

telecomegypt®



SUSTAINABILITY REPORT 2021/2022





Welcome to Telecom Egypt 2021 - 2022 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.

The report covers the period between 1st January 2021 and 31st December 2022.



TABLE OF CONTENTS

Introduction	1
About This Report	2
A Message from Our CEO	3
Telecom Egypt at Glance	5
Sustainability Highlights	6
Our Achievements	9
Leadership at Glance	10
Chapter 1: Our Approach to Sustainability	13
Sustainability & Climate Change Approach	13
Aligning With national and international Priorities	16
Accelerating Technology for a Sustainable Future	16
Chapter 2: Caring for the Planet	20
Environmental conservation	20
Climate Change and Energy	20
Water and waste management	25
Environmental Impact	26
Chapter 3: Embracing Our People	28
Partners of Success	28
Power of Diversity	28
Employee satisfaction and Welfare	32
Development and Promotion of talent	33
Promoting health, safety, and Wellbeing	37
Chapter 4: Supporting Our Communities	40
Telecom Egypt's Contributions to CSR	40
Social and community impact	40
TE Initiatives	41
Education	41
Health	43
Technology and community development	46
People with special needs	49
Chapter 5: Excelling Our Business	51
Robust Corporate Governance	51
Acting Ethically and with Integrity	55
Effective Risk Management	55
Sustainable Procurement and Responsible Sourcing	56
Understanding Our Customers	57
Cyber Security and Data Privacy	58

TABLE OF CONTENTS



Introduction

This report is a consolidation of Telecom Egypt's milestones in 2021 and 2022 and a clear reflection of its sustainable development strategy that is designed to serve the interests of all stakeholders.

This unyielding determination to participate in achieving such goals comes from the company's belief that developing business operations, satisfying customers, empowering employees, serving the community, and protecting the environment are the ultimate passageways to a more profitable and socially responsible business. By adopting technology and innovation as the company's approach to sustainability, the executive management has persistently invested its time and effort into leading Telecom Egypt into the future of digitization, which not only enhances business performance but also ensures that operations are carried out in the most efficient manner.

Over these two years, the executive management has chosen to streamline the way it operates by pioneering the integration of telecom services in Egypt to not only sustain and expand business growth but also apply transformative internal measures that enhance performance and reduce the company's carbon footprint. Recycling paper, resorting to environmentally friendly lighting and cooling systems, relying on sources of renewable energy, controlling greenhouse gas emissions, protecting data privacy, and ensuring cybersecurity are among the choices that Telecom Egypt has made to sustain its business and the environment.

By organizing a multitude of projects and investing in the progression of society, Telecom Egypt has been alleviating societal burdens, preparing the Egyptian youth for a future full of innovation, motivating women to take their place as main drivers of economic development, and instilling confidence in people with disabilities to fulfill their aspirations.

Telecom Egypt's role as a sustainable company does not stop here; strong governance policies are put in place to guide the company's operations and ensure that it has a clear direction and proper controls to achieve business growth, maximize shareholder return, protect the rights of all stakeholders, and conserve the environment.

About This Report

The report aims to serve our stakeholders through transparent and consistent disclosure of our progress, our diverse sustainability activities across the material topics, and our contribution to the national Egypt Vision 2030 and UN Sustainable Development Goals

Throughout this report, “TE”, “the Company” or “we” refer to Telecom Egypt. Telecom Egypt is an Egyptian joint-stock company and operates under the provisions of Companies Law No. 159 of 1981 and its executive regulations.

The data and information in this report, which have been prepared by Telecom Egypt, are presented for informational purposes only. The information included in this report is provided to the public for the purpose of transparency in our environmental, social, and governance (ESG) initiatives. Our approach to the disclosures included in this report is different from those used in mandatory regulatory reporting.

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Scope of the Reporting Period and Cycle Covered

This report covers the sustainability approach, priorities, activities, performance, and achievements of Telecom Egypt, including its subsidiaries WE Data and TE Holding. It does not include the activities or performance of our suppliers, contractors, or partners unless stated otherwise. This report covers two fiscal years for the period from 1st January 2021 to 31st December 2022. Some information before and after these dates may be included to emphasize relevant context to the reporting period noting that the board aspects are up to date.

Referenced Reporting Guideline

This Sustainability Report has been prepared in alignment and guidance with the GRI Standards.

Contact Details

You can contact Telecom Egypt’s Corporate Sustainability Team.

Email: corp.sustainability@te.eg

Forward-Looking Statements

This Sustainability Report contains forward-looking statements relating to the company’s business. Such statements reflect the company’s current views concerning future events and are subject to certain risks, uncertainties, and assumptions. Many factors could also cause the company’s actual results, performance, decisions, or achievements to be materially different from any future results that may be expressed or implied by such forward-looking statements.



A Message from Our CEO

At Telecom Egypt, we recognize our profound responsibility toward our communities, investors, customers, and employees. This responsibility goes beyond connectivity; it is a commitment to shaping a sustainable future for telecommunications – one in which our global, regional, and local networks drive innovation, economic growth, and a more equitable society.

We understand that we are essential to the critical networks of nations and businesses, and we count on our partners in success to help us meet the global standard for telco sustainability. Our intricate network of cables, hubs, and connections throughout Egypt & beyond acts as the backbone of this commitment. We are pioneers in digital transformation and smart city initiatives, ushering in an era of unprecedented possibilities.

The future is not a place we arrive at – it is a world we actively create. Together, our industry will play a decisive role in navigating towards a more sustainable tomorrow.

Telecom Egypt invests heavily in high-speed connectivity, network resilience, digital transformation, and data hubs. These investments power economies and uplift communities in both urban and rural areas, aligning seamlessly with Egypt Vision 2030.

Telecom Egypt as a leader in the subsea industry, with 10 landing stations, 10 crossing routes, and supporting the landing of 19 subsea cable systems. Taking into consideration our partners' connectivity needs, we are determined to continue designing innovative solutions and further developing our well-established international infrastructure.

Measuring Our Impact

At Telecom Egypt, we understand the far-reaching implications of our actions. We recognize our responsibility to create a sustainable future – socially, economically, and environmentally. That's why principled corporate governance is embedded in the very heart of our operations.

For us, sustainability isn't just a buzzword – it's a strategic pillar of our business. We rigorously review the issues most important to our business and stakeholders, take clear actions, and adhere to strict internal environmental, social, and governance policies. It's not enough to do good; we meticulously track our progress through a combination of metrics and tools, enabling informed decisions that accelerate our positive impact.

Our collaborative approach means working closely with stakeholders to pinpoint emerging priorities, ensuring we always address the most pressing ESG challenges.

Promoting Diversity and Inclusion

Inclusion and diverse perspectives aren't just nice to have – they're central to success. As a global player, we need the creativity and problem-solving abilities that only a varied workforce can bring. Internally, we're championing inclusivity at every level, with an impressive 23% female workforce and over 17% women in leadership. Our training and development programs empower employees, along with initiatives like salary increases to help offset inflation.

Furthermore, we remain true to our Egyptian roots. We prioritize social initiatives designed to improve the lives of the communities we serve. Our programs touch sectors like education, healthcare, and youth empowerment. Our efforts extend to underserved populations and remote locations, such as our work related to the Shefaa Al-Orman medical waste project.

Safeguarding our Environment

The climate crisis places our communities and businesses at risk, which is why environmental responsibility is a top concern. We've mapped our complete carbon footprint, and we're implementing strategies to cut emissions everywhere we operate. Whether it's adopting alternative fuels, boosting energy efficiency, or investing in cutting-edge technologies, we're committed to driving down our environmental impact.

We believe in progress, not perfection. As we actively reduce our carbon footprint, our adoption of solar power through the NREA protocol is a significant milestone. Yet, this marks just the beginning of our sustainability roadmap.

In Closing

Sustainability is woven into our company's fabric, informing our strategy and ensuring our continued success. We hold ourselves accountable to our customers, shareholders, employees, and communities. To each of you, we pledge the utmost transparency in reporting our progress.

Sustainability isn't just good business; it's the only business. Investing in this brighter future creates value for:

- **Investors:** Stability in a future-proof model aligned with the global ESG movement.
- **Employees:** An environment fostering both innovation and a deeper sense of purpose.
- **Communities:** Improved quality of life, greater economic opportunities, and a digitally empowered society.
- **Customers:** Leading solutions that blend efficiency with environmental consciousness.

This isn't an endpoint. It's a promise – an invitation to join Telecom Egypt on our transformative journey. Together, let's make the power of technology work towards a more sustainable, just, and prosperous future for the MENA region and the entire world.

“

Join us as we shape this future – a future where sustainability and innovation in the telecommunications industry will leave a lasting, positive impact on the world.

”

Mohamed Nasr
Managing Director
& Chief Executive Officer



Telecom Egypt at Glance

Our story began **166 years** ago with the birth of the Egyptian telecom industry. Back then, we led the path to innovation in communications technology with the launch of the first telegraph line in Egypt, and today, we are revolutionizing the ICT landscape.

The company has been established in accordance with the provisions of the applicable laws in the Arab Republic of Egypt and in accordance with the provisions of Law No. 19 of 1998, Transforming the National Wire and Wireless Telecommunications Authority into an Egyptian joint stock company, and the Companies Law No. 159 of 1981 and its executive regulations, without prejudice to the provisions of Law No. 95 of 1992 and its Executive Regulations.

Telecom Egypt is a joint-stock company that has solidified its position as a customer-centric company that provides retail and wholesale services to all customers, ranging from mobile network operators to other enterprises and end users. Telecom Egypt is a clear depiction of sustainable business growth, having survived over a century of changing macro- and micro-economic environments, and in 2017, we proved ready to adapt to a highly demanding market by launching our retail brand, WE. With the addition of mobile services to our portfolio, we brought the first fully integrated service that bundles fixed voice, fixed broadband, and mobile in one bill to the market.



Our customer base grew by 5% YOY in 2022.

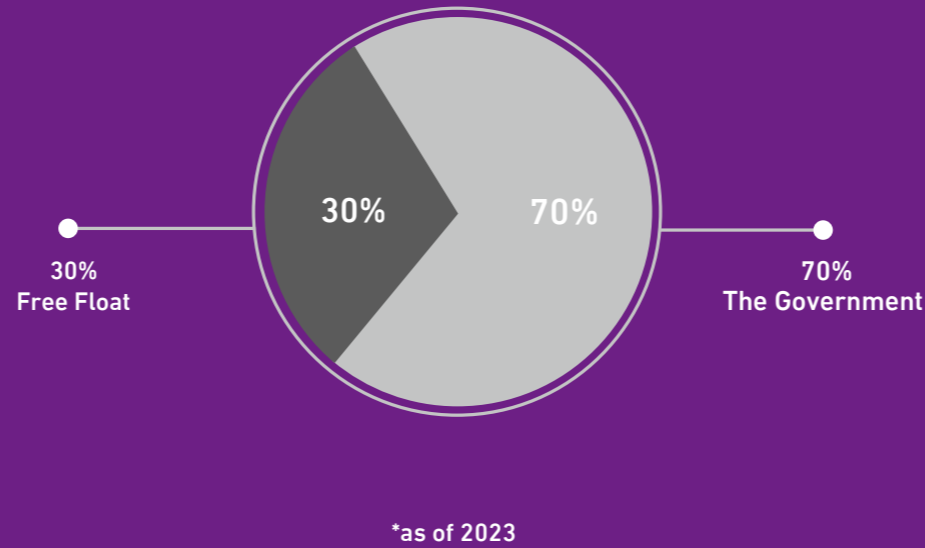


Our customer base grew by 9% YOY in 2022.

