



telecomegypt

The Power Behind Connection

Sustainability Report



2023/2024

AP/02A

Welcome to Telecom Egypt Sustainability Report

Telecom Egypt's holistic approach to organizational sustainability, in conjunction with a solid culture of business, enabled the company to withstand economic challenges and achieve significant achievements towards our objectives.

We continued to prioritize the demands of all our stakeholders, our people, partners, investors, society, and our environment, while developing our capabilities and building capacity to meet our business goals and have an advantageous impact throughout our operations and global footprint. In this report, we would like to introduce Telecom Egypt's 1st Sustainability Report, drawing attention to Telecom Egypt's sustainability strategy, approach, activities, performance, and achievements of our operational infrastructure and business lines.



Table of Contents



Introduction

About this Report
Message from the Chair of the Board of Directors
Message from the CEO
Message from the Senior Director of Strategy, Business Process, Quality, Business Excellence, & Sustainability
Telecom Egypt at a Glance
Awards and Recognition
2023-2024 Sustainability Highlights



Chapter 01

Integrating Sustainability into Our Business

Sustainability Landscape in Egypt
Our Sustainability Strategy and Approach
Materiality & Stakeholder Engagement



Chapter 02

Powering a Greener Planet

Energy Efficiency & Renewable Integration
Climate Strategy & GHG Emissions
Promoting Circular Economy and Resource Efficiency



Chapter 03

Enabling Our People to Thrive

Developing the Telecom Egypt Workforce
Advancing Gender Equity and Inclusive Workplaces
Occupational Health, Safety & Wellbeing



Chapter 04

Empowering Our Communities

Bridging the Digital Divide
WE INNOVATE: Powering Egypt's Cybersecurity Innovation Ecosystem
Empowering Communities Through Connectivity
Building the Next Generation



Chapter 05

Shaping Excellence in Our Business

Robust Corporate Governance
Upholding Integrity & Human Rights
Protecting Data & Building Digital Trust
Operational Resilience & Risk Oversight
Delivering Network Efficiency & Service Excellence
Local Procurement & Responsible Sourcing



ESG Annexes

ESG Metrics
GRI Content Index
SASB Content Index
TCFD Content Index
UNGC Content Index
Glossary and Abbreviations
Limited Assurance Statement



Introduction

About this Report	05
Message from the Chair of the Board of Directors	06
Message from the CEO	07
Message from the Senior Director of Strategy, Business Process, Quality, Business Excellence, & Sustainability	08
Telecom Egypt at a Glance	09
Awards and Recognition	13
2023-2024 Sustainability Highlights	14

About This Report

Telecom Egypt is proud to share its 2023–2024 Sustainability Report, capturing the vital role we play in powering Egypt’s digital future.

As Egypt’s fully integrated telecom operator and digital infrastructure backbone, we enable access, opportunity, and progress for individuals, businesses, and global partners, connecting cities, towns, and rural communities through a robust national network that links Egypt to the world. Through this report, we demonstrate how we are driving sustainability across our operations by reducing emissions, improving energy efficiency, expanding digital access, supporting local employment, and advancing diversity in STEM, all while maintaining strong governance and transparency. By sharing our performance and progress, we reaffirm accountability for our commitments and our role in building a more resilient, inclusive, and connected Egypt.

Scope and Reporting Period

This report outlines Telecom Egypt’s sustainability performance, strategic priorities, and material topics for the period from January 1, 2023, through December 31, 2024. It covers operations across Egypt including our subsidiaries WE Data and TE Holding. Where applicable, data and context beyond

this timeframe are included to ensure continuity and transparency. Information related to suppliers, contractors, or third parties is only included where explicitly stated. The report also highlights our contribution to Egypt Vision 2030 and the United Nations Sustainable Development Goals, reinforcing our role as a national enabler of inclusive and sustainable growth.

Company Overview

Telecom Egypt is a joint stock company established under Egyptian law, with shares listed on both the Egyptian Exchange and the London Stock Exchange.

Reporting Standards and Frameworks

Telecom Egypt prepared this report in accordance with the 2021 Global Reporting Initiative (GRI) Standards. The report also reflects guidance from the SASB Standards for Telecommunications Services, the Task Force on Climate-related Financial Disclosures (TCFD), the Ten Principles of the United Nations Global Compact. These frameworks help ensure our disclosures reflect global best practices while remaining grounded in national priorities.

Forward-Looking Statements

This report may include forward-looking statements regarding Telecom Egypt’s strategic direction, future

targets and sustainability-related commitments. These statements, including words such as “aim”, “plan”, “commit”, “expect”, and “target”, are based on current assumptions and known factors. Outcomes may differ from these expectations due to evolving circumstances or external conditions. Any updates or corrections will be published through our official communication channels.

Limited Assurance

Masader, a corporate sustainability consulting firm (SAE), has provided a limited assurance statement on the content of this report.

Please refer to the [Limited Assurance Statement](#).

Contact Points

For more information regarding this report or Telecom Egypt’s sustainability initiatives, please contact our Corporate Sustainability Team at

corp.sustainability@te.eg

Telecom Egypt Company, Building B7, Smart Village, Cairo Alex Desert Road, 28 Km 6th of October 12577, Egypt



Message from the Chair of the Board of Directors

In a period marked by global uncertainty, rapid technological shifts, and rising expectations of corporate responsibility, Telecom Egypt has remained focused on its core mandate: enabling secure, resilient, and sustainable connectivity. This role supports Egypt's long-term development priorities while strengthening international digital links.

As a critical international hub for global communication, Telecom Egypt plays an essential role in strengthening national and regional digital infrastructure. During 2023 and 2024, the Board oversaw continued investments in fiber expansion, international connectivity, data centers, and network modernization to ensure a resilient and future-ready digital foundation. In this context, the award of Egypt's first 5G license represents a major strategic milestone in our journey—building on our investments and expanding the platform for innovation and economic competitiveness across all sectors.

Resilience is both a technical requirement and a strategic priority, supporting Telecom Egypt's role in maintaining and enabling trusted data flows across Egypt, the region, and international routes. Looking ahead, we remain committed to investing in secure, scalable, and globally connected infrastructure that supports economic growth and digital transformation. Our focus extends beyond risk mitigation to long-term value creation — ensuring that our networks, governance structures, and cybersecurity capabilities continue to evolve in line with international best practices. By doing so, we safeguard the continuity of data flows and reinforce the trust placed in us by customers, partners, and the communities we serve.

Sustainability and long-term value creation sit at the center of our oversight. Guided by Egypt Vision 2030 and aligned with international frameworks such as the UN Sustainable Development Goals, Telecom Egypt is improving environmental efficiency, expanding inclusive digital access in remote and rural areas, and reinforcing ethical and responsible business practices. We view sustainability not as a parallel agenda, but as an essential driver of resilience, competitiveness, and credibility. We also remain dedicated to advancing women in leadership and supporting the next generation of talent through our STEM and innovation initiatives.

Our people are the foundation of our success. The Board maintains strong oversight of occupational health and safety (OHS) and risk governance, ensuring that health, safety, and well-being considerations remain embedded across all aspects of our operations. Through a focus on prevention, accountability, and continuous improvement, we strive to foster a safe and healthy working environment for all employees, contractors, and visitors.

Building on our progress, Telecom Egypt is entering the next phase of its strategic evolution—advancing the foundations established under our current strategy and preparing for future growth in data, cloud, international connectivity, and digital infrastructure. The Board remains committed to disciplined governance, prudent capital allocation, and responsible leadership, so that Telecom Egypt continues to enable national progress and set a strong benchmark for sustainable digital transformation in Egypt and the wider region.

Lobna Hilal

Chair of the Board of Directors





Message from the CEO

During 2023 and 2024, Telecom Egypt delivered strong momentum through disciplined execution. We advanced our role as a national and international connectivity enabler while strengthening the foundations for long-term, sustainable growth.

We delivered solid performance across all lines of business, supported by sustained investment in infrastructure, technology, and talent. In FY 2024, revenues grew by 45% year-on-year, reflecting demand for data, international connectivity, and wholesale services. Overall performance was driven by strong organic growth, underpinned by expanding customer base and the successful execution of strategic price adjustments. The growth was further enabled by our ability to monetize existing assets and efficiently leverage our extensive subsea cable infrastructure. Meanwhile, securing Egypt's first 5G license was a defining milestone, positioning Telecom Egypt at the forefront of next-generation connectivity and enabling us to support emerging use cases across industry, government, and society.

Operational resilience remains central to our approach in an increasingly complex risk environment. We further strengthened network redundancy, international routing diversity, and cybersecurity capabilities to ensure continuity of service. Supported by robust incident response and advanced monitoring, we are building a future where our digital infrastructure is

secure, customer trust is strengthened, and Telecom Egypt leads the way in delivering resilient, innovative, and globally benchmarked digital services.

Sustainability is embedded into how we grow. During the reporting period, as a result of targeted efficiency initiatives, we achieved a 7.7% reduction in emissions intensity and a 4.7% reduction in total energy intensity, measured per petabyte of data consumption. These improvements were driven by energy-efficient network equipment, optimized data center operations, and circular economy initiatives focused on asset reuse and resource optimization. In parallel, we initiated our first climate risk assessment, marking an important step toward systematically identifying and managing both physical and transition climate risks across our operations.

Our people drive this progress. In 2024 alone, we delivered over 1.1 million training hours—representing a 15% year-on-year increase—to build future-ready technical, digital, and leadership capabilities. Throughout the reporting period, we continued to invest in career development through promotion cycles, strengthen diversity and inclusion, and expand support for employees with disabilities. Women represented 20% of our workforce and 14% of STEM roles, and we remain committed to continuing this progress.

Beyond our organization, we remain deeply committed to national capacity building and community development. Through WE Innovate and alongside our business partners, more than 1,000 graduates completed academy and bootcamp programs, and more than 20 cybersecurity startups were supported

through the WE Innovate STAR accelerator, contributing to Egypt's digital resilience and innovation ecosystem. Our inclusive customer services also continued to expand, through the Ma3ak video call service for deaf and hard-of-hearing customers. We handled 4,871 calls across 2023 and 2024, achieving a 57% year-on-year increase, ensuring accessible, equitable, and customer-centric services for all.

Guided by resilience and continuous learning, we are scaling our initiatives to build a future-ready organization and strengthen business continuity. Together with our people, partners, and communities, Telecom Egypt will continue to provide reliable, responsible, and secure connectivity—enabling innovation and creating sustainable long-term value for our stakeholders.

Tamer El Mahdi
Managing Director & CEO





Message from the Senior Director of Strategy, Business Process, Quality, Business Excellence, & Sustainability

Over 2023 and 2024, Telecom Egypt has taken deliberate steps to strengthen the way sustainability is embedded across its strategy, operations, and governance. As Egypt's national telecommunications operator, our responsibility extends beyond connectivity to ensuring that growth is resilient, inclusive, and aligned with the national development priorities.

This Sustainability Report marks a key milestone. As our second sustainability report, it's reflect a more mature, data-driven approach to environmental, social, and governance performance. We advanced the integration of sustainability into core business operations by strengthening governance structures, improving performance measurement, and enhancing transparency across material topics.

A central achievement during the period was the completion of our second carbon footprint assessment, strengthening the quality and reliability of our emissions and energy data, and providing a solid foundation to guide our decarbonization pathway going forward.

We continued to strengthen energy management across our network and data centers, improve emissions

and energy intensity, and advance circular economy practices in materials and equipment management. We also conducted our first climate risk assessment to deepen our understanding of physical and transition risks, with the aim of integrating climate considerations into enterprise risk management, investment planning, and network design.

Equally important, our people and communities remain central to our sustainability agenda. We continued investing heavily in workforce development, expanding opportunities for women, supporting employees with disabilities, and recognizing performance and growth through promotion cycles. Through initiatives such as WE Innovate and digital inclusion programs, we are contributing to national capacity building, entrepreneurship, and access to digital services for underserved communities.

During 2023–2024, Telecom Egypt advanced the integration of sustainability as a core business enabler through its WE-Drive strategy, anchored in the pillar of "Agile & Sustainable WE." This pillar reflects our strategic intent to embed Environmental, Social, and Governance (ESG) considerations into decision-making, operations, and growth planning, while strengthening organizational agility in a rapidly evolving digital environment. By aligning sustainability with our operating model, we are strengthening resilience, supporting Egypt's digital transformation, and reinforcing our role as a trusted regional connectivity partner.

Building on this progress, we have developed and refined a comprehensive Sustainability Strategy, aligned with Egypt Vision 2030, national climate priorities, and international frameworks, including the UN Sustainable Development Goals and the Task Force on Climate-related Financial Disclosures (TCFD) recommendations. The strategy focuses on the issues most material to our business and stakeholders, including climate resilience, energy efficiency, responsible resource use, people development, digital inclusion, ethical practices, and network resilience. This approach ensures that sustainability directly supports long-term business performance.

As we continue to learn and scale our practices, our priority is to translate strategic ambition into measurable outcomes. We will continue to strengthen data quality and governance, reinforce cross-functional ownership of sustainability targets, and deepen engagement with key internal and external stakeholders. These actions will position Telecom Egypt to deliver long-term value responsibly, manage emerging risks and opportunities, and build a future-ready business that contributes positively to society, the economy, and the environment.

Hind Ebeid

Senior Director of Strategy, Business Process, Quality, Business Excellence & Sustainability



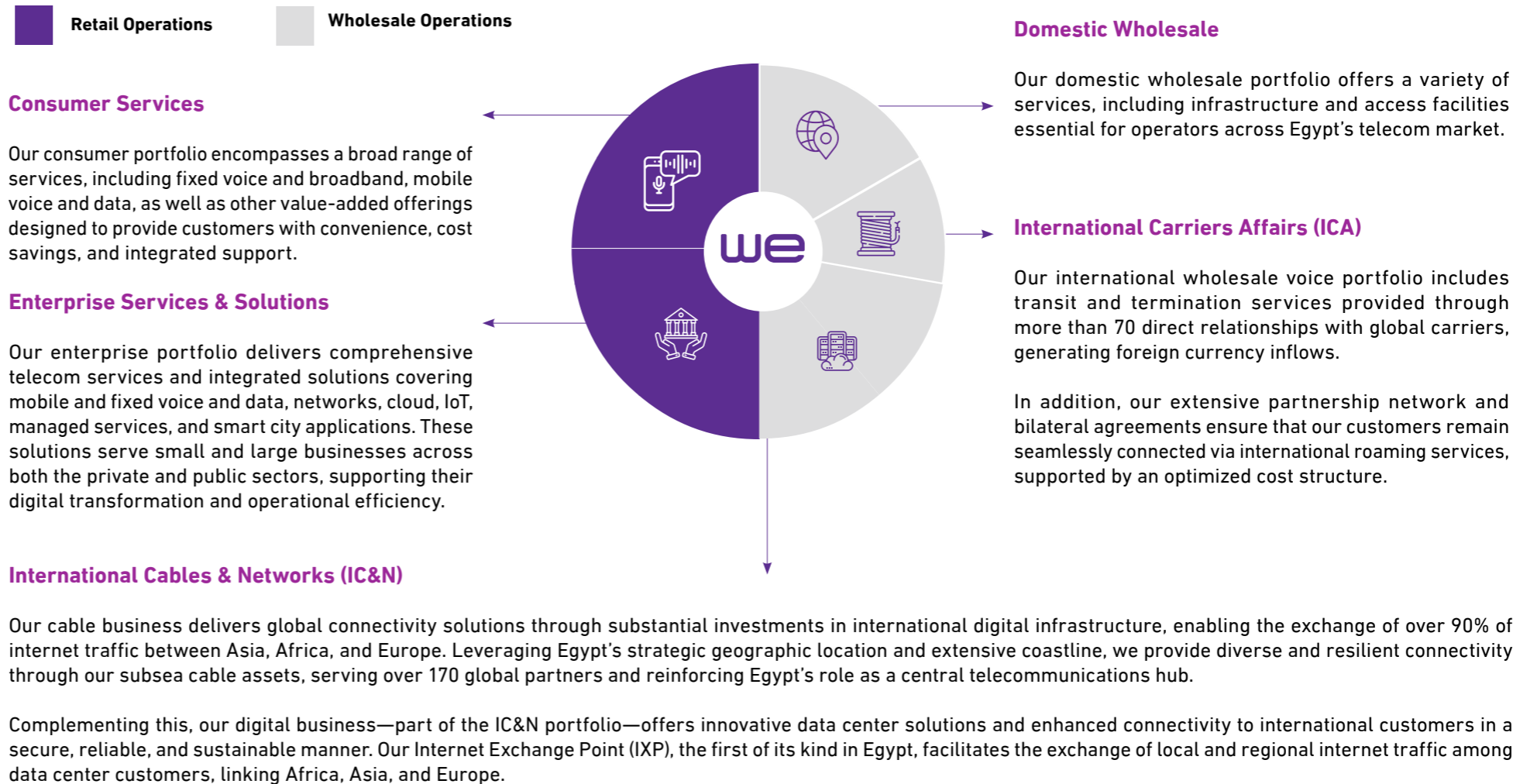
Telecom Egypt at a Glance

Telecom Egypt plays a central role in connecting people, businesses, and communities across Egypt and beyond. From major cities to remote rural areas, our infrastructure enables communication, drives commerce, and supports the digital economy.

Since our founding in 1854, we have provided reliable connectivity that has contributed to Egypt's growth and development for more than 170 years.

Today, we serve millions of customers with a full suite of services including fixed and mobile voice, high-speed internet, cloud computing, and enterprise connectivity. As Egypt's first fully integrated telecom provider, we offer bundled services under our retail brand "WE", combining voice, broadband, and mobile in a single bill. Our customer base spans individuals, SMEs, large enterprises, and government institutions.

Our services are structured across two core areas: retail operations and wholesale operations.





Our Journey

1854



The Birth of Egypt's Telecommunication Industry

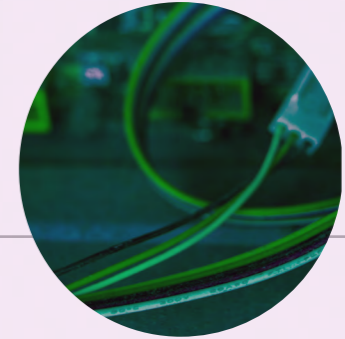


1881

1st Telephone Line Between Cairo and Alexandria

1972

1st International Marine Cable Connecting Egypt and Italy



2013

TE's re-branding projects towards becoming an integrated operator

2010

TE and Alcatel Lucent announce the operation of TE North

1st Fiber-Optic Cable

1985

1978

1st Earth Satellite Station Linking in Maadi



2017

Launch of TE's Mobile Service – WE



2022

93% of TE's access network is fiber based; Inauguration of Regional Data Hub

2024

Telecom Egypt secures first 5G license in Egypt

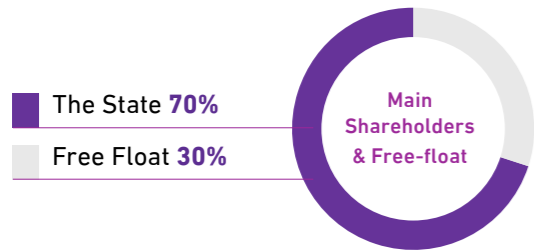




We are proud of our dual role as both a national service provider and a global infrastructure enabler.

Our ownership structure reflects this unique position in the market, with partial government ownership alongside public shareholders. This model allows us to fulfill our national mission while ensuring accountability, transparency, and access to global capital markets.

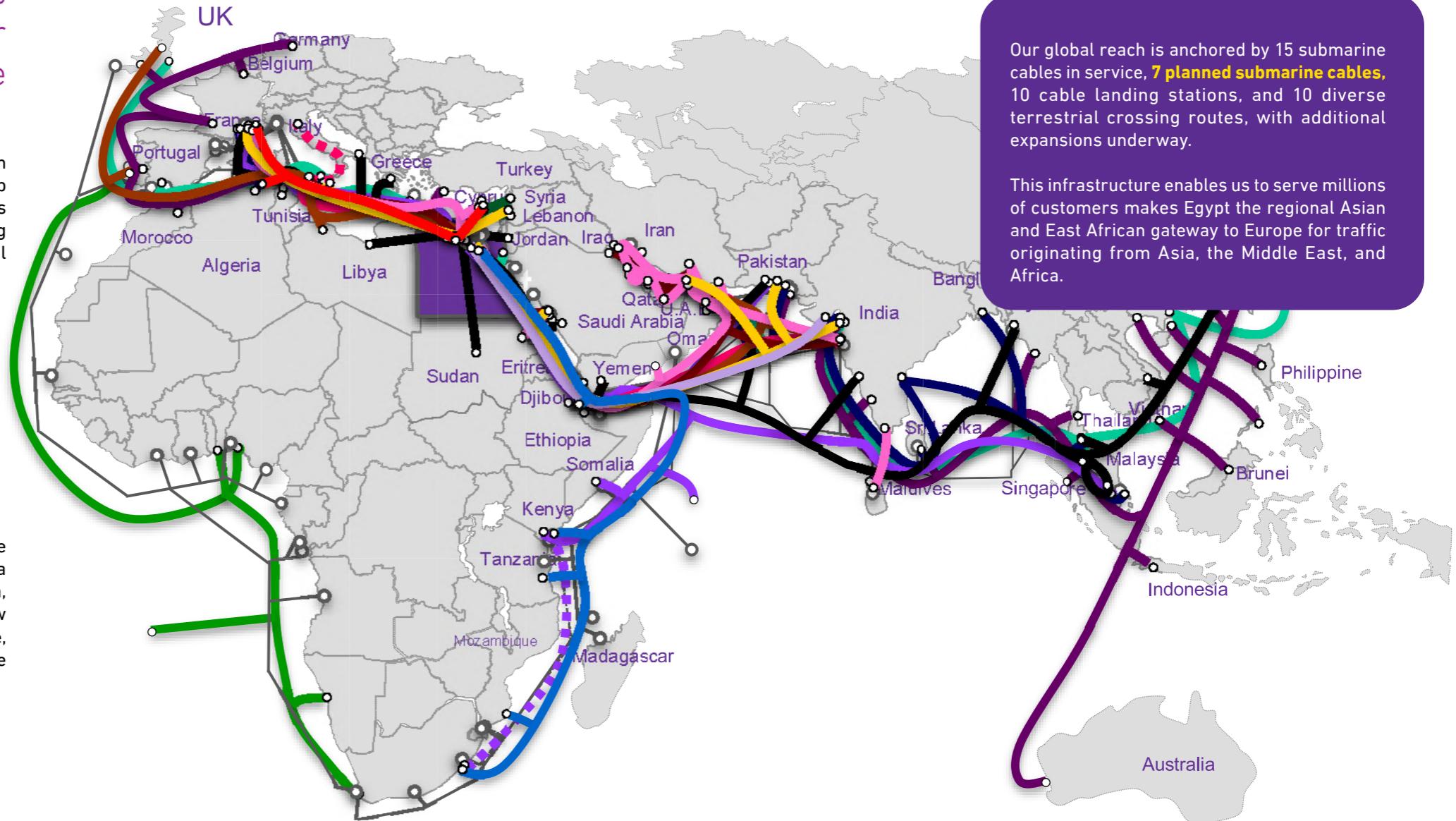
Telecom Egypt Ownership



Telecom Egypt is one of the largest subsea cable operators in the region, positioning Egypt as a critical international hub that connects Africa, Asia, and Europe. Our fiber-based access network now covers approximately 98% of households nationwide, significantly strengthening service quality across the country.

[Learn more about our Cables Network and Global Reach here](#)

Our global cable network



Our global reach is anchored by 15 submarine cables in service, **7 planned submarine cables**, 10 cable landing stations, and 10 diverse terrestrial crossing routes, with additional expansions underway.

This infrastructure enables us to serve millions of customers makes Egypt the regional Asian and East African gateway to Europe for traffic originating from Asia, the Middle East, and Africa.



Strong Financial Performance

This strong foundation has translated into exceptional financial performance in 2024. Revenue rose 45% to EGP 82.0 billion, with EBITDA reaching EGP 33.0 billion at a margin of 40%. Normalized net profit increased by 22% to EGP 14.3 billion, reflecting the strength of our infrastructure, customer base, and international connectivity.

This performance was further recognized when we received the 2024 Best Investor Relations – Telecom Company award at the 12th Annual International Finance Awards in Dubai, a reflection of our commitment to effective market communication, corporate transparency, and robust governance practices.

As we grow, we are taking deliberate steps to embed sustainability more deeply across our operations. This includes building internal awareness, improving data collection, and identifying areas for improvement.

This is our second sustainability report, providing a platform to share our progress, hold ourselves accountable, and support Egypt’s journey toward a more inclusive and digitally empowered future.

45%
increase in revenue
EGP 82.0 billion

22%
increase in normalized
net profit
EGP 14.3 billion

40%
EBITDA Margin
EGP 33.0 billion



Awards and Recognition

Fastest Mobile Network in Egypt – Ookla Speedtest Awards™ 2023

34.39
Speed Score™



Best Fiber Infrastructure Deployment – Africa (2023)

Awarded at the Telecom Review Leaders' Summit for leadership in advanced fiber connectivity



Fastest Mobile Network in Egypt – Ookla Speedtest Awards™ 2024

42.20
Speed Score™



Top Employer 2024

Recognized for excellence in people practices and workplace development.



Tier III Design Certification – RDH 2

Regional Data Hub 2 awarded for world-class data center design and reliability



Best Investor Relations – Telecom Company (2024)

Awarded by the International Finance Awards



2023 Awards

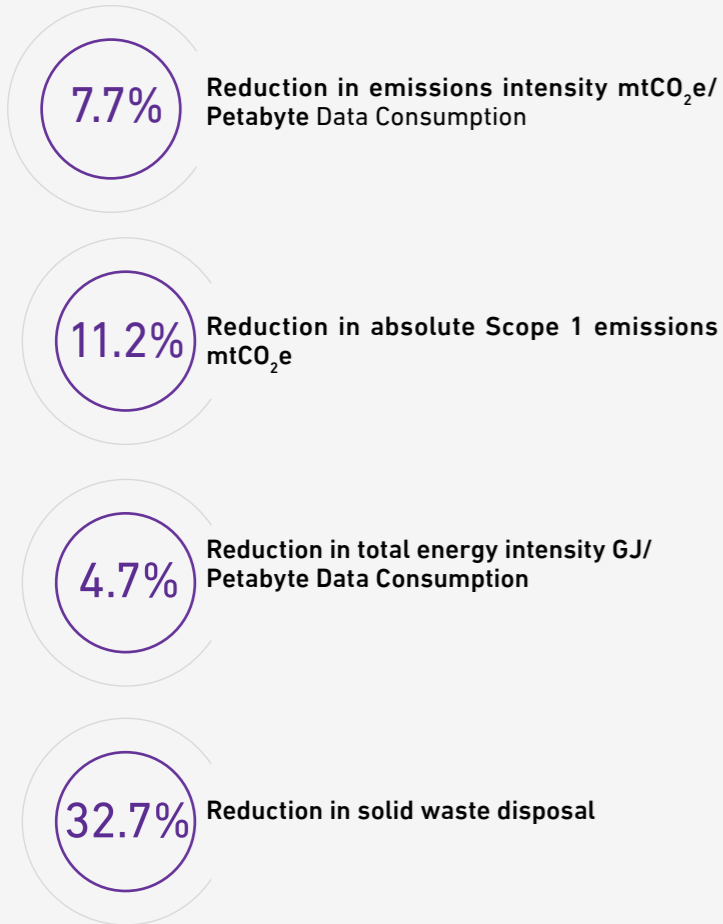


2024 Awards

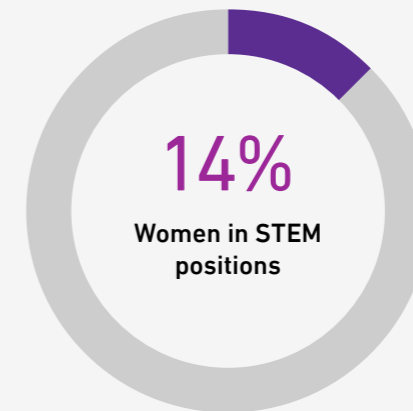
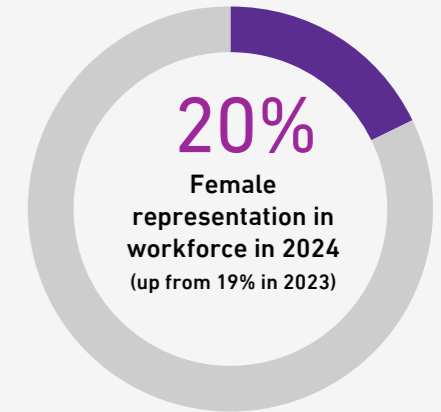


2023–2024 Sustainability Highlights

POWERING A GREENER PLANET¹



ENABLING OUR PEOPLE TO THRIVE



¹Reductions reflect 2024 performance compared to the 2023 baseline.

²Covers internal and external training programs/sessions.



EMPOWERING OUR COMMUNITIES



+1,000

WE Innovate Academy & Bootcamp graduates



4,871

Calls handled through the Ma3ak³ video call service in 2023 and 2024 (+57% YoY)



750 THOUSAND

Food boxes delivered through our Always on My Mind program



265,500

People supported through Your Ramadan with Us Program



+20 Startups

Supported through the WE Innovate STAR Accelerator Program

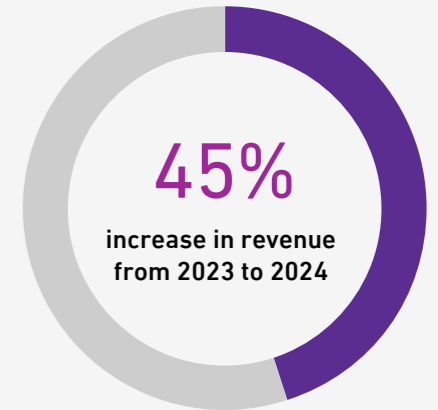


2,400

Participants in WE Innovate Hackathons

³A dedicated digital platform for deaf and hard-of-hearing customers, enabling access to live sign language interpretation and full customer support without the need to visit physical branches.

SHAPING EXCELLING IN OUR BUSINESS



14 MILLION

Mobile customers in 2024 (+13% YoY)



33 MILLION HOMES

Reached by fiber access network (H1 2024)



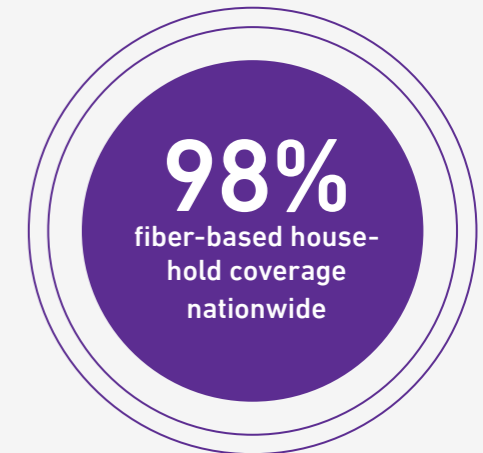
10.3 MILLION

Fixed broadband customers in 2024 (+8% YoY)



13.2

Fixed voice customers in 2024 (+6% YoY)





01

Integrating Sustainability into Our Business

Sustainability Landscape in Egypt	17
Our Sustainability Strategy and Approach	19
Materiality & Stakeholder Engagement	20



Sustainability Landscape in Egypt

Egypt is undergoing a transformative journey towards sustainability, with climate action embedded as a national priority. As the country's first integrated telecom operator, Telecom Egypt operates within an ambitious national framework of sustainable development plans, climate targets, and evolving regulatory expectations.

