 of voluntary work hours during 2019 – 2020.

As a business with a deep sense of belonging to Jordan, corporate volunteering is a crucial part of our culture. We view it as an opportunity to communicate and engage with our community on a deeper level that goes beyond the one-sided aspect of financial donations, whereas we become the ones benefiting as much as the people we want to support. We encourage our employees to volunteer during work hours and keep them updated on new volunteering opportunities through various communication channels. Our goal is to give them the chance to participate in an enriching experience that will change their perceptions on things and eventually, shape them into agents of social change.

Therefore, we have launched our “UVOLUNTEER” program in 2019 for our employees as well as the members of our Youth Unit, in cooperation with Nahno, the national platform for youth volunteering and participation, affiliated with Naua with the support of the United Nations Children’s Fund (UNICEF) and the Ministry of Youth.

VOLUNTEERING INITIATIVES 2019 – 2020

<table>
<thead>
<tr>
<th>Environment</th>
<th>Social welfare activities</th>
<th>Education</th>
</tr>
</thead>
</table>

Our communities inspire our services and innovations every day, and we do consider corporate volunteering as one of our many engagement tools. We have learned through our employees that volunteering has been a trigger in motivating them to find innovative solutions and come up with fresh ideas that can help alleviate social issues related to poverty, digital divide, and digital literacy.
9.7. Recognitions

April - June 2021
UMNIAH - SAFE AND RESPECTFUL WORKPLACES
WORLD BANK / IFC PROJECT

Creating a safe workplace for all its employees, and taking measures to address sexual harassment, including early introduction of a clear and comprehensive policy and mandatory training for all employees.

2020
INTERNATIONAL SAFETY AWARD
BRITISH SAFETY COUNCIL

Health & Safety management

NEXT STEPS ON OUR SUSTAINABILITY AGENDA

Our plans include the development of an employee engagement survey that will help us collect and assess the feedback of our volunteering employees, giving them the opportunity to share feedback regarding their volunteering experience, allowing us to look for new ways to enhance their future experiences. We strive to increase the number of employees participating in our various initiatives and volunteering opportunities. In addition, we aim to link our corporate volunteering approach to our digital outreach program and enable our employees to share their digital know-how with underprivileged communities and become active agents in reducing digital divide and increasing digital literacy. We are also planning to conduct environmental awareness training for our employees as part of our Sustainability strategy.
At Umniah, it all comes down to connecting our know-how, expertise and providing support to the people that mostly need it. We love finding the missing dots and connecting social issues. We put significant efforts in finding the right solutions to societal issues. Therefore, we have based our digital outreach approach on 2 major issues faced by our community: digital divide and digital literacy. We want to empower disadvantaged communities through digitalization, by helping them acquire and develop the digital skills needed to occupy their place in today’s world.

KEY HIGHLIGHTS

- Over JOD 2,000,000 in social support during the pandemic
- Free internet to more than 3,500 public schools throughout the Kingdom
- More than 150 students trained through Umniah’s Cyber Security Academy
- 2 Scholarships were offered to students from Amman Ahliyeh University (AAU)
### 10.1. Reducing the Impact of the Pandemic on the Most Vulnerable

COVID-19 placed the spotlight on social inequalities and highlighted the critical role played by the telecom sector. In this context, we knew we needed to limit the negative impact of the pandemic on the most vulnerable groups. We partnered with different organizations to provide support to our community whether through our products, services, financial aid, or in-kind donations.

#### EID GIFTS DISTRIBUTION 2020
Joining forces with the National Committee for Demining and Rehabilitation (NCDR) to distribute Eid al Adha gifts to children benefiting from the aid program.

#### WOMEN SEWING 2019
Umniah funds the second stage of an advanced sewing training course in “Arzaq Project” to empower women by creating job opportunities, in cooperation with JHCO Charity Clothing Bank.

### CATEGORIES SERVICES AND OFFERS PROVIDED BY UMNIAH DURING THE PANDEMIC

<table>
<thead>
<tr>
<th>University students</th>
<th><strong>During the lockdown period, the GB price was discounted to JOD 1 per 10 GB</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Discounted internet subscriptions to continue their e-learning</td>
</tr>
<tr>
<td></td>
<td>Free internet and browsing services on Darsak and JUNET platforms to prepare for their exams. All educational websites were whitelisted to enable students pursue their studies without consuming data</td>
</tr>
<tr>
<td></td>
<td>5 GB per month for free to university students</td>
</tr>
<tr>
<td></td>
<td>13 smartphones donated to the “Jeera project”</td>
</tr>
<tr>
<td>Students in quarantine at the Dead Sea</td>
<td>7,000 SIM cards</td>
</tr>
<tr>
<td></td>
<td>3,000 GSM lines</td>
</tr>
<tr>
<td></td>
<td>20 GB</td>
</tr>
<tr>
<td></td>
<td>200 local minutes</td>
</tr>
<tr>
<td>Low-income families, hospitals, and security forces</td>
<td>Supporting “development pioneers” free internet packages to 144 subscribers from disadvantaged families</td>
</tr>
<tr>
<td></td>
<td>Donating more than JOD 35,000 to secure oxygen ventilators for the Ministry of Health (MoH)</td>
</tr>
<tr>
<td></td>
<td>Providing 100 free phone cards for facilitating communication with patients infected with the COVID-19 for a quick diagnosis</td>
</tr>
<tr>
<td></td>
<td>Providing a free number to call in case of suspected cases of COVID-19</td>
</tr>
<tr>
<td></td>
<td>Providing 20 GSM lines to support call doctors in Prince Hamza Hospital</td>
</tr>
<tr>
<td></td>
<td>“Sterilizing Stations Campaign” that was distributed to several ministries and Umniah shops serving more than 80,000 people annually</td>
</tr>
<tr>
<td></td>
<td>Waiving off delivery fees for customers that are ordering any of Umniah’s services through “Talabat” application</td>
</tr>
<tr>
<td></td>
<td>Providing 300 free GSM lines to be used at security check points across the Kingdom</td>
</tr>
</tbody>
</table>