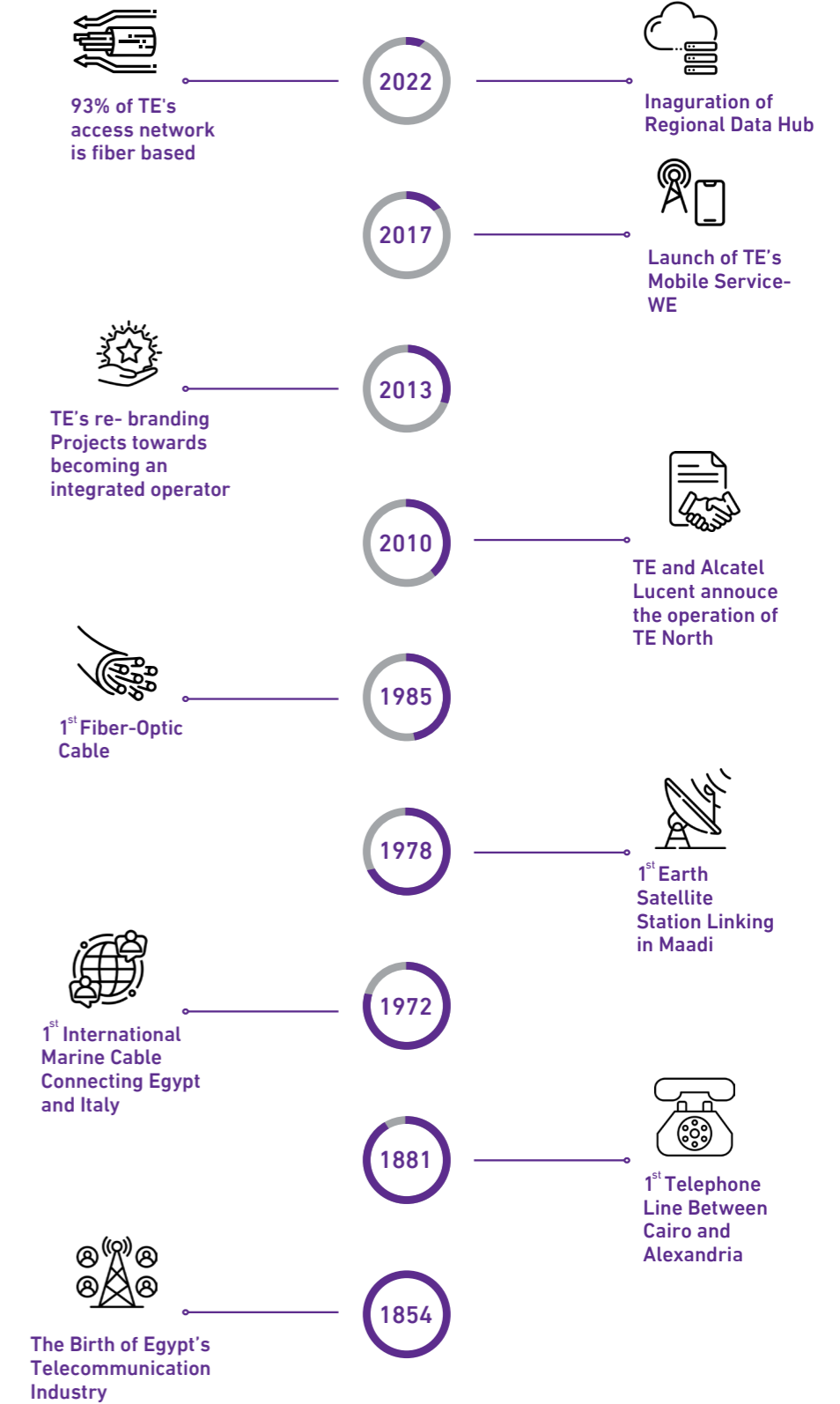


Our customer base grew by 33% YOY in 2022.

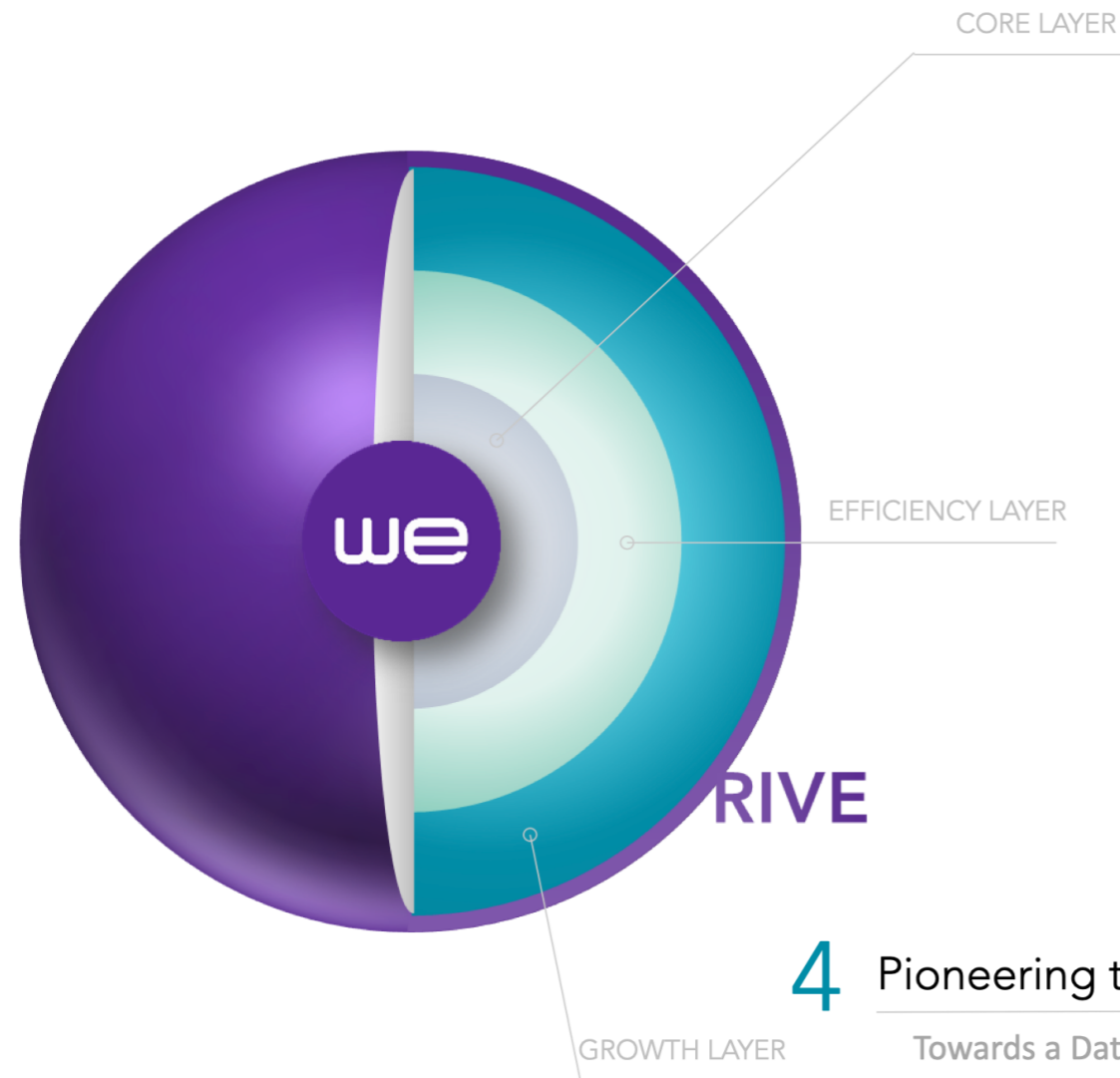
Ownership



Our Milestones



Our Pillars



1 Core Business: Ignite **V**alue Creation

- Maximizing Shareholder Value
- Achieve Financial Excellence
- Converged Products and Solutions
- Network Expansion and Evolution
- Operational Efficiency & Automation
- Improve Value Creation & ROI

2 Gearing up Customer **R**elationships

- Seamless Customer Journey & Excellence
- Focus on Customer Loyalty & Retention
- Enlarge Digital Care
- Enhance Brand Perception & Affinity

3 Agile & Sustainable **WE**

- Foster Corporate Agility
- Drive Environmental, Social & Governance Sustainability

4 Pioneering the **D**igital Wave

- Towards a Data-driven Company
- Digital Hub & Associated Ecosystem
- Towards a Digital Native Organization
- Develop Digital Products and Solutions

5 Unlocking the **E**-Business Potential

- Expand the B2B Service portfolio
- Capitalize on Current B2B Portfolio
- Focus on Cloud Computing Services

6 Innovation & Partnerships

- Partnership Expansion & Collaboration



Being an integrated telecom service provider was not the goal; it was a step forward towards a much larger ambition, a greater vision, and a grander objective. Telecom Egypt is on its journey to become a total ICT provider that influences the lives of every Egyptian citizen. We are penetrating different sectors, ranging from telemedicine to cybersecurity and data privacy. We will revolutionize the ICT industry to suit the interests of all customers, including those in entertainment, security, healthcare, education, energy conservation, and innovation, among others.

Telecom Egypt Lines of Business

Domestic Wholesale

Versatile Infrastructure wholesale services, availing all the required services transmission and access for all the licensed operators in the Egyptian Telecom Markets.

International Customers & Networks

Egypt's unique geography, connecting the Red and Med Seas, makes the TE network a unique global resource connecting Euro-Asia and Euro-E-Africa infrastructure and positioning Egypt as the preferred corridor for internet traffic.

International Carriers Affairs

With more than 70 direct relations with international carriers, TE is maximizing the benefits of its international voice gateway to secure international revenues portion and foreign currency generation. While using its unique geographical location, it started growing the int'l voice transit business.

Wholesale Services



Retail Services

Consumer Services

Provide a range of services including fixed-line voice and broadband services, plus mobile voice and data services, in addition to other value-added services.

Enterprise Services & Solutions

Total Telecom Services and Solutions Provider covering Mobile/Fixed Voice and Data Services / Integrated Solutions (Cloud/IOT/Smart Cities Solutions). Targeting both Private and Public Sectors.

Sustainability Highlights



Caring for the Planet Highlights



2,913,949 GJ
Total Energy Consumption



43
Tons Reduction in Printing Paper



13%
Reduction in Water Consumption



415,141 MTCO₂e
Total Emissions



21%
Reduction in Scope 1 Emissions



Embracing Our People Highlights

Women



23%
of Total Workforce
28% of New Hires

Youth



32%
of Total Workforce
87% of New Hires

Training & Development



33,248
Trainees
798,122 Training Hours

Health & Safety



22%
Increase in Trainees
44,856 Training Hours

Supporting Our Communities Highlights



100 million EGP
CSR Budget (475 Mn EGP in Last 5 Years)



Honoring Egyptian Champions of the Tokyo 2020 Paralympics



2,107
students at WE Schools



Medical Waste Shredding and Sterilization Unit to Shifa Al Orman Hospital for Oncology in North Upper Egypt



Excelling our Business Highlights



85%
Non-Executive Board Members
31% Independent Board Members



8%
Female Board Members

Our Achievements



2020

Telecom Egypt was among the Top 100 companies in the Middle East in 2020 according to Forbes Middle East.



2021

Telecom Egypt has achieved ISO 27001 certification for Data Center Facility Management¹, marking a crucial step in safeguarding assets and services provided to our customers. This certification ensures the protection of information against threats, enhances operational reliability, instills customer confidence through achieving a high level of confidentiality, integrity, and availability (CIA), and aligns with international standards.



2021

Telecom Egypt's new Regional Data center Hub "RDH" obtained its first Uptime Institute Tier III Certification of operational sustainability GOLD in Africa, also certified with Uptime Institute Tier III Certification of Design and Tier III Certification of Facility.