Setting the National Context

Environmental Stewardship and Climate Resilience

Egypt's national sustainability agenda is anchored in Egypt Vision 2030 and the National Climate Change Strategy 2050, which together chart a path toward low carbon, resilient, and inclusive development. The country's updated 2023 NDC sets sectoral emissions reduction targets, including raising renewables, and is supported by major public investment shifts, with more than half of national spending now directed to green projects. In parallel, Egypt is advancing a National Information and Communication Technology (ICT) Strategy 2030 that promotes energy efficient networks, green data centers, improved e-waste solutions, and digital technologies that support

economy wide decarbonization. Combined with global telecom commitments, including the GSMA Net Zero 2050 pathway, these national and sectoral actions create a strategic context that guides how Telecom Egypt contributes to the country's climate goals.

Egypt Vision 2030

This mandate provides the overarching framework, positioning the ICT sector as the primary enabler for a competitive, knowledge-based economy built on social justice and a sustainable ecosystem.

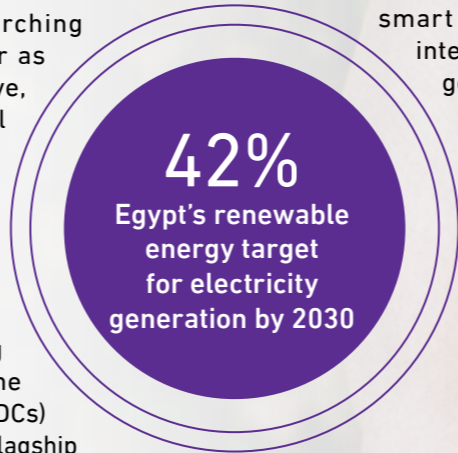
Climate & Energy Targets

The national ambition is clearly defined by the National Climate Change Strategy 2050, which includes raising the renewable energy target under the Nationally Determined Contributions (NDCs) to 42% of electricity generation by 2030. Flagship projects like the Benban Solar Park and the Red Sea Wind Energy Farm showcase this national shift.

Telecom Egypt's Strategic Role in the Transition

Telecom Egypt plays a central role in the country's sustainable transition by both reducing its own environmental footprint and enabling national climate and digital initiatives. The company aligns its sustainability strategy with Egypt's climate goals and GSMA guidelines, focusing on cleaner energy,

efficient networks, and inclusive digital services. Key efforts include modernizing its infrastructure, piloting low-carbon technologies, integrating renewable energy and smart energy-management systems, and improving emissions monitoring through its carbon footprint assessment. Beyond its operations, Telecom Egypt's nationwide fiber network, IoT connectivity, and global submarine cable ecosystem support smart grids, climate monitoring, intelligent transport, and digital government services. Through these actions, the company serves as both a green operator and a critical enabler of Egypt's broader low-carbon and digital transformation.





Digital and Social Equity

The sustainability agenda in Egypt’s telecom industry extends beyond environmental priorities to address social inclusion and digital empowerment. National policies emphasize ensuring that all citizens can benefit from digital access and opportunities

Digital Egypt Strategy

Driven by the Ministry of Communications and Information Technology (MCIT), this strategy is the core mechanism for leveraging ICT as a catalyst for social development. Telecom Egypt reinforced this by expanding high-speed fiber-optic connectivity to almost 98% of households, including rural areas, and modernizing 31,000 government offices as part of national initiatives like Hayat Karima.

ICT for Development

Industry players align with national and global efforts, using ICT tools to support e-learning initiatives and raise awareness of climate change. Telecom Egypt contributed to this by supporting the “100 million Health” campaign by providing data plans for 6,000 SIM cards used by healthcare professionals at 5,400 health centers, enabling secure data sharing and remote diagnostics.

Financial & Digital Inclusion

The industry actively supports national financial inclusion efforts by enabling secure digital payment services and mobile wallets for citizens, ensuring access to the digital economy. As the industry leader, Telecom Egypt contributes significantly to this through its expansive network reach and WE Pay digital wallet updates, enabling wider access for citizens including pensioners. The company also distributed 1,350 free WE 100 data SIMs to students in social care middle schools to support e-learning.

Capacity Building

There is a sector-wide focus on investment in human capital through partnerships with educational institutions. This includes large-scale upskilling programs for youth and initiatives aimed at boosting female participation in the ICT sector. Telecom Egypt spearheads this through large-scale training initiatives like the WE Innovate program, which builds cyber skills for over 1,000 graduates and creates direct employment pathways. Furthermore, Telecom Egypt expanded its engagement with the next generation by delivering four cycles of a Cybersecurity Summer Internship Program.

Regulatory Foundation and Governance

A strong governance and regulatory ecosystem underpin the telecom sector’s sustainable development. Clear policies, transparent oversight, and a commitment to responsible business practices reinforce long-term stability and support the sector’s alignment with Egypt’s national ESG priorities.

Regulatory Oversight

The National Telecom Regulatory Authority (NTRA) provides critical oversight, mandating compliance with environmental health and safety standards for telecom equipment, including strict limits on electromagnetic emissions. Telecom Egypt ensures regulatory alignment and enterprise-wide management of ESG risks.

Government-Industry Collaboration

The Egyptian government proactively promotes green initiatives, exemplified by industry-wide agreements with the New and Renewable Energy Authority (NREA) to shift telecom operations toward renewable energy sources. Telecom Egypt is actively evaluating a renewed agreement with NREA within 2023-2024 to expand green electricity sourcing for mobile tower operations.

Corporate Governance

Leading operators maintain governance policies and internal frameworks to support ethical conduct, data protection, and transparency. Telecom Egypt has a robust structure, including seven Board Committees (such as the Legal & Governance Committee and CSR Committee).





Our Sustainability Strategy and Approach

At Telecom Egypt, our mission is to power Egypt's digital future in a way that strengthens people, communities, and the planet, while expanding regional and international connectivity and reinforcing Egypt's role as a global digital gateway.

We believe that true connectivity goes beyond networks – it reaches into homes, businesses, and lives. Our sustainability strategy is designed to embed ESG priorities into our core operations, enabling long-term resilience, inclusive growth, and national progress. We are operationalizing this strategy through measurable goals and cross-functional accountability, ensuring that sustainability remains a shared responsibility across the organization.

Powering a Greener Planet

We are committed to reducing our environmental footprint while enabling a greener future for Egypt. As we modernize our network and infrastructure, we are optimizing energy use, scaling renewable energy, and promoting responsible consumption across our operations and supply chain.

- We are advancing energy efficiency initiatives across our network infrastructure and power systems, focusing on optimizing fuel and electricity use and improving operational performance over time.
- We are progressing our renewable energy roadmap by exploring opportunities to gradually increase the share of clean energy within our operations.
- We are encouraging responsible sourcing by embedding ESG criteria into supplier selection and promoting the use of recyclable materials in devices and packaging.

Enabling Our People to Thrive

Our employees are the foundation of our success. By fostering a culture of respect, diversity, equity, inclusion, and continuous learning, we are investing in a workplace where everyone can contribute, grow, and lead

- We invest in continuous learning, leadership development, and capability-building programs to support employee growth and long-term employability.
- We promote diversity, equity, and inclusion through awareness initiatives, inclusive policies, and accessible career pathways across the organization.
- We strengthen employee engagement and wellbeing by encouraging open feedback, and supporting flexible and supportive work environments.

Empowering Our Communities

Connectivity is a national enabler – and we are using it to empower lives. Through awareness, education, and ethical business practices, we are building a digital future that is accessible, secure, and inclusive for all Egyptians.

- We expand digital access and connectivity solutions to support underserved and remote communities, contributing to inclusive digital transformation.
- We support education, innovation, and digital skills development through partnerships, training programs, and youth-focused initiatives that enable future-ready talent.
- We leverage our infrastructure and expertise to enhance access to essential services such as education, healthcare, and financial inclusion through improved connectivity.

Shaping Excellence in Our Business

Sustainability is not an add-on – it is embedded into how we operate and plan for the future. By integrating ESG into strategy, governance, and digital infrastructure, we are future-proofing our business and contributing to national resilience.

- We embed sustainability considerations into business planning, operations, and governance to strengthen resilience and long-term value creation.
- We enhance governance frameworks and ethical practices, with a strong focus on transparency, data protection, cybersecurity, and responsible decision-making.
- We continuously improve risk management, operational efficiency, and service quality to future-proof our business and support national digital infrastructure.





Materiality & Stakeholder Engagement

We are committed to identifying and prioritizing the ESG topics that matter most to our stakeholders, our long-term business strategy, and the communities we serve.

Engaging with our Stakeholders

Engaging with a diverse range of stakeholders is essential to be able to deliver on our strategic priorities and sustainability commitments. Our stakeholders include those who influence, are impacted by, or have a vested interest in our operations and long-term performance. Through structured engagement, we listen to their perspectives, understand their priorities, and integrate their feedback into decision-making. The table below outlines our key stakeholder groups, their primary interests, and the ways we engage with them to create shared value.

Stakeholder	Channels of Communication	Stakeholder Interests
Shareholders & Financial Community	<ul style="list-style-type: none"> • Ordinary and Extraordinary General Assembly Meetings • Transparent disclosure of financial statements, operational updates, and material events via Telecom Egypt’s website and official channels • Regular email updates on company activities, supported by prompt responses to investor and analyst inquiries • Dedicated results briefings, conference calls, and one-on-one meetings with the Investor Relations team and senior management • Direct engagement with investors and analysts at conferences, roadshows, and scheduled office meetings 	<ul style="list-style-type: none"> • Maximized shareholder value • Excellence in management • Clear strategic vision • Strong stock performance and liquidity • Access to historical financial data • Transparent and timely disclosure of material events • Effective communication channels
Customers	<ul style="list-style-type: none"> • 24/7 customer service through telephone, digital channels, and direct messaging • Marketing of products and services through television, radio, outdoor, and digital platforms • Timely updates on products and services via Telecom Egypt’s digital platforms, corporate website, and social media • In-person support in retail stores nationwide 	<ul style="list-style-type: none"> • High-quality, reliable services • Continuous service innovation • Affordability • Accessibility • Data privacy and security • Exceptional customer care • Customized solutions for personal and business needs



Stakeholder	Channels of Communication	Stakeholder Interests
Employees	<ul style="list-style-type: none"> • Open-door policy enabling direct interaction between employees and managers • On-the-job and off-the-job career development training • Structured performance appraisals • Internal communications including newsletters, email announcements, and branding updates 	<ul style="list-style-type: none"> • Job security and satisfaction • Competitive compensation • Comprehensive employee benefits • Opportunities for training and development • Workplace health and safety • Diverse and inclusive corporate culture
Suppliers and Vendors	<ul style="list-style-type: none"> • Structured communication through pre-bid meetings, vendor conferences, and planned interactions • Ongoing engagement via telephone and email 	<ul style="list-style-type: none"> • Long-term, sustainable partnerships • Clear procurement policies • Timely payments • Sustainable sourcing practices
Community and Civil Societies	<ul style="list-style-type: none"> • Direct participation in community initiatives, philanthropy events, and conferences • Promotion of development activities through the company’s website, social media, and media outlets 	<ul style="list-style-type: none"> • Women’s and youth empowerment • Inclusion of people with disabilities • Advancing education and skills • Access to healthcare • Support for sports • Environmentally responsible practices
Government & Regulatory Bodies	<ul style="list-style-type: none"> • Formal press releases to disclose material events • Compliance with regulatory bodies disclosures requirements and market best practices • Direct engagement with designated government representatives 	<ul style="list-style-type: none"> • Regulatory compliance • Transparent disclosures • Fair competition • Strong governance and internal controls • Adherence to environmental sustainability guidelines

Materiality Assessment

In 2024, Telecom Egypt introduced its first double materiality assessment, expanding beyond last year's single materiality approach. This new assessment reflects the growing importance of sustainability-related risks and opportunities, evaluated both in terms of outward environmental and social impacts and their financial significance to the business. The process followed a structured, desktop-based approach that considered inputs across our operations, supply chain, and business relationships. Actual and potential positive and negative impacts were analyzed in light of Telecom Egypt's strategic performance, stakeholder expectations, and the evolving regulatory landscape.

Our analysis drew on:

- GSMA Metrics for Mobile Operators and the GSMA Benchmarking Framework, which outline ESG priorities and reporting guidance for the telecom sector
- SASB Standards for Telecommunications, emphasizing systemic risk, competitive behavior, and energy management
- Peer benchmarking with regional and global operators to identify emerging trends and areas of leadership
- Local regulatory and policy frameworks, including priorities under Egypt Vision 2030

The process was informed by internal expertise, engagement with top management, sector heads, and relevant departments, as well as insights from prior stakeholder consultations. Building on these inputs,

we revised and expanded our material topics from nine to thirteen, ensuring stronger alignment with both international standards and national priorities.

Key updates to our material topics included:

- Separating Climate Change and Energy into distinct topics to reflect their different impacts, disclosure requirements, and strategic importance
- Consolidating environmental issues under Resources Management and Circular Economy, covering water, waste, materials use, and product end-of-life management
- Strengthening the social dimension with a sharper focus on talent attraction, socioeconomic development, and employee wellbeing
- Expanding governance to address fair practices, including anti-corruption, anti-competitive conduct, and ethical sourcing
- Introducing three new topics, Accessibility and Digital Inclusion, Employee Safety and Wellbeing, and Systemic Risk Management and Network Resilience, based on GSMA and SASB guidance and peer benchmarking

With this first double materiality assessment, Telecom Egypt now evaluates both the outward impacts of its activities and the inward financial implications of sustainability issues. The thirteen material topics identified form the foundation of the analysis presented in this report, ensuring our sustainability strategy remains responsive, accountable, and aligned with our role as Egypt's digital infrastructure backbone.



Double Materiality Assessment: ESG Impacts, Risks & Opportunities

Telecom Egypt’s materiality process applies the double materiality principle in line with GRI and IFRS (ISSB) standards, assessing each topic from both an impact and financial perspective. Impact materiality considers the company’s significant positive or negative effects on the environment, economy, and people, including human rights. Significance is determined by the scale, scope, irremediability, and likelihood of actual or potential impacts, with a topic deemed material if it reflects substantial outward effects on society or the planet regardless of financial implications. Financial materiality focuses on sustainability-related risks and opportunities that may affect enterprise value, financial performance, or access to capital in the short, medium, or long term, with significance based on the magnitude and likelihood of financial effects. This approach, consistent with IFRS/ISSB guidance, highlights issues that could reasonably influence investor decisions. The resulting Double Materiality Assessment presents the significance of each topic’s outward impacts and financial implications in the Egyptian context, with ratings of high, medium, or low. Financial risks considered include regulatory, operational, market, credit, and reputational dimensions, alongside opportunities for growth and resilience.

Legend

Impact Materiality rating scale

- ● ● High positive impact ● ● Medium positive impact ● Low positive impact
- ● ● High negative impact ● ● Medium negative impact ● Low negative impact







Financial Materiality rating scale

- ● ● High financial-related risk ● ● Medium financial-related risk ● Low financial-related risk
- ● ● High financial opportunity ● ● Medium financial opportunity ● Low financial opportunity

Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt’s 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Powering a Greener Planet	Energy	● ● ●	● ● ● ● ● ●	Energy efficiency remains a strategic priority for Telecom Egypt, reflecting the energy-intensive nature of telecommunications infrastructure and the Company’s role as a national digital enabler. During 2023–2024, targeted operational initiatives across network sites, data centers, and end-user equipment drove in 2024 a 4.7% reduction in total energy intensity (GJ per petabyte of data consumed) compared to 2023, supported by optimized asset utilization, and deployment of energy-efficient technologies. In parallel, Telecom Egypt strengthened alignment with global best practices through active participation in the GSMA Climate Action Taskforce and initiated discussions with TM Forum on autonomous network technologies to further enhance performance while reducing energy demand.	 		Energy Efficiency & Renewable Integration
		High electricity demand and diesel use drive emissions; energy efficiency reduces footprint.	Exposure to fuel price volatility, grid instability, and regulatory costs. Renewable energy and efficiency investments cut costs and improve resilience.				

¹Impact materiality has been assessed based on the inherent positive or negative impacts of Telecom Egypt’s activities on people and the environment, while financial materiality reflects the inherent risks and opportunities that may significantly affect the company’s financial performance (i.e., evaluated without considering existing controls or mitigation measures).



Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt's 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Powering a Greener Planet	Climate Change	● ● ●	● ● ● ● ● ● ●	In 2024, Telecom Egypt achieved a 7.7% reduction in emissions intensity (tCO ₂ e/Petabyte of data consumption) compared to 2023, supported by its second annual carbon footprint assessment covering Scope 1, 2, and relevant Scope 3 emissions across the full 2023–2024 period. The Company is working towards establishing science-based GHG reduction targets, with initial progress reflecting both momentum and the scale of transformation required. Decarbonization actions advanced through Africa's first fiber-reinforced "green tower," expanded solar-battery hybrid systems, and refined baselining to 2023, alongside initiating climate-risk and resilience assessments for critical infrastructure to strengthen preparedness for physical climate risks.	 		Climate Strategy & GHG Emissions
	Resources Management and Circular Economy	● ● ●	● ● ● ● ● ● ●	Telecom Egypt enhanced circularity by dismantling obsolete network equipment and reusing viable components across sites. Over 2023–2024, 90 sites were dismantled and repurposed, while 150 sites were upgraded using reused materials, generating measurable energy and space savings. Certified recycling partners were engaged for safe disposal of unusable assets, and material reuse initiatives reduced electronic waste while optimizing capital and energy efficiency.	 		Promoting Circular Economy and Resource Efficiency



Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt's 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Enabling our People to Thrive	Talent Attraction, Development, and Training			<p>Telecom Egypt continued to invest heavily in human capital, delivering large-scale technical, leadership, and digital training programs through its internal academy and external partnerships. Over 1 million cumulative training hours were delivered across 2023–2024 covering both internal and external training programs, supporting upskilling in cybersecurity, cloud technologies, leadership, and operational excellence. Flagship programs such as WE Change and Leadership Development Programs strengthened frontline and second-line leadership capabilities, supporting long-term workforce readiness.</p>			Developing the Telecom Egypt Workforce
		<p>Skills development addresses national employment and ICT gaps.</p>	<p>Failure to retain or upskill talent threatens competitiveness and service quality. Training fuels innovation, efficiency, and market leadership.</p>				
	Diversity, Equality, and Inclusion			<p>Telecom Egypt continues to advance gender equity and inclusion, with women representing 14% of technical (STEM) roles and increasing representation in leadership positions. In 2024, the Company strengthened its DEI commitment by signing the UN Women's Empowerment Principles (WEPs) and partnering with UN Women to deliver company-wide gender equity workshops during the 16 Days of Activism, engaging all employee levels and reinforcing inclusive leadership and policy implementation. Inclusion efforts were further supported through targeted recruitment, tailored training, and workplace accommodations for women, youth, and persons with disabilities, alongside the development of a WEPs action plan to embed DEI into HR policies, processes, and KPIs.</p>			Advancing Gender Equity and Inclusive Workplaces
<p>As a major employer, TE inherently has the capacity to promote equality and inclusion through its workforce.</p>		<p>Risks of talent gaps, weak innovation, and reputational harm. Stronger talent pipeline, productivity gains, and improved brand value.</p>					
Employee Safety and Wellbeing			<p>Telecom Egypt operates and scaling up an Integrated Occupational Health and Safety Management System (OHSMS) aligned with ISO 45001:2018 and Egypt's National Labor Law, embedding hazard identification, risk assessment, incident investigation, and emergency preparedness across operations and extending the same standards to contractors and suppliers. During 2023–2024, Telecom Egypt strengthened its overall safety management practices, conducting over 400 emergency response drills, and expanded employee wellbeing initiatives addressing mental health, work–life balance, and preventive health screening.</p>			Occupational Health, Safety, & Wellbeing	
	<p>Fieldwork and tower maintenance inherently involve high safety risks for employees and contractors.</p>	<p>Workplace accidents create liabilities, productivity loss, and reputational harm. A strong safety culture enhances productivity, retention, and morale.</p>					



Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt's 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Empowering Our Communities	Community Engagement and Development	<p>By extending connectivity, TE inherently supports social and economic development in communities.</p>	<p>Weak engagement inherently risks reputational damage, social opposition, or regulatory pressure. Active community support inherently builds trust, loyalty, and alignment with government priorities.</p>	<p>During 2023–2024, Telecom Egypt strengthened its role as a national development partner by expanding digital connectivity and delivering targeted social programs aligned with Egypt Vision 2030. The Company supported healthcare access through hospital infrastructure upgrades, telemedicine connectivity across underserved governorates, and nationwide health initiatives that enabled millions of medical services, while also advancing education, food security, and inclusion through large-scale community programs. These efforts demonstrate how Telecom Egypt leverages its infrastructure, partnerships, and national reach to deliver long-term social value beyond connectivity. Additionally, WE Innovate advanced Egypt's cybersecurity ecosystem through talent development, hackathons, and startup acceleration, enabling nationally and regionally recognized solutions and strengthening local digital resilience. Telecom Egypt provided reliable connectivity that has been extended to hundreds of villages, enabling improved education, enhanced healthcare services, and new opportunities for local economic activity through the presidential Hayat Karima initiative.</p>			<p>Empowering Communities through Connectivity</p> <p>WE Innovate: Powering Egypt's Cybersecurity Innovation Ecosystem</p>
	Accessibility and Digital Inclusion	<p>As Egypt's largest operator, TE inherently has the ability to extend digital access to underserved groups.</p>	<p>Risk of reputational harm or regulatory intervention if underserved groups are excluded. Expanding inclusion opens new customer segments and long-term revenue.</p>	<p>Telecom Egypt advanced digital inclusion by expanding affordable broadband offerings and integrating accessibility features tailored for persons with disabilities. A cornerstone of this effort is the Ma3ak video call service, which enables deaf and hard-of-hearing customers to access customer support through live sign-language interpretation, delivered by a dedicated team of trained agents. Usage of the Ma3ak service increased year-on-year in 2023–2024, reflecting growing awareness and trust, while partnerships with government entities and educational institutions continued to improve digital access and literacy in underserved governorates, helping narrow the digital divide.</p>			<p>Bridging the Digital Divide</p>



Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt's 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Shaping Excellence in Our Business	Business Ethics and Fair Practices	● ● ●	● ● ● ● ● ● ● ●	Ethics and compliance frameworks were reinforced through, strengthened whistleblowing mechanisms, and continued implementation of an Integrated Management System aligned with international ISO standards. These measures supported transparency, accountability, and ethical conduct across operations.	 		Robust Corporate Governance Upholding Integrity & Human Rights
		Operating in a high-risk governance context inherently exposes TE to risks of corruption or unfair practices if unmanaged.	Non-compliance inherently exposes TE to legal penalties, fines, and reputational crises. Ethical leadership inherently strengthens investor confidence, partnerships, and market access.				
	Sustainable Supply Chain Management	● ●	● ● ● ● ● ● ● ●	Telecom Egypt continued to strengthen its responsible procurement practices in 2024 by applying a unified framework across all technical and non-technical goods and services, ensuring supplier compliance with national labor laws, occupational health and safety requirements, and ethical business conduct standards. In parallel, the Company supports domestic manufacturing of selected network components, such as boxes, racks, and distribution cabinets, through testing, compliance verification, and pilot production, reducing reliance on imports. As a result, 49% of total procurement spending was directed to local suppliers in 2024, reinforcing supply chain resilience while supporting national economic development and job creation.	 		Upholding Integrity & Human Rights Local Procurement & Responsible Sourcing
		Global and local telecom supply chains inherently carry risks of poor labor practices and environmental harm.	Vulnerability to supply disruptions, could increase costs, and reputational fallout from supplier misconduct. Strong supply chain standards inherently improve resilience, reduce costs, and enhance reputation.				
	Cybersecurity and Data Privacy	● ● ●	● ● ● ● ● ● ● ●	Telecom Egypt reinforced cybersecurity resilience through ISO 27001 certification, GSMA SAS certification for key data centers, and continuous monitoring via 24/7 Security Operations Centers. Over 150,000 cyber events were monitored monthly, supported by regular penetration testing and awareness campaigns. Capacity-building efforts included phishing simulations, training sessions, and university engagement programs.	 		Protecting Data & Building Digital Trust
		Handling sensitive data and critical infrastructure inherently exposes risks of breaches and cyberattacks.	Inherent risks include fines, lawsuits, and customer loss from breaches or data misuse. Offering secure, trusted services inherently differentiates TE and attracts clients.				



Pillar	Material Topics	Double Materiality Assessment ¹		Telecom Egypt's 2023-2024 Actions and Progress	UN SDGs	Egypt Vision 2030	Read more
		Impact Materiality (positive and negative impacts)	Financial Materiality (risks and opportunities)				
Shaping Excellence in Our Business	Systemic Risk Management and Network Resilience	<p>Telecom networks are inherently critical infrastructure; failures cause widespread societal disruption.</p>	<p>Vulnerability to major outages, fines, repair costs, and reputational loss. Resilience investments could prevent losses, attract company clients, and safeguard revenues.</p>	Investments in network resilience focused on diversifying routing systems, upgrading disaster-recovery capabilities, and eliminating single points of failure. Restoration times improved during disruptions, and resilience indicators were regularly monitored and reported to regulators to ensure service continuity.	 		Operational Resilience & Risk Oversight
		<p>Reliable and innovative telecom services enable communication, education, and business continuity.</p>	<p>Risk of customer churn, regulatory fines, and revenue loss if service quality lags. Superior services drive loyalty, revenue growth, and premium pricing.</p>				



02

Powering a Greener Planet

Energy Efficiency & Renewable Integration	30
Climate Strategy & GHG Emissions	34
Promoting Circular Economy and Resource Efficiency	39

Energy Efficiency & Renewable Integration

Our Approach

Telecom Egypt's infrastructure supports the country's economic and social growth by powering millions of digital connections every day.

This growing demand for connectivity places a high burden on energy systems. In response, we are scaling up solutions that reduce consumption, increase efficiency, and integrate renewable energy across our operations.

Our strategy directly supports Egypt's Vision 2030 and national climate goals by reducing reliance on fossil fuels and improving long-term system resilience.

Across exchanges, mobile towers, and data centers, we are working to decouple digital growth from environmental impact, building smarter networks powered by cleaner energy.

Our Progress

In our operations, we rely on a combination of electricity, diesel generators, and renewable energy to power our network and infrastructure.

In areas with stable grid connectivity, our sites are powered by purchased electricity. We also integrate renewable energy sources, including solar power and green electricity agreements, to reduce reliance on fossil fuels. As part of our broader decarbonization efforts, we are transitioning off-grid and mobile tower sites to cleaner, more energy-efficient solutions to reduce emissions and enhance long-term sustainability.

In 2023 and 2024, we achieved reductions primarily in Scope 1 energy consumption, reflecting efficiency improvements within our core infrastructure operations.

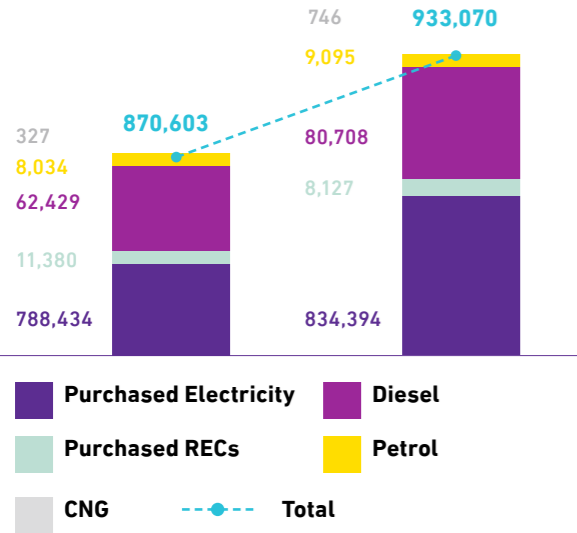
We maintained our solar installations, upgraded diesel systems with hybrid technologies, and implemented energy-efficient solutions across facilities and field sites. These efforts are delivering measurable reductions in consumption and improving the reliability of Egypt's digital infrastructure.



Energy Consumption and Management

In 2024, Telecom Egypt’s total energy consumption reached 3,359,054 GJ (933,070 MWh), reflecting a 7.2% increase as we continued to expand our network footprint and support higher national demand for connectivity. Electricity remained our primary energy source, rising from 788,434 MWh to 834,394 MWh, in line with network growth and increased traffic. While the portion backed by Renewable Energy Certificates (RECs) decreased from 1.3% to 0.9%, this shift reflects changes in REC availability during the year rather than a change in commitment.

Telecom Egypt Total Energy Consumption by Source (MWh)



Direct energy sources also evolved as part of our operational needs. Diesel consumption increased to 80,708 MWh, up from 62,429 MWh, largely driven by backup power requirements across expanding sites, particularly in regions experiencing grid fluctuations.

Petrol use rose modestly, while CNG more than doubled, supporting the gradual integration of cleaner fuels within segments of our fleet.

Across all energy types, our focus has remained on ensuring network reliability and service continuity for customers while laying the groundwork for more efficient and lower-carbon energy use.

Moving forward, we will deepen our focus on energy efficiency through targeted upgrades in network infrastructure, hybrid power solutions at sites, and renewable energy sourcing where feasible. We are also preparing a structured roadmap to increase the share of low-carbon energy and reduce diesel reliance over time.

Operational Shifts Supporting Energy Efficiency

Energy efficiency remains a strategic priority for Telecom Egypt, reflecting both the energy-intensive nature of telecommunications infrastructure and the company’s responsibility as a national digital enabler. Throughout 2023 and 2024, Telecom Egypt advanced a focused set of operational initiatives aimed at reducing energy consumption, optimizing asset utilization, and improving efficiency across network sites, data centers, and end-user equipment.

To strengthen alignment with global industry trends, Telecom Egypt actively participates in the GSMA Climate Action Taskforce, contributing to sector-wide energy efficiency standards, and has initiated discussions with TM Forum to explore autonomous network technologies that can enhance performance while reducing energy demand. These global collaborations help align our approach with emerging trends and best practices in telecom sustainability.

Total direct and indirect energy consumption within Telecom Egypt in 2024

933,070 MWh +(7.2% YoY)



90,550 MWh

Total energy consumption from fuels in 2024

(+38.5% YoY)



834,394 MWh

Purchased electricity consumption (excluding RECs) in 2024

(+5.8% YoY)



8,127 MWh

Renewable electricity (via RECs)

(-28.6% YoY)

Energy Intensity

165

GJ/ Petabyte data consumption

Total energy intensity

(-5.8% YoY)

1,858

GJ/M.USD Revenue

Total energy intensity

(+9.7% YoY)



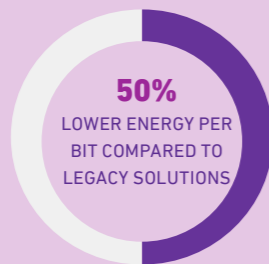
Energy Efficiency & Network Modernization

As part of ongoing network modernization, Telecom Egypt expanded the deployment of new-generation Massive MIMO Active Antenna Units (AAUs). These units integrate active and passive components into a single module and rely on cable-free and passive cooling technologies, significantly reducing energy requirements compared to older Radio Remote Units (RRUs).