We partnered with the Ministry of Digital Economy and Entrepreneurship (MoDEE) and the Ministry of Health (MoH) to launch the “Greetings to Our White Army” initiative which pays tribute to Jordanian medical professionals on the front lines of the COVID-19 pandemic.
10.2. Our Digital Outreach

Challenging Social Exclusion and Marginalization

Our community engagement approach as well as the social initiatives that we have conducted over the years have shed light on the severity of the situation when it comes to digital divide affecting disadvantaged communities and delaying their integration into society.

10.2.1. Addressing Digital Divide and Pushing for Digital Literacy

Digital divide has become one of the most pressing issues of our time. We are witnessing an increasing demand for technology and all our daily lives’ tasks are being digitalized.

Our goal is to bridge the gap between those who have access to the internet and those rural disadvantaged communities who do not have access. Therefore, connecting the missing dots by putting technology in the hands of the masses and educating the people that are not able to afford it is what we strive for.

Since education is one of the sectors most affected by the digital divide, we have kick-started our approach in more than 3000 schools across the Kingdom and our next phase is to tackle disadvantaged communities in rural areas.

10.2.2. Free Internet to Public Schools throughout the Kingdom

We won a connectivity tender to connect the Ministry of Education (MoE) with its public schools and directorates, offering the Ministry free safe internet for more than 3,500 public schools since 2017.

OUR LIST OF BENEFICIARIES

<table>
<thead>
<tr>
<th>Over</th>
<th>3,500 public schools</th>
<th>43 districts</th>
</tr>
</thead>
</table>

CONNECTING AROUND | BENEFITING AROUND

| 69 administration buildings | 1.3 million students | 100,000 teachers and administrators in the Ministry of Education |

JUST SIGNING 2019 - The launch of Umniah’s cybersecurity training courses for university students and recent graduates in collaboration with the Jordanian University of Science and Technology.

ISACA 2019 - Sponsoring the Information Systems Audit and Control Association (ISACA) chapter in Amman.
10.2.3. Our Cyber Security Academy

The Academy was founded in 2019, and is a roaming academy, aiming to educate students on cyber security topics. In 2021, we partnered with Al-Ahliyya Amman University and Fortinet, a global leader in the field of information security, to establish and fully equip cybersecurity training laboratories at local universities. The laboratories, which conform to the latest and highest technological and technical specifications are used for workshops and classes for university students given by qualified trainers.

CYBERSECURITY TRAINING SESSIONS IN UNIVERSITIES

**AL-AH LIYYA AMMAN UNIVERSITY (AAU)**

- **Training courses:** 3
- **About students:** 70
- **55 Students were trained in 2021**

**JUST UNIVERSITY**

- **26 Students were trained in 2019,**
- **2 of them were employed in our SOC division**

10.3. Indirect Economic Impacts

As global challenges are still on the rise, and additional risks are posing pressure on our industry, we are committed to responsibly manage the impacts of our operations and business decisions. We are continuously striving to build meaningful and transparent connections within the communities in which we operate.

Hence, we have not identified activities that generate significant negative impacts on local communities.

Our social initiatives are based on addressing issues that are at the core of our business, therefore supporting disadvantaged communities through digital equality given that knowledge is crucial for social advancement.

Finally, we provide opportunities for the youth and more that 60 Jordanian entrepreneurs through the Tank project, our business incubator.

10.4. Investing in Education and Young Entrepreneurs

**Empowering the Future Leaders of Jordan**

According to a study conducted by UNICEF Jordan in 2020, Jordan has one of the youngest populations in the world with 63% of its population under the age of 30 (15-29 years old). Therefore, we base our approach on empowering the youth of Jordan and strengthening their talent by supporting them in their professional journey.

Our goal is to equip them with the necessary skills and mindset to lead the economy, society and enter the workforce at their full potential.
10.4.1. Student Support Fund

4% of the company’s capital is owned by the Student Support Fund provided by the Ministry of Higher Education and Scientific Research (MoHE). The fund benefits students at various official Jordanian universities affiliated with the Ministry of Higher Education and Scientific Research (MoHE) and aims to provide loans and scholarships to underprivileged students in official Jordanian universities to complete their university studies.

Furthermore, we offer various scholarships that help underprivileged students fund their education and move on to pursue their dreams.

Over the years, we have partnered with other entities like Al Hussein Technical University (HTU), Promise Welfare Society and other major institutions to offer scholarships and educational loans to thousands of Jordanian students.

MARTYRE FUND 2020 - Supporting the Jordanian Armed Forces (JAF) Martyrs’ Families Fund.

PROMISE WELFARE SOCIETY WORKSHOP
Under the patronage of Princess Alia Tabu and in collaboration with the Promise Welfare Society, Umniah hosted an informative session about innovation and entrepreneurship for students.

UMNIAH YOUTH UNIT TEAM - During one of the campaigns

RHAS - Contributing to the Healthy Schools program in Zarqa and Irbid, which promoted healthy practices among over 4,000 students and teachers.

WINTER CAMPAIGNS 2019 - Collaboration with Naua and JHCO, we launched “Let this Winter Be Warmer” campaign.