Telecom Egypt as the first integrated telecom operator in Egypt endeavors to ensure its operations are conducted and delivered under its business excellence module, Telecom Egypt obtained ISO 9001 Certificate to guarantee the good quality of services through increasing operational efficiency and effectiveness, ISO 45001 and ISO 14000 to mitigate Environmental, Occupational Health and Safety risks and improve its performance in relevance to environmental and safety management.



2021

Telecom Egypt obtained Shield of the Arab Charitable Award, in the field of the most sustainable projects from the Arab Council for Social Responsibility of the League of Arab States in 2021.

Telecom Egypt was honored for its sustainable development role, support for youth, and encouragement of entrepreneurs on Arab Sustainability Day at the League of Arab States.

2021

Ookla Awards for Fastest Fixed Network and Best Mobile Video Experience in Egypt in 2021 and 2022.



2022

¹ Telecom Egypt obtained ISO 27001 for four Data Centers

Leadership at Glance

Board of Directors

The Company's Board has an array of expertise, skills and qualifications in various fields like telecom, information technology, banking, finance, investment, legal, governance, management, human resources, etc.

The profiles of the Board members



Dr. Magued Osman
Chairman

He is the Executive Manager of the Egyptian Centre for Public Opinion Research "Baseera" and a professor of statistics at the Faculty of Economics and Political Science, Cairo University.

He participated in the preparation of Egypt's vision for sustainable development "Egypt Vision 2030" and held the responsibility to develop the demographic strategy. He is a member of the National Council for Women. He served as the Minister of Communications and Information Technology (MCIT) in the interim government in 2011. He also served as Executive Director of the Information and Decision Support Centre from 2005 to 2011. and the Vice President of the Union of Arab Statisticians. He is the Chief founder of the Arab Network of Public Opinion Polling Stations and Coordinator for the Egyptian Initiative for Right to Information. He is Board Chairman of Trustees of the "Call" initiative for the development of Upper Egypt. He is a member of the Institute d'Égypte.



Eng. Mohamed Nasr Eldin
Managing Director
Chief Executive Officer

In 2023, Eng. Nasr Eldin was named Managing Director and Chief Executive Officer of Telecom Egypt. He also serves as a member of Telecom Egypt's board of directors, representing the Egyptian government, after previously serving as a non-executive Board member from July 2020.

He was the assistant ICT Minister for Global Information Infrastructure since May 2020. With an experience of over 19 years in the telecommunications sector, Nasr specializes in the planning, development, and operations of submarine cables and international networks. He previously held the position of Head of Subsea Cable Infrastructure at PCCW Global and was the Vice President of Cable Innovation, Planning, and Management as well as the Assistant Vice President of Cable Development for the Europe, Middle East, and Africa (EMEA) region.



Major General. Ayman Ali
Non-Executive Board Member

Major General Ayman Mustafa Mohamed Ali is the Chief of Staff of the Egyptian Signal Corps in the Egyptian Armed Forces. He was appointed to Telecom Egypt's Board of Directors in January 2024, representing the government. In addition to his military of science degrees and military fellowships, Major General Ali holds an M.A. in Political Science from the University of Madras, India.



Eng. Mohamed Shamroukh
Senior Vice President
Chief Financial Officer

Became Chief Financial Officer in July 2013 and a board member representing the government in March 2016. He has a well-rounded experience, having worked in various departments spanning operations, technical planning, corporate strategy, and finance in Telecom Egypt since 2002. As Director of Corporate Strategy from 2009 to 2013, Shamroukh built Telecom Egypt's long-term strategy and business plan to assess the acquisition of a mobile license.



Mr. Mohamed Barakat
Non-Executive Board Member

Appointed in March 2021 as an independent board member after having been a government representative since March 2017. Barakat is the Deputy Chairperson and Managing Director of the Arab International Bank since October 2014. He was a board member of the Central Bank of Egypt from December 2003 to November 2011, during which, he was a member of the Banking Reform Committee and the Audit Committee. Barakat served on the Boards of various financial institutions and committees, adding more than 40 years of banking experience to Telecom Egypt.



Mrs. Lobna Helal
Non-Executive Board Member

She is the Chairman and Managing Director of the Egyptian Mortgage Refinance Company (EMRC). She served as the Deputy Governor of the Central Bank of Egypt (CBE) responsible for monetary stability from 2015 to 2020. She also positioned roles in the Arab African International Bank, the Egyptian American Bank, and EFG Hermes.



Mr. Ahmed Abu-Ali
Non-Executive Board Member

Appointed as an independent board member in August 2012. Abou Ali combines Egyptian and US legal education and practice, with experience in banking, commercial, and corporate law in both markets. In the US, he was involved in several corporate financing, leveraged buy-outs, and corporate restructuring endeavours as an attorney with the Chicago law firm of Sidley & Austin. Abou Ali served as attorney of the Supreme Court of Egypt. He is also a partner in Hassouna & Abou Ali for legal consulting.



Mr. Mohamed Sultan
Non-Executive Board Member

Appointed as an independent board member in March 2019. Sultan has been serving as the Chief Operating Officer of the Commercial International Bank (CIB) since February 2015, and has led some of the bank's most strategic transformational programs. Prior to joining CIB, Sultan held the positions of Vice President of Branches Operations and Control Management at Mashreq Bank, and Country Operations Head at National Bank of Oman.



Eng. Tarek Aboualam
Non-Executive Board Member

He has over 25 years of in the digital and technology management fields. He is currently the Co-Founder and Managing Partner of Glint Consulting, previously having co-founded and managed Soficom. he joined Telecom Egypt as Senior Vice President and Chief International & Wholesale Officer. he was promoted to CEO and Managing Director of Telecom Egypt. He also served as a non-executive chairman and/or board member of several companies, including ItaliaOnLine, ITNet (Italy), Inty (UK), Telecom Egypt, Vodafone Egypt, TE Data, Xceed, Iqraaly, Mitcha, Wasla, Soficom (Egypt), Tellas (Greece), Tirocon (UAE), and Mobiserve (Egypt, UAE & Pakistan).



Eng. Tarek Tantawy
Non-Executive Board Member

Appointed in March 2021, representing the government. Tantawy has over 19 years of financial and leadership experience. He is currently the co-CEO and Managing Director of Palm Hills Developments. In 2002, Tantawy joined Telecom Egypt and assumed several leadership roles in which he led the privatization of Telecom Egypt through an international IPO and executed the acquisition of a 45% stake in Vodafone Egypt. In 2007, he assumed the role of Vice President and CFO of Telecom Egypt and from 2009 to 2011 he was the CEO and Managing Director.



Mr. Hany Elsamra
Non-Executive Board Member

He was appointed to Telecom Egypt's Board of Directors in October 2022, representing the government. He has over 20 years of HR experience in the banking sector in Egypt and the Middle East. He is currently the Chief Human Resources Officer at Banque Misr. He joined Citibank Kuwait as Assistant Vice President HR Generalist Manager in 2007. He served as a Vice President Senior HR Generalist at Abu Dhabi Islamic Bank from 2009 to 2011, before returning to Citibank Kuwait as Chief HR Officer in 2011. He joined Burgan Bank in Kuwait in 2016 as Head of HR and Development.



Mohamed Abdelhameed
Non-Executive Board Member

He was appointed to Telecom Egypt's Board of Directors in November 2022, representing the company's labor union. He began his career at the Ministry of Local Development in 2002. He joined Telecom Egypt's personnel affairs team in 2004, and was promoted to personnel affairs manager. He presided over the West Cairo labor union from 2018-2022 and is currently serving a second term from 2022-2026. Furthermore, he was a board member of the Telecommunications Union for the period 2018-2022 before being nominated as chairman for the period 2022-2026.



OUR APPROACH TO SUSTAINABILITY

With strategic objectives in place, we continually look forward as we fortify ourselves for various kinds of challenges. Environmental conservation, safe and reliable connectivity, and the well-being of our employees and communities are essential elements of our core values and demands on the long-term sustainability of our business.

- Sustainability & Climate Change Approach
- Aligning with National and International Priorities
- Accelerating Technology for a Sustainable Future

CHAPTER ONE

Sustainability & Climate Change Approach

In a world that faces considerable environmental, social, and governance challenges, we believe that we can unite our people and utilize our expertise and resources to deliver contributions that make a positive difference. Our sustainability commitment articulates our vision for fulfilling our shared purpose.

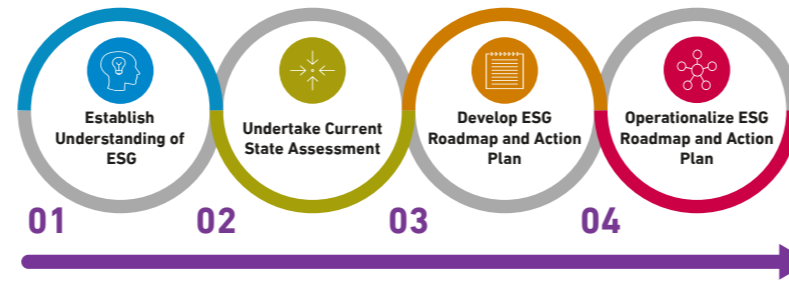
Sustainability and Climate Change Strategy

Telecom Egypt has long recognized that our activities can have varying impacts on the economy, environment, and society. Sustainability impacts also create both risks and opportunities for our business. To maximize our positive contributions to sustainability, we must focus on the most relevant topics to our business.

Telecom Egypt's role as a sustainable company is to ensure that strong governance policies and practices are put in place to guide the company's operations and ensure that it has a clear direction and proper controls to achieve business growth, maximize shareholder return, protect the rights of all stakeholders and conserve the environment. The company has addressed its commitment to sustainability through the formalization of Telecom Egypt's ESG policy and the formation of corporate sustainability and climate change Steering Committee.

Over the past period, we embarked on a journey to strategically align our sustainability approach to Telecom Egypt's overall business strategy by establishing a foundation for ESG within the company and developing a roadmap to journey the company's way to integrating key ESG aspects through the company.

We referred to the best guidelines and industry frameworks as the Global System for Mobile Communications Association's (GSMA) Guide to Operating Responsibly (2021 Edition) in our approach to sustainability that is based on a systematic process to identify, prioritize, and manage the most significant impacts associated with our activities and business relationships.



Telecom Egypt communicate progress against the company's strategic sustainability and climate change objectives and key performance indicators on an ongoing basis annually through the Sustainability Report

With the formation of our new sustainability and climate change Steering Committee, we have established a cross-functional oversight body chaired by our CEO and comprised of members of the executive management team. The scope of the committee within this structure includes regular reviews of material topics, related goals, metrics, and strategies, and enhancement of stakeholder engagement.

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By using the strength of our advanced and sustainable ICT services and solutions, we are making difference in the life of our community. With TE's strategic pillars taken place, we continually look ahead as we brace ourselves for many different kinds of challenges as environmental conservation, safe and trustworthy connectivity, and the welfare of our workforce and communities are vital elements of our core values and standards that ensure the continual sustainability success of our company



Hind Ebeid
Corporate Strategic Affairs, Business Process, Quality Business Excellence and Sustainability Senior Director

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Sustainability and Climate Change Pillars

Our sustainability pillars define the why, what, and how we will act on our sustainability commitment.

Why We Do It

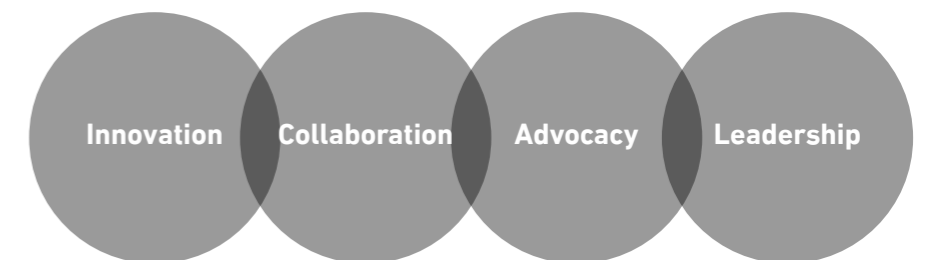
Our sustainability commitment is deeply rooted in our culture of leadership and excellence. We seek to be a leader in the industry, not only in safety and environmental performance, but also across a broad range of sustainability matters that include key social and governance priorities. We believe that long-term success requires a commitment to sustainability informed by our shared purpose and values and balanced by input from a broad set of stakeholders.