Performance measurements indicate that the new AAUs deliver approximately twice the energy efficiency per transmitted bit. By the end of 2024, these energy-efficient units had been deployed across hundreds of sites nationwide.

This strategic upgrade, encompassing approximately 2,590 units deployed across 700 sites between 2023 and 2024, significantly lowers our operational emissions while enhancing network capacity for future growth.

2,590
Units deployed across 700 sites



Power Usage Effectiveness (PUE) Optimization at Landing Points

Energy efficiency improvements were also achieved at international cable landing stations through continuous monitoring and optimization of Power Usage Effectiveness (PUE). Using Building Management Systems (BMS), Telecom Egypt regularly tracks power performance and implements corrective actions such as load balancing, improved rack layout, optimized cable routing, and power factor enhancements.

These targeted improvements resulted in an average reduction of 1.5% in power consumption across the sites in the 2023-2024 period, reinforcing our dedication to energy-efficient infrastructure.

1.5% Average reduction in power consumption across the sites in 2023-2024

Network Modernization and Equipment Dismantling and Reuse

Our Network Equipment Dismantling & Reuse initiative is a cornerstone of our circular economy strategy, directly advancing energy efficiency and cost optimization. By systematically decommissioning obsolete transmission

equipment, we harvest valuable components for reuse.

This process avoids new material consumption, diverts waste from landfills, and reduces the energy demand for new installations, and eliminates physical footprint of the retired hardware. Over 2023 and 2024, we dismantled a total of 947 units, which cumulatively saved 400,263 kWh of energy and freed up 258.79 cubic meters of space, the equivalent of removing 780 equipment racks from our facilities.

947
Units dismantled



400,263 kWh
Average electrical energy saved

259
cubic meters of physical space saved

Energy Savings through IT Hardware Upgrades

Telecom Egypt implemented targeted upgrades to employee laptops and desktops by replacing traditional hard drives with Solid State Drives (SSDs). SSDs consume significantly less power while offering higher performance and reliability. Across 2023 and 2024, this initiative delivered tangible energy savings from reduced device-level power consumption, while also extending equipment lifecycles, reducing electronic waste and improving user efficiency. Over the 2023-2024 period, we upgraded a total of 8,340 devices, resulting in cumulative energy savings of 69,388 kWh.

69,388 kWh
Cumulative energy savings

8,340 Devices upgraded





Efficiency Gains from Fiber Monitoring Systems

The deployment of advanced fiber monitoring systems has enhanced network efficiency while indirectly reducing energy consumption. By enabling real-time monitoring of optical signal quality and early detection of fiber degradation or faults, the system reduces the need for reactive field visits.

Fewer site visits translate into lower fuel use, reduced vehicle maintenance, and minimized downtime. This optimization directly translated into a substantial decrease in fuel consumption, which was cut by nearly half, falling from an average of 14,150 liters in 2023 to 7,700 liters in 2024.

46% Reduction in vehicle fuel consumption for maintenance activities in 2024 compared to 2023

Powering Digital Growth through Energy-Efficient Design

Telecom Egypt’s Regional Data Hub 2 (RDH 2) brings high-performance digital infrastructure together with sustainable design. With an IT load of 4.6 MW, the Tier III certified facility is built to meet rising data demands while minimizing environmental impact.

Currently registered for LEED certification, RDH 2 integrates resource-efficient systems that align with Egypt Vision 2030’s goal of building an integrated and sustainable environmental system. From energy to water and waste, the design reflects Telecom Egypt’s commitment to low-carbon innovation and long-term resilience.

By embedding efficiency into large-scale infrastructure, RDH 2 supports Egypt’s digital transformation – enabling businesses to scale while helping reduce the environmental footprint of cloud services and data-driven growth.



Climate Strategy & GHG Emissions

Our Approach

Telecom Egypt views climate action as integral to our role as the nation's digital enabler.

Our networks, data centers, and facilities form the invisible infrastructure that keeps Egypt connected, and with this responsibility comes the need to operate in an environmentally conscious way. We are actively measuring our greenhouse gas emissions and identifying where reductions can be made through more efficient equipment, energy-conscious operations, and careful resource management.

Our emissions calculations are aligned with the Greenhouse Gas Protocol (GHG Protocol) and ISO 14064. At the same time, we are addressing the risks that climate change presents to critical infrastructure – whether from extreme heat, flooding, or evolving global expectations – to ensure our systems remain resilient. Together, these efforts are shaping how we manage our footprint and prepare our business for the challenges and opportunities of a changing climate.

Our Progress

To enhance the accuracy of our climate reporting, we have changed the base year to 2023 for all emission scopes.

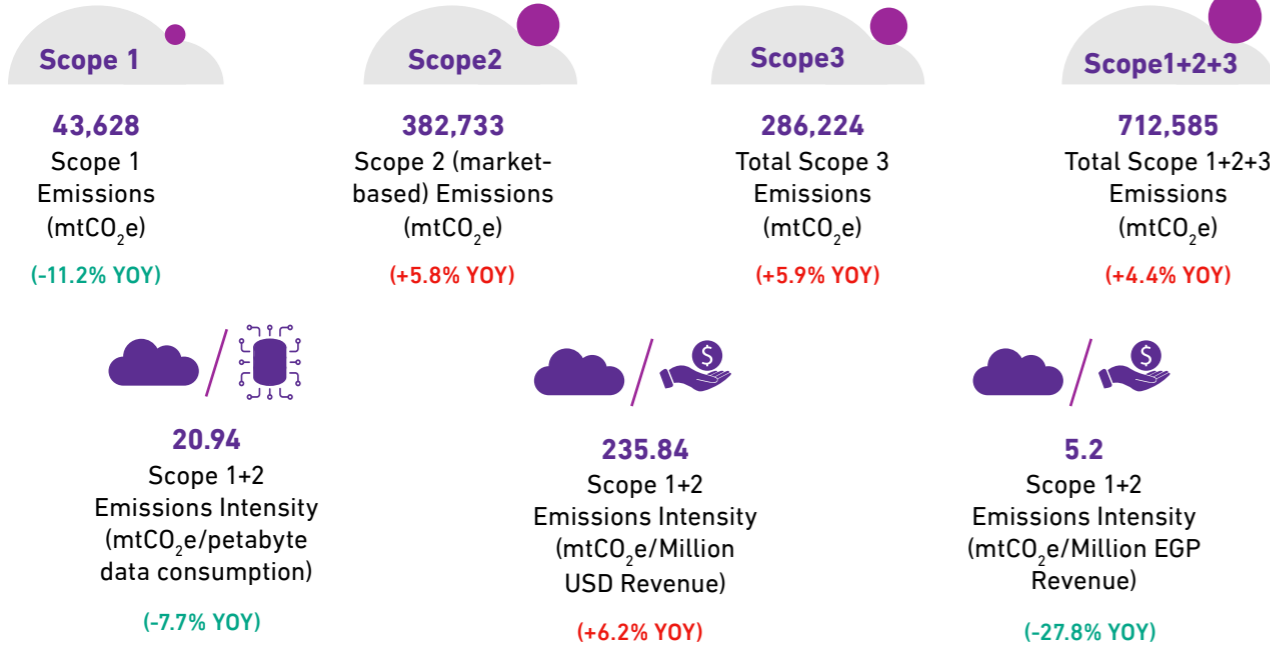
This update, expanding on our 2023 baseline, reflects evolving best practices for Scope 3 emissions and establishes a more accurate and detailed benchmark to guide and measure future improvements.

In 2024, Telecom Egypt's total direct and indirect emissions (Scopes 1 and 2) increased by 3.8% against this new baseline. This overall rise masks a significant achievement: a 11.2% reduction in our direct (Scope 1) emissions.

The net increase was driven by a 5.8% growth in our indirect (Scope 2) emissions from purchased electricity, reflecting a primary challenge in the growing energy footprint from purchased electricity.

Emissions from our value chain (Scope 3) also grew by 5.9%, reflecting the complex challenge of decoupling business growth from carbon output.

For the first time, our Scope 3 assessment expanded to include 10 categories, from capital goods to product end-of-life, providing an unprecedented view of our full climate impact. This comprehensive data is a critical step forward, enabling targeted decarbonization strategies with suppliers and customers. It is especially vital in the telecom sector, where Scope 3 often constitutes over two-thirds of total emissions, driven particularly by capital goods, network equipment, and customer device use.



Assessing and Managing our Operational Carbon Footprint

Telecom Egypt continues to strengthen its climate action efforts by systematically assessing and managing its operational carbon footprint. In 2024, we conducted our 2nd annual carbon footprint assessment, covering the full scope of our operations for the period from the 1st of January 2023 to the 31st of December 2024. This comprehensive assessment reflects our ongoing commitment to transparency, continuous improvement, and alignment with national priorities. By tracking our Scope 1, 2, and relevant Scope 3 emissions annually, we are better positioned to identify high-impact areas, and implement effective decarbonization measures across our operations.

For more information, please refer to [Telecom Egypt's 2023-2024 Climate Report](#).

Operational and Organizational Boundaries

The organizational boundary for Telecom Egypt's 2024 carbon footprint assessment defines the scope of business activities and operations included in the emissions inventory. In alignment with the GHG Protocol, Telecom Egypt accounts for all greenhouse gas emissions from operations that fall under its operational control. The 2023 and 2024 carbon footprint assessment covers:

Exchange Buildings	1,700
Cable Landing Stations	10
Mobile Networks (Towers)	> 4,000
Administrative buildings, Main Warehouses, Stores, and MSAN Cabins	MSAN Cabins: >34,000
	Stores: 1,500
	Telecom Egypt Headquarters: 7
	Administrative buildings: +30
	Main Warehouses: 6

Telecom Egypt's operational boundaries define the emission-generating activities included in its carbon footprint assessment and the way they are classified in accordance with the GHG Protocol. Emissions are categorized across three scopes:

Scope 1: includes direct emissions from sources owned or controlled by the Company, such as fuel combustion in company vehicles and refrigerant leakage from cooling systems.

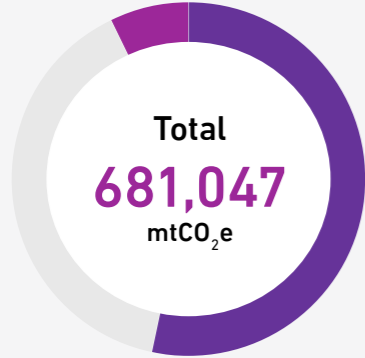
Scope 2: covers indirect emissions resulting from the consumption of purchased electricity used to power Telecom Egypt's operations.

Scope 3: represents other indirect emissions related to Telecom Egypt's activities but occurring from sources not owned or directly controlled by the Company. For our 2024 assessment, we have evaluated ten categories, providing a complete picture of our indirect footprint. These include upstream activities such as purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting, as well as downstream activities encompassing the use of sold products, end-of-life treatment of sold products, downstream leased assets, and franchises. This expanded analysis is crucial for understanding our full climate impact and informing targeted reduction strategies across our operational ecosystem.



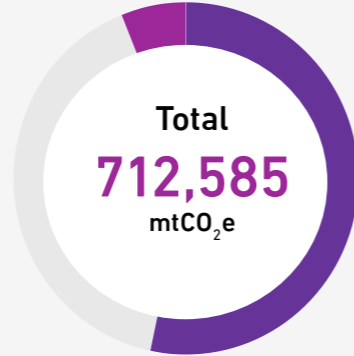
2023 and 2024 Assessment Results

Total Absolute Emissions (2023):



- Scope 1: 49,155 mtCO₂e (7.2%)
- Scope 2 (market-based): 361,651 mtCO₂e (53.1%)
- Scope 3: 270,240 mtCO₂e (39.7%)

Total Absolute Emissions (2024):

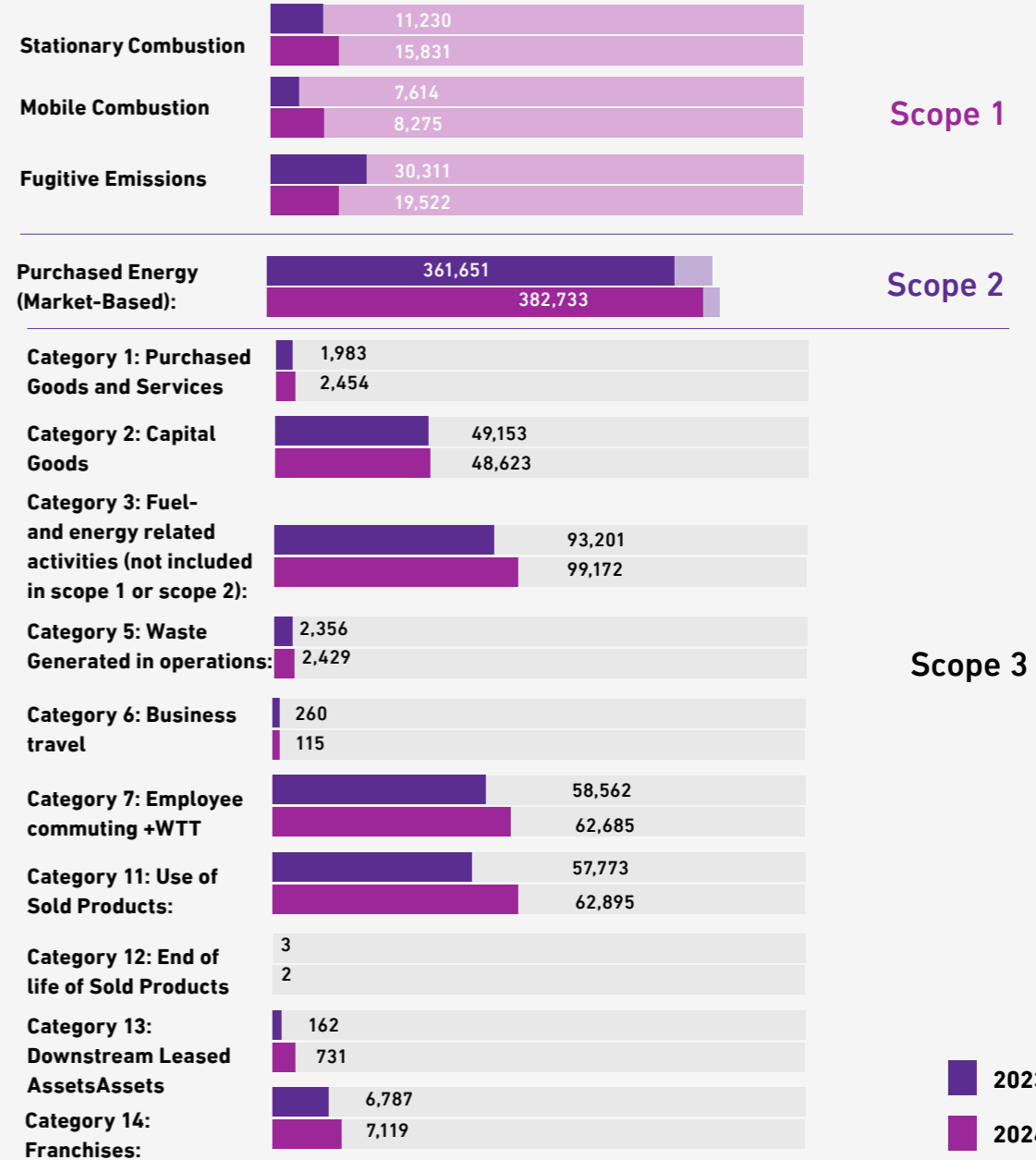


- Scope 1: 43,628 mtCO₂e (6.1%)
- Scope 2 (market-based): 382,733 mtCO₂e (53.7%)
- Scope 3: 286,224 mtCO₂e (40.2%)

In 2024, Telecom Egypt's total carbon emissions reached 712,585 mtCO₂e, a net increase of 31,568 mtCO₂e (4.64%) from the previous year. While Telecom Egypt successfully achieved an 11.2% reduction in direct (Scope 1) emissions, this was offset by a 5.8% increase in indirect (Scope 2) emissions from purchased electricity and a 5.9% rise in value chain (Scope 3) emissions. This trend underscores the central challenge of decoupling business growth from its carbon footprint, particularly within our supply chain and purchased energy.

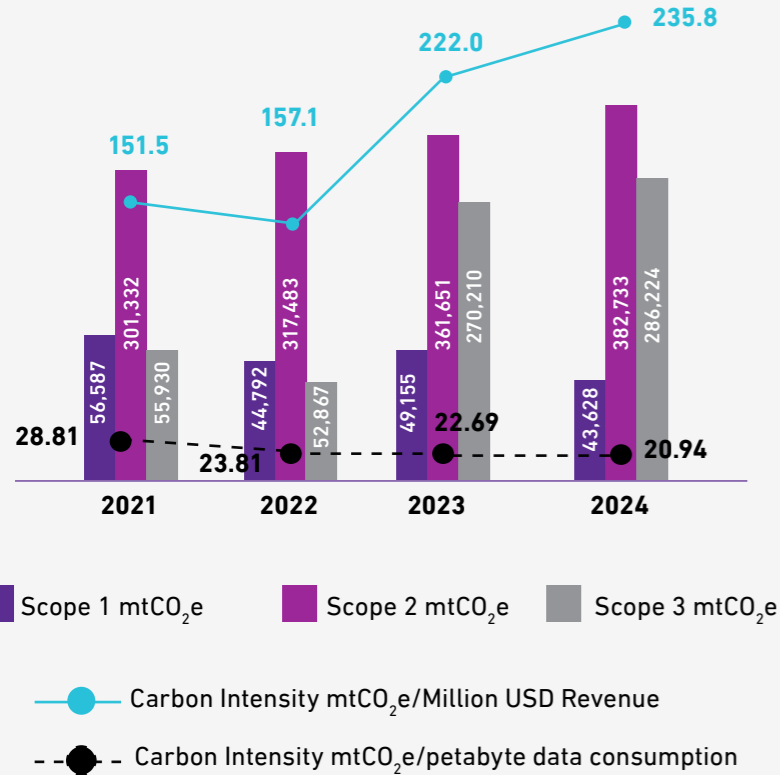
This dynamic is further reflected in our carbon intensity relative to revenue, which increased by 6.2% to 235.8 mtCO₂e/Million USD Revenue (5.2 mtCO₂e/Million EGP Revenue) in 2024. This increase indicates that our emissions are currently growing at a faster rate than our revenue. However, a more positive and strategically important trend emerges in our core operational efficiency. Our carbon intensity per petabyte of data consumed improved significantly, decreasing by 7.7% to 20.94 mtCO₂e. This demonstrates tangible success in enhancing the carbon efficiency of our primary data services, even as absolute emissions rise.

EMISSIONS PER ACTIVITY, 2023-2024 (mtCO₂e)





YOY SCOPE EMISSIONS WITH INTENSITY TREND



GHG Emissions Reduction Targets: A Determined Start with Challenges Ahead

Telecom Egypt is working towards establishing science-based targets to guide the reduction of its operational GHG emissions. Our first year of progress against the 2023 baseline reflects a strong and determined start, while also highlighting the scale of the challenge ahead. We are already making meaningful progress in reducing the impact of our direct operations, with Scope 1 emissions decreasing by 11.2% in 2024.

However, this progress is currently being offset by a 5.8% rise in Scope 2 emissions from our purchased electricity. As our largest emissions source, reversing this trend is our immediate priority.

To bridge this gap and achieve our long-term ambition of Net Zero by 2050, we are building a comprehensive, multi-faceted strategy. Our focus areas include:

Infrastructure Modernization

Investing in energy-efficient network technology and data center optimization.



Renewable Energy Transition

Actively expanding our procurement of renewable energy through on-site solar generation and Power Purchase Agreements (PPAs).



Value Chain Engagement

Establishing clear interim targets for all emission scopes and collaborating closely with suppliers to address the largest sources of our Scope 3 footprint.



We recognize that reducing GHG emissions requires systemic change beyond our direct control. It calls for close collaboration with global equipment manufacturers to address embodied carbon, as well as continued innovation in delivering digital services that support our customers' environmental expectations.

As Egypt's national telecom operator, we view this as both a core business priority and a national responsibility. We are committed to advancing a more sustainable, low-carbon digital transformation, aligned with Egypt's Vision 2030 and broader global climate objectives. As part of this journey, we are in the process of assessing our emissions profile and will be establishing formal science-based GHG reduction targets in the coming period.

Decarbonization Action Plan

Telecom Egypt is taking a structured and progressive approach to decarbonization, recognizing the growing importance of reducing GHG across energy-intensive telecom operations. Guided by its carbon footprint assessment, the company is using emissions data to identify priority reduction areas across network infrastructure, data centers, fleet operations, and office facilities.

Current actions focus on improving energy efficiency, modernizing network equipment, optimizing power use in data centers, and reducing fuel consumption through smarter maintenance and operational practices. These efforts are complemented by gradual integration of lower-carbon technologies and increased consideration of renewable energy solutions where feasible. Together, they aim to decouple network growth from emissions growth while maintaining service reliability and performance.

Telecom Egypt views decarbonization as a phased journey. As maturity measurement increases, emissions insights will increasingly inform capital planning, technology upgrades, and long-term transition pathways. Detailed emissions data, boundary definitions, and year-on-year performance trends are disclosed in the Climate Report.

Adapting and Mitigating Climate Risks

Telecom Egypt recognizes that climate change poses both physical and transition risks that may influence our operations, financial planning, and ability to deliver uninterrupted services. As a critical provider of

national and international connectivity, the resilience of our infrastructure across terrestrial networks, subsea cable routes, data centers, and key switching facilities, is vital to ensuring reliable connectivity for individuals, businesses, and public-sector institutions.

In 2024, we began laying the groundwork for our first comprehensive climate risk assessment and our first TCFD-aligned disclosure, reflecting our commitment to strengthening climate governance and integrating global best practice. This marks an important step in maturing our climate strategy and improving the transparency of our climate-related risks, opportunities, and resilience planning.

Climate Risks Relevant to the Telecom Sector

Physical risks are among the most material to our operations. Rising temperatures increase cooling requirements for data centers and network equipment. Climate trends such as prolonged heatwaves, sandstorms, heavy rainfall, and local flooding can affect towers, cable routes, and exchanges. For a country strategically positioned as a global connectivity hub, long-term sea level rise and coastal hazards also present risks to subsea cable landing stations.

Transition risks are becoming increasingly relevant as regulations tighten, customer expectations evolve, and technology standards shift. The telecom sector faces pressure to decarbonize, reduce energy consumption, and adopt more efficient capital equipment, areas that account for a significant portion of Scope 2 and Scope 3 emissions. Failure to anticipate these trends could expose companies to regulatory, competitive,

or reputational risks, particularly as customers seek digital solutions that support their own sustainability objectives.

Integrating Climate Risk into Enterprise Risk Management

Telecom Egypt is systematically integrating climate considerations into our enterprise risk management processes. This includes evaluating vulnerabilities across physical assets, assessing potential impacts of rising energy costs, and embedding climate criteria into procurement and infrastructure planning. Climate-related risks are increasingly being considered alongside operational, financial, and business continuity risks to support more resilient long-term decision-making.

Telecom Egypt is in the process of developing its first comprehensive Climate Risk Assessment and its first TCFD Report. This assessment will include scenario-based analysis, evaluating pathways aligned with global temperature trajectories, including a 1.5°C scenario, in line with TCFD recommendations. The exercise will enable us to quantify climate risks, identify resilience opportunities, and strengthen our overall capacity to plan for uncertainty.



Promoting Circular Economy and Resource Efficiency

Our Approach

As Egypt’s telecom sector expands to meet growing digital demand, the materials embedded in network infrastructure such as copper, rare earth elements, plastics, and aluminium have become both essential assets and potential environmental liabilities.

These components are found in the cables, servers, routers, and mobile towers that keep the country connected. However, they are often difficult to recover, energy-intensive to extract, and sourced through complex global supply chains with limited transparency. High rates of equipment turnover and increasingly compact device designs further complicate recycling efforts. Without an integrated approach to recovery and reuse, the growth of digital infrastructure risks accelerating resource depletion and electronic waste generation, and indirect pressures on natural ecosystems.

For Telecom Egypt, circularity is not only a sustainability issue but also a strategic opportunity to strengthen resilience, reduce dependency on imported materials, and limit emissions from extraction and disposal. We maintain ISO 14001 certification to ensure

our practices align with international environmental management standards. As the country prioritizes sustainable infrastructure and resource-efficient development, improving the way materials are used, managed, and recovered in telecom operations is becoming increasingly important. By extending asset lifecycles, promoting reuse, and partnering with responsible recycling providers, we contribute to a more efficient, resilient, and environmentally responsible digital economy.

Our Progress

Recovering Value from Electronic Waste

With each upgrade and maintenance cycle, our network generates waste streams that contain recoverable materials critical to Egypt’s industrial base. Rather than allowing this value to be lost, we work with EEAA-licensed recycling vendors that manage the full recycling process. This begins with the collection and transportation of discarded devices, followed by sorting and categorization to separate hazardous materials. Equipment is then dismantled into components such as circuit boards and batteries, which are sent for material recovery. Metals and plastics are extracted for reuse in local manufacturing, while hazardous materials are disposed of safely to prevent environmental contamination.

In addition to material recovery, some devices are refurbished to extend their lifecycle, reducing the need for new production, and delaying associated emissions from manufacturing and transport. Non-recyclable materials are processed for energy recovery where possible, with final residues disposed of in licensed landfills. This closed-loop system supports resource conservation, protects health and the environment, and creates economic opportunities by feeding recovered materials back into Egyptian industry.



Solid waste recycled across Telecom Egypt’s facilities in 2023 & 2024



RAN Equipment Reuse Program

Telecom Egypt reused RAN antennas and basebands recovered from dismantled sites to upgrade and expand other locations. This approach reduced electronic waste while meeting service demand without additional material extraction. Over the 2023-2024 period, this program enabled the repurposing of 90 sites and the upgrade of 150 others, demonstrating a scalable model for sustainable network expansion.

90

Sites repurposed

150

Sites upgraded



Reducing Office and Administrative Waste

Material efficiency is also being improved through internal operations. We have scaled up digitization across business functions to reduce paper and packaging waste. Initiatives include the use of multifunction printers, the consolidation of toner systems, and the ongoing transition to e-billing. Wastepaper is collected, sorted, and recycled through approved third-party vendors.

Facility renovation and maintenance projects are carried out under environmental protocols that ensure proper segregation, collection, and certified disposal of construction and demolition waste.

120 tons Solid waste diverted through the introduction of shredded paper recycling stream in 2024

129 tons Solid waste diverted through the introduction of shredded paper recycling stream in 2023

Water Consumption

Water is a shared and vital resource within our operations. All facilities are connected to municipal water systems, and consumption is mainly limited to sanitation, cooling of our data centers, and other facility needs.

To reduce unnecessary use, we have upgraded water fixtures at key sites and installed smart meters that help monitor consumption and detect leaks. These systems allow our teams to quickly address inefficiencies and support Egypt's wider efforts to improve water security and reduce demand on local utilities.

Total water usage across Telecom Egypt's facilities in 2023 & 2024



Sustainable Management of International Cables & Networks (IC&N)

As a global connectivity provider operating one of the world's most strategic subsea cable corridors, Telecom Egypt recognizes its responsibility to manage the environmental and biodiversity impacts associated with its International Cables & Networks (IC&N) business. The company adopts a precautionary and compliance-driven approach to ensure that the planning, installation, and operation of subsea cables are conducted in a manner that minimizes disturbance to marine ecosystems and coastal environments.

All IC&N projects in which Telecom Egypt participates, across subsea segments and landing points, are developed in full alignment with international conventions, national regulations, and industry best practices. This includes strict adherence to the United Nations Convention on the Law of the Sea (UNCLOS), which governs the protection of the marine environment and the responsible use of ocean resources. In addition, Environmental Impact Assessments (EIAs) are conducted for all relevant projects and are submitted to, and approved by, the competent environmental authorities prior to implementation.

Environmental considerations are embedded early in the cable route design phase. In line with the recommendations of the International Cable Protection Committee (ICPC), cable routes are carefully engineered to avoid coral reefs, environmentally protected areas, and sensitive marine habitats wherever feasible. This process is applied consistently across all global cable systems, ensuring that biodiversity risks are identified and mitigated before installation begins.

To further protect marine life and support local livelihoods, Telecom Egypt coordinates closely with fishermen authorities at landing points. These arrangements help prevent disruption to fishing activities, reduce the risk of marine ecosystem disturbance, and promote coexistence between critical digital infrastructure and coastal communities.

In cases where subsea cables must approach shorelines near coral formations, Horizontal Directional Drilling (HDD) technology is employed. HDD enables cables to be installed beneath the seabed through underground ducts, avoiding direct contact with coral reefs and sensitive coastal ecosystems. This technique is used at multiple landing points in Egypt and is a key requirement for obtaining environmental permits from national authorities.

Telecom Egypt ensures that the expansion and operation of its IC&N infrastructure support global connectivity while respecting marine biodiversity, regulatory requirements, and the long-term health of ocean ecosystems.

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03

Enabling Our People to Thrive

Developing the Telecom Egypt Workforce	43
Advancing Gender Equity and Inclusive Workplaces	47
Occupational Health, Safety, & Wellbeing	51



Developing the Telecom Egypt Workforce

Our Approach

Our people are the foundation of Telecom Egypt's success, and in 2024 we pushed harder to develop a workforce that is skilled, empowered, and ready to support customers with confidence.

Telecom Egypt's workforce exceeded 49,000 employees in 2024, reflecting a 5% increase from the previous year. With a team of this scale and diversity across governorates, we recognize the responsibility to ensure that every individual has the tools, training, and leadership support needed to perform at the highest standards. Our focus on continuous development, inclusive employment, and regional hiring, particularly in governorates where opportunities are limited, strengthens frontline capability, which is essential to protecting service quality at a national scale.

Our Progress

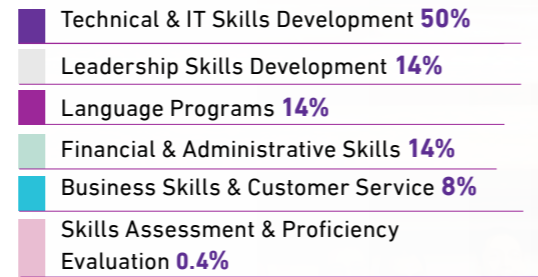
Training for Excellence

Telecom Egypt continued to invest in technical and professional training internally and externally for our employees as a foundation for building a future-ready workforce that supports national digital transformation. Throughout 2023 and 2024, large-scale and diversified training programs targeted core technical, leadership, financial, and digital competencies, covering employees across all levels as well as outsourced Telecom Egypt workers.

In 2023, the company delivered 900,852 training hours through 196 specialized programs internally, reaching 30,640 trainees across technical, leadership, financial, and IT domains. Technical and information systems development represented the largest share of training, reflecting Telecom Egypt's operational and digital priorities.

Internal training activity accelerated in 2024, with total training hours rising to 1,068,342 hours delivered through 252 programs, benefiting 32,291 trainees. Strong emphasis remained on technical skills, IT systems, and leadership development, alongside expanded outreach to outsourced employees, reinforcing Telecom Egypt's role in national capacity building.

Across both years, the majority of trainees were Telecom Egypt employees, ensuring direct operational impact, while a sustained share of training also supported supervisory, executive, and outsourced staff, strengthening internal capabilities while contributing to broader sector development.