MARTYRS’ FUND 2020 - Supporting the Jordanian Armed Forces (JAF) Martyrs’ Families Fund.
10.4.2. Supporting and Empowering Education in Jordan

CARAVAN RAZAN 2019
Sponsoring The Arab House Cultural Forum
Reading initiative and inaugurating a library
directed to female students

CARAVAN RAZAN
Supported Caravan Razan initiative in partnership with the Ministry of Education, to reach students in various rural areas throughout Jordan to transform their educational development.

RANEEN FOUNDATION
- Sponsoring the National Week for the Audio Story founded by Raneen Foundation.
10.4.3. Youth Empowerment: Umniah Youth Unit

In 2014, we established the Youth Unit to foster and cultivate the importance of youth participation in playing an active role in bringing positive change and developing their society.

Over the past 4 years, we have focused on providing job opportunities to university students during their studies to motivate them and direct their energies towards work. This was done to improve their soft skills and prepare them to assume their future responsibilities upon entering the labour market following their graduation. We offer a wide range of opportunities for university students wishing to join our team, including working closely with employees across various departments in the company, via special projects and even participating in activities and events held by the company across the Kingdom’s various governorates.

UMNIAH YOUTH UNIT

Number of students that were part of the Youth Unit in 2021

137

Number of students that were employed at Umniah in 2021

9

MAIN ROLES

Representing Umniah in events and campaigns

Promoting latest Umniah offers and services

TYPES OF TRAINING PROVIDED

Excel Training

Sales Training

Email Writing Training

10.4.4. Forsa Initiative: Rehabilitating Public Schools throughout the Kingdom

During 2021, in the largest of its kind initiative to support the education sector we collaborated with the Ministry of Education, to launch “Forsa”; an initiative that promotes a healthy and safe educational environment in the Kingdom’s public schools.

PROJECT’S GOAL

Rehabilitate the public schools’ playgrounds and provide disadvantaged schools with sports equipment

OUR PARTNERS

Ministry of Education (MoE) and Madrasati

TIMELINE

5-year project commenced in November 2021

INVESTMENT

JOD 1,000,000

BENEFICIARIES

Public schools across the Kingdom’s governorates

FIRST PLAYGROUND REHABILITATED

The custodian of the two Holy Mosques Secondary School for Boys in Zarqa

WHAT HAS BEEN ACHIEVED SO FAR

1 school playground rehabilitated

3 school playgrounds were under construction by December 2021

PLANNED TO ACHIEVE IN 2022

- 7 playgrounds completed serving more than 6,500 students in Amman, Irbid, Al Karak, Al Salt, Wadi Moua and Zarqa

- 1 school in Amman

- 2 Schools in Zarqa

- 2 Schools in Al Karak

- 1 School in Madaba

- 2 Schools in Al Salt

- 1 School in Wadi Moua

- 1 School in Irbid

OUR NEXT STEPS

- Prepare for the next batch of school selection

- Activation for the schools which will include:

  - 5 Tele match activities in 5 schools in collaboration with Madrasati
  - 5 Empowerment sessions for teachers in 5 schools in collaboration with Madrasati
  - 7 First Aid sessions for teachers and students in collaboration with Jordan Paramedic Society

YOUTH UNIT OPENING

Umniah celebrated the 5th anniversary of its flagship Youth Unit with a new location in Shmeisani.
ISTEKLAL SCHOOL - Umniah inaugurated the playground of the Istiqlal Elementary School for Boys in Madaba.

FATEH SCHOOL Meeting with Teachers

FORSA 2021 PRESS CONFERENCE Launching Forsa initiative in cooperation with the Ministry of Education, which aims to rehabilitate and restore playgrounds in public schools in Jordan.

FORSA TELEMATCH Umniah kicked off Telematch activities to inaugurate the playgrounds of public schools that are part of the Forsa initiative, in cooperation with Madrasati, one of Queen Rania Foundation initiatives.

FORSA KARAK 2022

FATEH SCHOOL IN IRBID

NOUR AL HUSSEIN SCHOOL IN KARAK

AL HASHMIEH SCHOOL IN ZARQA

KHADEM HARAMAIN SCHOOL IN ZARQA
10.4.5 The Tank: Our Business Incubator

The Tank was launched in 2014, as our flagship business incubator, which delivers an open and dynamic platform to guide and support Jordan’s start-up entrepreneurs. The Tank has had an unprecedented impact on the growth of more than 60 start-ups in the country since 2018 till 2021 which were able to propel the growth of their nascent businesses, benefiting from our diverse partnerships with various start-up accelerator programs, companies and investors that support this endeavour. At least 10% of the Tank incubated start-ups in each cohort are sustainable start-ups such as Ivvest, Ghooorcom, Martha Edu and TBSM.

The Tank is nestled at the King Hussein Business Park, a place brimming with creative potential driven by the ambitious youth of Jordan.

10 FACTS ABOUT THE TANK

| **22** | New Start-Ups lined up for 2021 |
| **61** | Incubated Companies since 2018 |
| **120+** | Jordanian start-ups participation at the Mobile World Congress in 2018 and 2019 |
| **18** | Participation in international summits and institutes for entrepreneurship and innovation |

THE TANK ACHIEVEMENTS

- Ahmad Al Seif, From Alefredo Books, and Abdel Rahman Al Zubadi from Ivvest received an investment from the Oasis500 Fund.
- Bloom got its first investment and won the JOD 20,000 Queen Rania Al Abdallah Prize. Also, she got a seed investment from Flat6Labs.
- Changecom received initial seed capital from the Qatar Development Bank and was enrolled in the Village Capital Accelerator business acceleration program.
- The IoT company JoThings won the Shamal Start Acceleration program for this season with its Third Eye Solution.
- MarthaEdu received 2 awards, the iValues award for the quality-of-life category as well as the Top Social Impact Award.
- Living Mosaic won the top social impact award.