What We Do

To reach our aspirations, we have defined strategic initiatives and goals organized under three pillars —Building a Better Future Together, Acting Responsibly for the Planet, and Caring for Our People and Communities. These pillars are informed by what is most material and relevant to Telecom Egypt and through engagement with our diverse stakeholders.

How We Will Do It

We will achieve our sustainability ambitions by leveraging our strengths and utilizing a multifaceted approach focused on four key elements.



Our Sustainability Pillars are:



1. Building A Better Future Together

- We collaborate with our customers and develop services that address sustainability challenges.
- We work with our suppliers to improve sustainability across our value chain.
- We create long-term economic value for continued growth



2. Caring For Our People and Communities

- We provide opportunities for our employees to develop and advance in their careers.
- We foster a diverse and inclusive workplace where everyone is valued.
- We support our communities through active engagement and responsible business practices



3. Acting Responsibly for The Planet

- We innovate to reduce our environmental footprint.
- We look for ways to increase circularity and conserve resources

Materiality & Impact Assessment

The decision-making processes are largely two-pronged, closely taking into consideration both stakeholders' input and topics that are globally recognized as essential to our collective well-being. These two prongs feed into how we determine the topics we prioritize and the scope and extent of our capabilities when handling each of them. It also helps us use our cyclical reporting efforts to assess areas where we can increase impact, streamline programs, and accelerate our sustainable transitions.

we undertook an exercise to determine the ESG topics most material to the company through a multi-pronged approach:

- Topics considered material for the industry by the Global System for Mobile Communications Association (GSMA) and SASB Standards for the Telecommunication Services Sector
- Regulatory and mandatory reporting landscape review; and
- A series of internal stakeholders' interviews

Thereafter, we shortlisted the topics with actual and potential negative and positive impacts on the economy, environment, and people; as well as those topics that the organization's activities and business relationships are or could potentially be impacted by. We grouped these topics across the three pillars of environmental, social, and governance, supported by a series of foundational, cross-cutting aspects. These material topics have been prioritized for disclosure within this report, for which we report our management approach and progress against.

Through surveys, workshops, and interviews, we reviewed the topics and rated the impacts associated with each. This effort established our nine material topics as follows:



Our sustainability reporting champions, supported by our Executive Management and Board of Directors, see to the determination, compilation, and analysis of the information.

Their efforts cover assessments pertaining to the reporting period. They also factor in local and global standards and frameworks set by regulators and international organizations, and any updates that may apply to them.

With the support of our leadership framework, we anticipate undertaking a new materiality assessment in the upcoming years to renew our approach to material topics, and to ensure we continue to align with reporting best practices.

Engaging Our Stakeholders

Our success depends on strong relationships with our stakeholders that contribute to our sustainable and corporate development agendas, each of whom either impacts or is impacted by one or many facets of our operations.

We engage with our stakeholders in a variety of ways to share information and maintain positive relationships. We believe it is important for our stakeholders to understand not just the nature of our business but also our ongoing commitment to improving our sustainability performance.

Mindful of the mutual impact incurred, we closely examine successes, challenges, concerns, and suggestions posed during our communication with them.

We welcome their input and feedback on how our respective interests can converge for an overall positive outcome, as summarized in the table below.

In recent years, we have expanded our engagement with investors on ESG issues to reflect the growing interest in these topics and to view our sustainability actions as indicators of our long-term performance.

Communication Channels

Our interaction with these groups can take many forms, including employee meetings, in-person meetings, investor engagements, and the use of our website and social media channels to highlight key community initiatives and company news.

We rely on tailored channels to communicate with and gather feedback from our stakeholders. We remained cautious as we gradually lifted some of the communication policies imposed during the height of the COVID-19 pandemic. We also continued to, whenever possible, rely on virtual meetings due to their proven efficiency in streamlining interactivity while reducing infection risks.



Stakeholder	Frequency of Engagement	Channels of Communication	Stakeholder Interests
 Shareholders & Financial Community	Annually	<ul style="list-style-type: none"> • Ordinary and Extraordinary General Assembly Meetings 	<ul style="list-style-type: none"> • Maximized shareholder wealth • Management excellence • A clear company vision and strategy • Healthy stock performance and liquidity • Availability of historical financial information • Transparent and timely disclosures of material events • Efficient communication channels
	As Needed	<ul style="list-style-type: none"> • Clear and transparent disclosure of financial statements, financial and operational information, and material events via Telecom Egypt's website and social media networks • Regular Email updates about the company's activities by sharing information with Telecom Egypt's mailing list and promptly responding to investor and analyst queries. • Instant responses to queries during Telecom Egypt's results conference call or individually requested calls with the Investor Relations team or members of the executive management 	
	Meetings as Scheduled	<ul style="list-style-type: none"> • One-on-one communication with investors and analysts during conferences, roadshows, and requested office meetings 	
 Customers	Daily, and as Needed	<ul style="list-style-type: none"> • Round-the-clock access to well-trained customer service agents via telephone calls and direct messaging • Interactive marketing of all products and services using various media channels such as television, radio, and outdoor advertisements • Timely dissemination of product information via Telecom Egypt's Digital platforms, corporate website, emails (mutual communication), and social networks. • Face-to-face interactions with customers in retail stores located across the country 	<ul style="list-style-type: none"> • High-quality and reliable services • Perpetually evolving services • Affordability • Accessibility • Data privacy and information security • Excellent customer care • Availability of customized services to fit specific personal and business needs
 Employees	Daily, Weekly, and Monthly	<ul style="list-style-type: none"> • Engaging person-to-person interactions between employees and managers in adherence to the company's open-door policy in addition to scheduled meetings • Rigorous on and off -the-job career development training sessions • Regular and well- structured appraisals • Newsletter, Email announcements, Internal Branding Announcements 	<ul style="list-style-type: none"> • Job security and satisfaction • Competitive salaries • Employee benefits • Training and development • Health and safety in the workplace • Diversified and inclusive business culture
 Suppliers and Vendors	As Needed	<ul style="list-style-type: none"> • Direct communication with suppliers through planned and structured pre-bid meetings and vendor conferences • Immediate interactions via telephone calls and Email 	<ul style="list-style-type: none"> • Sustainable, long-term collaborations • Clear and stable procurement policies • Timely payments • Sustainable procurement practices
 Community and Civil Societies	Subject to Annual Agenda	<ul style="list-style-type: none"> • Direct engagement with the community through attending philanthropy events, conferences, and initiatives • Effective propagation of our latest community development activities via the company's website, social media networks, and media outlets 	<ul style="list-style-type: none"> • Women and youth empowerment • Support of people with disabilities • Educational attainment and development • Healthcare • Support of sports activities • Environmentally sustainable practices
 Government & regulatory bodies	Quarterly or annually, as mandated	<ul style="list-style-type: none"> • Well-crafted press releases are used to disclose all the company's material events. • Strict abidance to EGX and FRA disclosure requirements and the market's best practices 	<ul style="list-style-type: none"> • Compliance with regulations • Transparent disclosures • Fair competition • Strong corporate governance and internal controls • Adherence to environmental sustainability guidelines
	Meetings as scheduled	<ul style="list-style-type: none"> • Meetings with the requested management representative 	

Aligning with National and International Priorities

Telecom Egypt Contributions to Egypt 2030

Telecom Egypt strategic initiatives are aligned with Egypt 2030 Vision, and Egypt digital transformation strategy. In response to the country's ambitions to transition into a digital society and build a strong digital economy "Digital Egypt", Telecom Egypt supports the vision's pillars including digital transformation, capacity building, and digital innovation. By leveraging its expanding portfolio of solutions and with the help of its skilled calibers, Telecom Egypt will continue to act as Egypt main ICT digitalization arm, providing the digital infrastructure needed to achieve Egypt 2030 Vision.

Digital Egypt	Education	Smart Cities	Takaful and Karama	Decent Life
Connecting 18,000 Governmental Entities and Hotels with Optical Fiber solutions.	Supporting the strategy of pre-university and university education development by connecting educational institutions with Optical Fiber solutions.	Implementing the infrastructure of Smart Cities specially the National Projects: • The Administrative Capital. • New Alamein. • New Mansoura.	3.7 million WE mobile SIM cards to the beneficiaries. of Takaful and Karama National Program a Social Safety Net project in 27 governorates that aims to increase women's decision-making powers and human capital in health and education, and productive inclusion.	Infrastructure implementation for communication services within the initiative of Decent Life, which aims to provide a decent life for the most vulnerable groups nationwide and contributes to enhancing the quality of daily public services provided to citizens, with an eye on Inhabitants of rural areas.

Contributing to the UN Sustainable Development Goals

SDGs	Telecom Egypt's Contribution
4 QUALITY EDUCATION	Telecom Egypt supports universal and digital literacy and numeracy. We hope to contribute to increasing the number of youth and adults who have the relevant skills, including information and communication (ICT) skills. We also help employees learn about sustainability issues through targeted campaigns and education.
5 GENDER EQUALITY	In our everyday operations, the company promotes equality and non-discrimination on the basis of sex and encourages equal leadership opportunities. The company also supports for women empowerment in the labor market to ensure gender equality and more women in leadership roles.
7 AFFORDABLE AND CLEAN ENERGY	Telecom Egypt has deployment and expansion of more energy-efficient telecommunications technologies and increased use of renewable energy in the Group's operations enables the transition to sustainable and affordable energy.
8 DECENT WORK AND ECONOMIC GROWTH	Telecom Egypt supports the goal of achieving higher levels of economic productivity while protecting labor rights and promoting safe and secure working environments to find dynamic and innovative digital solutions for our customers.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Telecom Egypt builds and develops quality, reliable, and sustainable telecommunications infrastructure to support economic development and human well-being. Moreover, we focus on upgrading the technological capabilities of our infrastructure to help improve access to information and affordable internet.
10 REDUCED INEQUALITIES	Telecom Egypt reduces inequality internally through worker empowerment and in the community through accessibility and development schemes.
11 SUSTAINABLE CITIES AND COMMUNITIES	Telecom Egypt delivers digital product and service solutions that support positive economic and social links between urban and rural areas and help building sustainable cities and promote resilient communities.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Telecom Egypt promotes sustainable procurement practices, and produces services to our customers that ensure their safety and well-being while reducing negative environmental impacts.
13 CLIMATE ACTION	Telecom Egypt supports sustainable management of natural resources across its business units through the introduction of environmental management, recycling, and waste reduction strategies, thereby helping to improve human health and environmental sustainability.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Telecom Egypt's strong governance assures the highest ethical behavior in everything that we do. It also creates the parameters for responsibility, accountability, and decision-making.

Accelerating Technology for a Sustainable Future

In a period where digitization and technological innovation are the main drivers of economic growth, Telecom Egypt, as the Egyptian telecom industry's backbone, has embraced the urgency of achieving national digital transformation. Our milestones over the years have not only served our loyal customer base, but also addressed community needs, emphasizing our full awareness that achieving economic growth and addressing the repercussions of such growth practices are of equal importance.

Fiberization Deployment

Telecom Egypt has successfully connected over 93 percent of households with fiber-to-the-curb (FTTC) technology. Moreover, they have expanded their fiber-to-the-home (FTTH) services in all new-build areas across Egypt.