Internal training data across all programs	2023	2024	YoY Change
Total trainees	30,640	32,291	↑ 5%
Total training hours	900,852	1,068,342	↑ 16%
Total programs delivered	196	252	↑ 29%
Female participations	12%	17%	↑ 5 %pt

Employee category breakdown by number of trainees (%)			
Employees (staff)	78%	59%	-
Supervisory staff	9%	25%	-
Senior and executive management	<1%	<0.1%	-
External/ outsourced trainees	13%	17%	-

Telecom Egypt External Trainings

Telecom Egypt provides external training programs delivered by third-party providers to support business needs, enhance operational performance, keep pace with market developments, and strengthen employees' professional and academic capabilities. These programs include advanced diplomas and internationally recognized certifications such as CMA, PMP, Lean Six Sigma, and other professional qualifications.

External training data across all programs	2023	2024
Total training hours	58,853	37,410
Male participations(hours)	48,084	33,513
Female participations(hours)	10,769	3,897





Leadership & Capability Development Programs

Telecom Egypt implemented a focused portfolio of leadership and capability-building programs targeting senior executives, middle management, and operational workforce segments. These programs were designed to strengthen decision-making, leadership readiness, customer engagement, and ethical conduct, while building a sustainable second line of leadership across the organization.

Celemi “Apples & Oranges” Strategic Decision-Making Simulation

The Celemi “Apples & Oranges” program provided senior leaders with an immersive business simulation that strengthened strategic decision-making and market awareness through a gamified learning experience. Participants explored how management decisions directly influence financial performance, customer outcomes, and overall organizational sustainability, enabling a practical understanding of business dynamics. The program focused on enhancing decision-making, commercial thinking, planning and execution, employee engagement, leadership, and change management capabilities.

General Managers

(Senior Leadership) Target Group

301 Actual participants

85% Attendance Rate

Talent Marathon Managerial & Personal Skills Development

The Talent Marathon program targeted department managers to develop their managerial, leadership, and communication capabilities while identifying individual strengths and leadership potential. Using Gallup assessments and behavioral observation tools, the program delivered tailored development support, with post-training progress evaluated through an Assessment Center to define individual growth plans. Core competencies developed included planning and organization, leadership, communication, change management, and problem-solving skills.

Department Managers

Target Group

1,200 Actual participants

48% Attendance Rate

WE Change Program Regional Technical Workforce Development

The WE Change Program was implemented as a large-scale national initiative to enhance the technical and behavioral capabilities of fault-removal technicians across Telecom Egypt’s regional operations. The program focused on improving technical performance, customer interaction, and professional ethics while strengthening employee engagement and loyalty. By upgrading frontline skills using modern customer-handling technologies and ethical service frameworks, the program directly supported service quality and customer satisfaction nationwide.

9,000

Targeted technicians nationwide

3,370

Technicians trained on professional conduct and ethics

Leadership Development Program (LDP) Second-Line Leadership

The Leadership Development Program (LDP) was launched in partnership with the American Aid Foundation to prepare high-potential employees for second-line leadership roles within Telecom Egypt. The program followed a rigorous selection process, combining academic training, strategic leadership development, and real-world exposure through field visits and practical assignments. It focused on building strategic planning and effective leadership capabilities to strengthen the company’s future leadership pipeline.

126 Applicants

25 Leaders selected

2 Field trips arranged for the trainees



Empowering Continuous Learning through LinkedIn Learning

In 2024, Telecom Egypt partnered with the LinkedIn Learning Hub to provide all employees with free access to thousands of globally recognized online courses, building a culture of continuous learning and future-ready skills. This partnership enables employees at all levels to independently develop technical, leadership, and digital capabilities aligned with the evolving demands of the telecommunications sector.

Between September and December 2024, the platform recorded 5,183 employees actively participating in training, spanning 1,157 staff-level employees, 3,646 mid-level professionals, and 380 senior and executive leaders. During this period, employees completed a total of 5,773 learning hours. Key learning areas included change and project management, data analysis and Excel, Agile methodologies, Power BI and data visualization, leadership, accountability, critical thinking, and interpersonal communication.

By democratizing access to high-quality, on-demand learning, Telecom Egypt is empowering its people to explore new areas of professional growth, strengthen core competencies, and take ownership of their career development.

 **5,183**
Employees completed online training courses

 **5,773**
Total learning hours completed



Promotions and Career Growth

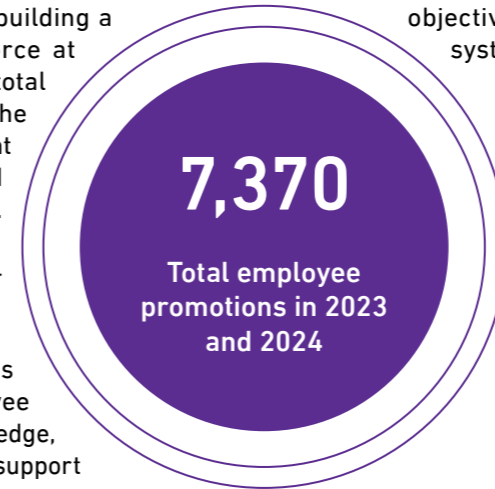
Career development remains central to building a motivated and high-performing workforce at Telecom Egypt. During 2023 and 2024, a total of 7,370 employees progressed through the promotion cycle, reflecting our commitment to recognizing both performance and potential across all organizational levels. These promotions support clear career pathways and reinforce a culture of merit-based advancement.

Wherever possible, Telecom Egypt prioritizes internal promotion, strengthening employee engagement, preserving institutional knowledge, and ensuring continuity in critical roles that support service quality and operational excellence.

Internal mobility remains a key pillar of our talent development approach, enabling employees to grow their careers by moving across departments, roles, and functions. This cross-functional mobility supports skills development, broadens professional experience, and strengthens succession planning, while ensuring that expertise and institutional knowledge continue to be leveraged across the organization

Performance Management and Career Advancement

To ensure fairness, transparency, and consistency in performance evaluations, Telecom Egypt applies a standardized Performance Development and Review (PDR) cycle across all employees.



The annual cycle begins with collaborative objective setting between employees and their direct managers using SMART criteria, with objectives and competencies documented through the internal system to ensure consistency and traceability.

Performance is monitored throughout the year and formally assessed at year-end based on a structured weighting of 80% for objectives and 20% for competencies, following the Bell Curve methodology to ensure equitable differentiation. This data-driven framework links performance outcomes to promotion eligibility and development opportunities, reinforcing a culture of accountability, merit-based progression, and continuous improvement across the organization.

Top Employer 2024

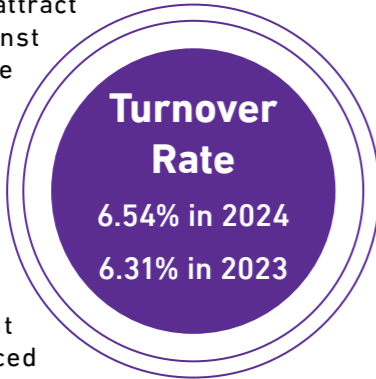
Telecom Egypt is proud to have been awarded the Top Employer Award 2024 – a recognition that reflects our strong commitment to creating an exceptional work environment. At the heart of our success is a firm belief that our people are our greatest asset. Throughout 2024, we promoted flexibility, inclusion, and continuous development, empowering our teams to thrive and deliver outstanding customer experiences.

Learn more about our careers on [our website](#).

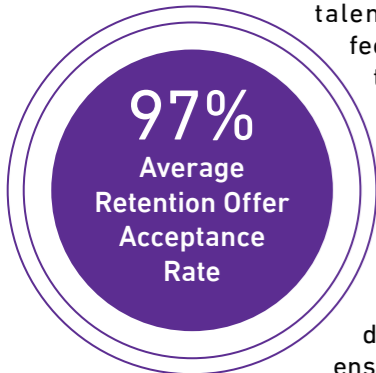


Retention and Turnover

Our workforce continued to expand, with total headcount rising from 46,829 employees in 2023 to 49,086 in 2024, reflecting Telecom Egypt's continued ability to attract skilled talent. Against a national average turnover ranging between 10–21%, our turnover remained comparatively low, increasing modestly from 6.31% in 2023 to 6.54% in 2024. This upward movement was more pronounced among younger employees, highlighting the shifting expectations of early-career professionals in relation to growth, flexibility, and development.



We view this trend as a call to further strengthen our people's proposition for younger talent. Insights from exit feedback continue to point to career progression and work-life balance as key drivers of attrition among this segment. In response, our focus is on enhancing onboarding, expanding mentorship, and reinforcing leadership development pathways to ensure clearer, more visible career journeys across the organization. because retaining essential skills is vital to sustaining service quality and competitiveness.



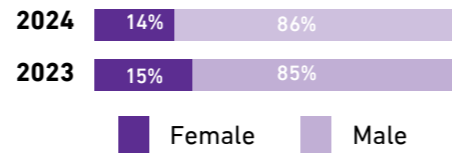
Wherever possible, we aim to promote from within, as internal advancement strengthens loyalty, preserves institutional knowledge, and helps retain the talented people who know our business best.

Our retention efforts remain strong, with a Retention Offer Acceptance Rate averaging 97.5% for 2023–2024, reflecting the effectiveness of our engagement and retention practices in preserving critical skills and high-performing talent.

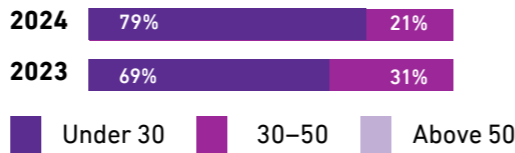
Attracting the Next Generation of Talent

In 2024, Telecom Egypt welcomed 4,321 new hires, almost doubling the previous year's intake. A significant focus has been placed on attracting younger talent, with 79.1% of new recruits under the age of 30, up from 69% in 2023. This deliberate shift reflects our commitment to bringing fresh perspectives, digital fluency, and innovative thinking into the workforce, ensuring we remain at the forefront of

Gender Diversity of New Hires



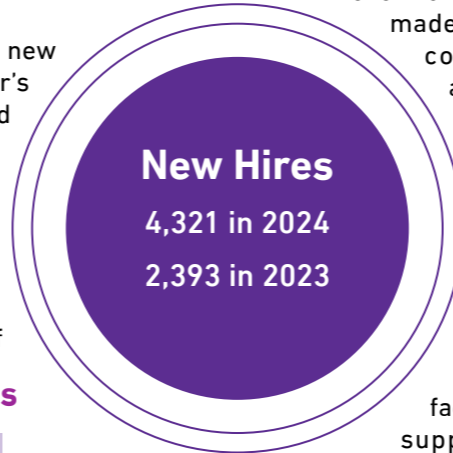
Age Diversity of New Hires



Egypt's rapidly evolving telecommunications sector. While male hires represented 86% and female hires 14%, we continue to explore ways to expand diversity across all levels.

Employee Financial Wellbeing & Support

Telecom Egypt provides a competitive and equitable compensation framework supported by a broad range of financial and welfare benefits that promote stability and long-term employee wellbeing. Across 2023 and 2024, key enhancements were made to outsourced employees' compensation structures, alongside the unification of job allowances across the Group to ensure fairness and consistency. Employees also benefit from pension schemes, education discounts, and preferential rates at partner facilities, supporting their professional and personal needs. This support provided along side the medical insurance that is already provided to all TE employees.



To further strengthen financial security, Telecom Egypt enhanced its Employee Assistance Program (EAP), allocating a total of EGP 5.4 million over 2023–2024 to social and emergency support. The program provides assistance for major life events, financial hardships, and emergency situations, with the company also



extending medical discount cards to nearly 10,000 family members, as part of its commitment to ensuring wellbeing of its people beyond the workplace.

Outsourced Workforce Management

Outsourcing enables Telecom Egypt to scale quickly, adapt to market needs, and maintain high-quality service delivery across the country. In 2024, we advanced this model by completing a full outsourcing policy to standardize procedures, improve efficiency, and strengthen integration with our permanent workforce. We renewed framework agreements with the vendors of our outsourced employees, introducing unified job allowances and establishing new job levels – Senior Specialist and Supervisor – for critical roles in Sales, Regional Technical Support, and VIP Customer Service. To improve identification and streamline field operations, all outsourced employees were issued ID cards, covering positions from technicians and drivers to administrative and warehouse staff. These steps not only enhance operational agility but also ensure that outsourced teams are equipped, recognized, and motivated to deliver exceptional service.



Advancing Gender Equity and Inclusive Workplaces

Our Approach

A workforce that reflects the diversity of Egypt is essential to understanding our customers, adapting to changing market needs, and delivering services that resonate across all communities.

In 2024, we continued to embed diversity, equity, and inclusion (DEI) across the organization, ensuring that opportunities are accessible to all, regardless of gender, age, disability, or background. A diverse workforce is not only a social commitment but also a driver of business success. Research shows that companies with women representing more than 30% of their workforce are significantly more likely to financially outperform those with fewer.³

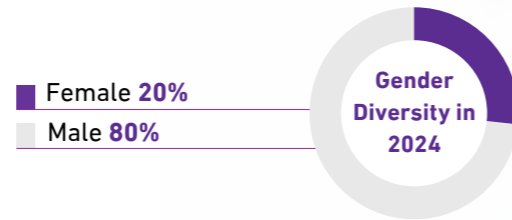
By building teams with a broad range of perspectives, we strengthen our capacity to innovate, adapt to market changes, and deliver services that genuinely connect with the people we serve. By valuing and promoting diversity in gender, age, and ability, we create a workplace where everyone has the opportunity to contribute and succeed.

Mckinsey & Company. (2023). Diversity matters even more: Retrived from: <https://www.mckinsey.com/featured-insights/diversity-and-inclusion/diversity-matters-even-more-the-case-for-holistic-impact>

Our Progress

Gender Representation and Advancement

Women make up 20% of our workforce, bringing a wealth of skills, perspectives, and experience that demonstrate the power of diversity in driving innovation and performance. We are committed to empowering women and increasing their representation at every level, particularly in leadership roles where their insights can shape strategy and deliver lasting impact.

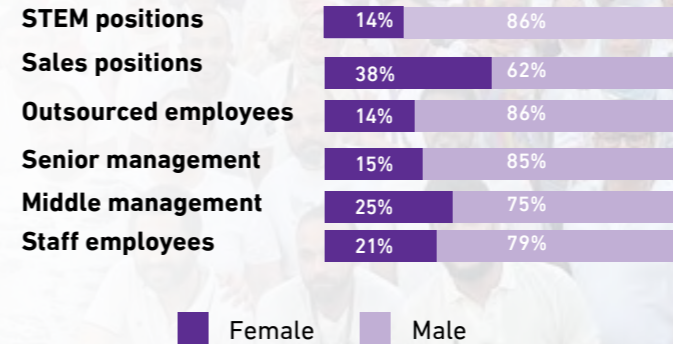


Telecom Egypt is proud to lead the way in gender equity in STEM, with women resenting 14% of technical roles.

We believe innovation flourishes when talent is inclusive, and it strengthens our position as a model for inclusive growth in the region, with a goal to continue to increase female representation in this field. Targeted leadership development, mentorship programs, and tailored support for women returning

from maternity leave ensure that potential is nurtured and advancement is achievable. By removing barriers to growth and fostering an inclusive culture, we strengthen both our business performance and Egypt's broader progress toward gender equality.

Gender Diversity across Employee Categories (%) (2024)



Female Male



Telecom Egypt x UN Women Workshops for Women's Empowerment

In December 2024, Telecom Egypt partnered with UN Women to deliver a company-wide series of gender equity workshops during the UN's 16 Days of Activism Against Gender-Based Violence. This followed our signing of the UN Women's Empowerment Principles (WEPs) in July 2024, reinforcing our commitment to ensuring every employee, regardless of gender, can excel based on their skills and performance. The sessions engaged staff at all levels, including senior leadership, middle management, and general employees, with a dedicated workshop for HR Affairs to strengthen inclusive policy implementation.

The partnership brought global diversity, equity, and inclusion (DEI) frameworks into our local business culture, with sessions on unconscious bias, allyship, and leadership pathways for women. These insights are helping to create a stronger pipeline of female talent and expand opportunities for women in leadership. By embedding these practices across the organization, Telecom Egypt is advancing gender equity in measurable ways and building a workplace where diversity contributes directly to innovation, adaptability, and business performance.



WEPs Action Plan Development

We are in the process of developing and implementing the Women's Empowerment Principles (WEPs) action plan to integrate DEI aspects into our HR policies, processes, and KPIs, fostering a more inclusive and equitable workplace.

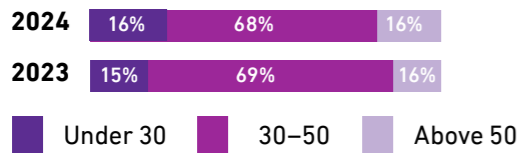




Age Diversity and Skills Evolution

The power of diversity in our workforce comes from blending fresh ideas with proven experience. Younger employees contribute innovation, agility, and digital expertise, while older generations provide strategic insight, industry knowledge, and mentorship. In 2024, employees under 30 represented 16% of our workforce, those aged 30–50 made up 68%, and those over 50 accounted for 16%. This balance ensures we can adapt quickly to market changes while preserving the experience and stability that drive long-term success in Egypt’s fast-evolving economy.

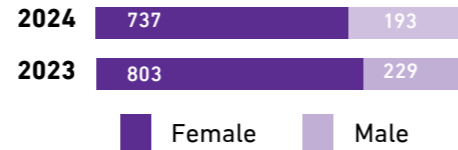
Age Diversity of our Workforce



Inclusion for People with Disabilities

Creating meaningful employment opportunities for people with disabilities is a core pillar of Telecom Egypt’s diversity and inclusion strategy. The total workforce of employees with disabilities comprised 1,032 individuals in 2023 (78% male, 22% female) and 930 individuals in 2024 (79% male, 21% female). **The slight decrease year-on-year reflects cases of legal retirement and mutually agreed separations, rather than any change in hiring commitment.**

Employees with Disability



Telecom Egypt continues to strengthen accessible career pathways through targeted recruitment, tailored training, and workplace accommodations. A particular focus is placed on integrating visually impaired employees within outsourced service operations, supported by specialized screen-reading technologies and dedicated capacity-building programs. These measures aim to ensure sustainable employment while steadily progressing toward national inclusion requirements across all governorates.

Telecom Egypt has long been a pioneer in the meaningful integration of PWDs, particularly the visually impaired and the hard of hearing into the workforce. This journey began in 2009 with the recruitment of 10 visually impaired employees into directory services and has since expanded to include 54 visually impaired employees today. Employees are equipped with adaptive software, specialized tools, and continuous training in customer service, communication, time management, and crisis handling, alongside support for continued education.

Within fixed voice outbound operations, 13 visually impaired and disability cases are employed across Gena and Dokki sites, supported by customized

systems and accessibility-enabled tools to ensure seamless performance. These teams consistently deliver high-quality service that is indistinguishable to customers. Notably, four visually impaired employees now hold leadership and quality assurance roles, demonstrating that with the right environment, inclusion translates into both excellence and professional advancement.

Expanding Opportunity through Regional Call Center Employment

Telecom Egypt’s decision to establish call center operations in regional governorates has opened new pathways to employment for young graduates and job seekers in underserved areas.

By tapping into local talent pools, the company has created sustainable job opportunities while supporting local economic development. Targeted training programs bridge both technical and soft-skills gaps, enabling participants to meet the operational and customer service requirements of telecom call centers and ensuring a steady pipeline of qualified candidates for growing operations.

Digital Training for Inclusive Regional Talent Acquisition

Since the COVID-19 period, Telecom Egypt has delivered unified call center training through its e-Synchronous learning platform, ensuring equal access to learning for agents across all governorates. Training is supported by structured certification processes, including continuous assessment and post-training quality assurance during the on-job phase. This digital model enables the company to attract and onboard diverse regional talent, initially on-site and later through work-from-home (WFH) arrangements based on capacity needs—strengthening both operational flexibility and geographic inclusion.





Parental Leave and Return to Work

We are proud to provide maternity leave benefits, ensuring that working mothers are fully supported in balancing family responsibilities with professional growth. Our approach is designed to retain talent, promote gender equity, and make it easier for women to thrive in their careers. Key benefits include:

- Four months of paid maternity leave
- Up to three periods of unpaid leave, each lasting two consecutive years to allow time to return to work
- Two daily lactation breaks of at least 30 minutes
- Continued social insurance coverage during maternity-on-duty periods
- Remote work options for up to nine months after maternity leave

In 2024, 4% of eligible employees took maternity leave, and we are committed to understanding how to make it even easier for mothers to use this valuable time. Our high return-to-work rate of 74% reflects the strength of our policies and the commitment of our employees to remain part of our journey. We will continue to invest in family-friendly policies that keep women at the heart of our workforce.

4%

In 2024, eligible employees took maternity leave

74%

Return-to-work rate in 2024

Maternity on Duty: Supporting Working Mothers Through Flexibility

Telecom Egypt's Maternity-On-Duty program enables female employees to work remotely for up to nine months following maternity leave, with flexible working hours that support both professional continuity and family responsibilities. Aligned with the company's HR and Maternity-On-Duty policies, the program ensures a smooth return to work, promotes work-life balance, and reinforces Telecom Egypt's commitment to retaining female talent through inclusive and supportive workplace practices.





Occupational Health, Safety & Wellbeing

Our Approach

Telecom Egypt believes that no one should be left behind in the digital era.

As the infrastructure enabler of Egypt’s digital transformation, we are committed to making our services accessible to all – especially those in rural areas, persons with disabilities, and individuals with limited access to traditional financial services. The power behind connection lies in its ability to break down barriers, and our digital inclusion strategy is built on this principle.

Our Progress

Work-related Injuries and Health Risks

Telecom Egypt’s operations span a wide range of environments, including data centers, exchanges, call centers, cable landing stations, and outdoor infrastructure projects across both urban and rural areas. These settings expose employees and contractors to occupational risks such as electrical hazards, working at heights, heavy lifting, and extreme heat. Monitoring work-related injuries and health risks remains a core component of our occupational health and safety management approach, enabling targeted preventive actions and continuous improvement across operations.

Heat stress represents a particular challenge given Egypt’s climatic conditions, especially for field teams engaged in outdoor installations and maintenance. All reported heat-related cases are managed through immediate medical response and systematic reviews of working conditions. Preventive controls include adjusted work–rest cycles, hydration protocols, shaded rest areas, and enhanced medical monitoring during peak summer months. These measures are designed to minimize health impacts, improve workforce resilience, and ensure safe working conditions throughout the year.



Health and Safety Preparedness

Readiness and prevention are central to our safety culture. In 2023–2024, we conducted +400 emergency response drills across Telecom Egypt’s sites, covering scenarios such as fire response, electrical hazards, and evacuation procedures. Employees in higher-risk roles also completed targeted refresher training to ensure they are equipped for operational challenges. Performance data, including incident investigations and injury trends, is escalated to senior management for oversight, reinforcing that protecting people is treated as a core operational priority.



Wellbeing Beyond Safety

We view health and safety as part of a broader commitment to employee wellbeing encompassing physical health, emotional resilience, and work-life balance. Flexible work arrangements introduced during the pandemic remain in place, with work-from-home or office-based work determined by the relevant sector or function management in line with operational requirements and team arrangements. Preventive health checks, access to medical services, counselling support, and structured return-to-work programs further contribute to a healthy, supported, and resilient workforce.

Managing Stress, Supporting Resilience

Building on our 2021–2022 initiatives, we provided voluntary stress management training to 21 employees (19 males, and 2 females) in 2023 and 76 employees (55 males, and 21 females) in 2024. These programs equip employees with practical tools to manage workload pressures and foster an open culture where challenges can be discussed without stigma.

Preventative Safety Training

All employees receive mandatory OH&S induction, with refresher courses tailored to operational risk profiles. Those in high-risk roles participate in scenario-based, hands-on training to prepare for emergency situations.

Measuring and Responding

Telecom Egypt adopts a proactive approach to identifying workplace risks and strengthening health and safety performance through regular reviews, inspections, and employee feedback channels. Observations from these processes inform continuous improvement actions and preventive measures to protect both employees and operations. In addition, incidents, near-misses, and identified gaps are analyzed to capture lessons learned, which are used to refine policies, update procedures, and scale effective safety practices across the organization, reducing the likelihood of recurrence. International experience consistently demonstrates that investment in workplace safety delivers strong returns through improved productivity, reduced downtime, and enhanced workforce wellbeing, reinforcing its strategic importance for sustainable business performance.





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04

Empowering Our Communities

Bridging the Digital Divide	54
WE INNOVATE: Powering Egypt's Cybersecurity Innovation Ecosystem	56
Empowering Communities through Connectivity	63
Building the Next Generation	66





Bridging the Digital Divide

Our Approach

Telecom Egypt believes that no one should be left behind in the digital era.

As the infrastructure enabler of Egypt’s digital transformation, we are committed to making our services accessible to all – especially those in rural areas, persons with disabilities, and individuals with limited access to traditional financial services. The power behind connection lies in its ability to break down barriers, and our digital inclusion strategy is built on this principle.

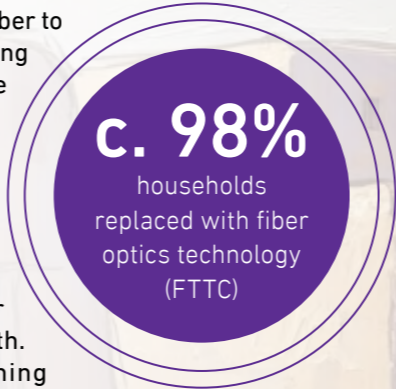
Our Progress

In 2023–2024, we expanded our efforts to ensure inclusive access to connectivity and digital services.

Our infrastructure projects reached underserved governorates, our platforms became more user-friendly and accessible, and we launched initiatives that put inclusion at the heart of our customer experience.

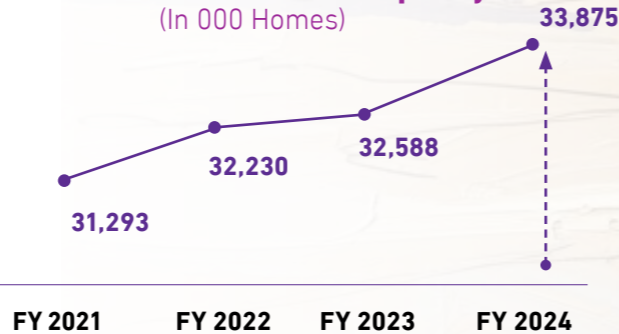
Bridging the digital divide in Egypt is about ensuring that every household, school, and community can benefit from the opportunities of the digital age. Telecom Egypt has replaced legacy copper networks

with fiber optics, bringing high-speed connections to almost 98% of households. This expansion reaches deep into rural villages, new urban communities, educational institutions, and public service centers. Through the Presidential Hayat Karima initiative, hundreds of villages now have reliable connectivity that supports better learning, stronger healthcare, and new pathways for local enterprise. Fiber to the Building technology is also modernizing 31,000 government offices and service centers, creating faster and more efficient public services for citizens across the country.



Investments in the New Administrative Capital and other growing regions are establishing the digital foundations for smart cities and future economic growth. Together, these initiatives are turning connectivity into a force for inclusion, innovation, and national progress .

Fiber Access Network Capacity
(In 000 Homes)





Accessible Services for All

Telecom Egypt’s mobile app and digital wallet – WE Pay – were updated in 2024 to improve usability and accessibility.

The app now allows users to complete secure transactions, manage mobile accounts, and pay bills in both Arabic and English, with interfaces designed to support users who may be unfamiliar with digital services.

To reach individuals without reliable access to internet services, we continued offering free WE 100 data SIMs to students in social care middle schools – 1,350 were distributed in 2024.

To support the Country’s efforts to develop education and provide students with the latest technical means compatible with the new education systems, TE provided specialized data SIM cards for the Egyptian Ministry of Education’s high school tablets to facilitate students’ access to the educational resources provided by the tablet, and offering bundles at discounted prices. TE provided SIMs related to education in 2023 with a total of 82522 and In 2024 with a total of 638070.

These students are now able to engage with e-learning platforms, attend virtual classes, and access educational resources from their homes.

Enabled access

for deaf and mute users to WE services through the Ma3ak Video Call Service



Expanding Cloud Access to Empower Communities

In 2024, Telecom Egypt partnered with Huawei Cloud to launch the first locally based public cloud in Egypt and Northern Africa, advancing Egypt’s position as a digital hub while extending the benefits of cloud services to millions. Hosted in Telecom Egypt’s Tier III certified data center in Smart Village, the platform is backed by extensive subsea cables and national infrastructure, connecting Egypt to more than 60 countries. This collaboration brings world-class digital tools within reach of local enterprises, SMEs, and startups, enabling them to scale, innovate, and compete in the global economy. By supporting secure e-commerce, fintech, and digital services, the platform helps drive financial inclusion and economic participation, particularly for underserved communities. It is also expected to create new opportunities for Egyptian youth and entrepreneurs, equipping them with access to technologies that can elevate their businesses and livelihoods.

Serving Customers with Disabilities

Ma3ak Video Call Service

Designing for inclusion means ensuring that every customer can access Telecom Egypt’s services with dignity, ease, and independence. Throughout 2024, Telecom Egypt continued to strengthen its Ma3ak video call service, a dedicated digital platform for deaf and hard-of-hearing customers, enabling access to live sign language interpretation and full customer support without the need to visit physical branches.

The service is now delivered by a specialized team of eight deaf agents, providing culturally appropriate, real-time assistance across digital channels during extended operating hours. Customer engagement with Ma3ak increased significantly in 2024 compared to 2023, reflecting growing awareness, trust, and reliance on accessible digital support. Today, Ma3ak stands as a national benchmark for inclusive customer service and a clear example of how accessibility is embedded into Telecom Egypt’s daily operations.

[Click here to access the Ma3ak service.](#)

4,871

Total calls handled through the Ma3ak Service in 2023 and 2024

570%

YoY increase in calls handled

8

Dedicated service team of deaf customer service agents





WE Innovate: Powering Egypt's Cybersecurity Innovation Ecosystem

Our Approach

Innovation is a core pillar of Telecom Egypt's strategy to support inclusive, secure, and future-ready digital infrastructure.

Through our flagship innovation program, WE Innovate, we are building a national ecosystem that empowers digital talent, accelerates homegrown solutions, and strengthens Egypt's position as a regional leader in cybersecurity and digital services.

Established in partnership with EG-CERT and sponsored by the National Telecommunications Regulatory Authority (NTRA), WE Innovate is Egypt's first fully integrated cybersecurity innovation platform. It brings together startups, university students, early-career professionals, public institutions, and private sector leaders to co-develop innovative responses to Egypt's cybersecurity challenges.

The program blends technical training, business incubation, mentorship, and real-world competitions to unlock new capabilities across the sector. What started as a series of events has evolved into a multi-year platform with a clear vision: to integrate capacity building, ideation, and entrepreneurship into a holistic cybersecurity innovation ecosystem for Egypt.



The Program's Vision

“What began as a series of standalone events has evolved into a multi-year innovation platform with a clear vision: to integrate capacity building, ideation, and entrepreneurship into a unified national cybersecurity ecosystem. WE Innovate aims to build Egypt’s first end-to-end cybersecurity innovation pipeline, discovering talent, developing minds, and launching market-ready solutions.”