INTEGRATED INCUBATION SERVICES AT THE TANK

- Consultancy
- Facilitating access to finance
- Business development
- Office space
- Marketing and communications
- Facilitating licensing procedures, tax, and customs exemptions
- Mentoring start-ups
- Networking and linkages
- Capacity building through workshops and trainings
- Awareness and public sessions
- Sponsoring entrepreneurial events such as Hakathons, conferences …etc.
OUR MENTORSHIP PROGRAM

As part of its support to the start-ups it incubates, the Tank assigned organizations and mentors for one-to-one mentorship sessions that cover a variety of topics.

- Taha IP: Training on intellectual property
- Samer Arabiyat: Consultations on financial consultancy
- Ideal Hatch: Consultations on pricing and cost control, sales strategies, marketing strategies and work plans
- Epsilon: Mentorship sessions on human resources and legal matters
- Al’a Karss: Consultations on design thinking
- Fahad Qteishat: Growth hacking and marketing

THE 21 COMPANIES SELECTED TO TAKE PART IN THE TANK’S 3RD COHORT 2021 – 2022

<table>
<thead>
<tr>
<th>Sectors</th>
<th>Companies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Artificial intelligence</td>
<td>FANNI AI, ITS, Scholascope, Ejarkom, Cookiesbis</td>
</tr>
<tr>
<td>E-commerce</td>
<td>Bloom, Mishmash, Jafar Shop, Bunni Coffee</td>
</tr>
<tr>
<td>Education technology</td>
<td>Math Achievers, Martha Edu</td>
</tr>
<tr>
<td>FinTech</td>
<td>7asaleh</td>
</tr>
<tr>
<td>Internet of Things (IoT) and robotics</td>
<td>JoThings, Edurobotik</td>
</tr>
<tr>
<td>Agricultural technology</td>
<td>Heliotacs</td>
</tr>
<tr>
<td>Health technology</td>
<td>Saleem, Medlinic, TachyHealth</td>
</tr>
<tr>
<td>Mobile apps</td>
<td>Tapflow</td>
</tr>
<tr>
<td>Online creative industry</td>
<td>SpaceDeco</td>
</tr>
<tr>
<td>Artificial Intelligence (AI) and Augmented Reality (AR)</td>
<td>Living Mosaic</td>
</tr>
<tr>
<td>Artificial Intelligence (AI) and data science</td>
<td>Engagsoft</td>
</tr>
</tbody>
</table>

OUR INVESTMENTS IN THE TANK INCUBATION PROGRAM EXCEEDED JOD 600,000 SINCE 2018.

6 WORKSHOPS AND AWARENESS SESSIONS
- Workshop on the National Entrepreneurship Policy – MODEE (Ministry of Digital Economy and Entrepreneurship)
- The Tank participates in Shabik Wa Ibtakir program
- Awareness session about Jordan2
- What do capital owners look for in an investment pitch deck?
- Assessing the needs of the incubated start-ups
- Umniah signs a memorandum of understanding with Dot Jordan and Startovia

SUPPORTED INITIATIVES AND EVENTS
- Participation in 3 main events during Global Entrepreneurship Week 2021
- Introduction on disciplined entrepreneurship
- RiseUp Summit
- Supporting start-ups to attend the Founder Institute
- Partnership with the Founder Institute
- The Tank’s sponsorship of incubated companies

MOBILE WORLD CONGRESS (MWC)
IN A NUTSHELL: OUR ACHIEVEMENTS AND SERVICES AT THE TANK BETWEEN 2018 – 2021

65 Startups
46K JOs Funds Raised
15% Received Funds
25% Sustained

+30 Employment Opportunities
+150K Beneficiaries
330 Events
30 Partnerships

70+ Workshops
20 Sponsorships

10.5. Giving Back to our Communities

We have been and will always be a socially responsible organization as we provide consistent and substantial support to a wide array of community-focused initiatives, that cover several key sectors in Jordan, including education, health, sports, and environmental preservation.

UMNIAH AL-KHAIR CAMPAIGN
Our annual Ramadan initiatives target underprivileged communities nationwide with banquets, food packages, home renovations, establishing small businesses for individuals and families, in partnership with key charities including Tkiyet Um Ali, the King Hussein Cancer Foundation and SOS. Hundreds of thousands of JOd have been invested into Umniah Al-Khair umbrella since the establishment of the company in 2005.

THE SPIRIT OF GIVING
• Supporting Naasa with an annual investment of over JOd 20,000.
• Supporting the “Your Good is Healing for Others” project, to purchase 20 oxygen-generating devices and 20 pulse oximeter equipment in cooperation with The Jordanian Hashemite Charitable Organization (JHCO) as an in-kind donation to clients and partners (over JOd 35,000).

TIKYET UMNIAH
During voluntary activity to fill in food packages for our supported families.
CHARTY CLOTHING BANK
2017-2021
In partnership with the Jordan Hashemite Charity Organization (JHCO), we have placed donation containers at our Headquarters in Shmeisani to collect clothes, shoes and toys from company employees and customers. The donations are then collected by the Charity Clothing Bank and displayed in the organization’s Mahatta showroom to support families in need.

GREEN WHEELZ
Since 2017, we have maintained our support for Green Wheelz, and local communities by facilitating the collection, processing, and conversion of solid waste to materials that can be sold to meet the needs of patients with Cerebral Palsy.

SUPPORTING PALESTINIAN PEOPLE
- 1,000 free calling minutes on the Ooredoo Palestine network to all its customers with prepaid lines.
- Supported the “Together to help Palestine” medical support campaign by Naas, encouraging all Umniah customers and employees to donate for the purchase of medical and in-kind supplies for Palestinians, with around JOD 25,000.