As part of Telecom Egypt's goal to transform all areas into FTTH networks, aligning with Egypt's Vision 2030 for a digitally transformed society and a robust digital economy and improving the quality of fixed broadband services.


Fixed internet speeds have increased eightfold in just three years. These improvements have bolstered the infrastructure's capacity to accommodate the unprecedented surge in data traffic and have contributed significantly to the ongoing digital transformation in Egypt.

Telecom Egypt has made substantial investments in upgrading Egypt's ICT infrastructure, exemplified by their "Fixed Broadband Enhancement Project in Egypt". It is installing fiber optic cables and upgrading and optimizing telecom exchanges in urban areas. These initiatives are part of the company's ongoing efforts for implementing digital transformation programs.

Haya Karima “Decent Life” Initiative

Telecom Egypt is participating in the “Decent Life” presidential initiative, which focuses on enhancing infrastructure, including telecommunications, in rural Egyptian areas. The company is responsible for deploying fiber-optic cables in over 4,500 villages, thereby improving internet access for 3.5 million households, and serving a large portion of Egypt’s population.

 **4,500** villages access to fiber-optic cables

 **3.5** million households improved internet access

As part of its contribution to the first phase of this project, Telecom Egypt is connecting fiber-optic networks to about 1500 villages in 52 towns in 20 governorates, in order to develop the telecommunication infrastructure and ensure access to high-speed Internet services to the Egyptian countryside, including the access of the fiber-optic network for more than one million buildings comprising more than 3 million housing units.



Digital Egypt Initiative

Telecom Egypt is addressing the government sector’s digitalization requirements through actively working to connect 33,000 government buildings nationwide through a fiber optic network, aiming to enhance communication and maintain a more resilient service. As of now, it has successfully connected 18,000 government buildings, with the remaining buildings scheduled for connection in subsequent phases.

Network Advancement

Telecom Egypt accommodated network expansions to serve millions of customers by introducing VoLTE , and extending FLTE, as a strategic step to enhance the quality of its services, increase nationwide connectivity, and serve all social classes, in line with the government’s vision to reduce inequalities and “leave no one behind.” It’s worth mentioning that VoLTE—a highly efficient wireless technology enabling superior quality and clearer voice calls—was introduced in the Egyptian market in 2021.

First Green Eco-friendly Wireless Network Tower

Telecom Egypt activated the first eco-friendly wireless network tower made of fiber reinforced polymer (FRP) emitting less carbon emissions by 43 % than traditional steel. It is the first installed green tower in Africa with 18 meters tall, with a special camouflaged fence supported by integrated wireless access solutions and a green solar energy system. It is highly resistant to severe environmental conditions, like high temperatures. It has great specifications as:

- Technology of antennas integrated with signal amplifiers leads to a 40% reduction in energy consumption, and also helps improve the quality of the signal by about 20%.
- Depending on passive cooling leads to a 47% reduction in energy consumption and is partially powered by solar cells.



Digital Social Inclusion

Telecom Egypt is also lending support to other national digital transformation projects. This includes equipping schools with fiber optic cables and providing access to all the Ministry of Education's e-learning websites. Furthermore, the company has played a pivotal role in supporting the healthcare sector by delivering stable broadband connections to hospitals and healthcare units throughout the country. Through continuous investment in network upgrades and development, Telecom Egypt has been instrumental in facilitating these transformational efforts.

Digital Society

Within the framework of Telecom Egypt's efforts to provide added value to its customers and contribute to making a development leap in digital transformation projects in the country, and work to develop and improve the level of services provided to citizens in various sectors, TE has undergone several agreements with governmental authorities to provide the following services.

E-Signature Service

Telecom Egypt signed an agreement with El-Delta Electronic Systems to provide e-signature service that will enable our customers to enjoy high-quality electronic signature services through our branches and exchanges, all over the Republic, through a secure integrated technological system, which will be an important step in the digital transformation strategy adopted by the Egyptian state, and a new addition to facilitate and digitize many procedures, by raising the efficiency of administrative work and enhancing digital services.



Real Estate Registration and Documentation Services

Telecom Egypt provides real estate registration and documentation services through the company's branches spread throughout the country as a part of the company's contribution to significantly facilitating the citizens wishing to obtain these services and increasing the number of beneficiaries of digital services, noting that Telecom Egypt will continue to work to provide services through a larger number of branches in the future.



Enterprises' Digital Platforms

Telecom Egypt spares no effort to support the digital transformation process in Egypt and develop the system of digital services provided to citizens; We look forward to launching more advanced services that keep pace with the needs of our customers, which are in the framework of empowerment and completion of the main axes supporting the digital society.

Omni-Channel & AI Communication platform

This Platform offers businesses an integrated set of digital applications and technology solutions. The highly flexible mix of integrated enablers facilitates the launching of marketing campaigns and daily communications between the business and its customers/employees/partners. Communication channels include voice, SMS, 2-Way SMS over SC, USSD, OTT/chat apps, and email.

Cumulocity IoT Platform

This Platform allows the creation and operation of IoT solutions through various features. Users can create or integrate IoT apps with services available in the city or building, connect IoT devices to monitor live data, and run required actions according to device readings, creating and running real-time analytics and displaying those using interactive dashboards.



Connectivity Around the World

Telecom Egypt is not only contributing to the improvement of the country's digital ecosystem and enhanced connectivity for all end-users but is also on track to solidify its position as the premium digital hub. Telecom Egypt is delivering a cutting-edge infrastructure footprint through its expanding network of subsea cables and diversified terrestrial networks. Leveraging Egypt's strategic location at the crossroads of the three continents, as well as its extensive coastlines along the Red Sea and the Mediterranean Sea, and developing dynamically to increase our network resilience and broad reach to maintain our leading edge in the region by offering our partners the best services and solutions.

2Africa Subsea Cable

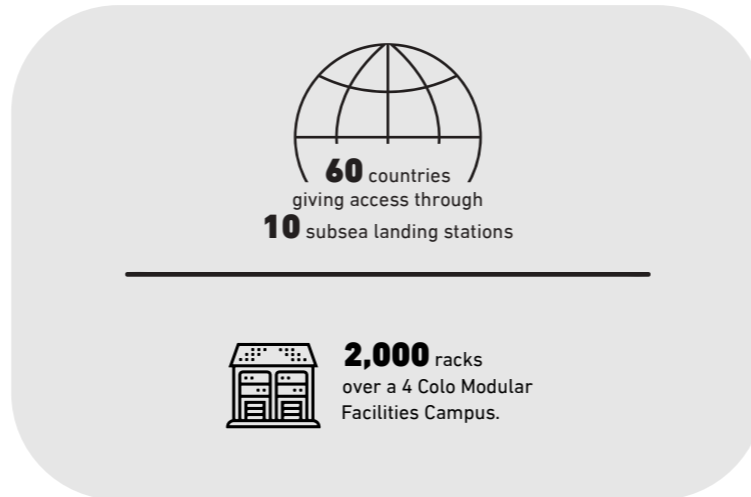
Subsea cables lay the foundation for the global internet, connecting people and continents, and will likely play a big part in the Middle East and Africa's ongoing development. Subsea cables often translate into economic growth for the surrounding population, benefiting individuals and businesses. The 2Africa subsea cable system together with its Pearls extension, is designed to deliver seamless international connectivity to approximately three billion people, representing 36% of the global population and connecting three continents: Africa, Europe, and Asia. At 45,000km, it will be the longest subsea cable ever deployed, serving communities that rely on the internet for services from education to healthcare and business, with all experiencing the economic and social benefits that come from this increased connectivity



Egypt's Largest International Data center

As Telecom Egypt coincides with the country's efforts to expedite the development of Egypt's ICT infrastructure and digital services as well as contribute to the regional digital transformation. Telecom Egypt constructed the regional data hub "RDH" data center that is well connected to all the 10 Mediterranean and Red Sea subsea landing stations, giving it access to more than 60 countries around the globe, in addition to an open access model for the local Egyptian market in its entirety, including retail and enterprise customers.

Telecom Egypt's state-of-the-art data center is characterized by enhanced colocation services and higher levels of redundancy with the ability to expand to accommodate growing colocation needs. This facility can house up to 2,000 racks over a 4 Colo Modular Facilities Campus.



The data center has obtained Uptime institute certification for Tier III Design, Tier III Facility, and Tier III Gold Operations which guarantees that Telecom Egypt's customers will receive the highest levels of availability and technical resiliency. Currently, Telecom Egypt owns and operates 7 commercial data center facilities. In addition, the company will continue to select other sites to build upcoming data centers.





CARING FOR THE PLANET

Telecom Egypt works hard to minimize the negative effects that our operations has on the environment while utilizing emerging technology to aid in environmental protection and promoting environmental awareness among our staff, clients, and suppliers.

- Environmental Conservation
- Climate Change and Energy
- Water and Waste Management
- Environmental Impact

Environmental Conservation

As stewards of the planet, we feel an innate responsibility to pursue technological innovation that can positively impact the environment, enable our customers' climate ambitions, and ensure responsible business practices. Our efforts are focused on environmental conservation through efficiency in our operations, supply chain, and product and service innovation.

Telecom Egypt believes that the next level of environmental conservation will be achieved not only via disincentives for pollution and irresponsible resource use, but also through a positive vision of sustainability that drives employees and business leaders, where the company is fully aware of our environmental responsibilities in operating extensive telecommunications and network infrastructure; and delivering services to millions of customers.

To this end, Telecom Egypt allocated its efforts to enhance environmental performance efficiently by prioritizing energy efficiency and climate change, water and waste management, and environmental impact topics as focus areas for its environmental stewardship to better inform our decision-making with a holistic view across all areas of sustainability. We also expanded our analysis of the interdependencies between the actions needed to address our emissions, energy, water, and waste, and what we have done in our operations till now; This approach ensures that we are agile and use resources wisely, taking practical and cost-effective steps with a focus on high-impact, high-reward opportunities over the short-term and medium-term to accelerate our actions.

Telecom Egypt achieved ISO 14001 certification in 2021 and renewed it in 2022, continuing its commitment to world-class standards of environmental management. The verification and certification of the Environmental Management System are carried out by an independent certification body throughout the global accreditation body (UKAS).



Climate Change and Energy

Energy consumption

Transmitting data, connecting devices to our networks, and storing data on our servers require significant amounts of energy. Most of the electricity we use is generated from conventional energy resources, and the recently experienced prominent cost inflation is one of the incentives to optimize the company's energy consumption and seek alternative energy resources. Although most of the emissions generated by the company's business are classified as indirect, our assets also consume energy.

Our direct energy consumption increased by 16% in 2022 compared to 2021, mainly due to the addition of new MSANs and mobile base stations and the increase in overall fuel consumption across our fleet. Also, our indirect energy consumption increased by 5% in 2022, mainly due to returning to the workplace post-COVID-19.

Energy metrics for the reporting period are presented in this table.