Integrated Cybersecurity Innovation Ecosystem



Capacity Building

Academic training and bootcamps



Ideation

Hackathons and challenges



Accelerator

National cybersecurity startups launchpad

WE Innovate at a Glance

The Return on Innovation

5,000+ Participants

Across all program pillars over three years

1,000+ Academy & Bootcamp Graduates

Fully trained and employment-ready cybersecurity professionals

20+ Startups Supported

Through the WE INNOVATE STAR accelerator program

EGP 5 million Prize Pool

Awarded through national and regional hackathon competitions



Pillar 1:

Capacity Building – Academy & Bootcamps

Capacity building forms the foundation of **WE INNOVATE**, addressing Egypt's growing cybersecurity skills gap by developing an employment-ready national talent pipeline. Through the **WE INNOVATE Academy** and intensive **Bootcamp programs**, Telecom Egypt equips university students, graduates, and IT professionals with practical, industry-aligned cybersecurity skills.

The **WE INNOVATE Academy** delivers structured multi-week training programs combining technical instruction with hands-on labs across key cybersecurity domains. In 2023 and 2024, the Academy expanded its intake and specializations, increasing both participant numbers and training tracks. This scaling effort has accelerated the preparation of career-ready cybersecurity professionals to meet market demand. Linking technical curriculum with entrepreneurship and soft skills training tracks within the Academy.

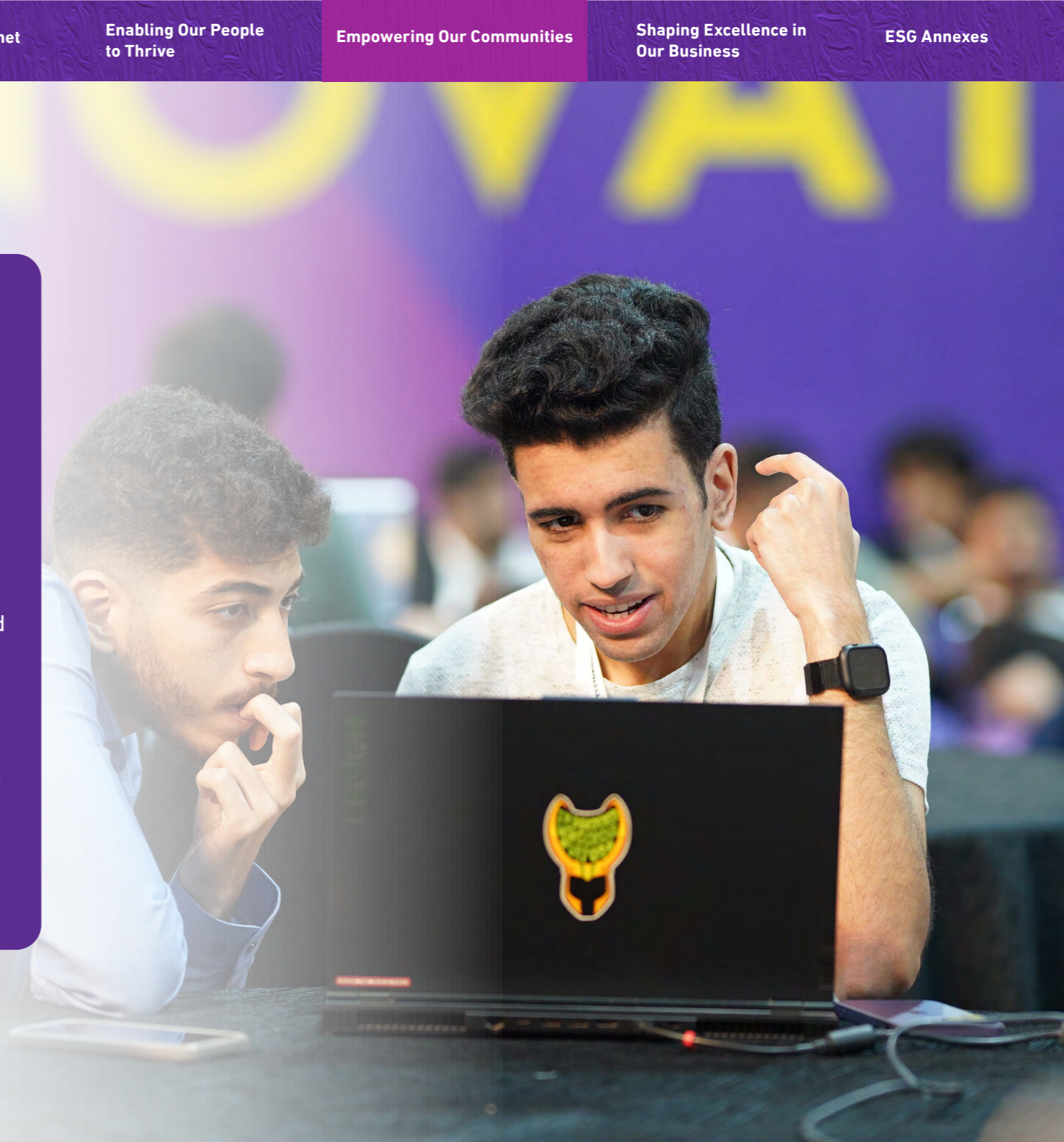
The **Bootcamp programs** serve as fast-track entry points for high-potential youth Targeting on undergraduate, and focusing on applied learning under expert mentorship. The programs grew significantly in scope between 2023 and 2025, expanding both participant volume and technical depth. In parallel, WE INNOVATE launched a nationwide **Cybersecurity Skills Initiative** in 2024, offering self-paced online training through the **MaharaTech platform**, widening access to cybersecurity education across Egypt.

425 Academy trainees across 2023–2024

Cybersecurity Academy Tracks
3 tracks in 2023 | 9 tracks in 2024

200 Bootcamp participants trained in 2024

80% Graduates recruited or placed within Telecom Egypt ecosystem & partners





Pillar 2:

Ideation - National Hackathons and Cyber Challenges

The Ideation pillar of WE INNOVATE translates cybersecurity knowledge into practical innovation through national and regional hackathons that mobilize youth, professionals, and startups to solve real-world cyber challenges. Since its launch in 2023, the WE INNOVATE Hackathon series has become a flagship national platform for crowdsourcing cybersecurity ideas and accelerating them into viable prototypes.

During 2023 and 2024, Telecom Egypt organized multiple high-profile hackathons under the WE INNOVATE brand, attracting thousands of participants from universities, startups, and the professional community across Egypt and the region. These events provided participants with hands-on problem-solving experience, expert mentorship, and direct exposure to industry leaders. Winning teams received incubation opportunities, technical support, and seed funding, enabling several concepts to advance into the startup acceleration stage.

WE INNOVATE also enabled Egyptian teams to compete on regional and international stages. In 2024, program winners represented Egypt in the **Arab Cybersecurity Challenge**, that was Held at GITEX Global Dubai, achieving **1st and 3rd place among 11 Arab countries**, and participated in leading global cybersecurity forums, strengthening Egypt's visibility as a rising hub for cyber innovation.

Beyond idea generation, the hackathon platform has created a strong entrepreneurial pipeline. Several winning solutions progressed into the **WE INNOVATE Star Accelerator**, while others were adopted or piloted by partner organizations. The program has also built a growing national community of cybersecurity innovators and reinforced cyber innovation as a national priority through high-visibility demo days and public-private collaboration.

2 National hackathon editions held

2,400+ Participants engaged

10 Winning teams developed market-ready prototypes

5 Participating teams securing 1st and 3rd positions at the regional Arab Cybersecurity Challenge





Pillar 3:

Acceleration – WE INNOVATE Star

WE INNOVATE Star represents the acceleration pillar of the ecosystem and Egypt's first dedicated cybersecurity startup accelerator. Launched in 2023, the program transforms high-potential ideas sourced primarily from WE INNOVATE hackathons and the wider startup ecosystem, into market-ready businesses. Selected startups receive in-kind technical support, access to Telecom Egypt's infrastructure for piloting and testing, and structured mentoring from industry and regulatory experts over a 6–12-month acceleration cycle.

By 2024, the program had begun demonstrating tangible results, with two startups graduating and three new startups onboarded into the accelerator pipeline. Several participating startups successfully piloted their solutions within Telecom Egypt's networks, and some secured commercial contracts enabling the deployment of locally developed cybersecurity tools within national infrastructure. This integration strengthens technological self-reliance while reducing dependency on imported cybersecurity solutions.

WE INNOVATE Star is a differentiated accelerator that moves beyond traditional, one-size-fits-all models by adopting a tailored, startup-centric approach. Each participating team receives customized technical and business support aligned with its maturity level, focusing on transforming validated ideas into MVPs or scaling existing solutions. Support is delivered through targeted mentoring, structured working sessions, and a sustainable mix of in-kind services and selective financial support.

In 2024, the program achieved strong regional and international recognition, with one startup winning the Supernova Africa award at GITEX Dubai and two others securing leading positions in the Arab Cybersecurity Challenge at GITEX NorthStar, highlighting the growing global competitiveness of Egyptian cybersecurity startups.

Supported by a strong ecosystem of regulatory, financial, and innovation partners, WE INNOVATE Star enables technical validation, business development, and market access. Through this model, the program contributes to the creation of digital enterprises, high-value jobs, and a sustainable local cybersecurity industry aligned with Egypt's digital transformation and sustainability objectives

20+ Cybersecurity startups supported since launch

5 Startups Advanced in 2024 - 2 graduated and 3 newly incubated

83 Startup applications received from 384 entrepreneurs

2 Regional winners At the Arab Cybersecurity Challenge (GITEX NorthStar 2024)

1 Supernova Africa Winner At GITEX Dubai 2024





Success Stories: From innovation to Market Impact

RAID AI – Defending Enterprises Against Deepfake Threats

Awards: 2nd Place – WE INNOVATE Cybersecurity Hackathon | 1st Place – Arab Cybersecurity Challenge 2024



RAID AI specializes in detecting and mitigating AI-generated deepfake threats across enterprise environments. Its platform leverages advanced machine learning to identify manipulated audio, video, and identity fraud in real time. What sets RAID AI apart is its focus on AI-vs-AI defense, addressing one of the fastest-growing global cyber risks. The startup’s regional first-place win confirms the scalability and international competitiveness of its solution.

RASPIRE Next-Generation Mobile Security

Awards: 3rd Place – Arab Cybersecurity Challenge 2024



RASPIRE develops advanced mobile security solutions designed to protect smartphones and mobile applications from malware, data leakage, and network-based attacks. Its key competitive edge lies in its lightweight, telecom-integrated security architecture, allowing protection at the network and device levels without compromising performance. RASPIRE’s regional recognition reflects the growing importance of mobile security in Egypt’s digital ecosystem

Polaris GRC – Smart Governance, Risk & Compliance

Awards: 1st Place – WE INNOVATE Cybersecurity Hackathon



Polaris GRC delivers an intelligent governance, risk, and compliance platform that enables organizations to automate risk assessments, compliance tracking, and audit management. Its differentiation lies in its locally tailored GRC framework, designed to align with Egyptian regulatory requirements while meeting international standards. Polaris GRC’s solution supports both operational resilience and regulatory readiness for telecom and other critical sectors.





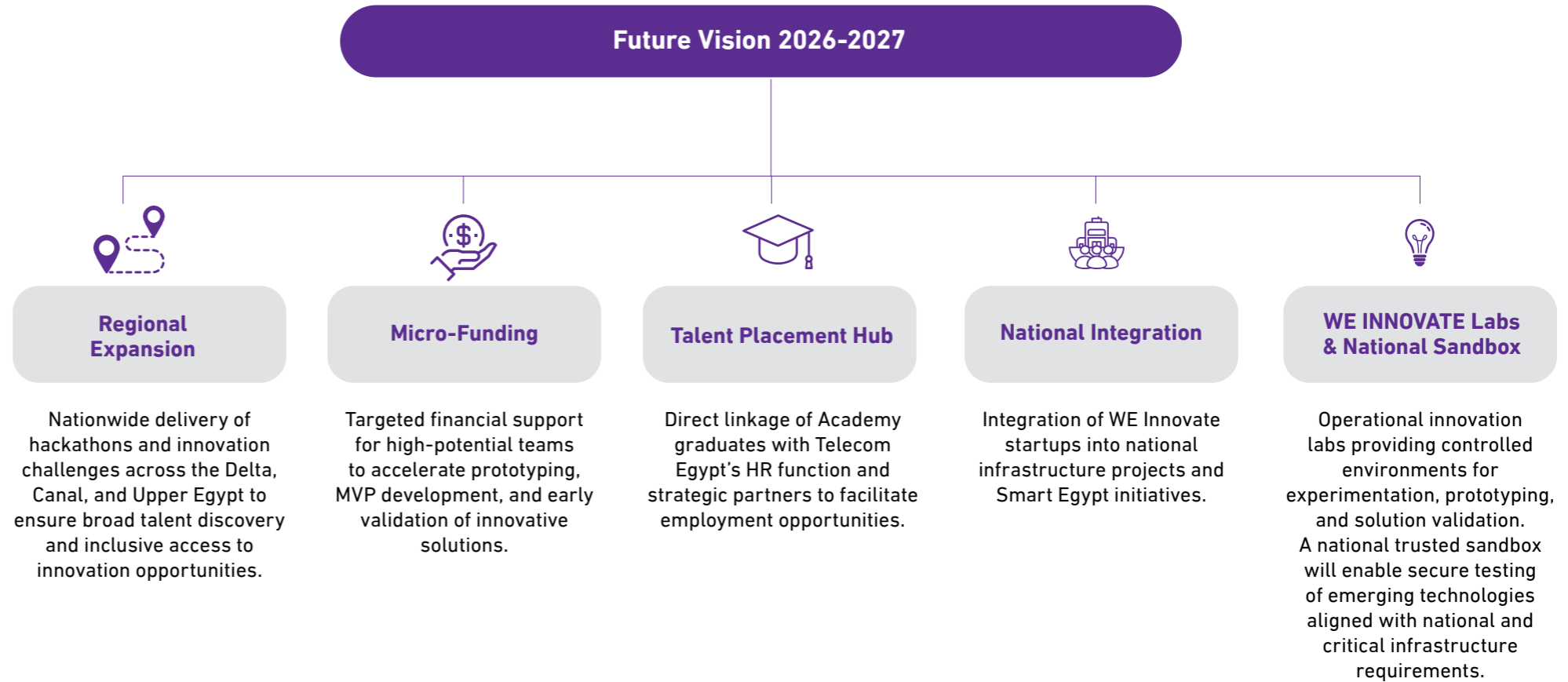
Future Vision: From Momentum to Scale

As WE INNOVATE enters its next phase, it is evolving from a national initiative into a strategic growth platform for Egypt's cybersecurity ecosystem.

The 2026–2027 roadmap focuses on widening access to innovation, accelerating startup commercialization, and deepening national impact. The program will expand beyond Cairo to North Coast, Delta, Canal cities, and Upper Egypt, unlocking new talent pools and supporting balanced digital development in collaboration with universities and local technology hubs.

To strengthen the pipeline from ideation to market, micro-funding will be introduced to help top innovative teams develop early-stage prototypes. A dedicated Talent Placement Hub will also be established to connect graduates directly with employment opportunities within Telecom Egypt and partner organizations. Looking ahead, WE INNOVATE Labs will serve as national hubs for experimentation, validation, and commercialization, enabling inclusive access to innovation infrastructure across Egypt, this integrated model supports the adoption of locally developed solutions within national digital infrastructure initiatives, contributing to digital resilience, job creation, and sustainable economic growth.

WE INNOVATE solutions will be increasingly integrated into national digital infrastructure projects, including Smart Cities and Digital Government platforms, embedding locally developed cybersecurity tools into mission-critical systems and supporting Egypt's digital resilience.





Empowering Communities through Connectivity

Our Approach

Telecom Egypt’s approach to community engagement is closely aligned with Egypt’s national development priorities.

As a long-standing national institution, we recognize the role of ICT in driving inclusive growth, reducing inequality, and improving quality of life. Our Corporate Social Responsibility (CSR) programs put this commitment into practice by investing in education, healthcare, community development, and initiatives that support marginalized groups.

Our Progress

In 2024, Telecom Egypt maintained a strong focus on building the foundations of long-term prosperity.

Our strategy is aligned with Egypt Vision 2030 and is built on one core belief: that digital infrastructure can be a bridge to greater access, dignity, and opportunity.

Improving Health Outcomes Through Technology and Partnerships

Access to quality healthcare is a cornerstone of resilient communities. In 2024, we continued to

support the delivery of high-quality medical services to underserved populations by investing in hospital infrastructure, preventative care campaigns, and innovative digital health solutions.

Our partnership with Al Nas Children’s Hospital reached its second phase, culminating in the full equipping of a neonatal cardiac operating theatre. This advanced surgical unit now complements 12 existing intensive care beds and is expected to support the treatment of up to 500 newborns per year requiring urgent heart surgery within the first 45 days of life. The expansion not only saves lives – it also frees up critical capacity for older pediatric patients.

We also supported Ahl Masr Burn Hospital by providing a Plus Equipment Laser machine to enhance the treatment of pediatric burn victims. This initiative focused on children aged one month to 18 years with complex burn injuries, improving outcomes while reducing complications from scarring and infection.

The “Our Children with Healthy Hearts” program provided vital catheter-based procedures for children with congenital heart defects. Through partnerships with university hospitals in Demerdash, Beni Suef, Assiut, and Qena, the initiative successfully treated 300 children and reported a 98% success rate.





Expanding Digital Access to Healthcare Through the «100 Million Health» Campaign

Access to timely and reliable healthcare is essential for national wellbeing. Digital connectivity plays a critical role in closing service gaps, particularly in remote and underserved communities.

In partnership with the Ministry of Health, Telecom Egypt continued its support for the national «100 Million Health» campaign. By the end of 2024, we had covered the data plan costs for 6,000 SIM cards, which were used by healthcare professionals at 5,400 health centers across all 27 governorates.

These SIMs enabled secure data sharing, remote diagnostics, and streamlined follow-up, making it easier for medical teams to deliver care and manage patient records.

Since we began supporting this campaign in 2019, these efforts have helped enable the delivery of over 200 million medical services. The services span a wide range of presidential health initiatives, including screening and treatment programs for anemia, obesity, and kidney disease, as well as maternal and child health, newborn hearing tests, cancer screening, vision care, and pre-marriage health checks.

By providing a reliable digital foundation to thousands of health centers, Telecom Egypt is helping modernize the country's healthcare system. These efforts are expanding the reach and efficiency of medical services, improving patient outcomes, and bringing essential healthcare closer to the people who need it most.



Harnessing ICT for Community-Based Medical Support

Our collaboration with the Magrabi Foundation brought ophthalmic medical convoys across Upper Egypt. The initiative aimed to provide early detection and treatment of eye diseases for primary school students, offering free eye exams, medical care, and prescription glasses. A total of 24 medical convoys were organized, each serving around 400 children, reaching approximately 10,000 students in total. Awareness activities were also conducted in 24 schools to promote eye health and improve students' educational outcomes.

Telecom Egypt continued its support for national health campaigns by maintaining telecom infrastructure and internet services across several major hospitals that provide free care to the public. In 2024, this included Children's Cancer Hospital 57357, Baheya Breast Cancer Hospital, Al Nas Hospital, Shefaa Al Orman Hospital, and the Ahl Masr Burn Hospital. By ensuring stable and secure connectivity, we enabled real-time

communication, data sharing, and remote diagnostics, strengthening service delivery and supporting better outcomes for patients nationwide.

Expanding Access to Healthcare Through Telemedicine

Reliable connectivity plays a vital role in improving health outcomes. Under the auspices of the Ministry of Communications and Information Technology, Telecom Egypt renewed connectivity for 109 telemedicine sites across 20 governorates, helping extend specialist care to remote and underserved communities. Since 2017, the project has connected over 177,000 patients with 16,000 doctors across 108 specialties, demonstrating how digital connection can support better, more equitable healthcare for all.

Community Development and Food Security

We are also proud to be supporting families and individuals facing food insecurity. Through the «Always on My Mind» initiative, we distributed



EID Clothing Campaign

4,000 children supported with new clothes

Always on My Mind

750,000 food boxes delivered

25 iftar tables supported

750,000 food boxes to vulnerable groups and hosted 25 nationwide iftar tables during Ramadan. Our Eid clothing campaign reached 4,000 children in care homes, providing new outfits and a sense of belonging during the holiday season.

These efforts complement other social campaigns aimed at supporting families in remote or underserved areas, including literacy initiatives, mobile clinics, and access to basic supplies.



Your Ramadan With Us

As part of our broader commitment to food security, Telecom Egypt deepened its community outreach during the holy month of Ramadan through the “Your Ramadan With Us” initiative. The program aimed to distribute 30,000,000 iftar meals across Egypt, targeting families experiencing financial hardship, especially women-led households and individuals unable to work due to age or health conditions.

What made this initiative especially meaningful was the hands-on participation of Telecom Egypt employees and WE Schools students, who joined efforts to pack, distribute, and serve meals. Their involvement brought a sense of solidarity and human connection to the program, reinforcing our belief that social support should be collaborative and dignified.

Your Ramadan With Us
30 million
 Iftar meals distributed across Egypt

Championing Inclusion Through Sport: Special Olympics Egypt

Telecom Egypt is dedicated to enabling people with disabilities to fully participate in society by improving access to healthcare, education, training, and inclusive recreation. In partnership with the Unified Egypt Foundation (Special Olympics Egypt), we delivered a wide-reaching suite of services tailored to meet diverse needs and remove long-standing barriers.



To address health access, we supported 15 mobile clinics and 15 permanent health centers that served 3,000 individuals across Egypt. In addition, six permanent health centers were established across Cairo, Giza, Alexandria, Port Said, Assiut, and Red Sea governorates to improve the health and fitness of people with disabilities and their families, providing ongoing medical services throughout the month. More than 8,000 athletes benefited from health insurance coverage under the “With You” program. In addition, we enabled the provision of 100 dental surgeries, 10,000 eyeglasses, and 500 hearing aids, ensuring that more people could live safely and with dignity.

On the education and employment front, we helped establish 23 vocational training centers and 9 IT training hubs to build career-ready skills among people with disabilities, opening 5 additional vocational and technology centers in Cairo, Giza, Alexandria, and the Red Sea governorate to further prepare athletes for the job market. We also opened 10 literacy centers

for individuals with intellectual disabilities, creating opportunities for lifelong learning.

Inclusive sport remained a vital part of our programming. We helped organize 75 local competitions and 52 unified sports days that brought together athletes with and without disabilities. We also implemented the “Unified Schools Project,” engaging students from schools and universities in unified games and competitions across various governorates. Egyptian participants also took part in 8 international tournaments, winning a total of 148 medals and demonstrating the power of inclusion on a global stage.

At the 2023 Special Olympics World Summer Games in Berlin, the Egyptian delegation achieved outstanding results, winning a total of 49 medals – 17 gold, 13 silver, and 19 bronze. This remarkable achievement reflects not only the dedication of the athletes but also the strength of the inclusive ecosystem that surrounds them. We additionally organized multiple workshops, awareness seminars, family meetings, and volunteer gatherings across several governorates to provide continuous support to athletes and their communities.

Accessible Digital Platforms

Telecom Egypt hosts and maintains the official website of the National Council for Persons with Disability (NCPD). In 2024, we renewed its accessible design and added sign language video content. Over 10,000 visitors accessed the site, underscoring the need for inclusive digital communication channels. We are proud to support this platform and remain committed to encouraging people of all abilities to access and benefit from telecom services.



Building the Next Generation

Our Approach

Telecom Egypt is committed to shaping the digital future of Egypt through education. We believe that empowering young people with the skills, tools, and opportunities to succeed is essential for driving national progress.

Through the WE Schools initiative, we are building high-quality, future-ready learning environments that combine advanced digital infrastructure, modern curricula, and well-trained educators.

Our vision extends beyond classrooms and connectivity. We are creating pathways for students to enter the job market with confidence, supporting underrepresented groups such as young women in technical education, and enabling top performers to access higher education through scholarships.

Our Progress

Smart Schools for a Smart Economy

Our WE Applied Technology Schools have grown into a national network of 27 schools, offering specialized curricula in ICT and technical education. These smart schools are designed to prepare youth for local and

global job markets, and are outfitted with, upgraded labs, and learning content aligned with international standards.

In the 2024–2025 academic year, 15,630 students applied to join WE Schools, almost tripling our 2023 – 2024 applications of 5,626, highlighting the programs popularity and success. Following aptitude tests and interviews, 2,138 were selected, almost doubling our enrollments of 1,345 students in 2023 – 2024, bringing total enrollment to 4,392. Beyond academic content, we also train teachers and administrative staff in modern pedagogy and digital tools, helping ensure quality at every level. With demand growing rapidly, we aim to continue expanding the program to empower even more students with the skills and opportunities they need to thrive in Egypt’s digital future.

Enabling University Access through Scholarships

Telecom Egypt also supports students in their journey beyond high school. In 2023 and 2024, 78 top-performing graduates received full university scholarships. An additional 31 scholarships were awarded to top national students attending the Egypt University of Informatics (EUI), with full coverage of tuition, housing, and final-year international study. These scholarships ensure that Egypt’s most promising students, regardless of background, can pursue world-class education. They help cultivate the next generation of innovators, engineers, and leaders who will power the country’s digital and economic future.





WE School Students Training

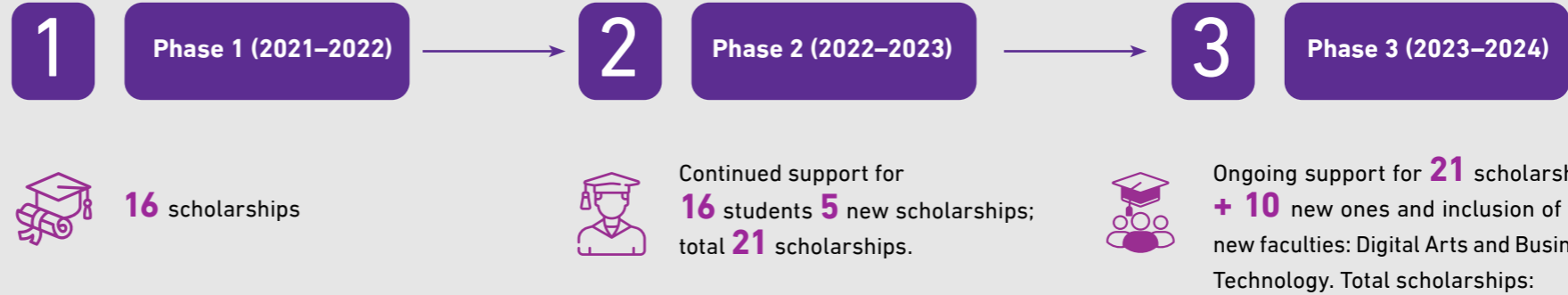
Over the past three years, 2,056 WE School students have gained field training to learn more about telecom in practice.

The program gives students the chance to work directly with Telecom Egypt teams in telecommunications, programming, and cybersecurity teams.

Through site visits and hands-on practice, they see how networks operate, troubleshoot real systems, and apply their skills in practical settings. This focus on field training helps students build confidence and prepares them to take part in Egypt's evolving digital economy.



Telecom Egypt Scholarships at Egypt University of Informatics (EUI):



Empowering Girls in Technical Education

The She Leads program, developed in partnership with YLF, reached a total of 850 female vocational students in 2024–2025, expanding in its fifth phase to the governorates of Giza, Sharqia, Gharbia, Fayoum, Cairo, Qalyubia, Port Said, and Damietta.

This unique initiative supports girls in building entrepreneurial projects through six months of training, business planning, and mentoring. **The young women are divided into 80 entrepreneurial teams to develop small business ideas**, with winning teams receiving financial support to implement their projects. Now in its fifth phase, the program continues to expand to more governorates and schools. By empowering young women with entrepreneurial and technical skills, She Leads addresses the underrepresentation of women in STEM across Egypt. Continued investment in these pathways not only supports national gender equity goals but also strengthens the country's economic potential by unlocking the talents of a new generation of female innovators.





Supporting Research and Innovation at Zewail City

Telecom Egypt served as the digital partner to Zewail City of Science and Technology, delivering high-speed internet and ICT services to support advanced research and learning. In 2024, we provided 80 Mbps connectivity via WI-MAX technology, helping enable a cutting-edge academic environment for Egypt's future scientists and innovators.

Libya Phone Collaboration

In 2023, Telecom Egypt delivered specialized technical training to 41 employees from Libya Phone Company

as part of a regional knowledge-sharing partnership. The program strengthened cross-border technical capabilities and reinforced Telecom Egypt's role as a regional hub for telecom expertise and capacity building.

Digital Egypt Youth Initiative

In partnership with the Ministry of Communications and Information Technology, Telecom Egypt provided hands-on workplace training to 168 young trainees under the Digital Egypt Youth Initiative. The program enabled participants to gain practical exposure to telecom operations, enhancing their employability and supporting Egypt's national digital skills agenda.

Ministry of Social Solidarity Initiative

Telecom Egypt trained 212 participants, including People of Determination, through a dedicated program focused on leadership and customer service skills. This initiative promoted inclusive workforce development and supported national efforts to integrate diverse groups into the labor market.

41
Libya Phone employees trained

168
Digital Egypt Youth trainees

212
Participants trained, including People of Determination



05

Shaping Excellence in Our Business

Robust Corporate Governance	70
Upholding Integrity & Human Rights	77
Protecting Data & Building Digital Trust	81
Operational Resilience & Risk Oversight	83
Delivering Network Quality & Service Excellence	85
Local Procurement & Responsible Sourcing	91

Robust Corporate Governance

Our Approach

Telecom Egypt maintains a comprehensive governance framework to ensure transparency, accountability, and responsible decision-making across all operations.

This framework covers the review and formulation of corporate bylaws for Telecom Egypt and its subsidiaries, the establishment of internal governance structures, and the approval of policies that define employee relationships and guide operational conduct and responsible supply chain. It also includes proactive measures to mitigate risks related to non-compliance with legal, regulatory, and organizational requirements, while setting clear risk tolerance levels.

Key components of this approach include developing and enforcing conflicts of interest policies, reviewing compliance reports, and overseeing adherence to governance and regulatory standards issued by relevant authorities.