QUEEN RANIA FOUNDATION (QRF)
- The Al-Aman Fund for the Future of Orphans which integrates adult orphans into society through entrepreneurship and internship programs at the company.
- “My Child’s First Years program” Parenting Videos: JOD 20,000.
- The Healthy Schools program by the Royal Health Awareness Society (RHAS).

TJIYET UM ALI (TUA)
During 2019 – 2021, we supported more than 100 underprivileged families with around JOD 60,000.
A TOTAL OF JOD 3,390,503 WAS INVESTED UP UNTIL 2021, TO SUPPORT AND EMPOWER OUR LOCAL SPORTS HEROES AND ARTISTS.

MAJOR SPORTS AND ADVENTURE INITIATIVES AMOUNT IN JOD

Supported Al Faisaly and Al Wehdat football clubs with over USD 1,000,000 annually and up to 5 years 3,546,500 (over 5 years)
Partnered with Al Jazeera Basketball Club to support youth, motivate local talent and encourage the sport of basketball 10,000
Supported the Jordanian climber Mostafa Salameh 15,000
Supported the Jordanian karting child champion Abdullah al-Dasouki to 2,333
Partnered with Al Balad Theater to support diverse cultural events 10,000
Supported the Jordanian band Harqet Kart 33,600
Partnered with Jordanian comedian Rajae Qawas as an Art and Culture Ambassador 21,000
Partnered with Tajalla Association for Art and Music 7,570
Partnered with the Friends of Jordan Festivals to support the musical concert for Omar Kamal 25,000

Additional initiatives include partnering with the Jordanian Olympic Committee to stimulate and encourage the adoption of sports, partnering with Ahmad Abu Ghosh to promote sports and fitness on a national level and supporting the Karama Human Rights Film Festival that tackles issues of human rights violations.

10.5.2 Our Social Partners

We value our collaboration with like-minded social partners that complement our vision for social advancement, cultural awareness, sports, and educational empowerment.

GOVERNMENTAL INSTITUTIONS
- Ministry of Digital Economy and Entrepreneurship (MoDEE)
- Ministry of Health (MoH)
- Ministry of Education (MoE)
- Ministry of Environment (MoEn)
- Greater Amman Municipality (GAM)
- The Higher Council for the Rights of Persons with Disabilities (HCD)
- Martyrs Fund of the Jordanian Armed Forces (JAF)

EDUCATIONAL
- King’s Academy
- Queen Rania Foundation (QRF)
- Jordanian Information Technology Association
- Royal Health Awareness Society (RHAS)
- Amman Al-Ahlyyeh University
- URAAH

CULTURAL
- Harqet Kart
- Al Balad Theater
- Tajalla Association for Art and Music
- Friends of Jordan Festivals
- Karama Human Rights Film Festival
- Zahr Center
- Drum Jam
- Charity Clothing Bank
- Jordanian Hashemite Charitable Organization (JHCO)
- SOS Children’s Villages across Jordan, in Amman, Irbid and Aqaba
- T.Boyet Um Ali (TUA)
- King Hussein Cancer Center (KHCC)
- Arab Society for the Protection of Nature (ASPN)
- Nasea
- Almsehli
- Jordan River Foundation (JRF)
- Amman Al-Ahlyyeh University
- DRAA

SPORT
- Jordanian Olympic Committee
- Al Faisaly Football Club
- Al Wehdat Football Club
- Al Jazeera Football Club
-Ramtha Football Club
- Sahab Football Club

NEXT STEPS ON OUR SUSTAINABILITY AGENDA
- To widen our connectivity scope and renew our agreement with the Ministry of Education (MoE) to provide connectivity to additional schools throughout the Kingdom.
- To place digital divide and digital literacy at the heart of our sustainability strategy focusing on reaching additional regions in Jordan and including them to our digital outreach program.
- To conduct a poverty mapping exercise of the most disadvantaged and remote areas in Jordan that are lacking access to the internet and digital information to help us identify and prioritize the areas that require support.
Climate change is a major threat to humanity; hence it requires collective action and shared responsibility to effectively mitigate and manage its impacts. Recognising our environmental impact, is a step forward in our Sustainability journey. We are fully committed to adopting efficient measures that reduce our environmental footprint and contribute positively towards the communities in which we operate.

**KEY HIGHLIGHTS**

- Completed the first step of ISO –14064-1
- In 2021, Umniah GHG (Greenhouse Gas) emissions decreased by 3.0% and 6.9%, when expressed in TCO₂ and TCO₂/user, respectively, compared to 2020
- In 2021, the avoided GHG emissions from renewable resources increased by 70.4% when compared to 2020
- In 2021, 32.5 % of the total power consumption was from renewable energy resources
- In 2021, transmission sites consumed 89.3% of our total power consumption
11.1. Carbon Footprint

11.1.1. Carbon Footprint Methodology and Sources

We have made considerable advancements in managing our emissions in 2021. We are increasingly relying on renewable energy, resulting in reduced power consumption from non-renewable sources.

The GHG inventory methods are based on the guidelines of the Greenhouse Gas Protocol (GHG-P) Corporate Standards, which is the most generally used protocol by companies taking incremental efforts toward understanding the impact of their respective carbon footprint.

Our GHG inventory was quantified using the V4 Advisors’ Corporate Greenhouse Gas Calculator tool, which is certified with the “Built on GHG Protocol” Mark. It uses local emission factors when available, or those requested by the GHG Protocol. It was agreed to use the operational control approach, for the calculations below.

According to the GHG Protocol Corporate Standards, a company’s GHG emissions are classified into 3 scopes based on the emission sources from the day-to-day operations.