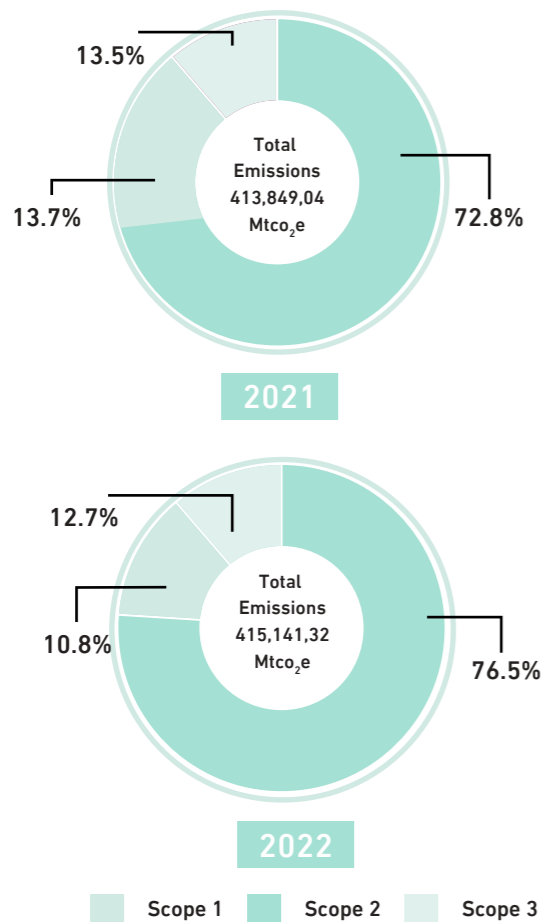
Energy Consumption	2021	2022
Total Direct Energy Consumption (GJ)	220,226	255,717
Total Indirect Energy Consumption (GJ)	2,551,477	2,688,232
Total Energy Consumption (GJ)	2,771,703	2,943,949
Total Direct Energy Consumption Intensity per Full-Time Employee (GJ/FTE)	51	56

The network infrastructure is responsible for most of our energy consumption, and the remaining is due to our offices and stores. As the traffic in our network grows, the more energy efficient we have to become. To help us with our objective to mitigate the impact and tackle the climate change crisis, TE undertook a detailed exercise to calculate its greenhouse gas (GHG) emissions inventory for 2021–2022.

In addition, the company already has some energy efficiency programs in place to mitigate the increase in data traffic volumes. It has also explored options for energy efficiency, network modernization, and purchasing renewable energy.

GHG Emissions

Climate change is the most material environmental issue for our stakeholders and business and is already affecting our region in many ways, so Telecom Egypt conducts GHG emissions assessment that establishes the foundation for effective climate action by identifying key areas of our impact on the climate and highlighting critical points for intervention to significantly reduce GHG emissions in the coming decades.



Emissions Summary	2021	2022
Scope 1 – Direct Emissions (MtCO ₂ e)	56,586.91	44,791.96
Scope 2 – Indirect Emissions (MtCO ₂ e)	301,331.84	317,482.79
Scope 3 – Indirect Emissions (MtCO ₂ e)	55,930.29	52,866.58
Emission Intensity (Scope 1 & 2) per Product (MtCO ₂ e/PB)	28.81	283.81
Emission Intensity (Scope 1 & 2) per Revenue (MtCO ₂ e/million EGP)	9.65	8.81
Emission Intensity (Scope 1 & 2) per FTE (MtCO ₂ e/FTE)	6.59	6.90

While building our greenhouse gas inventory, we conducted an internal capacity-building training to raise awareness about climate change and how to calculate the carbon footprint amongst our employees. The methods used to calculate emissions follow the globally recognized Greenhouse Gas Protocol, the Intergovernmental Panel on Climate Change (IPCC) Guidelines for Greenhouse Gas Inventories, and the ISO 14064-1:2018 standards.

The reporting period is from January 1, 2021, to December 31, 2022, including the direct and indirect emissions from our operations and businesses within the national boundaries. As a result of the expansion of our organizational and operational boundaries in 2022, this year has been considered the base year.

In 2022, there has been a slight increase in the total emissions compared to 2021, largely due to indirect emissions (Scope 2) as a result of employees returning to the office after working remotely as well as increased operations. Direct emissions (Scope 1) for the year 2022 decreased from 2021 in recognition of the company's tremendous efforts. For more details on Telecom Egypt's carbon emissions, you can access Carbon Footprint reports on TE's website.



Energy Efficiency and Renewable Energy

In line with the company's strategy towards relying more on the use of clean and renewable energy to achieve sustainable development, Telecom Egypt worked hard to increase energy efficiency and increase the use of renewable energy. The company invested further in energy efficiency equipment across its networks and data centers, particularly in power supply and cooling, and is planning to move towards purchasing electricity from renewable sources to raise and enhance energy efficiency and reduce our energy consumption, which will lead to reducing our carbon emissions. We have made several key upgrades across our facilities and operations, as mentioned in the below projects:

Enhancing Network Energy Efficiency

Given that our main GHG contributors are the purchased electricity and fuel combustion to power our network, Telecom Egypt has been focusing on implementing energy efficiency measures for its key significant energy consumption. We prioritize the use of clean energy sources such as commercial power, solar energy, and hybrid power systems.

Using Solar

We are always pushing to lower the number of diesel generators running in the network, which is reflected in the increasing number of base stations powered by cleaner energy sources.

In 2022, Telecom Egypt installed two on-grid solar systems with capacities of 96 kWh and 117 kWh at two exchanges in Sharm El-Sheikh, generating 126 MW/year and 177 MW/year. Telecom Egypt has already installed on-grid photovoltaic systems at Fustat and Markaz Al Madina exchanges with a total power capacity of 50 MW and 22 MW, respectively.

Telecom Egypt has installed 22 off-grid photovoltaic systems in different governorates to serve local and international transmission. In addition, there are solar systems installed at two mobile stations in Sharm El-Sheikh with a power capacity of 2 kWh per each, in line with Egypt's strategic direction towards the conversion of Sharm El-Sheikh to a green city before COP 27.



Network Enhancement Initiatives



30%

decrease in energy consumption in the New Cairo ACUD project as a result of the installation of New Radio Network devices with efficient power consumption.



40%

power saving was achieved through the New MSAN - Multi-Service Access Node devices that were implemented in the network.



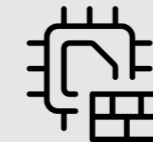
8%

reduction in power consumption because of the installation of a new generation of NFV servers in IMS sites in Giza and Alex.



50%

reduction in power consumption due to the new generation of devices in the RAN network, which is coming mainly with new technology that assures the maximum utilization of the spectrum with lower power consumption.



50%

reduction in power consumption due to the new service routers with energy-efficient design and new chipset architecture over the previous generation of chipsets while offering up to six times more capacity.



31%

per unit (saving 1250 w per unit) was saved as a result of the installation of the New Transmission devices in backbone and metro area projects.

Site Sharing Agreements

The company uses infrastructure network sharing agreements with other mobile operators to operate their mobile network infrastructures. Compared to individual network deployments and operations, reducing network duplication through sharing generates energy savings, has a positive impact on the environment, and contributes to greater quality and service availability for customers.

Optical Fiber Deployment

New fixed broadband networks are now predominantly based on fiber optic technology. Telecom Egypt is currently working on two dimensions, a retroactive dimension, whereas our company has replaced and developed the infrastructure to increase network capabilities and raise the quality of Internet services across the Arab Republic of Egypt by replacing copper cables with fiber optic cables, we have successfully connected over 93% of households with fiber-to-the-curb (FTTC) technology. And in terms of the proactive dimension, we have expanded the fiber-to-the-home (FTTH) services in all new cities across Egypt as per our agreement with the New Urban Communities Authority. For the roll-out of the fiber cables, alternative trenching methods and trenchless technologies have been developed; less service disruption requires fewer field support staff and less travel to carry out maintenance, resulting in reduced energy emissions.

These initiatives are part of the company's ongoing proactive efforts to improve the quality of fixed broadband services.

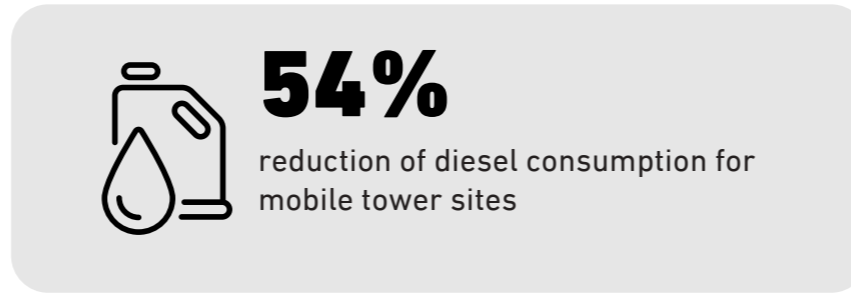
Egypt's recent efforts and significant investments to expand and update its ICT infrastructure to guarantee that our people receive the greatest Internet services through TE's participation in the execution of the related projects have paid off with the company's endeavors, the country won the prize for the fastest fixed Internet speed in Africa.



Diesel Optimization

Power Cube

The company continues its steps to reduce diesel consumption by replacing normal diesel generators with hybrid generators that use diesel as well as batteries to power 90 mobile towers, where diesel is reduced from 72 L to 18 L for one generator per day, resulting in a reduction of up to 54% of diesel consumption for mobile tower sites.



Enhancing the operational efficiency of diesel generators

We launched a project to maintain the lifetime of the diesel machines and reduce diesel fuel consumption, along with the associated emissions. The project was launched in two phases. In the first phase, 410 diesel generators were involved in the project in Bani Sweif, Asyut, Sohag, Qena, Luxor, and Aswan governorates. In the second phase, we have expanded the scope to include up to 2000 diesel generators to cover six different zones across the country. Telecom Egypt exerts its efforts to further decrease diesel fuel use in 2023.

Energy Efficient Facilities

Across our operations, we have been implementing initiatives that help reduce our energy use. The initiatives undertaken include:

- Using hot-aisle/cold-aisle equipment rows in RDH data center with optimally located row-oriented cooling leads to reduce energy consumption by 15%.
- Using the direct free cooling method in 57 locations in five different regions leads to a reduction in energy consumption of 949,892 kwh in the winter season (emissions reduced by 505 MTCO₂e).
- Using environmentally friendly Freons, improving the power consumption efficiency for air conditioning, and using new techniques that prevent refrigerant leakage during maintenance activities (leading to reducing resulting emissions by 47%).

- Starting the use of high-efficiency rectifiers and UPSs leads to reducing energy loss, providing maximum operating continuity, and reducing operating costs while at the same time bringing down the space used. It also improves the PUE (Power Usage Effectiveness) and finally reduces the resulting emissions.
- Retrofitting lighting at our headquarters and the rest of the facilities with LED light bulbs, which are environmentally friendly solutions consuming less power; Also, the lighting systems specs have been modified in all the new facilities and all under-development data centers.
- Use load sensors that automatically shut down all low-priority loads when electricity consumption reaches about 95% of maximum capacity.
- 1,500 high-energy efficiency capabilities printing devices that combine the capabilities of four devices: printer, copier, scanner, and fax machine, have been replaced with old-equipped devices in our facilities.





COP27 – Climate Change Summit

In 2022, Egypt earned the global trust of hosting the COP27. On the road to COP27, Telecom Egypt works intensively as the integrated telecom operator to ensure the quality of service provided to customers, the stability of the network coverage, and WIFI services in the conference zones, halls, and in Sharm El Sheikh city during the conference. It had achieved this through:

- Implementing different cable paths over distances of about 600 km and supporting them with fiber cables of different capacities. Installation and operation of MSANs in the conference zones
- Increasing the capacity of infrastructure transmission circuits in the South Sinai Governorate by about 1 Tb/s. Allocating BW frequency space estimated at 40 Gb/s to connect the conference halls to the internet.
- Providing technical solutions for network coverage in different locations, for example, but not limited to, the installation of network strengthening devices at Sharm El-Sheikh International Hospital, in addition to improving network coverage at visitors' accommodations.
- Modifying the Sharm El Sheikh connection to the entire Telecom Egypt network to provide the highest levels of insurance using the highest security technology.
- Specialized technical emergency support teams were available 24 hours / 7 days at the level of the governorates to secure the infrastructure networks and devices that serve the conference and to repair malfunctions during the conference.