Our Progress

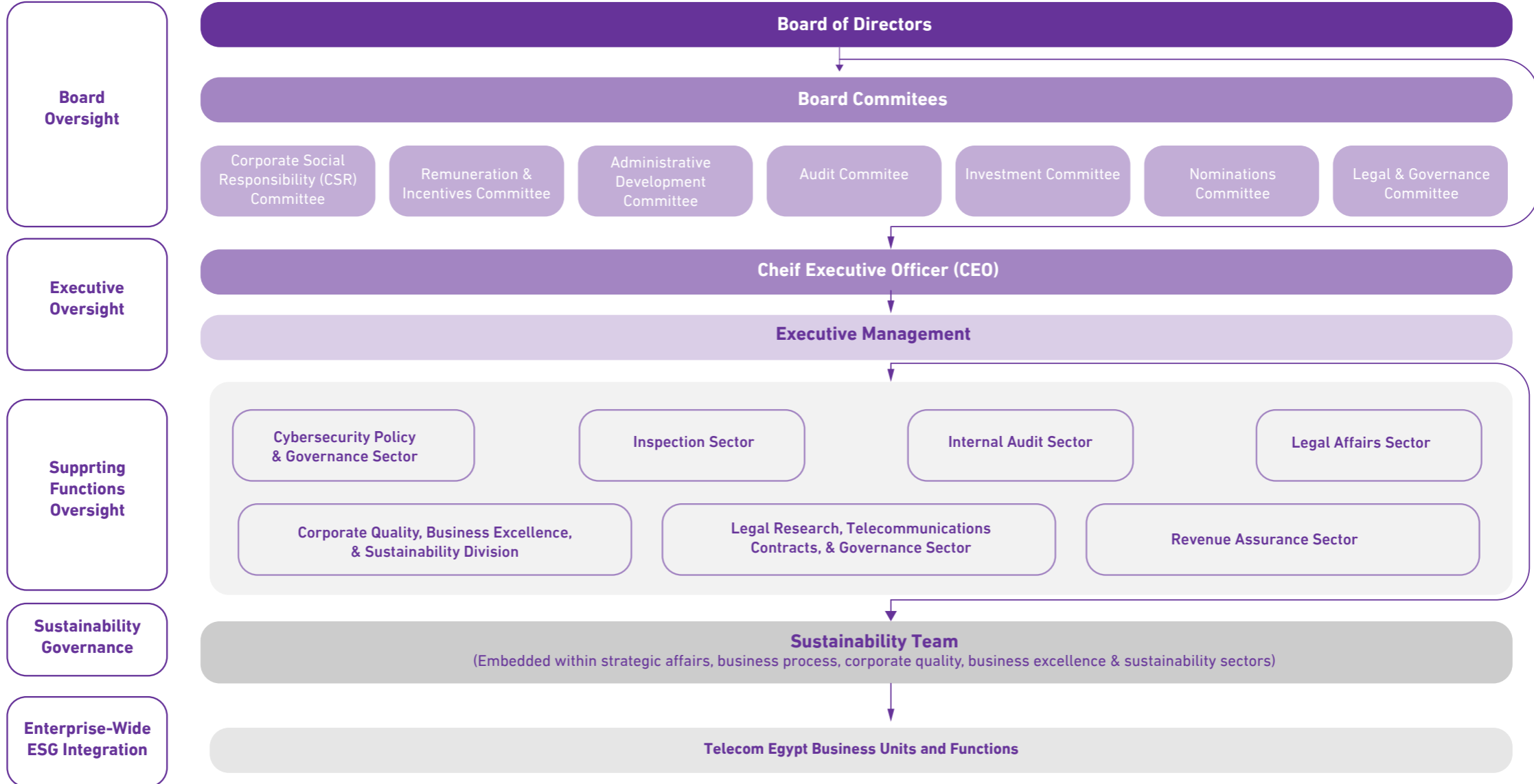
Telecom Egypt strengthened its governance practices by issuing the Board of Directors' operating charter, detailing the duties, responsibilities, and operating principles of board members and their committees, as well as key governance policies applicable to the board.

The company also revised and enhanced internal policies and procedures at both the corporate and subsidiary levels, aligning them with updated legislative requirements, Financial Regulatory Authority rules, and other oversight directives. These updates included commercial policy, cybersecurity policy, and procurement policy.





Telecom Egypt's Governance Structure





Board Composition and Evaluation

Telecom Egypt maintains a well-structured and diverse Board of Directors, reflecting a balance of executive, non-executive, and independent members. The Board's composition is designed to bring together a broad range of expertise, perspectives, and experiences that support effective decision-making and strategic oversight. Regular evaluations are conducted to ensure that the Board continues to operate at the highest standards of governance, accountability, and transparency, enabling it to guide the company in achieving its long-term objectives while safeguarding stakeholder interests.



Mrs. Lobna Hilal
Chair of the Board of Directors



Eng. Tamer El Mahdi
Managing Director
Chief Executive Officer



Mr. Ahmed Abdelrahman
Non-Executive Board Member



Eng. Tarek Aboualam
Non-Executive Board Member



Eng. Tarek Tantawy
Non-Executive Board Member

Board Composition as of December 31, 2025



Mr. Hossam Seifeldin
Independent Board Member



Mr. Akef El Maghraby
Non-Executive Board Member



Mr. Hany Elsamra
Non-Executive Board Member



Mr. Islam Zekry
Non-Executive Board Member



Mr. Mohamed Hanafy
Executive Board Member
Representing Employees



Mr. Mohamed Barakat
Independent Board Member



Mr. Girgis Abd El-Shahid
Independent Board Member



12
Board Members



8.3%
Female Representation
across Board of Directors



6
Non-Executive Board Members



19
Board Meetings



4
Independent Board Members



3.06
Years Average Tenure

Name	Title	Appointment Date	Board Committees						
			Audit Committee	Investment Committee	Remuneration and Incentives Committee	Legal and Governance Committee	Corporate Social Responsibility Committee	Nominations Committee	Risk Management Committee
Mrs. Lobna Hilal*	Chair of the Board of Directors	March 2025		◆				●	◆
Eng. Tamer El Mahdy**	Managing Director & Chief Executive Officer	September 2025		●		●			
Mr. Ahmed Abdelrahman	Non-Executive Board Member	July 2025	●	●					●
Eng. Tarek Aboualam	Non-Executive Board Member	March 2021			◆				
Eng. Tarek Tantawy	Non-Executive Board Member	March 2021		●		●			
Mr. Hany Elsamra	Non-Executive Board Member	October 2022			●	●			●
Mr. Islam Zekry	Non-Executive Board Member	March 2025		●	●				◆
Mr. Mohamed Hanafy	Executive Board Member Representing Employees	November 2022				●			
Mr. Mohamed Barakat	Independent Board Member	March 2025	◆						
Mr. Girgis Abd El-Shahid	Independent Board Member	March 2025				◆	●	●	●
Mr. Akef El Maghraby	Independent Board Member	March 2025	●				●		
Mr. Hossam Seifeldin	Independent Board Member	March 2025			●		◆		●
Number of board meetings held in 2025			14	8	7	2	5	3	-

- Board Committee Member
- ◆ Chairman of the Board Committee

*Mrs. Lobna Hilal has been an Independent Board Member since March 2019 and was appointed Chair of the Board of Directors in March 2025.

**Eng. Tamer El Mahdy has been an Independent Board Member since March 2025 and was appointed Managing Director and Chief Executive Officer in September 2025.

[Learn more about our Board of Directors on our website](#)

Board Composition as of December 31, 2025



A New Chapter of Leadership and Expertise

In 2025, Telecom Egypt entered a new chapter of leadership with the appointment of Eng. Tamer El Mahdi as Managing Director and CEO. With over 30 years of experience in telecommunications, digital infrastructure, and global investment, he brings extensive executive expertise and a strategic vision for advancing Egypt’s digital economy. His prior roles include Group CEO of Orascom Telecom Media and Technology, CEO of Orascom Telecom Algeria (Djezzy), and earlier leadership positions at Telecom Egypt and AT&T.

This transition builds on the strong foundation laid by Eng. Mohamed Nasr Eldin, who led Telecom Egypt through a challenging period and now continues to serve as a Board member. Stakeholders benefit from both continuity and fresh expertise, with the company well placed to expand its role as a trusted digital hub and sustain long-term growth.



Responsibilities of Board and Management

Governing Body

Responsibilities

Board of Directors

- Guide strategic direction and approve policies and budgets
- Oversee executive management and monitor internal controls
- Ensure governance frameworks, ethical standards, and compliance
- Review and approve internal regulations and appoint Board Secretary
- Present annual performance report to the General Assembly

Chairman of the Board

- Lead Board and General Assembly meetings, set agendas
- Ensure timely, accurate information for informed decisions
- Oversee Board committees and governance framework
- Receive and present committee reports and recommendations
- Safeguard company’s interests and prevent conflicts of interest

Managing Director & CEO

- Lead operational management and execute corporate strategy
- Drive growth, efficiency, and budget implementation in line with strategic objectives
- Maintain transparent reporting to the Board
- Develop organizational structure and oversee customer relations
- Represent the company externally and manage key agreements and staff
- Perform additional duties as assigned by the Board



Board Committees

Audit Committee

The Audit Committee oversees internal controls, audits, and financial reporting. It reviews financial statements and budgets, recommends and evaluates external auditors, ensures their independence, and provides the Board with independent assessments of audit findings and related-party transactions.

Remuneration and Incentives Committee

The Remuneration and Incentives Committee sets and reviews compensation objectives, evaluates performance, and recommends remuneration, incentives, and equity-based rewards for the Board, CEO, and senior management.

Corporate Social Responsibility (CSR) Committee

The CSR Committee defines and reviews the company's CSR strategy, evaluates and selects initiatives, and oversees implementation to ensure effective community impact.

Investment Committee

The Investment Committee develops the company's policies and plans for investing in other companies, equities, or new projects, and submits recommendations to the Board of Directors for approval. It also monitors the implementation of these policies and the performance of the company's investments.

Legal and Governance Committee

The Legal and Governance Committee oversees corporate governance and internal policies, advises the Board on compliance, and promotes transparency and accountability. It reviews regulations, evaluates governance effectiveness, prepares an annual governance report, and updates policies and company regulations to strengthen controls and improve efficiency.

Nominations Committee

The Nominations Committee evaluates and selects qualified candidates for independent Board membership and recommends them to the Board.

Risk Management Committee*

The Risk Management Committee reviews and oversees the company's risk management frameworks to identify, assess, and mitigate operational, technical, cybersecurity, data protection, and business continuity risks. It also ensures that management implements effective internal controls and complies with data protection laws, while reviewing periodic risk reports, monitoring corrective actions, and recommending preventive or remedial measures for significant risks to the Board of Directors.

Specialized supporting committees are formed under the Board of Directors to review specific matters requiring shared expertise. During 2025, four committee meetings were held with the participation of Board members. These committees are composed of members from different committees, based on the Chairman's decision and the nature of the matters under review, with relevant Board members selected or invited to ensure the necessary expertise and support informed decision-making.

* In March 2025, the Board dissolved the Administrative Development Committee upon completion of its mandate and established a Risk Management Committee in December to strengthen risk oversight.

Compliance and Regulatory Adherence

Telecom Egypt maintains a strong approach to ensuring full compliance with all applicable laws, regulations, and directives issued by both external authorities and internal governance bodies. The company actively monitors adherence across its operations, promptly addressing any identified breaches and taking corrective action where necessary.

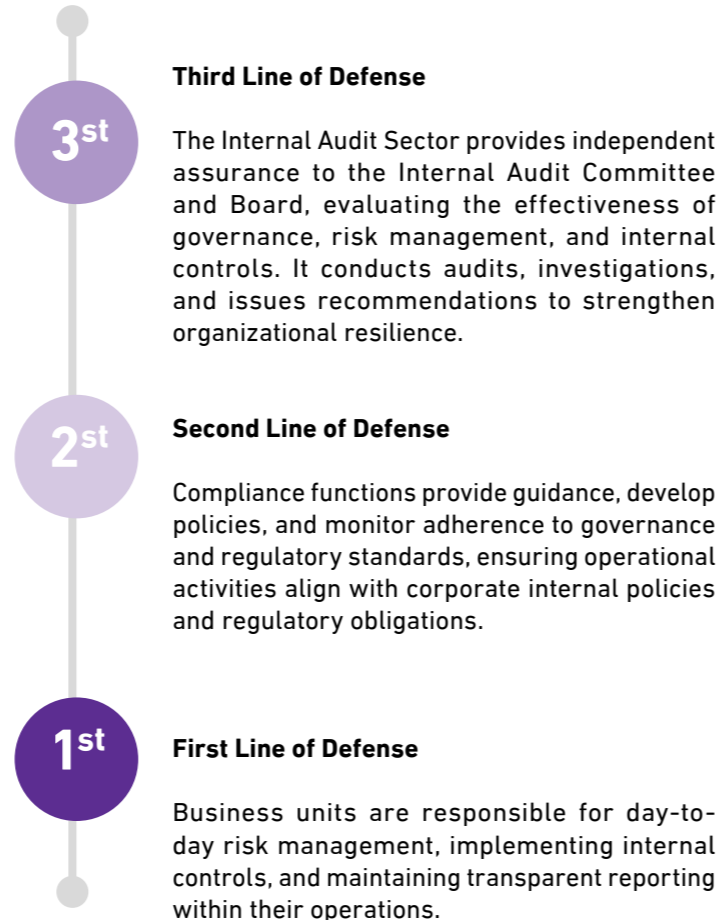
Telecom Egypt's Three Lines of Defense

A unified framework for governance, risk management, and internal control

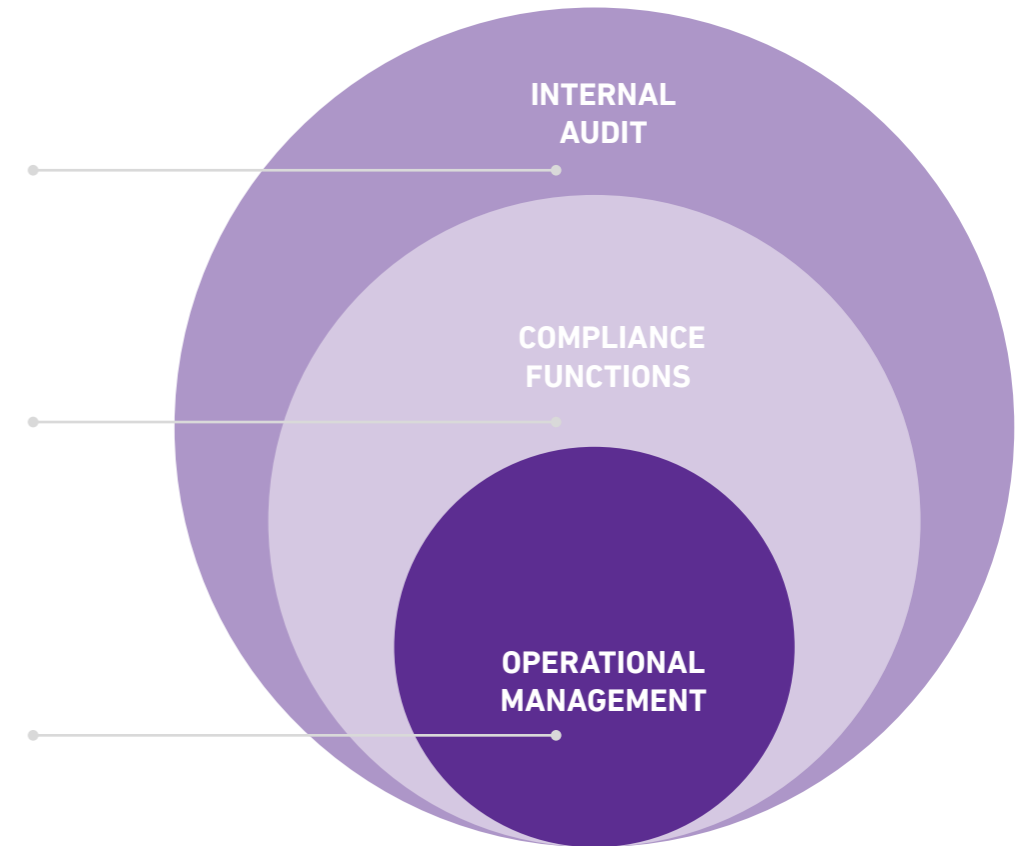
To ensure strong governance, transparency, and effective enterprise-wide risk management, Telecom Egypt applies the internationally recognized Three Lines of Defense model. This framework clarifies roles and responsibilities across the organization and ensures that risks are identified, managed, and independently verified through coordinated layers of oversight.

Business Process Optimization

Telecom Egypt ensures consistent and efficient operations across all entities by establishing key policies, procedures, guidelines, and frameworks at the group level. This approach fosters alignment with strategic objectives, strengthens governance, and supports the seamless integration of best practices across the organization. By standardizing processes, the company enhances operational resilience, compliance, and long-term value creation for all stakeholders.



Three Lines of Defense



Upholding Integrity & Human Rights

Our Approach

Telecom Egypt is committed to upholding the highest standards of integrity, transparency, and respect for human rights across all operations.

These principles form the foundation of our governance framework, guiding decisions at every level and ensuring that accountability is embedded in the way we do business. We emphasize ethical conduct as a daily practice, supported by policies that safeguard fairness, prevent misconduct, and reinforce trust among stakeholders. Respect for human rights and fair labor is central to this approach, shaping how we treat our employees, engage with partners, and serve our customers. By fostering a culture of responsibility and inclusion, we aim to ensure that growth is achieved in a way that is both sustainable and socially responsible.

Our Progress

During the reporting period, Telecom Egypt advanced its governance practices by strengthening transparency, reinforcing accountability, and ensuring that ethical standards were consistently applied across operations.

We improved disclosures, enhanced compliance with updated regulations, and continued to promote a culture of fairness, responsibility, and respect for human rights.

Transparency and Integrity

Telecom Egypt upholds the highest standards of transparency, providing stakeholders with clear, timely, and accurate financial and non-financial information. The company publishes its financial statements alongside independent auditors' reports and promptly communicates any material developments that may influence share performance, shareholder rights, or ownership structure.

All significant disclosures are submitted to the Egyptian Exchange and the Financial Regulatory Authority using approved formats and are simultaneously made available on the company's [investor relations website](#).

Ethics & Conduct Framework

Telecom Egypt's Employee Regulations include a Code of Ethics that sets out the values and principles guiding employee behavior, promoting integrity, professionalism, and accountability across all operations. The code clarifies employee rights and responsibilities; outlines prohibited practices and reinforces expectations for ethical decision-making. In parallel, Telecom Egypt is developing a dedicated Code of Conduct to further strengthen governance and embed a unified culture of responsibility, transparency, and respect across the organization.

Conflicts of Interest

Telecom Egypt is committed to conducting all business activities with integrity, impartiality, and transparency. All employees and management are expected to disclose any actual, potential, or perceived conflicts of interest promptly, ensuring that personal interests do not compromise or appear to compromise professional judgment or the company's best interests. These practices reinforce our ethical culture, safeguard decision-making, and help maintain the trust of our stakeholders.

Compensation, Incentives, and Rewards

Telecom Egypt's compensation framework is guided by the Employee Regulations, ensuring fair and transparent wage structures. Each role is evaluated within the company's pay scale, with salaries determined according to clearly defined job valuation criteria.

Incentive and reward programs are designed around standardized performance metrics, aligning with structured plans to achieve organizational objectives. Professional allowances are determined based on carefully established standards, reflecting the nature and importance of each role within the organizational structure. These allowances are directly linked to the actual duties performed, ensuring alignment between compensation and contributions.

Insider Trading and Related Parties Policy

Telecom Egypt is committed to maintaining the highest levels of transparency, regulatory compliance, and market integrity, which has earned the company a distinguished reputation within the Egyptian Exchange and among capital market regulators. In line with the amendments to Article 38 of the Listing and Delisting Rules issued by the Financial Regulatory Authority (FRA), the company has implemented clear internal policy and process to regulate insider trading and related party transactions, safeguarding its market value and shareholders' interests.

Insider Trading Policy's Key Measures



1 Updated Policies

Clear, aligned framework with international standards.

2 Risk Assessments

Ongoing evaluation of potential risks and vulnerabilities.

3 Regular Audits

Continuous monitoring for compliance and improvement.

4 Training & Awareness

Empowering employees with updated knowledge.

5 Incident Response

Swift action to address and resolve breaches.

Whistleblowing and Grievance Mechanism

Telecom Egypt maintains a Whistleblowing and Grievance Mechanism to ensure employees and external stakeholders have safe, trusted, and effective channels to raise concerns, report misconduct, or seek resolution for workplace issues. The mechanism oversees the full lifecycle of each case, from submission and investigation to resolution and feedback, ensuring fairness, confidentiality, and non-retaliation for all good-faith reports.

Complaint Management Channels

Internal complaints

Managed through the Employee Grievance Department in coordination with relevant departments and operating support sectors.

External complaints

Cases are handled by the concerned Vice President for Operating Support teams/sectors, and can be submitted via multiple channels, including:

- Complaint form at TE's Smart Village reception
- Governmental Complaints Portal
- TE's fax or letters
- Other approved communication channels

As part of our commitment to continuous improvement, Telecom Egypt is digitalizing the Whistleblowing process through a dedicated Whistleblowing Portal. The portal will offer employees a secure, anonymous channel to report corruption-related incidents, including bribery, fraud, embezzlement, abuse of power, and other forms of misconduct, while allowing the upload of supporting documents and providing a unique tracking number for follow-up.

This transformation enhances accessibility, transparency, and ethical governance, strengthening our commitment to responsible and accountable business conduct.





Anti-Bribery and Anti-Corruption

Telecom Egypt upholds the highest ethical standards and maintains a zero-tolerance stance on bribery and corruption. All employees and business partners are expected to act with integrity, transparency, and accountability, in full compliance with applicable laws and regulations.

All reported corruption cases are investigated and resolved, resulting in disciplinary actions for employees and termination or non-renewal of contracts for business partners where applicable. Our Anti-Corruption Policy applies to all governance members, employees, and business partners, with mandatory training provided to all new employees to reinforce awareness and compliance from the outset.



Ensuring Fair Competition

As the largest telecommunications provider in Egypt, Telecom Egypt is committed to ensuring that our market position does not create unfair barriers to competition. We comply with all competition and anti-trust regulations and embed these principles into our governance and operations.

Our majority government ownership reinforces this responsibility, aligning our practices with national priorities and the public interest while ensuring transparency through fair pricing structures, equal access to infrastructure, and ongoing engagement with regulators. We remain committed to acting with integrity in all business dealings to support Egypt's long-term growth.

Telecom Egypt has reinforced clear guidelines across all sales channels, instructing sales representatives and their managers not to require customers to subscribe to fixed internet services when obtaining fixed voice services, nor to favor any specific internet provider over others.

These guidelines are regularly reviewed, updated, and communicated, with accountability measures in place to ensure compliance and uphold transparent, competitive practices.



Responsible Labor Standards and Working Conditions

Telecom Egypt is committed to maintaining fair, ethical, and sustainable working conditions across its operations and value chain. We uphold the fundamental human rights of all employees and strictly prohibit child labor, forced labor, and any form of exploitation, in full compliance with national labor laws. While the risk of child or forced labor within our own operations is low due to the high technical requirements of the telecom sector, we recognize that risks may exist in upstream construction, maintenance, and manufacturing supply chains. To address this, all contractors and suppliers are required to adhere to strict labor standards, and we conduct ongoing monitoring and audits to ensure compliance and implement corrective actions where needed.

We also support gender equality, provide equitable compensation, and respect employees' freedom of association and collective bargaining. For employees not covered by collective agreements, working conditions and benefits align with national regulations and internal policies to ensure fair and consistent treatment across the workforce.

Zero Tolerance for Harassment

We are dedicated to fostering a safe, respectful, and inclusive work environment built on trust, tolerance, and collaboration. Harassment in any form whether based on gender, ethnicity, religion, nationality, disability, or other factors is strictly prohibited. Employees are encouraged to report concerns promptly through established reporting channels, with full assurance of confidentiality and non-retaliation. We are committed to taking prompt, fair, and decisive action to address concerns, ensuring our workplace remains a space where every individual feels valued and protected.

Strengthening Awareness on Harassment Prevention

In 2024, Telecom Egypt delivered a specialized workshop in collaboration with Senior Consultant and Gender & Legal Expert, Ms. Nehad Abolkomsan. The session brought together employees, senior managers, and participants from the Legal and HR departments, focusing on the prevention of violence and sexual harassment in the workplace.

The workshop covered key topics including:

- The employer's role in enforcing national legislation related to ending sexual harassment
- A review of Telecom Egypt's internal policies on sexual harassment prevention
- Legal frameworks for establishing effective reporting and response mechanisms
- Procedures for appropriately handling and addressing harassment incidents
- An overview of relevant legal texts and obligations





Protecting Data & Building Digital Trust

Our Approach

Egypt's digital economy relies on secure, uninterrupted infrastructure.

As cyber threats grow in scale and sophistication, Telecom Egypt continues to invest in systems that protect critical platforms and national data flows. In 2023 and 2024, our cybersecurity function focused on prevention, resilience and readiness, ensuring that the services people and institutions depend on remain safe, stable and always available.

Our Progress

We operate within a robust cybersecurity system guided by international and national standards, including ISO/IEC 27001, NIST, GSMA SAS and Egyptian cybersecurity and data protection laws

During the reporting period, Telecom Egypt achieved ISO 27001 certification for its Data Centers and GSMA SAS accreditation for the Regional Data Hub, which now securely hosts Egypt's national eSIM platform. Regulatory licensing was also advanced for cloud and colocation services across B90, B7, El Shorouk, and RDH facilities.

Proactive Threat Detection and Response

Our 24/7 Security Operations Center monitors more than 150,000 security events each month. A multilayered defense approach includes real-time analytics, threat deception, attack surface monitoring and dark web surveillance. To strengthen operational readiness in 2023 and 2024, we:

- Conducted vulnerability assessments and annual penetration testing across all critical infrastructure
- Deployment of data loss prevention tools
- Automated core investigation tasks to reduce response time and improve containment
- Conducted annual cyber-drills with governmental sectors to enhance incident response time.
- Embedded cybersecurity reviews into all new product and service launches

Governance and Oversight of Cybersecurity

Cybersecurity performance is reported regularly to executive leadership. Third-party risk assessments are conducted at the vendor onboarding stage and reassessed periodically, ensuring that our wider ecosystem meets Telecom Egypt's security standards.





Embedding Cyber Awareness Across the Workforce

Telecom Egypt continued to strengthen its cybersecurity culture by expanding awareness and capacity-building programs across the organization. A series of three phishing simulation campaigns were carried out to assess employee readiness and reinforce safe digital behaviors.

To deepen understanding of cyber risks, the Cybersecurity team delivered over 50 in-person awareness sessions across multiple sectors, complemented by recorded training modules made accessible to all employees through the Training and Development platform.

In parallel, Telecom Egypt broadened its engagement with youth by delivering four cycles of a Cybersecurity Summer Internship Program, equipping more than 150 university students with foundational skills in cyber defense. Continuous communication played a key role in reinforcing learning, with over 40 awareness emails and ten educational videos distributed company-wide to help employees recognize, prevent, and respond to cyber threats effectively.

100% of newly hired employees undergo mandatory cybersecurity induction training, ensuring they are equipped with the fundamental knowledge and awareness required to address basic cybersecurity risks and compliance from the start of employment.

50+ in-person cybersecurity awareness sessions delivered

3 Phishing simulation campaigns conducted

150+ undergraduates trained through 4 internship cycles

40+ Awareness emails circulated company-wide

10 Cybersecurity awareness videos shared with all employees

100% of newly hired employees undergo mandatory cybersecurity induction training

Building Egypt's Future Cybersecurity Talent

Telecom Egypt also contributed to building Egypt's future cybersecurity workforce. Over 150 undergraduates participated in internship programs across four structured cycles.

A major strategic shift in 2023 was the repositioning of our cybersecurity function from a support service to a national capability. Through WE Innovate, Telecom Egypt launched eight technical courses and one Security Analyst Diploma, supporting both internal workforce development and broader national digital skills growth.

Read more in section [WE Innovate: Powering Egypt's Cybersecurity Ecosystem](#)

Future Roadmap

Our 2026 roadmap includes accelerating the deployment of data loss prevention capabilities, advancing the transition to a zero-trust architecture, integration of AI-powered detection systems and progressive improvement of the cybersecurity awareness program for sustainable awareness maturity. These steps are designed to keep pace with a rapidly changing threat environment while reinforcing our role as the secure foundation of Egypt's digital economy.



Operational Resilience & Risk Oversight

Our Approach

Our Integrated Management System (IMS), aligned with ISO 31000 principles, ensures a structured and proactive approach to identifying, assessing, and mitigating risks that could impact service continuity, quality, safety, or environmental performance.

We anticipate and prepare for challenges such as evolving cybersecurity threats, shifting customer expectations, disruptive technologies, climate change, and supply chain pressures. Our approach combines internationally recognized standards, targeted investment in infrastructure, and operational policies that set clear expectations for performance, sustainability, and security.

Our Progress

Integrated Risk Management

Telecom Egypt adopts a holistic approach to risk management that recognizes the increasing interconnectedness between financial and non-financial risks.

As global standards evolve particularly with the introduction of the IFRS Sustainability Disclosure Standards, risks related to climate, sustainability, operations, and finance are no longer viewed in isolation.

Instead, we are strengthening our ability to understand how these risks interact and how they influence our long-term resilience and value creation.

Financial and Sustainability-Related Risks

Traditional financial risks such as liquidity pressures, foreign exchange fluctuations, interest rate movements, and credit exposures remain central to our risk landscape. We monitor these closely through structured assessments, forecasting, and reporting mechanisms designed to ensure exposures remain within defined thresholds. Increasingly, however, these financial dimensions are being shaped by sustainability-related factors. Climate change, regulatory shifts, and investor expectations can influence asset valuations, operational costs, and access to capital. Recognizing this, Telecom Egypt has begun integrating sustainability considerations into financial risk evaluation.

Operational and Non-Financial Risks

Alongside financial exposures, we manage a broad range of non-financial and operational risks, including network reliability challenges, cybersecurity threats, sector-specific risks such as call bypass, and environmental and social concerns across the value chain. These risks influence service quality, customer trust, and our reputation. To safeguard stability, we continuously enhance internal systems, strengthen business continuity measures, and maintain rigorous governance processes across all operations.

We are currently in a learning and maturity-building phase of our risk management journey, analyzing incidents and lessons learned to inform

improvements. These insights are being used to scale and strengthen our risk management framework, enhance controls, and embed preventive measures across the organization to reduce the likelihood and impact of future risks.

Towards Integrated Risk Governance

A major milestone in our journey is the development of Telecom Egypt's first climate risk assessment, which will apply scenario analysis in line with global best practice. This assessment will not only help us identify physical and transition risks associated with climate change but will also support financial resilience by uncovering long-term sustainability-related financial risks. It marks a step toward full alignment with IFRS sustainability requirements and strengthens the foundation for future TCFD-aligned disclosures.

Our Integrated Management System (IMS) combining ISO 9001:2015, ISO 45001:2018, ISO 14001:2015, and ISO 27001 certifications continues to reinforce operational excellence and risk discipline across design, development, implementation, and service support. Since first obtaining IMS certification in 2022, we have successfully maintained compliance through surveillance audits in 2023 and 2024 and a comprehensive recertification audit in April 2025, reflecting our commitment to continuous improvement and strong internal controls. Along side our commitment to expand scope operationally (exchanges, cable landing station).





Net Neutrality and Related Practices

Telecom Egypt views net neutrality, paid peering, and zero-rating as issues that shape both digital inclusion and customer trust. Open access supports fairness and transparency, while paid peering can enhance network efficiency and service quality. Zero-rating offers an opportunity to widen participation, particularly in underserved communities, though it requires careful balance to ensure market fairness. All practices are conducted in accordance with national regulatory frameworks, and we continue to monitor regulatory developments and engage transparently with stakeholders to manage risks while promoting accessible and reliable connectivity for all.

Business Continuity & Network Reliability

Service continuity is protected through network designs that integrate redundancy, scalability, and real-time monitoring. These measures address risks such as infrastructure damage, peak demand surges, or regional disruptions.

Telecom Egypt's core network operates with a strong focus on resilience and operational continuity, ensuring uninterrupted connectivity. To enhance network stability, comprehensive backup systems and redundancy measures have been implemented across all critical infrastructure components, safeguarding services against potential disruptions.