**SCOPE 1: DIRECT EMISSIONS:**
- Diesel consumption in owned generators
- Lubricant oil
- Refrigerant gases
- Fleet Vehicles

**SCOPE 2: INDIRECT EMISSIONS:**
- Power purchased from the local utility

**SCOPE 3: OTHER INDIRECT EMISSIONS:**
- Business related flight travels
- Paper Consumption

11.1.2 Umniyah Total GHG Emissions (TCO₂e) for 2021

In 2021, our total GHG emissions emitted from our operation, accommodating 757 employees (766 employees in 2020 and 897 employees in 2019) in a total area of 30,6640 m² were 35,815.1 TCO₂e (36,902.4 and 35,767.2 TCO₂e in 2020 and 2019 respectively).

This is equivalent to 47.3 tCO₂e per employee (48.2 and 39.9 tCO₂e per employee in 2020 and 2019, respectively). Or, 119.3 KgCO₂e/m² (120.3 KgCO₂e and 119.3 KgCO₂e per m² in 2020 and in 2019, respectively).

Accounting for users (GSM Prepaid, GSM Post-paid, 3G Pre, 3G Pos, 4G Pre, 4G Pos, LTE Fixed and Fiber optic users) intensities were 1.43, 1.54 and 1.37 KgCO₂e/user in 2019, 2020 and 2021, respectively.

As in 2019, 2020 and in 2021 the GHG emissions calculation accounted for the emissions from our facilities across governorates: Ajloun, Amman, Aqaba, Balqa, Irbid, Jerash, Karak, Ma’an, Madaba, Mafraq, Tafila, and Zarqa, with Amman being the main source of carbon footprint for 2021.
### ASSESSMENT OF OUR CARBON FOOTPRINT

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>897</td>
<td>766</td>
<td>757</td>
</tr>
<tr>
<td>Area</td>
<td>299,727</td>
<td>306,640</td>
<td>310,020</td>
</tr>
<tr>
<td>Users</td>
<td>26,036,200</td>
<td>24,012,535</td>
<td>25,037,961</td>
</tr>
<tr>
<td>Owned generators</td>
<td>364.6</td>
<td>320.3</td>
<td>307.5</td>
</tr>
<tr>
<td>Fleet</td>
<td>460.7</td>
<td>257.9</td>
<td>301.6</td>
</tr>
<tr>
<td>Lubricant oil</td>
<td>6.6</td>
<td>6.9</td>
<td>6.8</td>
</tr>
<tr>
<td>Refrigerant gases</td>
<td>312.3</td>
<td>305.0</td>
<td>354.7</td>
</tr>
<tr>
<td><strong>Total Scope 1</strong></td>
<td><strong>1,144.2</strong></td>
<td><strong>890.1</strong></td>
<td><strong>970.6</strong></td>
</tr>
<tr>
<td>Electricity</td>
<td>34,521.4</td>
<td>35,987.8</td>
<td>34,804.4</td>
</tr>
<tr>
<td><strong>Total Scope 2</strong></td>
<td><strong>34,521.3</strong></td>
<td><strong>35,987.8</strong></td>
<td><strong>34,804.4</strong></td>
</tr>
<tr>
<td>Flight trips</td>
<td>59.0</td>
<td>0</td>
<td>4.5</td>
</tr>
<tr>
<td>Paper</td>
<td>42.7</td>
<td>24.5</td>
<td>35.6</td>
</tr>
<tr>
<td><strong>Total Scope 3</strong></td>
<td><strong>101.6</strong></td>
<td><strong>24.5</strong></td>
<td><strong>40.1</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>35,767.2</strong></td>
<td><strong>36,902.3</strong></td>
<td><strong>35,815.0</strong></td>
</tr>
<tr>
<td>Avoided Emissions</td>
<td>9,850.5</td>
<td></td>
<td>16,789.8</td>
</tr>
</tbody>
</table>

### 11.2. Energy Management and Opportunities

#### 11.2.1 Energy Consumption

To power our operation, we rely on various sources of power. In 2021, we relied on non-renewable resources either in production of the power purchased from local authorities or owned generators, located in specific sites. In addition, we relied on renewable energy, generated from our solar farms or in specific sites to power our operation.

In 2021, we consumed a total of 112,896,662.5 kWh, purchased 75,909,177.1 kWh of electricity from local authorities, while we generated 368,636.4 kWh from our generators, by consuming 111,708 liters of diesel. Moreover, we generated 36,618,849.0 kWh from solar farms and locally installed photovoltaic cells in specific sites to power our stations.

<table>
<thead>
<tr>
<th></th>
<th>LITERS</th>
<th>KWH</th>
<th>GIGAJOULE</th>
<th>% FROM THE TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased electricity from local authorities</td>
<td>75,909,177</td>
<td>273,273</td>
<td>67.2%</td>
<td></td>
</tr>
<tr>
<td>Purchased diesel used for owned electrical generators</td>
<td>111,708</td>
<td>368,636</td>
<td>1,327</td>
<td>0.3%</td>
</tr>
<tr>
<td>Electricity from renewable energy</td>
<td>36,618,849</td>
<td>131,828</td>
<td>32.4%</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>112,896,662</strong></td>
<td><strong>406,428</strong></td>
<td><strong>100%</strong></td>
<td></td>
</tr>
</tbody>
</table>

When categorizing the power consumption by sites and other locations (offices, shops), we consumed 89% of our power (electricity purchased from local authorities, locally generated from diesel, as well as renewable resources) to power our sites, while the rest (11%) for our data centre, core, and operation. On the other hand, we consumed 30.9% of our Renewable Energy to power our sites.
11.2.2. Energy Efficiency

Our operations are running on diesel consumption, electricity, and electricity from renewable sources.