As a pioneer in sustainability and eco-friendly practices, Telecom Egypt has taken the lead in sparking climate action during COP27 through:

- Development and Establishment of a Sustainable, Environmentally Friendly Model at Two Sites, where a new model of technology was presented, starting from civil works and towers to wireless devices and electrical power devices that lead to reduced carbon emissions, relying on mobile towers made of environmentally friendly, non-metallic FRP materials, and using new devices and new features that ensure less consumption of electrical power and contribute to a lower percentage of carbon emissions while using solar energy as a clean source of energy.
- Installation of two solar power stations with capacities of 117 kw & 96 kw in Telecom Egypt's centrals to power them with clean and renewable electricity.
- Deployment of electric, eco-friendly cars and buses in the city, showcases its commitment to combating climate change through various projects and initiatives.



Transitioning to Renewable Energy

In line with Egypt's Strategic Vision 2030 and the government's endeavors for the environment and reducing carbon emissions, Telecom Egypt had discussions for a cooperation agreement with the Egyptian New and Renewable Energy Development and Utilization Authority (NREA) to purchase the electrical energy necessary to operate its various headquarters spread throughout the country, agreement has been signed in 2023.



Water and Waste Management

We are guided by the national regulations in the conservative use of resources and managing the waste we generate, where possible.

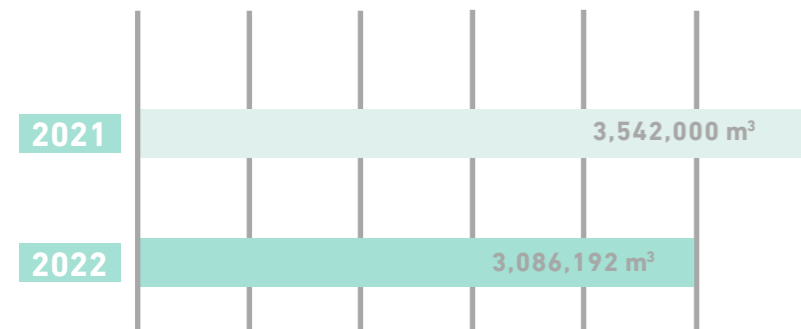
Water Management

Water is a vital resource, and Telecom Egypt has been particularly committed to increasing efficiency in the use of water. All Telecom Egypt's facilities are supplied by domestic water through the municipality infrastructure system for domestic purposes, with tankers serving as backup. Overall, our consumption comprises primarily of sanitation.

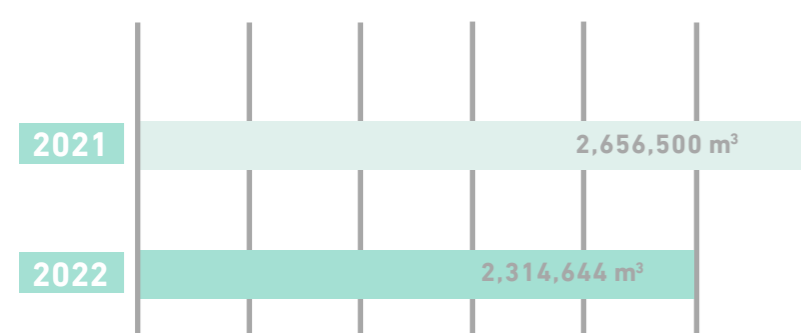
To help reduce water use, we conducted upgrades to the water fixtures in the restrooms at our offices. We also installed smart water devices to automate, monitor, and ultimately reduce water usage.

In 2022, our total water consumption was reduced by 13% from that in 2021 as a result of the great efforts of the company managed by the administration and facility management sectors.

Total Water Consumption



Total Wastewater Discharge



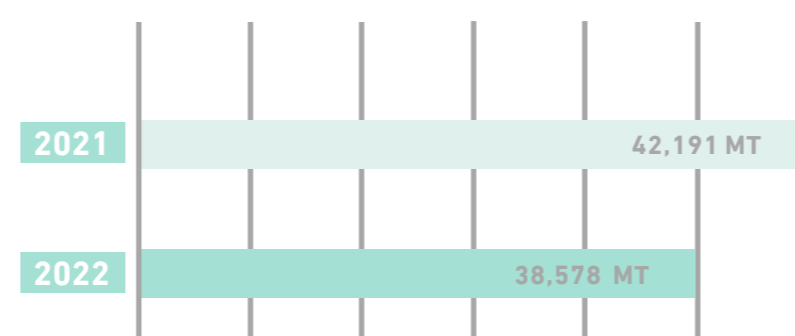
Water and Wastewater	2021	2022
Total Water Consumption Intensity (m³) per FTE	65.17	58.81
Total Wastewater Discharge Intensity (m³) per FTE	48.88	44.11

Waste Management

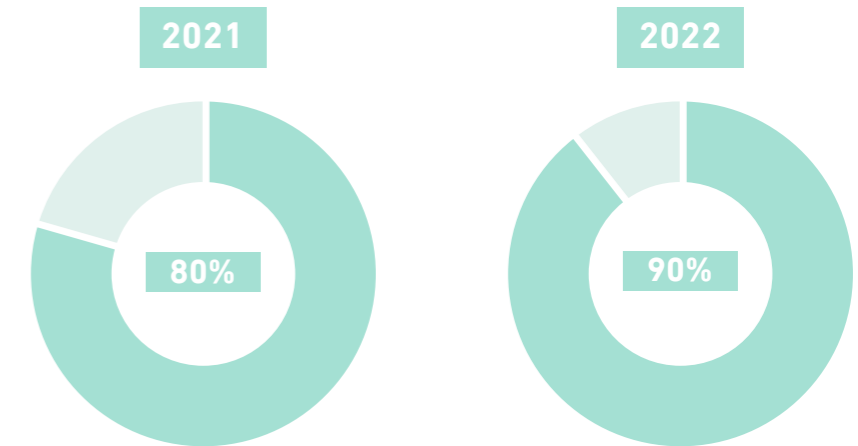
Managing our hazardous and non-hazardous wastes in a responsible and eco-friendly manner is vital to protecting the local resources and improving the air and water quality and health of the local population, in addition to its associated financial benefits.

From a linear to a circular model, we have improved our waste management practices. We invest in waste minimization and exploit reuse opportunities. We have been adopting international best practices, including ISO 14001:2015 Environmental Management Systems, in managing waste from all our facilities.

Total Wastes (Metric Tons)



Waste diverted from landfill (%)



Managing E-waste

We generate electronic waste through our operations, service processes, and internal IT systems. We work with third-party vendors to take back, recycle, or refurbish our electronic waste in accordance with regulations.

Hazardous waste management

Hazardous waste in our operations could include diesel spills from generators or leaks from our HVAC systems, as well as certain types of waste within our facilities. In the reporting, we had no reportable hazardous spills. We host regular training on managing hazardous materials and spills as well as provide spill kits and signage in our facilities. We also work with our waste and recycling vendors to responsibly handle and address hazardous waste and materials in our operations.

As part of our efforts to move towards a paperless environment, we have achieved many digitization and automation initiatives, including:

- Using multifunction printers that use the same toner cartridges to print, copy, and fax papers leads to reduces the amount of e-waste generated and also eliminates the need to purchase more printing paper. This also contributes to avoiding the amount of disposable packaging material and waste generated in our office buildings.
- Switching from paper billing to electronic billing pies as we shifted towards the digitalization of our operations and processes.

On a regular basis, unwanted scrap paper is collected from all the company's facilities and exchanges, sorted into different grades, shredded, compressed into bales, and processed by recycling companies. All these efforts led to a reduction in printing paper use by 43 tons in 2022.

During any maintenance services for our facilities, we use third parties to collect all waste generated during facility renovations and dispose of all waste in certified landfills in accordance with Egyptian Environmental Laws.

To improve our reporting on waste, in 2023, our on-site facility management teams will be conducting surveys to assess the efficacy of our waste management.



Environmental Impact

Telecom Egypt prioritizes precaution in its activities, managing environmental risks, reducing emissions, and promoting the circular economy.

Under Law No. 4 of 1994, the Egyptian Environment Affairs Agency (EEAA) governs environmental issues in Egypt. Telecom Egypt is fully compliant with national environmental regulations, with Environmental Authorities' Approvals for operations and impact assessments confirming negligible environmental impacts or biodiversity value at several base station sites.

Total monetary value of significant fines

Zero

The number of non-monetary sanctions



Environmental Management

Our approach to managing our environmental impacts follows ISO 14001 Environmental Management System, which helps the company manage and continuously improve our environmental performance and efficiency, meet our partners, and clients' expectations, gain competitive advantage, and boost employee engagement in sustainability.

TE has specially qualified staff in each hierarchical and geographical area of its business. This means that top quality and experience can be employed at all times in pursuing the company's business, always complying with the strictest environmental standards.

Through the company's environmental management systems, any potentially negative impacts generated by carbon emissions and other harmful gas emissions, discharge and waste generation, or the use of resources, as well as noise and light pollution, are identified, evaluated, and minimized. In turn, the positive impacts are maximized, both in the design phase and once the facilities are put into operation.

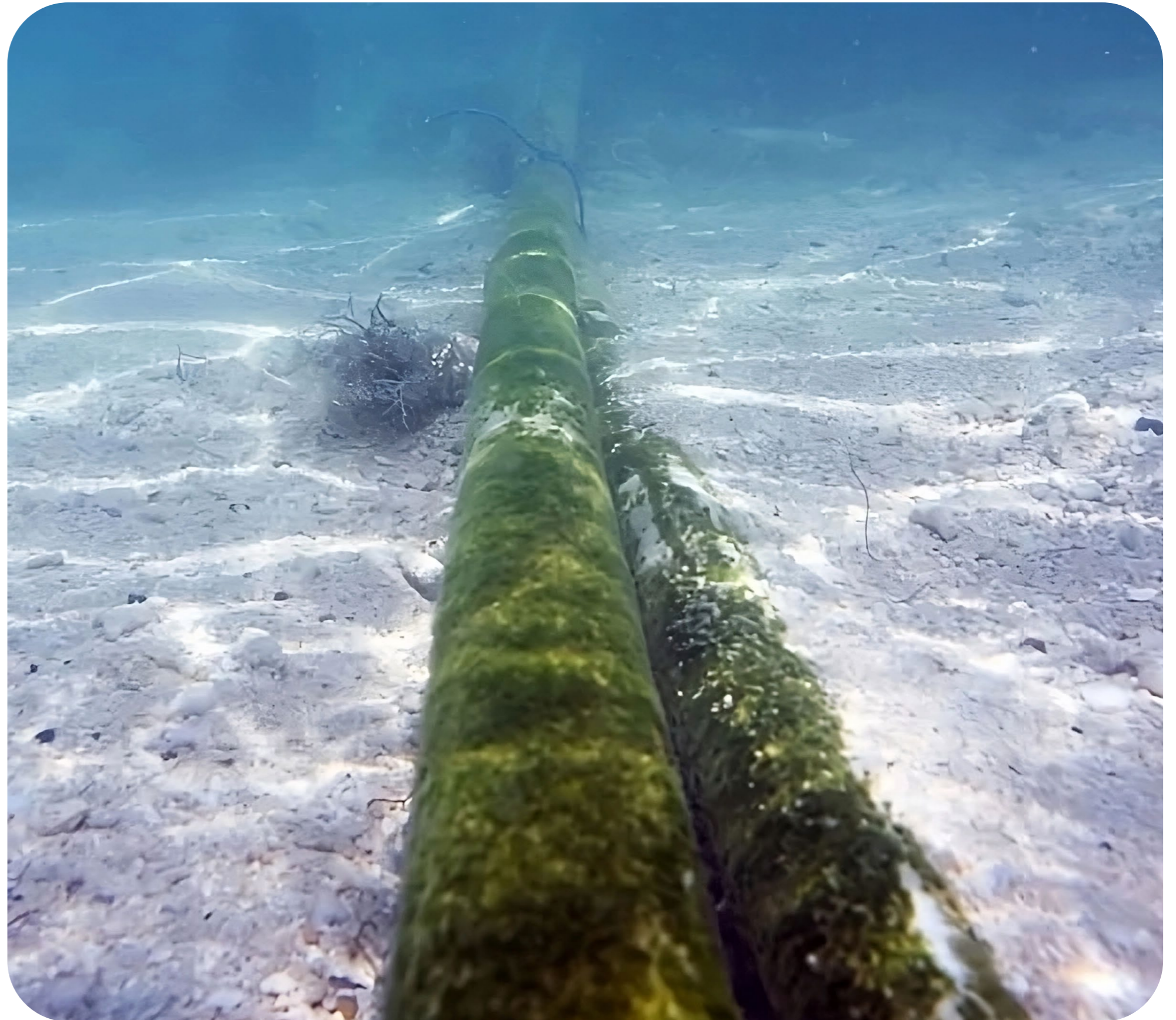
The management model is structured taking the following practices as basic principles:

- Identification, evaluation, and minimization of environmental alterations that may be caused during the company's activities, identification and evaluation of environmental risks using specific regulated technical procedures that quantify the risk that could have a negative environmental impact on Telecom Egypt's business. Registering, classification, and correction of any environmental incidents.
- Identification and verification of legal requirements using tools especially designed for this purpose, which make it possible to manage compliance with administrative obligations and other commitments in addition to legal requirements; Operational control uses corporate tools that compile quantitative environmental information for each location, thereby making it possible to manage the environmental evolution of processes, set targets, and define strategies.
- Implementation of tools for continuous improvement, identification, and dissemination of lessons learned and good practices. Establishment of annual goals for all businesses, taking as reference the identification of the most significant environmental aspects in the management systems.