Read more about our approach to ensuring network reliability in chapter Delivering Network Quality & Service Excellence on page 72

Strengthening Resilience through Diverse Global Connectivity

In 2024, Telecom Egypt advanced its global resilience strategy by joining e&, Telin, and a major Indian operator in the ICE IV consortium developing an 11,000 km subsea system linking Southeast Asia, India, the Middle East, and Egypt. With new diverse routes, including the Sunda Strait and a long-awaited landing in Kochi, the system reduces dependence on traditional corridors and lowers the risks associated with congestion, outages, and geopolitical tension. Its DC-to-DC architecture further enhances network continuity by minimizing single points of failure.

For Egypt, ICE IV reinforces the security and stability of international data flows, supporting uninterrupted digital trade and ensuring that businesses and governments benefit from robust, high-capacity connectivity designed to protect as well as connect.

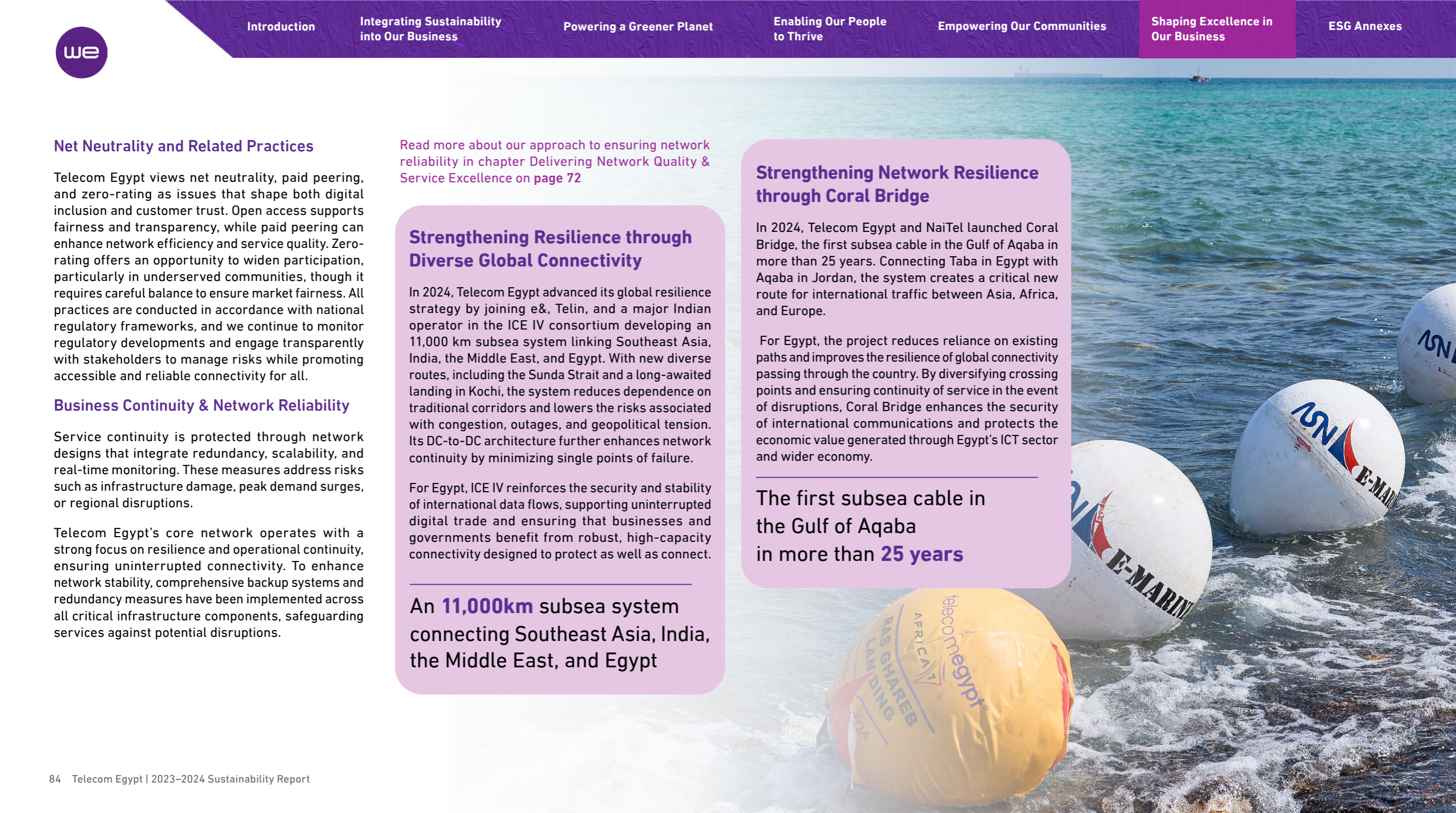
An **11,000km** subsea system connecting Southeast Asia, India, the Middle East, and Egypt

Strengthening Network Resilience through Coral Bridge

In 2024, Telecom Egypt and NaiTel launched Coral Bridge, the first subsea cable in the Gulf of Aqaba in more than 25 years. Connecting Taba in Egypt with Aqaba in Jordan, the system creates a critical new route for international traffic between Asia, Africa, and Europe.

For Egypt, the project reduces reliance on existing paths and improves the resilience of global connectivity passing through the country. By diversifying crossing points and ensuring continuity of service in the event of disruptions, Coral Bridge enhances the security of international communications and protects the economic value generated through Egypt's ICT sector and wider economy.

The first subsea cable in the Gulf of Aqaba in more than **25 years**





Delivering Network Efficiency & Service Excellence

Our Approach

Delivering world-class connectivity starts with understanding the diverse needs of the people, private and government institutions and businesses we serve.

Our portfolio spans high-speed broadband, mobile voice and data, and advanced digital solutions such as cloud, IoT, and smart city applications, each designed to enhance performance, create opportunities, and meet the highest standards of reliability. Tailored services for Corporate, enterprise and international clients enable digital transformation at scale, strengthening competitiveness across industries and supporting long-term growth.

The infrastructure and capacity we provide to domestic and international operators keep Egypt seamlessly connected to the global economy, further reinforced by securing the nation's first 5G license to accelerate next-generation connectivity.

The business is structured across the Retail and Wholesale segments, supporting five distinct business lines that deliver value to customers and partners in Egypt and internationally.

Our Progress

Over the past two years, Telecom Egypt continued to scale its operations while strengthening its role in enabling inclusive digital and economic growth across the country. In 2024, the customer base expanded across all service lines, reflecting sustained demand for reliable connectivity and digital services. Mobile subscribers grew by 13% year-on-year, increasing from 12.4 million in 2023 to 14.0 million in 2024, while fixed voice subscriptions rose by 6%, reaching 13.2 million. Broadband connectivity also continued its upward trajectory, with subscribers increasing by 8% year-on-year to 10.3 million, supporting wider access to high-speed internet nationwide.

This growth translated into strong financial performance across Telecom Egypt's business lines. Total revenues increased by 45% year-on-year, driven by strong expansion in international and infrastructure-related services. Revenues from International Carrier Affairs (ICA) rose by 75%, reflecting growing international demand and Egypt's strategic position as a global connectivity hub, while International Cables & Networks (IC&N) revenues grew by 46% following continued investments in subsea infrastructure. Strong momentum was also recorded in domestic operations, with Home services revenues increasing by 45% and Enterprise revenues rising by 31%, underscoring the growing reliance of households and businesses on digital connectivity.

As Telecom Egypt continues to expand its customer base and revenue streams, this growth is being pursued alongside national priorities such as digital inclusion, economic participation, and infrastructure resilience. By strengthening connectivity at scale, both domestically and internationally, the company continues to ensure that digital progress translates into tangible social and economic value for Egypt.





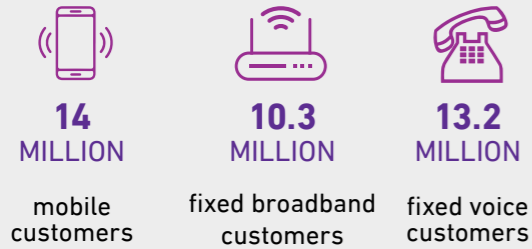
Retail



Consumer Services (Home)

Provides fixed voice and broadband, mobile voice and data, and value-added services designed to deliver reliable connectivity, convenience, and cost efficiency for households, individuals, and small enterprises.

Performance Highlight



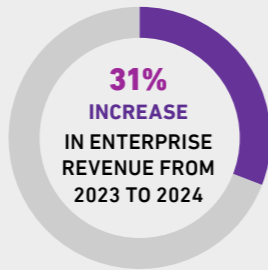
Enterprise Services & Solutions

Delivers integrated telecommunications solutions, including fixed and mobile voice, high-speed data, networks, cloud, IoT, managed services, and smart city applications, tailored to the needs of private and public sector organizations of all sizes.

Performance Highlight

31,000 GOVERNMENT BUILDINGS connected via Fiber-to-the-Building program (phased rollout)

DATA DRIVING GROWTH contributing to **41%** of our revenue growth from 2023 to 2024



Wholesale



Domestic Wholesale

Supplies national operators with essential infrastructure and access facilities, enabling network expansion, improving service quality, and meeting the growing demand for high-speed, reliable connectivity within Egypt.

Performance Highlight

3-10 YEAR AGREEMENTS

Signed with domestic mobile network operators



Egypt's telecom infrastructure provider



International Carriers Affairs (ICA)

Offers transit and termination services through more than 70 direct relationships with global carriers, generating foreign currency earnings and supporting extensive international roaming agreements for cost-effective worldwide connectivity.

Performance Highlight

70+ DIRECT RELATIONS with international carriers for wholesale voice services

PRIMARY

Provider of internal calls to mobile network operators



International Cables & Networks (IC&N)

Enables more than 90% of internet traffic exchange between Asia, Africa, and Europe through strategic investments in subsea cable systems, diverse routes to over 170 global partners, sustainable data center solutions, and Egypt's first Internet Exchange Point.

Performance Highlight



15
SUBMARINE CABLES
in service



10
CABLE LANDING
STATIONS
across Egypt



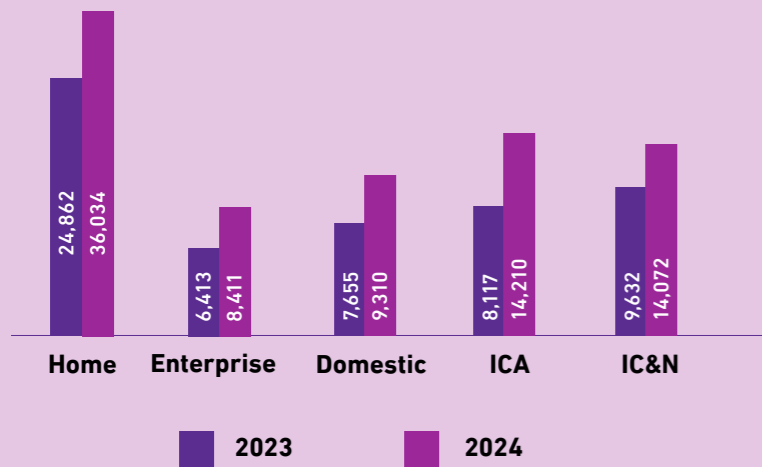
Largest international network footprint in the region



Delivering Sustained Growth Across All Sectors

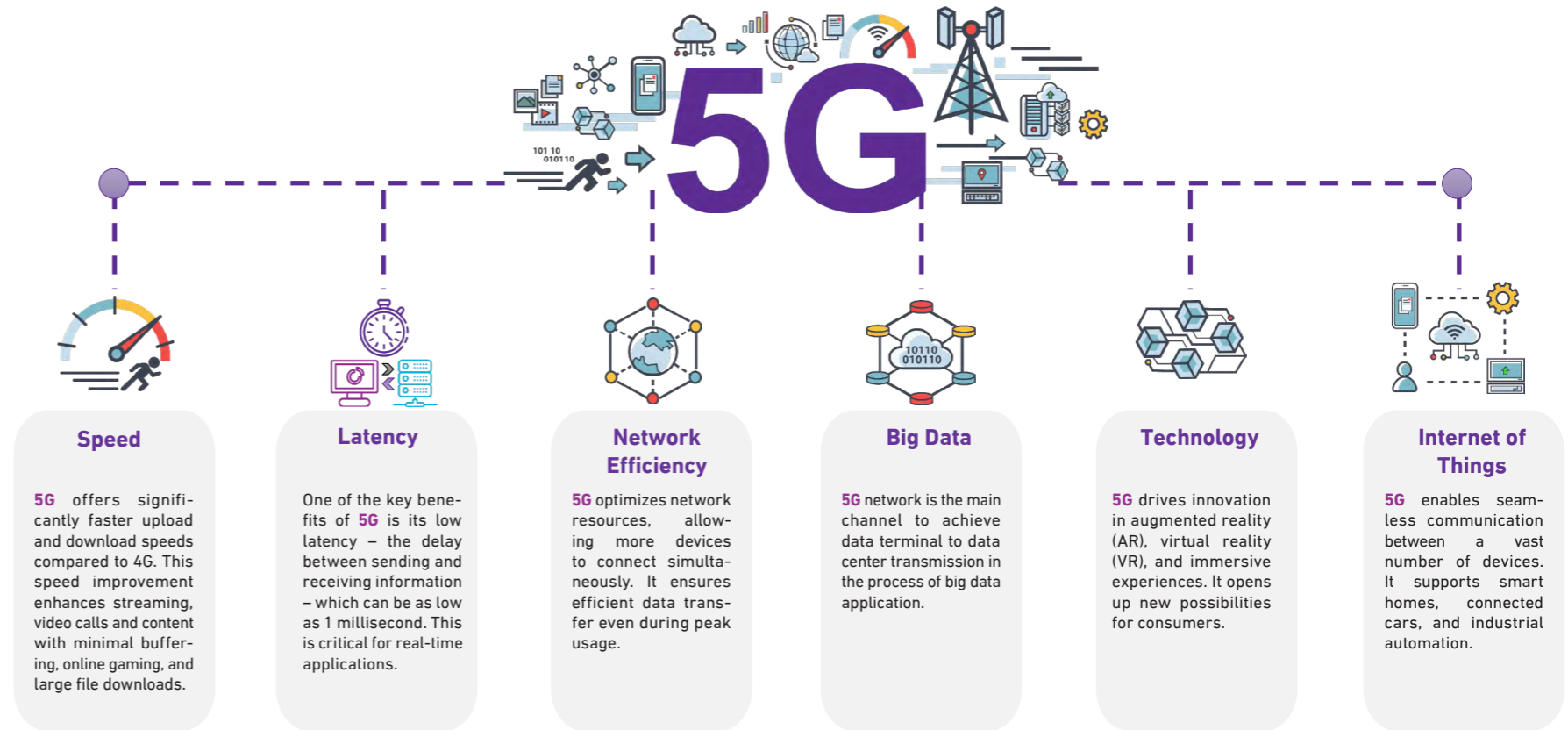
Telecom Egypt's revenues grew strongly across every business sector in 2024, demonstrating the resilience of our network and the trust placed in us by customers at home and abroad. This broad-based growth reflects the strength of our role as Egypt's digital backbone and underscores our ability to deliver value across retail, enterprise, domestic, and international markets. Building on this momentum, we are confident in our capacity to continue driving sustainable growth in 2025 and the years ahead.

Disaggregation Telecom Egypt Revenue Analysis (in millions EGP)



Pioneering 5G in Egypt

Securing Egypt's first 5G license in January 2024 marked a defining milestone for Telecom Egypt and the nation's digital future. Granted by the National Telecommunications Regulatory Authority for a 15-year term at a value of USD 150 million, the license positions us at the forefront of next-generation connectivity. 5G services will deliver lower latency, higher capacity, and greater bandwidth, improving the customer experience during peak usage while unlocking advanced applications for enterprises. Combined with our extensive fiber investments, 5G will accelerate Egypt's digital transformation, enable new services across industries, and reinforce our role as the backbone of national and regional connectivity.



Key projects delivered

Expanding National Digital Access

In 2024, Telecom Egypt signed long-term infrastructure agreements with Vodafone Egypt worth EGP 30 billion, aimed at accelerating the rollout of 5G services and enhancing national digital access.

These agreements extend fiber connectivity to mobile towers, expand virtual fixed voice and internet services, and secure the long-term use of Telecom Egypt's transmission infrastructure through 2031.

The partnership reflects more than just a commercial relationship – it supports stronger network quality for millions of users, unlocks new digital services, and reinforces Telecom Egypt's position as both a strategic infrastructure provider and a key stakeholder in Egypt's telecommunications future.

EGP 30 billion invested in infrastructure to accelerate the rollout of 5G services



Egypt's Digital Gateway Expanded with Completion of 2Africa Cable Landing

In 2023, Telecom Egypt completed the Egyptian segment of the 2Africa subsea cable system with the successful landing in Port Said. This milestone follows the earlier landing in Ras Ghareb and finalizes Egypt's terrestrial and marine integration into what will become the world's largest subsea cable network.

The 2Africa system is a 45,000km project linking 33 countries and over 3 billion people across Africa, Asia, and Europe. Designed with a capacity of up to 180Tbps, it will deliver more bandwidth than all existing African cables combined, strengthening regional access to fast, secure, and cost-effective internet.

Telecom Egypt's role in the consortium goes beyond infrastructure – it reflects Egypt's growing influence as a global digital gateway. By leveraging its dual coasts, geo-diverse landing stations, and trans-Egypt terrestrial routes, Telecom Egypt provides seamless optical connectivity between continents, supported by next-generation fiber and fully redundant paths. The crossing between the Red Sea and Mediterranean was completed ahead of schedule in 2020, and now connects Ras Ghareb and Port Said via dual routes adjacent to the Suez Canal.

The Port Said landing marks not only the physical completion of Egypt's segment, but also reinforces Egypt's strategic position in international data traffic. With 90% of all regional traffic already passing through its systems, Telecom Egypt's leadership in the 2Africa project underscores its critical role in enabling global connectivity, expanding digital inclusion across Africa, and supporting the next generation of broadband, 4G, and 5G networks.

"With a capacity of up to **180 Tbps**, it will deliver more bandwidth than all existing African cables combined"



WeConnect – A New Standard for Subsea Cross-Connectivity

WeConnect is Telecom Egypt’s digital platform that allows global connectivity partners to mix and match subsea cable capacity between the Red Sea and the Mediterranean using a fully open, neutral, and self-service model. It provides agile, click-to-order cross-connectivity across 14 subsea cable systems and 10 landing stations, linked via 10 terrestrial routes.

Through WeConnect, users gain full control over how their traffic is routed across continents, with simplified commercial agreements and globally competitive pricing. The model improves resiliency, reduces lead times, and enables efficient scaling.

By removing friction and standardizing access to one of the world’s most strategically positioned cable corridors, WeConnect supports faster deployment of digital infrastructure, enhances international redundancy, and helps global partners expand with greater confidence across Africa, Asia, and Europe.

“Through **WeConnect**, users gain full control over how their traffic is routed across continents”



Medusa Cable Extension to Port Said

By 2025, Egypt will gain a new subsea route connecting the Mediterranean and the Red Sea. Through our agreement with the Medusa Submarine Cable System, Telecom Egypt is enabling an 8,760km cable to land at Port Said and extend inland to our landing stations in Suez, Zafarana, and Ras Ghareb.

This creates a direct and diverse pathway linking Europe and North Africa to Asia.

Medusa will span ten countries and deliver up to 20 Tbit/s per fiber pair, offering faster, more resilient connectivity across three continents. The project strengthens Egypt’s position as a strategic intercontinental gateway and reflects our ongoing investment in future-ready digital infrastructure.

“Telecom Egypt is enabling an **8,760km cable** to land at Port Said and extend inland”





Working with Mada to Enhance International Messaging

Telecom Egypt signed a multi-year agreement with Mada Communications, selecting it as its preferred partner for international SMS services. Mada was chosen after a rigorous selection process for its strong security standards, trusted partnerships, and adaptable platform that integrates seamlessly with Telecom Egypt’s systems. Through this collaboration, Mada manages all Application-to-Person (A2P) messaging, including critical functions such as two-factor authentication and automated notifications, ensuring safer and more reliable communication for customers. The partnership strengthens service quality, expands customer offerings, and supports sustainable growth in A2P revenues. Enhancing security through trusted standards and two-factor authentication reflects the core value of this partnership, demonstrating how Telecom Egypt and Mada are working together to deliver secure, effective, and innovative voice and messaging solutions.

“Enhancing security through trusted standards and two-factor authentication.”

Working with Nokia to Enhance Mobile Data Services

Telecom Egypt partnered with Nokia to introduce advanced 5G technology in key cities including Alexandria, Giza, Luxor, and Aswan. Leveraging Nokia’s AirScale portfolio featuring baseband units and Massive MIMO radios powered by energy-efficient ReefShark technology the collaboration expands network capacity and enhances speed, streaming quality, and overall performance in some of Egypt’s most high-demand urban areas.

Nokia is also supporting the rollout through comprehensive deployment, integration, and optimization services to ensure a seamless transition to 5G. This partnership strengthens Telecom Egypt’s ability to provide superior mobile broadband, enabling new applications and supporting innovation across multiple sectors. “Delivering faster speeds and greater capacity in Egypt’s busiest areas” reflects the core impact of this collaboration, bringing customers a new standard of mobile connectivity.

“Delivering faster speeds and greater capacity in Egypt’s busiest areas.”





Local Procurement & Responsible Sourcing

Our Approach

As Egypt's largest telecommunications provider, Telecom Egypt holds a unique position of influence within the national economy.

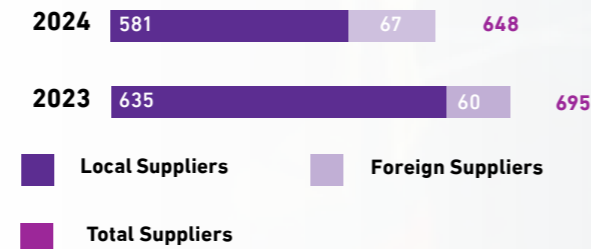
Our supply chain is a critical enabler of our operations and a driver of economic growth and innovation across the country. Guided by Egypt Vision 2030's principle of human-centered development, we ensure that procurement decisions strengthen local industry, build long-term supplier resilience, and uphold high environmental, social, and governance standards.

Protecting and promoting human rights is an essential part of our procurement governance, covering the full cycle from supplier selection to ongoing performance monitoring and concluding with a formal supplier evaluation conducted through a certified process. We require that all suppliers operate ethically, respect labor rights, and maintain safe working conditions that protect the dignity and well-being of workers.

Our Progress

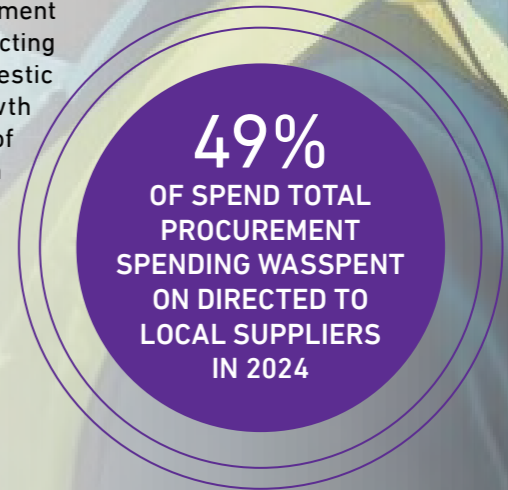
In 2024, we embedded sustainable procurement principles across our operations, focusing on policies and practices that enhance environmental and social performance while ensuring value for the business.

Our procurement framework covers all technical and non-technical goods and services, ensuring compliance with ethical, environmental, and social standards. These standards are emphasized through governance processes that guide supplier onboarding, evaluation, and performance monitoring.



As part of our strategic plan, executed by our Regional Affairs teams, we actively supported local industry localization. This included manufacturing equipment and materials required to implement company projects domestically instead of importing them, in line with technical specifications (boxes, racks, and distribution cabinets). We defined execution models for samples, conducted testing, and initiated production to meet project requirements, while assessing manufacturing alternatives, production steps, and capacity. Initial samples were produced, compliance-tested against original products, and updated as required, demonstrating tangible progress toward local industrial development.

In 2024, 49% of Telecom Egypt's total procurement spending was directed to local suppliers, reflecting a continued shift toward strengthening domestic sourcing. This approach supports the growth of the national economy, builds the capacity of local industries, and contributes to long-term job creation. Prioritizing local procurement also enhances operational resilience by reducing reliance on global supply chains and limiting exposure to international disruptions





Integrating ESG into Procurement Decisions

Telecom Egypt embeds environmental, social, and governance considerations into its procurement practices to ensure responsible and compliant sourcing. Today, all suppliers are required to meet national labor regulations, health and safety standards, and ethical business conduct requirements, which form a core part of our supplier onboarding and performance monitoring. These standards are essential to safeguarding fair labor conditions, product and service quality, and safe working environments across our supply chain.

Looking ahead, Telecom Egypt is strengthening this approach by developing a more structured ESG assessment framework for suppliers. This future-focused model will broaden our evaluation criteria to include environmental practices, social safeguards, and governance maturity, enabling more informed decision-making and contributing to a more resilient and sustainable supply chain. As we advance this work, we aim to elevate responsible procurement practices across the sector while supporting the growth and accountability of our local supplier base.

Digital Transformation of Warehouse Operations

Telecom Egypt advanced its digital transformation efforts in 2024 by automating the warehouse cycle through the implementation of a Warehouse

Management System. This system has significantly reduced paper consumption, shortened approval and processing times, and improved transparency across all inventory activities. By enabling real-time tracking of inbound and outbound materials and providing clear visibility of stock availability, the system has strengthened operational control and enhanced the efficiency of warehouse management. This digital upgrade reflects Telecom Egypt's broader commitment to modernizing its operations and integrating smart, sustainable practices across its supply chain.

Strengthening partnerships for global success

Whilst prioritizing local suppliers, we continued to expand our partnerships globally to keep Egypt firmly interconnected with the international telecommunications network. This dual approach ensures that we contribute to national economic growth while also reinforcing Egypt's position as a central hub in the global economy. Through these partnerships, we access advanced technologies, strengthen network diversity, and maintain the highest standards of service delivery for our customers.

China Mobile International

Through a strategic agreement with China Mobile International, we are combining Egypt's extensive domestic infrastructure with one of the world's largest telecom networks to expand subsea cable capacity and improve route diversity. Planning work is already engaging both international specialists and Egyptian operational teams, blending global know-how with local capability. This collaboration is strengthening the resilience of our connectivity routes and giving Egyptian suppliers exposure to the technologies and practices shaping the future of international telecommunications.

Working with Mobily to Expand Regional Connectivity

In November 2024, Telecom Egypt and Mobily signed an agreement to land the first Saudi-owned submarine cable through the Red Sea, linking Duba in Saudi Arabia with Sharm El Sheikh in Egypt. The project strengthens connectivity between the Arabian Gulf, Egypt, and Europe by combining Mobily's digital corridors with Telecom Egypt's established landing stations and crossing routes. For Saudi Arabia, it supports Vision 2030 by enhancing its role as a regional digital hub, while for Egypt it reinforces its position as a global connectivity gateway. This partnership demonstrates how collaboration expands international capacity, improves resilience, and delivers high-quality services to customers worldwide.

SubCom – IEX Cable Landings

The completion of the IEX subsea cable landings has connected Mumbai to Milan via two new terrestrial crossings in Egypt, reinforcing the country's position as a vital intercontinental hub. Our role in securing permits, coordinating landings, and managing crossings kept the project on schedule and compliant with all operational standards. By enabling this high-capacity route, we are strengthening Egypt's role in the global telecommunications supply chain, attracting international investment, and supporting the growth of the national economy through enhanced connectivity and service diversity. Local marine and terrestrial providers played a key part in the work, building the technical capability needed to compete in future global infrastructure projects.

Collaborating for a Stronger, More Resilient Supply Chain





ESG Annexes

ESG Metrics	94
GRI Content Index	101
SASB Content Index	113
TCFD Content Index	115
UNGC Content Index	116
Glossary and Abbreviations	117
Limited Assurance Statement	118





ESG Metrics

Environmental Indicators

Energy, Water, and Waste

		Unit	2023	2024
Energy Consumption	Diesel ¹	MWh	62,429	80,708
	Petrol ²	MWh	8,034	9,096
	CNG	MWh	327	746
	Purchased electricity	MWh	788,434	834,394
	Purchased RECs	MWh	11,380	8,127
	Total	MWh	870,603	933,070
Water Intake	Municipal Water Intake	m³	3,948,145	4,160,181
	Total recycled solid waste	tons	2,990	2,013
Waste ³	Hazardous waste recycled	tons	1,379	1,008
	Non-hazardous waste recycled	tons	1,611	1,005

¹ The reported figure refers to Diesel consumed by on-site generators and by owned vehicles.
² Petrol is used in the mobile combustion activities.
³ The waste generated is composed of construction waste, plastic scrap, shredded paper, metals and electrical waste.