Our solar farms went live on November 7th, 2019, and became operational in 2020. Our solar farms are considered as one of the largest projects in Jordan, generating around 50% of their required power. In 2021, we increased the number of solar farms leading to a 50% increase (compared to 2020) in renewable energy production. A total of 16,789.7 TCO2e being avoided due to our solar farms.

Our solar farms are managed by the developer and are not operated by us. We conducted an environmental impact assessment study for the initial approval phase of the project while the construction phase of the project was handled by the developer, under our supervision.

Our solar farms are located at the following regions:
- Mafraq
- Hallabat
- Al-Dulail
- Al-Azraq

### MEASURES TAKEN AND EQUIPMENT ADOPTED TO INCREASE ENERGY EFFICIENCY

<table>
<thead>
<tr>
<th>MEASURES TAKEN AND EQUIPMENT ADOPTED</th>
<th>YEAR OF APPLICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Base Stations Distributed base station is adapted to all technologies (3G&amp;4G) that require less cooling</td>
<td>2013</td>
</tr>
<tr>
<td>Our Data Centres Increasing cooling set-point in data centres as high as possible (24°C) maintaining proper operation (adopting new efficient cooling methods)</td>
<td>2016</td>
</tr>
<tr>
<td>Our Cell Sites We have been increasing cooling set-point in sites as high as possible (30°C) maintaining proper operation</td>
<td>2017</td>
</tr>
</tbody>
</table>

11.2.3. Renewable Energy

Our operations are running on diesel consumption, electricity, and electricity from renewable sources.

Our solar farms went live on November 7th, 2019, and became operational in 2020. Our solar farms are considered as one of the largest projects in Jordan, generating around 50% of their required power. In 2021, we increased the number of solar farms leading to a 50% increase (compared to 2020) in renewable energy production. A total of 16,789.7 TCO2e being avoided due to our solar farms.

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Our solar farms are located at the following regions:
- Mafraq
- Hallabat
- Al-Dulail
- Al-Azraq

### PROJECT HIGHLIGHTS

- Around 50% of our total energy consumption originates from renewable energy.
- 811 Towers and buildings benefit from the renewable energy provided by our solar plants.
- In our Headquarters we installed the first solar PV parking in Jordan with around 96 KWp.
- Our warehouse over hanger, around 90KWp, covers 100% of the energy bill.

### SITE NAME | CAPACITY (MW) | APPROXIMATE LAND AREA (M²) | GENERATED ENERGY (MWh/YEAR) | CARBON DIOXIDE OFFSETTING (TON / YEAR)
--- | --- | --- | --- | ---
Mafraq | 4.0 | 110,000 | 10,170.40 | 7,192
Hallabat | 4.8 | 100,000 | 11,770.00 | 8,323
Al-Dulail | 4.0 | 72,000 | 9,532.05 | 6,741
Al-Azraq | 2.2 | 50,000 | 4,887.54 | 3,456
Total | 15 | 332,000 | 36,359.99 | 25,712

### JOB OPPORTUNITIES VIA OUR SOLAR FARMS

A TOTAL OF 233 PEOPLE WERE EMPLOYED in our solar farms during the construction phase.

WE ARE PLANNING TO HIRE A TOTAL OF 24 more employees for security and maintenance.

### POWER SOURCES IN 2021

<table>
<thead>
<tr>
<th>Sites</th>
<th>Other locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.9%</td>
<td>69.1%</td>
</tr>
<tr>
<td>69.1%</td>
<td>30.9%</td>
</tr>
<tr>
<td>53.7%</td>
<td>46.3%</td>
</tr>
</tbody>
</table>

RE | Non-RE

UMNIAH’S SOLAR FARM
11.3. Biodiversity Protection

11.3.1. Tree Planting Project

The protection of our natural capital is a major priority. Ensuring the protection of green areas in Jordan and enriching our biodiversity has been on our agenda since 2016, as trees play a significant role in combating climate change by removing carbon from the atmosphere and reducing its negative impacts on people and the planet. Therefore, our goal is to continue with this initiative by increasing the number of trees throughout the region.

In 2016, we partnered with Arab Society for the Protection of Nature (APN), an environmental non-profit organization and started our tree planting project for the conservation of the green areas of Jordan.

MAIN OUTCOMES

- In 2016, 1,000 olive trees were planted in the Wadi Al-Qatar area in Marka.
- In 2017, 1,000 fruit trees (guava, citrus, and grapes) were planted in the Jordan Valley. Guava trees can create a network of adventitious roots near the surface in lands where the water level is high.
- 64 trees were planted across each acre, 4 meters apart. Irrigation once a week with 40 liters of water.
- 2,000 trees have matured, each absorbing: 21.7 kg of CO₂ per year.
- Total amount of CO₂ absorbed in 2021 by the 2,000 trees reached 43,400 kg (data from NGO).
- Dead trees less than 5% increase in species biodiversity.

11.4. Waste Management and Awareness Campaigns

**MECHANISMS IN PLACE TO REDUCE PAPER CONSUMPTION AT OUR PREMISES**

| Paperless Forms | Utilizing automated workflow; called URLow that is used to submit requests which will be approved seamlessly without using paper thus protecting the environment while reducing cost and energy consumption |
| Documentation Management System | Using a digital platform to maintain all documented procedures as digital copies while amendments, revisions, and new procedures will go through an electronic web interface without the need to be printed |

Results: 300+ procedures and records are logged and recorded into one server that can be easily accessed by all Umniah employees.

Aware of our generated waste, we initiated an awareness program to encourage our employees to sort and recycle their waste. The recycling initiative was launched on 31/03/2019. E-mail announcements were sent to all employees raising awareness about it, resulting in sorting and recycling over 500 kg of waste in only 9 months post the launch of the initiative. A 5-fold improvement in the recycling of paper and cardboard was achieved. However, due to Covid-19 lockdown restrictions the program was put on hold. In 2021, the program was improved further to differentiate among diverse types of plastic sorted / recycled. The program was reactivated on 02/03/2022. Designated bins are placed at our premises for the segregation of waste.