Carbon Emissions

		Unit	2023	2024
Scope 1 (Direct)	Total	mtCO₂e	49,155	43,628
	Purchased Electricity (location-based)		365,867	385,281
	Purchased Electricity (market-based)		360,647	381,554
Scope 2 (Indirect)	Chilled Water	mtCO ₂ e	1,005	1,179
	Total (location-based)		366,871	386,461
	Total (market-based)		361,651	382,733
	Total (location-based)		416,026	430,089
Scope 1+2	Total (market-based)	mtCO₂e	410,807	426,361
	Total	mtCO₂e	270,240	286,224
Scope 3 (Other Indirect)	Category 1: Purchased goods and services	mtCO ₂ e	1,983	2,454
	Category 2: Capital goods	mtCO ₂ e	49,153	48,623
	Category 3: Fuel and energy related activities	mtCO ₂ e	93,201	99,172
	Category 5: Waste generated in operations	mtCO ₂ e	2,356	2,429
	Category 6: Business travel	mtCO ₂ e	260	115
	Category 7: Employee commuting	mtCO ₂ e	58,562	62,685
	Category 11: Use of sold products	mtCO ₂ e	57,773	62,895
	Category 12: End of life treatment of sold products	mtCO ₂ e	3	2
	Category 13: Downstream leased assets	mtCO ₂ e	162	731
	Category 14: Franchises	mtCO ₂ e	6,787	7,119



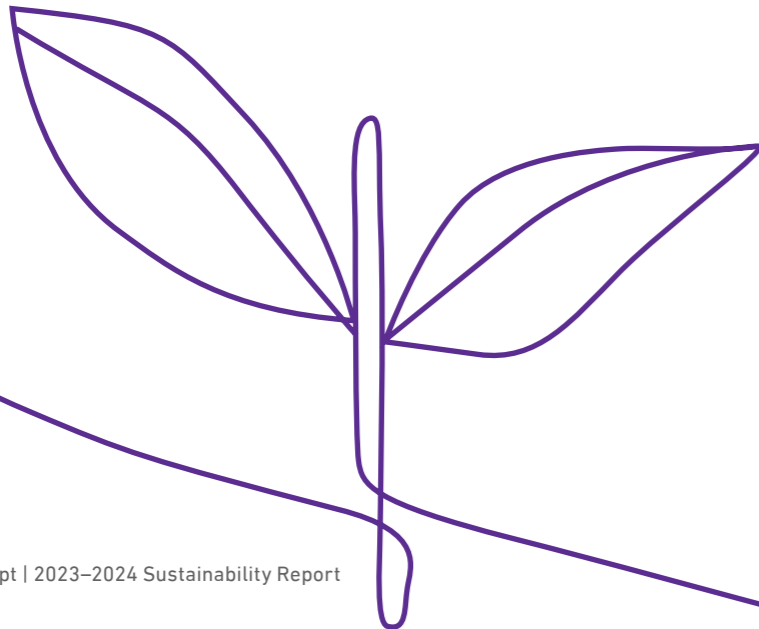
Carbon Emissions

		Unit	2023	2024
Scope (1+2+3)	Total	mtCO₂e	681,047	712,585
		mtCO ₂ e/ Petabyte data consumption	22.69	20.94
Carbon Intensity	Scope 1+2 emissions	mtCO ₂ e/ Million USD revenue	222.04	235.84
		mtCO ₂ e/ Million EGP revenue	7.2	5.2

Social Indicators

Telecom Egypt Workforce Overview

		2023	2024
	Total	46,829	49,086
	Full-time	46,829	49,066
	Male	37,537	39,506
	Female	9,292	9,580
	Part-time	0	20
	Male	0	0
	Female	0	20
Employees	Permanent	34,947	33,870
	Male	27,174	26,489
	Female	7,773	7,381
	Temporary	11,882	15,216
	Male	10,363	13,017
	Female	1,519	2,199
Breakdown by Gender	Male	37,537	39,506
	Female	9,292	9,580
Breakdown by Age	Age under 30	7,248	8,054
	Age 30-50	32,163	33,339
	Age above 50	7,418	7,693





Telecom Egypt Workforce Overview

	2023	2024
Staff Employees	25,607	24,987
Male	20,124	19,797
Female	5,483	5,190
Middle Management	8,798	8,319
Male	6,594	6,214
Female	2,204	2,105
Senior Management	542	564
Male	456	478
Female	86	86
Employees with Disability		
Male	836	658
Female	233	190
Total	1,069	848
Breakdown by Region		
Greater Cairo & Giza	23,332	25,201
Upper Egypt	7,139	7,072
North Coast and Delta Region	12,991	12,897
Red Sea and Suez Canal	2,299	2,793
Sinai and Frontier Governorates	1,068	1,123
Workers who are not employees		
Consultants	12	19

Women Representation

	2023	2024
Female Employees		
Total	9,292	9,580
Percentage of total workforce	19%	20%
Breakdown by Position / Category (% of total)		
Staff employees	21%	21%
Middle management	25%	25%
Senior management	16%	15%
Outsourced employees	13%	14%
Breakdown by Age		
Age under 30	1,134	1,571
Age 30-50	6,526	6,468
Age above 50	1,632	1,541
Women in STEM Positions		
Total	1,181	1,112
Percentage from total	14%	14%
Women in Sales Positions		
Total	3,551	3,571
Percentage from total	36%	38%
Breakdown by Region (% of total)		
Greater Cairo & Giza	22%	22%
Upper Egypt	13%	14%
North Coast and Delta Region	19%	19%
Red Sea and Suez Canal	21%	21%
Sinai and Frontier Governorates	10%	8%



New Hires

		2023	2024
Total New Hires		2,393	4,321
By Gender	Male	2,030	3,706
	Female	363	615
By Age Group	Under 30	1,642	3,417
	30-50	737	898
	Above 50	14	6

Employee Promotions

		2023	2024
Total Promotions		6,995	375
Male		5,739	307
Female		1,256	68
Total promotions (employees – supervisory)		6,973	361
Male		5,718	298
Female		1,255	63
Total promotions (senior level)		22	14
Male		21	9
Female		1	5

Parental Leave

		2023	2024
Number of employees who are entitled to maternity/ parental leave		6,312	9,580
Male		0	0
Female		6,312	9,580
Total number of employees who took maternity/ parental leave during the reporting period		232	376
Male		0	0
Female		232	376
Total no. of employees who returned to work after their maternity/ parental leave ended during the reporting period		122	277
Male		0	0
Female		122	277



Training Hours

		Total Hours		Average Hours per employee ⁴	
		2023	2024	2023	2024
Total training hours		959,705	1,105,752	20.5	22.5
By Gender	Male	815,298	897,369	21.7	22.7
	Female	144,407	208,383	15.5	21.8

Employees Receiving Performance and Career Development Reviews

% from total employees		2023	2024
By Gender	Male	100%	100%
	Female	100%	100%
By Employee Category	Staff employees	100%	100%
	Middle management	100%	100%
	Senior management	100%	100%
	Outsourced employees	100%	100%

⁴ Equals to the total training hours divided by the total number of employees in that category.
⁵ The turnover rates include employees who retired, took early retirement, or passed away during the reporting period.
⁶ Turnover rate is calculated as the % of leavers per category divided by the total number of employees in that specific category as of the end of year.
⁷ Turnover rate is provided as the % of leavers per category divided by the average workforce during the year 2024.
⁸ The Employment Engagement Index (EEI) is derived from four dimensions: Job Satisfaction, Recognition & Rewards, Career Growth Opportunities, and Communication & Feedback. Each dimension is measured using a 5-point Likert scale (Strongly Disagree = 1 to Strongly Agree = 5), converted into a percentage score using the formula: (Average Score - 1) ÷ 4 × 100. The overall EEI represents the average of the four dimensions.
⁹ The Employee Net Promoter Score (eNPS) is estimated by classifying Strongly Agree responses as Promoters, Agree and Neutral as Passives, and Disagree and Strongly Disagree as Detractors, with eNPS calculated as %Promoters - %Detractors.
⁹ Participation rates for both years remained limited, not exceeding 10% of total employees (2024: 5.9%, 2023: 10.8%), which should be considered when interpreting the results.

Employee Turnover⁵

		Headcount	Turnover Rate (%) ⁶	Headcount	Turnover Rate (%) ⁷
		2023	2023	2024	2024
Total Turnover		2,957	6.31%	3,136	6.54%
By Type	Voluntary turnover	1,097	2.34%	1,695	3.53%
	Turnover for cause	1,860	3.97%	1,441	3.0%
By Gender	Male	2,296	6.12%	2,375	6.17%
	Female	661	7.11%	761	8.07%
By Age Group	Under 30	616	8.50%	709	9.27%
	30-50	1,109	3.45%	1,244	3.80%
	Above 50	1,232	16.61%	1,183	15.66%

Employment Engagement and Satisfaction

	2023	2024
Employment Engagement Index	49.5%	37.2%
Employee Net Promoter Score (eNPS)	+0.8	+0.3
Employee engagement survey (% response rate from total employees)	5.9%	10.8%



Governance Indicators

Board Composition

	2023	2024	
Board of Directors by Gender	Total	11	11
	Male	10	10
	Female	1	1
Tenure	0-5 years	6	6
	5-10 years	4	4
	> 10 years	1	1
	Average Tenure	4.6	5.34

Subscriptions

	2023	2024
Number of wireless subscribers	12,449,000	14,014,000
Number of wireline subscribers	12,480,000	13,217,000
Number of broadband subscribers	9,518,000	10,255,000
Mobile data traffic (Petabytes)	245.1	265.6
Fixed Broadband (Petabytes)	17,860.01	20,093.96

Fraud and Corruption

	2023	2024
Number of Fraud Incidents	3	4
Number of Corruption Cases	-	1
Percentage of Investigated Cases Resolved related to fraud	100	100
Percentage of Investigated Cases Resolved related to corruption	-	100
Number of Fraud Risk Assessments Conducted	2	3
Value of Financial Losses Due to Fraud/Corruption	-	-
Number of Whistleblowing Reports Received	-	-



Procurement Practices

	2023	2024
Total number of local suppliers	635	581
Total number of non-local suppliers	60	67
Percent of total procurement spending on local suppliers (%)	60%	49%
Total number of Suppliers ESG assessments (number or % from total suppliers) ¹¹	0	0

ISO Certification¹²

	Validity
ISO 9001 - Quality Management Systems	
ISO 14001 - Environmental Management Systems	2025-2028
ISO 45001 - Occupational Health and Safety Management Systems	
ISO 27001:2022 - Information Security Management Systems ¹³	2026-2029

¹¹ We haven't assessed any of our suppliers based of ESG aspects yet.

¹² Telecom Egypt has maintained Integrated Management System (IMS) certification (ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015) since January 2022. The certification was upheld through surveillance audits in 2023 and 2024, followed by successful recertification in April 2025. The scope covers the design, development, implementation, delivery, and support of fixed and mobile communication services, including broadband, voice, integrated, and enterprise solutions.

¹³ Telecom Egypt has maintained ISO 27001 certification for Facility Management (including buildings, grounds, and infrastructure) since November 2021, with the certification scope expanded over time to cover Buildings B90, B7, B6, and the El Shorouk Data Center.

Financial Indicators

Financial Performance
(EGP Million)

	2023	2024
Total Revenue	56,679	82,037
Total Assets	150,257.06	197,952.79
Non-Current Assets	115,897.34	154,205.48
Depreciation	8.13	12.38
Amortization	2.03	2.62

Disaggregation WE Telecom Revenue Analysis
(EGP Million)

	2023	2024	YoY
Home	24,862	36,034	45%
Enterprise	6,413	8,411	31%
Domestic	7,655	9,310	22%
ICA	8,117	14,210	75%
IC&N	9,632	14,072	46%
Total	56,679	82,037	45%



GRI Content Index

Statement of use	Telecom Egypt has reported in accordance with the GRI Standards for the period from January 1st, 2023, to December 31st 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	None

GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021						
GRI 2: General Disclosures 2021	The Organization and Its Reporting Practices					
	2-1 Organizational details	About This Report Telecom Egypt at a Glance				
	2-2 Entities included in the organization's sustainability reporting	About This Report				
	2-3 Reporting period, frequency and contact point	About This Report				
	2-4 Restatement of information	No restatements				
	2-5 External assurance	About This Report Limited Assurance Statement				



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	Activities and Workers					
	2-6 Activities, value chain and other business relationships	Telecom Egypt at a Glance				
	2-7 Employees	Developing the Telecom Egypt Workforce ESG Metrics				SDG 8.5, 10.3
	2-8 Workers who are not employees	Developing the Telecom Egypt Workforce ESG Metrics				SDG 8.5
	Governance					
	2-9 Governance structure and composition	Robust Corporate Governance Telecom Egypt Website				SDG 5.5, 16.7
	2-10 Nomination and selection of the highest governance body	Robust Corporate Governance				SDG 5.5, 16.7
	2-11 Chair of the highest governance body	Robust Corporate Governance				SDG 16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	Materiality & Stakeholder Engagement Robust Corporate Governance				SDG 16.7
	2-13 Delegation of responsibility for managing impacts	Robust Corporate Governance				PRB 5.1
	2-14 Role of the highest governance body in sustainability reporting	Robust Corporate Governance				
	2-15 Conflicts of interest	Robust Corporate Governance				SDG 16.6



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Robust Corporate Governance				
	2-17 Collective knowledge of the highest governance body	Robust Corporate Governance				
	2-18 Evaluation of the performance of the highest governance body	Robust Corporate Governance	a, b, c	Confidentiality constraints	Telecom Egypt deems this information as confidential.	
	2-19 Remuneration policies	Robust Corporate Governance	a, b	Confidentiality constraints	Telecom Egypt deems this information as confidential.	
	2-20 Process to determine remuneration	Robust Corporate Governance	a, b	Confidentiality constraints	Telecom Egypt deems this information as confidential.	SDG 16.7
	2-21 Annual total compensation ratio	Robust Corporate Governance	a, b, c	Confidentiality constraints	Telecom Egypt deems this information as confidential.	
	Strategy, Policy and Practices					
	2-22 Statement on sustainable development strategy	Message from the Chair of the Board of Directors Message from the CEO				
	2-23 Policy commitments	Our Sustainability Strategy and Approach Robust Corporate Governance Upholding Integrity & Human Rights				SDG 16.3 UNGC 7, 10
	2-24 Embedding policy commitments	Our Sustainability Strategy and Approach Local Procurement & Responsible Sourcing	a	Information incomplete	Granularity not included	
2-25 Processes to remediate negative impacts	Upholding Integrity & Human Rights					



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Upholding Integrity & Human Rights				SDG 16.3
	2-27 Compliance with laws and regulations	Robust Corporate Governance				
	2-28 Membership associations	GSMA				
	Stakeholder Engagement					
	2-29 Approach to stakeholder engagement	Materiality & Stakeholder Engagement				
	2-30 Collective bargaining agreements	There are no collective bargaining agreements applicable at Telecom Egypt.				SDG 8.8
GRI 3: Material Topics 2021						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality & Stakeholder Engagement				
	3-2 List of material topics	Materiality & Stakeholder Engagement				
Business Ethics and Fair Practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	Upholding Integrity & Human Rights				



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Upholding Integrity & Human Rights				SDG 16.5
	205-2 Communication and training about anti-corruption policies and procedures	Upholding Integrity & Human Rights	a, b, c, d, e	Information incomplete/unavailable	Telecom Egypt is working on tracking this data to be disclosed in upcoming reporting cycles.	SDG 16.5
	205-3 Confirmed incidents of corruption and actions taken	Upholding Integrity & Human Rights ESG Metrics	a, b, c, d	Confidentiality constraints	Nature and details of incidents considered sensitive information	SDG 16.5
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices	No relevant legal actions during the reporting period Upholding Integrity & Human Rights				SDG 16.3
Cybersecurity and Data Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Protecting Data & Building Digital Trust				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		a, b, c	Confidentiality constraints	Nature and details of incidents considered sensitive information	SDG 16.3, 16.10
Talent Attraction, Development, and Training						
GRI 3: Material Topics 2021	3-3 Management of material topics	Developing the Telecom Egypt Workforce				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Developing the Telecom Egypt Workforce ESG Metrics				SDG 5.1, 8.5, 8.6, 10.3



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Developing the Telecom Egypt Workforce				SDG 3.2, 5.4, 8.5
	401-3 Parental leave	Developing the Telecom Egypt Workforce ESG Metrics				SDG 5.1, 5.4, 8.5
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Developing the Telecom Egypt Workforce ESG Metrics				SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	Developing the Telecom Egypt Workforce ESG Metrics	b	Not applicable	Telecom Egypt does not provide transition assistance programs.	SDG 8.2, 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	ESG Metrics				SDG 5.1, 8.5, 10.3
Diversity, Equality, and Inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	Advancing Gender Equity and Inclusive Workplaces				SDG 5.1, 5.5, 8.5, 10.3
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Advancing Gender Equity and Inclusive Workplaces ESG Metrics				SDG 5.1, 5.5, 8.5
	405-2 Ratio of basic salary and remuneration of women to men	Not disclosed	a, b	Confidentiality constraints	Confidential information	SDG 5.1, 8.5, 10.3



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
Employee Safety and Wellbeing						
GRI 3: Material Topics 2021	3-3 Management of material topics	Occupational Health, Safety, & Wellbeing				
	403-1 Occupational health and safety management system	Occupational Health, Safety, & Wellbeing				
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health, Safety, & Wellbeing				
	403-3 Occupational health services	Occupational Health, Safety, & Wellbeing				
	403-4 Worker participation, consultation, and communication on occupational health and safety	Not disclosed	a, b	Not formally implemented	Not formally implemented	
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	Occupational Health, Safety, & Wellbeing ESG Metrics				
	403-6 Promotion of worker health	Occupational Health, Safety, & Wellbeing				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health, Safety, & Wellbeing				
	403-8 Workers covered by an occupational health and safety management system	Occupational Health, Safety, & Wellbeing ESG Metrics				
	403-9 Work-related injuries	Occupational Health, Safety, & Wellbeing ESG Metrics				
	403-10 Work-related ill health	Occupational Health, Safety, & Wellbeing ESG Metrics				



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
Accessibility and Digital Inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	Bridging the Digital Divide				
Systemic Risk Management and Network Resilience						
GRI 3: Material Topics 2021	3-3 Management of material topics	Operational Resilience & Risk Oversight				
Community Engagement and Development						
GRI 3: Material Topics 2021	3-3 Management of material topics	Empowering Communities through Connectivity WE Innovate: Powering Egypt's Cybersecurity Innovation Ecosystem Building the Next Generation				SDG 1.4, 2.3
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Empowering Communities through Connectivity WE Innovate: Powering Egypt's Cybersecurity Innovation Ecosystem Building the Next Generation	a	Partial disclosure	Qualitative disclosures only	SDG 1.4, 2.3
	413-2 Operations with significant actual and potential negative impacts on local communities	Empowering Communities Through Connectivity	a	Partial disclosure	Qualitative disclosures only	SDG 1.4, 2.3
Resources Management and Circular Economy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Promoting Circular Economy and Resource Efficiency				



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Promoting Circular Economy and Resource Efficiency	a	Information incomplete/unavailable	Qualitative disclosures only	SDG 8.4, 12.2
	301-2 Recycled input materials used	Promoting Circular Economy and Resource Efficiency	a	Information incomplete/unavailable	Qualitative disclosures only	SDG 8.4, 12.2, 12.5
	301-3 Reclaimed products and their packaging materials	Promoting Circular Economy and Resource Efficiency	a	Information incomplete/unavailable	Qualitative disclosures only	SDG 8.4, 12.2, 12.5
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Promoting Circular Economy and Resource Efficiency				SDG 8.4, 12.2, 12.5
	303-2 Management of water discharge-related impacts	Promoting Circular Economy and Resource Efficiency				SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303-3 Water withdrawal	Promoting Circular Economy and Resource Efficiency ESG Metrics				SDG 6.3
	303-4 Water discharge	Not disclosed	a, b, c, d, e	Information incomplete/unavailable		SDG 6.4
	303-5 Water consumption	Not disclosed	a, b, c, d	Information incomplete/unavailable		SDG 6.3
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Promoting Circular Economy and Resource Efficiency				SDG 6.4
	306-2 Management of significant waste-related impacts	Promoting Circular Economy and Resource Efficiency				SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-3 Waste generated	Promoting Circular Economy and Resource Efficiency ESG Metrics				SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
GRI 306: Waste 2020	306-4 Waste diverted from disposal	Promoting Circular Economy and Resource Efficiency ESG Metrics				SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306-5 Waste directed to disposal	Promoting Circular Economy and Resource Efficiency ESG Metrics				SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy Efficiency & Renewable Integration				SDG 7.2, 7.3, 8.4, 12.2, 13.1
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Efficiency & Renewable Integration ESG Metrics				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-2 Energy consumption outside of the organization	Energy Efficiency & Renewable Integration ESG Metrics	a	Information incomplete/unavailable	Inferred from scope 3 emissions. Energy data not provided	SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-3 Energy intensity	Energy Efficiency & Renewable Integration ESG Metrics				SDG 7.3, 8.4, 12.2, 13.1
	302-4 Reduction of energy consumption	Energy Efficiency & Renewable Integration ESG Metrics				SDG 7.3, 8.4, 12.2, 13.1
	302-5 Reductions in energy requirements of products and services	Energy Efficiency & Renewable Integration	a, b, c	Information incomplete/unavailable		SDG 7.3, 8.4, 12.2, 13.1



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
Climate Change						
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Strategy & GHG Emissions ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-1 Direct (Scope 1) GHG emissions	Climate Strategy & GHG Emissions ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2 Energy indirect (Scope 2) GHG emissions	Climate Strategy & GHG Emissions ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-3 Other indirect (Scope 3) GHG emissions	Climate Strategy & GHG Emissions ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
GRI 305: Emissions 2016	305-4 GHG emissions intensity	Climate Strategy & GHG Emissions ESG Metrics				SDG 13.1, 14.3, 15.2
	305-5 Reduction of GHG emissions	Climate Strategy & GHG Emissions ESG Metrics				SDG 13.1, 14.3, 15.2
	305-6 Emissions of ozone-depleting substances (ODS)	Not disclosed	a, b, c, d	Not applicable		SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not disclosed	a, b, c, d	Not applicable		SDG 3.9, 12.4, 13.1, 14.3, 15.2



GRI Standard	Disclosure	Direct Response / Section in this Report (pg. #)	OMISSIONS			SDG Mapping
			Requirement Omitted	Reason	Explanation	
Sustainable Supply Chain Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	Upholding Integrity & Human Rights Local Procurement & Responsible Sourcing				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Upholding Integrity & Human Rights Local Procurement & Responsible Sourcing	a, b	Information incomplete/ unavailable	Qualitative disclosures only	SDG 8.8
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Upholding Integrity & Human Rights Local Procurement & Responsible Sourcing	a	Information incomplete/ unavailable	Qualitative disclosures only	SDG 5.2, 8.7
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Local Procurement & Responsible Sourcing ESG Metrics				
	308-2 Negative environmental impacts in the supply chain and actions taken	Local Procurement & Responsible Sourcing	a, b, d, e	Information incomplete/ unavailable	Qualitative disclosures only	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Local Procurement & Responsible Sourcing ESG Metrics				SDG 5.2, 8.8, 16.1
	414-2 Negative social impacts in the supply chain and actions taken	Local Procurement & Responsible Sourcing	a, b, d, e	Information incomplete/ unavailable	Qualitative disclosures only	SDG 5.2, 8.8, 16.1

SASB Content Index

SASB Standard – Telecommunication Services

TOPIC	Metric	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response
Environmental Footprint of Operations	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-TL-130a.1	ESG Metrics
Data Privacy	Description of policies and practices relating to targeted advertising and customer privacy	Discussion and Analysis	n/a	TC-TL-220a.1	Protecting Data & Building Digital Trust
	Number of customers whose information is used for secondary purposes	Quantitative	Number	TC-TL-220a.2	Telecom Egypt deems this information as confidential.
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Presentation currency	TC-TL-220a.3	Telecom Egypt deems this information as confidential.
	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-TL-220a.4	Information incomplete/ unavailable
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	Quantitative	Number, Percentage (%)	TC-TL-230a.1	Telecom Egypt deems this information as confidential.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-TL-230a.2	Protecting Data & Building Digital Trust
Product End-of-life Management	(1) Materials recovered through take-back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	Quantitative	Metric tonnes (t), Percentage (%)	TC-TL-440a.1	ESG Metrics



SASB Standard – Telecommunication Services

TOPIC	Metric	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response
Competitive Behavior & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Presentation currency	TC-TL-520a.1	Telecom Egypt deems this information as confidential.
	Average actual sustained download speed of (1) owned and commercially associated content and (2) non-associated content	Quantitative	Megabits per second (Mbps)	TC-TL-520a.2	ESG Metrics
	Description of risks and opportunities associated with net neutrality, paid peering, zero-rating, and related practices	Discussion and Analysis	n/a	TC-TL-520a.3	Operational Resilience & Risk Oversight
Managing Systemic Risks from Technology Disruptions	(1) System average interruption duration, (2) system average interruption frequency, and (3) customer average interruption duration	Quantitative	Minutes, Number	TC-TL-550a.1	ESG Metrics
	Discussion of systems to provide unimpeded service during service disruptions	Discussion and Analysis	n/a	TC-TL-550a.2	Operational Resilience & Risk Oversight

Activity metric	Category	Unit of measure	Code	Reference to Report Section/ Direct Response
Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	ESG Metrics
Number of wireline subscribers	Quantitative	Number	TC-TL-000.B	ESG Metrics
Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	ESG Metrics
Network traffic	Quantitative	Petabytes	TC-TL-000.D	ESG Metrics



TCFD Content Index

Pillar	Recommended Disclosure	Disclosure Mapping
Governance	a. Describe the board’s oversight of climate-related risks and opportunities.	Robust Corporate Governance Climate Strategy & GHG Emissions
	b. Describe management’s role in assessing and managing climate-related risks and opportunities.	Robust Corporate Governance Climate Strategy & GHG Emissions
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Climate Strategy & GHG Emissions
	b. Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	Climate Strategy & GHG Emissions
	c. Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Climate Strategy & GHG Emissions
Risk Management	a. Describe the organization’s processes for identifying and assessing climate-related risks.	Climate Strategy & GHG Emissions
	b. Describe the organization’s processes for managing climate-related risks.	Climate Strategy & GHG Emissions
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	Climate Strategy & GHG Emissions
Metrics and Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Climate Strategy & GHG Emissions Climate Report
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Climate Strategy & GHG Emissions ESG Metrics Climate Report
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Climate Strategy & GHG Emissions

For further information, please refer to [Telecom Egypt’s 2023-2024 Climate Report](#).

UNGC Content Index

Pillar	Recommended Disclosure	Disclosure Mapping
Human Rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.	Upholding Integrity & Human Rights
	Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	Upholding Integrity & Human Rights
	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Upholding Integrity & Human Rights
Labor	Principle 4: Businesses should support the elimination of all forms of forced and compulsory labor.	Upholding Integrity & Human Rights
	Principle 5: Businesses should support the effective abolition of child labor.	Upholding Integrity & Human Rights
	Principle 6: Businesses should support the elimination of discrimination in respect of employment and occupation.	Advancing Gender Equity and Inclusive Workplaces
Environment	Principle 7: Businesses should support a precautionary approach to environmental challenges.	Energy Efficiency & Renewable Integration Climate Strategy & GHG Emissions
	Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.	Promoting Circular Economy and Resource Efficiency
	Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	Climate Strategy & GHG Emissions
Anti-Corruption	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Upholding Integrity & Human Rights



Glossary and Abbreviations

BMS	Building Management System
CSR	Corporate Social Responsibility
DEI	Diversity, Equity, and Inclusion
EAP	Employee Assistance Program
EEAA	Egyptian Environmental Affairs Agency
EIA	Environmental Impact Assessment
eNPS	Employee Net Promoter Score
ESG	Environmental, Social, and Governance
FRP	Fiber Reinforced Polymer
GRI	Global Reporting Initiative
GSMA SAS	Global System for Mobile Communications Security Accreditation Scheme
GSMA	Global System for Mobile Communications Association

HDD	Horizontal Directional Drilling
ICA	International Carriers Affairs
IC&N	International Cables and Networks
ICPC	International Cable Protection Committee
ICT	Information and Communications Technology
IoT	Internet of Things
IMS	Integrated Management System
ISSB	International Sustainability Standards Board
NDC	Nationally Determined Contributions
NIST	National Institute of Standards and Technology
NREA	New and Renewable Energy Authority
NTRA	National Telecommunications Regulatory Authority

OHSMS	Occupational Health and Safety Management System
SASB	Sustainability Accounting Standards Board
SDGs	Sustainable Development Goals
SME	Small and Medium Enterprises
STEM	Science, Technology, Engineering, and Mathematics
TCFD	Task Force on Climate-related Financial Disclosures
TE	Telecom Egypt
UNCLOS	United Nations Convention on the Law of the Sea
WEPS	Women's Empowerment Principles

Limited Assurance Statement

Introduction and Objectives of the Engagement

Masader Environmental & Energy Services S.A.E (the 'Assurance Provider') has been engaged by Telecom Egypt (the 'Reporting Organization') to provide Moderate Assurance Type 1 (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the Telecom Egypt's 2023-2024 Sustainability Report (the 'Report').

Scope, Subject Matter and Limitations

The subject matter of the Report is the Reporting Organization ESG performance data and information for the reporting period 1 January 2023 - 31 December 2024. The scope of assurance is limited to a review of the Selected Information listed below:

- Telecom Egypt's ESG Management
- Stakeholder Engagement
- Materiality Assessment

The assurance process was subject to the following limitations and exclusions.

- Verifying the data or information provided by Telecom Egypt stated in the Introduction section, Telecom Egypt's CEO Letter.
- Appropriateness of definitions and any internal reporting criteria adopted by Telecom Egypt for its disclosures.

- Appropriateness of any new commitments and objectives established and communicated by Telecom Egypt.
- Content of external websites or documents linked from the Report and Telecom Egypt.

We have not been engaged to:

- Verify any statement indicating the intention, opinion, belief and/or aspiration of Telecom Egypt.

Intended Users

The intended users of this assurance engagement are the Reporting Organization and its stakeholders, including but not limited to customers, employees, investors, government, and regulators.

Reporting Criteria

The selected information has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, and the Sustainability Accounting Standards Board (SASB) Standards, in addition to the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, and the UN Global Compact (UNGC) Principles.

Responsibilities of the Reporting Organization

The provision of the Selected Information in the Report is the sole responsibility of the Management

of Telecom Egypt. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards and for calculating the selected KPIs in accordance with Telecom Egypt's "Basis of Reporting".

Responsibilities of the Assurance Provider

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed. Our responsibilities were to:

- Provide Moderate Level (Type 1) assurance as per AA1000AS v3 over the accuracy, reliability and objectivity of the information contained within the Report;
- Form an independent conclusion based on the procedures performed and evidence obtained.

Methodology

To form our conclusion, we undertook the following procedures:

- Interviewed management and other persons responsible for the Reporting Organization's ESG performance to assess the application of the GRI 2021 Universal Standards in the preparation of the Report;

- Analyzed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at Telecom Egypt;
- Assessed the completeness and accuracy of the GRI, SASB, TCFD, and UNGC content indexes concerning the disclosures and their omissions;
- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated Telecom Egypt's GHG Metrics for the selected KPIs against the actual calculation performed to support the figures disclosed in the Report;
- Reviewed the selected KPIs to Telecom Egypt's internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.



Statement of Independence and Impartiality

The Assurance Provider and the Reporting Organization are not engaged in relationships that would be perceived to affect its ability to provide an independent and impartial statement.

Statement of Competence

Masader Environmental & Energy Services S.A.E is an AA1000AS v3- Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AA1000 CIC.

The assurance team has extensive experience in the assurance of ESG data, systems, and procedures.

Recommendations

Based on the conducted assurance engagement, it is recommended that the Reporting Organization can implement the following measures to enhance future reporting:

- Ensure clear alignment between reported metrics and the long-term ESG goals and targets, including progress made during the reporting period;
- Ensure consistent and complete disclosure of stakeholder engagements conducted for the purpose of the report prepared in case such actions have been undertaken

Conclusion

Our conclusion has been formed based on and is subject to the matters outlined in this Report. We believe our evidence is sufficient and appropriate to provide a basis for our conclusions. The conclusion on applying the AA1000 Assurance Principles (2018) is presented below.

Inclusivity

The Reporting Organization has provided evidence of the inclusivity regarding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.

Materiality

The Reporting Organization has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect the Reporting Organization's ESG impacts and disclosures. The disclosures presented in the Report have been organized to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organization's targets and reported disclosures.

Responsiveness

The obtained evidence has been sufficient to conclude that the Reporting Organization is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder inputs.

Impact

The Reporting Organization has provided evidence of the applied procedures and systems to monitor and measure its impacts on the environment and actions to ensure accountability for those impacts.

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Selected Information of the Report of Telecom Egypt for the reporting period 1 January 2023 - 31 December 2024 has not been prepared, in all material respects, in accordance with the standards, frameworks, and principles indicated in the 'Reporting Criteria' section above.

In accordance with the terms of our engagement, this independent assurance statement on the Selected Information has been prepared for Telecom Egypt concerning reporting to the Reporting Organization's stakeholders and for no other purpose or in any other context.

For and on behalf of Masader Environmental and Energy Services S.A.E

Dr. Abdelhamid Beshara,

Founder and Chief Executive Officer
Masader, Environmental & Energy Services (S.A.E)
Cairo, November 2025



TRAINING PARTNER



AA1000
Licensed Assurance Provider
000-534



telecomegypt