Overall, we observed that the level of single plastic used was reduced to half as the employees were encouraged to depend more on their own mugs and paper cups. In addition to the internal awareness, we encouraged our service providers to start considering recycling generated waste on site.

Our Human Resources and Corporate Affairs Department is responsible for raising awareness amongst employees on the importance of recycling as well as sharing with them relevant instructions and guidelines to increase their involvement and engagement.

**NEXT STEPS ON OUR SUSTAINABILITY AGENDA**

Working on a strategy to reduce our carbon footprint following international best practices and standards.
12. About the Report

ABOUT THE REPORT
This is the first Sustainability & ESG Report for Umniah Mobile Network (Umniah), a subsidiary of Bahrain-based Batelco whose headquarters are in Amman, Jordan. The report presents Umniah’s Sustainability activities, achievements, performance, and goals moving forward across the areas of environment, social and governance.

SCOPE AND BOUNDARY
Umniah’s Sustainability & ESG Report covers the period 1/1/2021 to 31/12/2021 and was published in January 2023. This report has been prepared with reference to the 2021 GRI Standards.

Umniah is committed to communicating its activities through its Sustainability & ESG Report on an annual basis. This report covers activities of Umniah in Jordan and excludes any information on connected parties and other countries.

REPORT CONTENT
The content of this report covers areas that are vital to our business and stakeholders. The emerging challenges we faced during Covid-19 have more than ever stressed the importance of integrating sustainability principles into our core business practices. We work tirelessly to manage and respond to these challenges while ensuring the provision of quality services to our customers and protection of our employees’ well-being. The report content has been reviewed and approved by the CEO and the Board of Directors.

The report has been developed with the support of Sustainability Knowledge Group (www.sustainabilityknowledgegroup.com). The report content has been reviewed and approved by the CEO and the Board of Directors.

EXTERNAL ASSURANCE
We did not commission independent assurance of our Sustainability Report. The content of the report is to the best of our knowledge and abilities accurate and correct. Key data has been validated through external audits conducted as part of the ISO certifications. We invest in our systems, policies, procedures, risk management and strategy in order to capture information more accurately and extensively as well as further leverage sustainability reporting. We apply the reporting principles of accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability to ensure the quality and proper presentation of the information disclosed in the Sustainability & ESG Report.

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JORDAN
## GRI CONTENT INDEX

**Statement of use**
Umniah Mobile Network (Umniah) has reported the information cited in this GRI content index for the period January 1, 2021 to December 31, 2021 with reference to the GRI Standards.

**GRI 1 used**
GRI 1: Foundation 2021

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<th>DISCLOSURE</th>
<th>LOCATION</th>
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<td>No restatement of information</td>
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<td>2-8 Workers who are not employees</td>
<td>57</td>
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<td>2-9 Governance structure and composition</td>
<td>27</td>
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<td>2-19 Remuneration policies</td>
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<td></td>
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<td></td>
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<td>29</td>
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<td>20-23</td>
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<td></td>
<td>3-2 List of material topics</td>
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<td>GRI 201: Economic Performance 2016</td>
<td>201-2 Financial implications and other risks and opportunities due to climate change</td>
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<td>203-2 Significant indirect economic impacts</td>
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<td>204-1 Proportion of spending on local suppliers</td>
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<td>205-2 Communication and training about anti-corruption policies and procedures</td>
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<td>GRI 301: Materials 2016</td>
<td>301-2 Recycled input materials used</td>
</tr>
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<td>GRI 302: Energy 2016</td>
<td>302-1 Energy consumption within the organization</td>
</tr>
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<td>GRI 304: Biodiversity 2016</td>
<td>304-3 Habitats protected or restored</td>
</tr>
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<td></td>
<td>GRI 305: Emissions 2016</td>
<td>305-1 Direct (Scope 1) GHS emissions</td>
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<tr>
<td></td>
<td></td>
<td>305-2 Energy indirect (Scope 2) GHS emissions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>305-3 Other indirect (Scope 3) GHS emissions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>305-4 GHS emissions intensity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>305-5 Reduction of GHS emissions</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>GRI STANDARD</th>
<th>DISCLOSURE</th>
<th>LOCATION</th>
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<td>403-3 Occupational health services</td>
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<td>GRI 404: Training and Education 2016</td>
<td>404-1 Average hours of training per year per employee</td>
<td>54</td>
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<td></td>
<td>404-2 Programs for upgrading employee skills and transition assistance programs</td>
<td>31, 36, 49, 50, 63, 64</td>
</tr>
<tr>
<td></td>
<td>404-3 Percentage of employees receiving regular performance and career development reviews</td>
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<td>405-1 Diversity of governance bodies and employees</td>
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<td>413-1 Operations with local community engagement, impact assessments, and development programs</td>
<td>63-105</td>
</tr>
<tr>
<td>GRI 416: Customer Health and Safety 2016</td>
<td>416-2 Incidents of non-compliance concerning the health and safety impacts of products and services</td>
<td>No incidents</td>
</tr>
<tr>
<td>GRI 417: Marketing and Labeling 2016</td>
<td>417-2 Incidents of non-compliance concerning product and service information and labeling</td>
<td>No incidents</td>
</tr>
<tr>
<td></td>
<td>417-3 Incidents of non-compliance concerning marketing communications</td>
<td>No incidents</td>
</tr>
<tr>
<td>GRI 418: Customer Privacy 2016</td>
<td>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</td>
<td>No incidents</td>
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