Evaluation and Management of Environmental Impact

Telecom Egypt's operational activities, such as base stations construction, land and submarine cables laying activities, are subject to strict national laws and regulations by the Egyptian Ministry of Environment and other related authorities, including the requirement to restore land where excavation activities are undertaken on land. We are aware that electromagnetic fields (EMF) could be emitted from operations; as a result of that, we have currently performed measurements on the levels of EMFs that the base stations could be emitted. Currently, there are no impacts from exposure to the low-level signals used for mobile communications, although we will continue to monitor the impact of exposure to EMFs on the environment and people.

Through our operations, we are determined to prevent a negative impact on biodiversity and ecological ecosystems. We value environmental conservation and strive to support and assist where necessary.





EMBRACING OUR PEOPLE

At Telecom Egypt, we are putting people at the center of our business, Telecom Egypt is built on thousands of people who devote their time, skill, passion, and effort to a shared purpose and the vision of positive impact.

- Partners of Success
- Power of Diversity
- Employee Satisfaction and Welfare
- Development and Promotion of Talent
- Promoting health, safety, and Wellbeing

CHAPTER

THREE

03

Partners of Success

Our people are the cornerstone of our success, as they provide the expertise, skills, and passion required to fulfill our long-term business goals.

Telecom Egypt wants to make a good impact in everything it does, delivering ICT solutions that will enable a more sustainable future. We can only strive for this if our people have the talent, leadership, and passion to do so.

Our goal is to be the best place to work in the world, an organization that prioritizes the employee experience and attracts and keeps top people who live and share our values.

Telecom Egypt is committed to being an employer of choice—a company where people matter, teamwork is rewarded, everyone feels respected and empowered to speak up, diversity, equity, and inclusion are embraced, and how work gets done is just as important as getting the work done.

Telecom Egypt is committed to a culture that attracts and retains the best people who help it become a better, stronger company. The company's culture is reinforced by a customer-centric focus, employee engagement and feedback, and expectations that guide how employees conduct themselves, work with customers and colleagues, and make decisions.

Company expectations are part of the culture—from how employees develop and communicate to how Telecom Egypt evaluates the performance and service of its customers and stakeholders.

Telecom Egypt is committed to growing our people to drive productivity, quality, and innovation, ultimately achieving our strategic goals by following worldwide best practices.

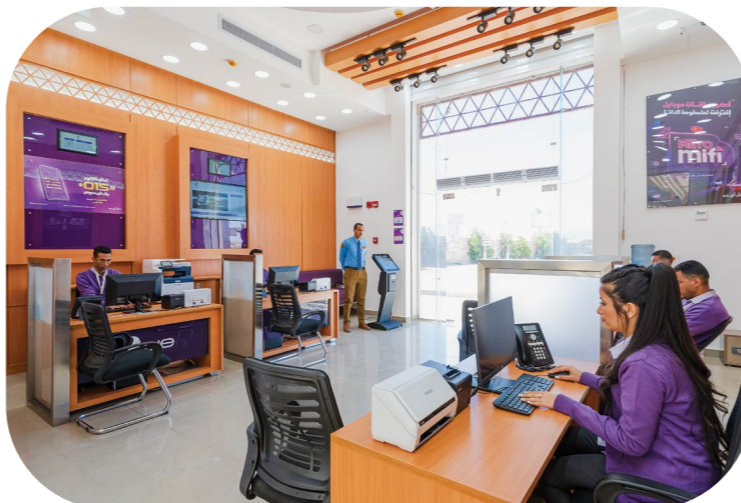
We are living in a world that is gradually becoming a more multicultural and international place. At the same time, our corporate environment has undergone tremendous change as a result of globalization and technological advancement. We wish to overcome these obstacles as a diverse team.



The strategy of the company connects the company's mission with people, activating it so that it becomes part of the employees' experience and investing to include and advance the most varied talent. With this, the organization becomes stronger and more streamlined to face the challenges and opportunities that entail achieving real change and leading the transformation toward a sustainable future.

The company's strategy is mapped out to put people first through four fundamental pillars:

- **Power of Diversity**
- **Employee Satisfaction and Welfare**
- **Development and Promotion of Talent**
- **Promoting health, safety, and Wellbeing**

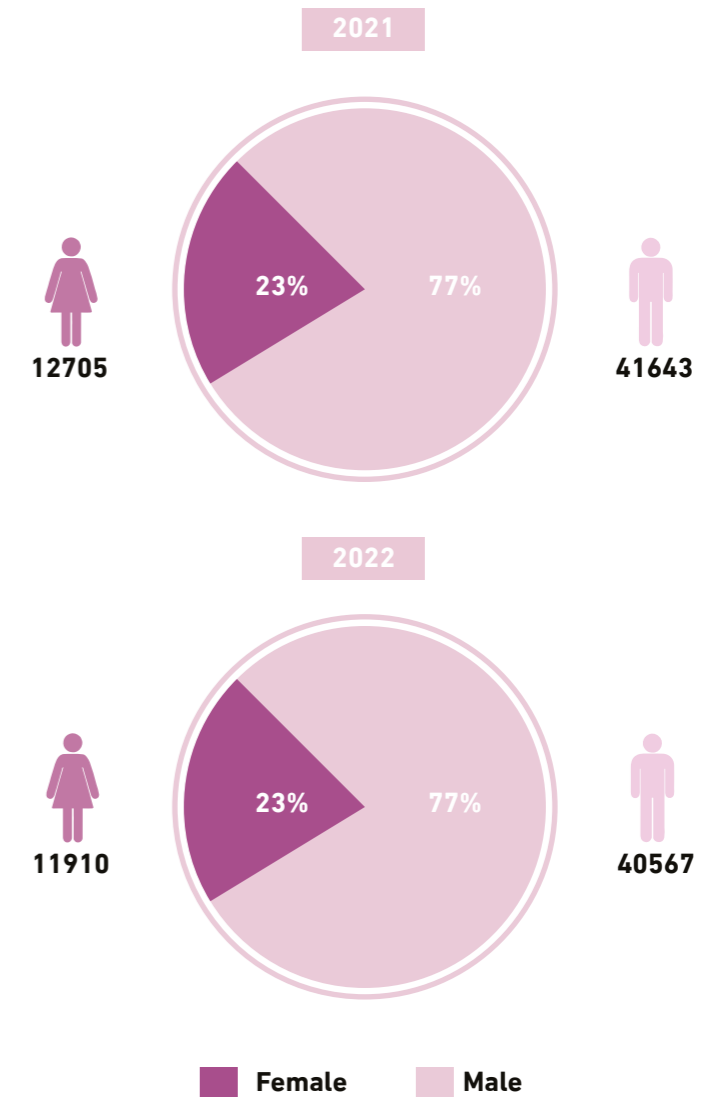


Power of Diversity

Our employees represent a diverse set of viewpoints, backgrounds, and experiences that may provide novel ideas, solve problems, and exceed expectations. Telecom Egypt can stand out and make an impact because of its individual ability to stand out and step back when needed, along with an exceptional collective capacity for collaboration and respect for difference. We actively encourage diversity in our team and reject all forms of discrimination. In 2021 and 2022, there were no incidents of discrimination reported.

Gender Diversity

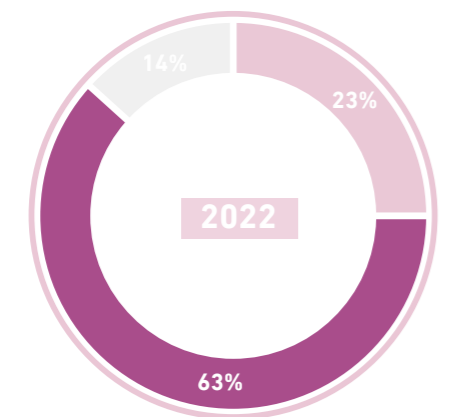
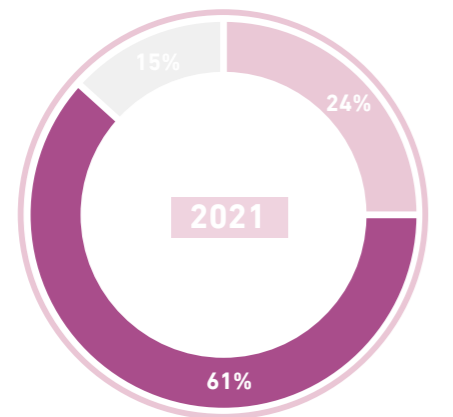
Telecom Egypt is dedicated to building a diverse and inclusive workforce that promotes innovation and contributes to the company's long-term viability and market leadership. **23%** of the workforce in senior management, middle management, and staff are women



Age Diversity

TE aggressively endeavors to provide equal chances to people of all ages in our talent pool. Members of the younger generations, people with established experience, and experts with long-standing expertise and mentorship qualities are all included.

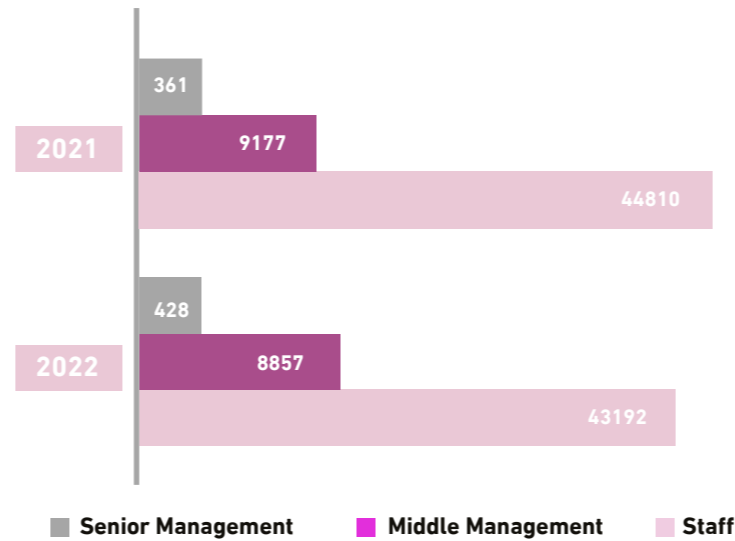
Workforce By Age	2021	2022
Under 30	13,351	12,081
30-50	33,078	33,245
Over 50	7,919	7,151



■ ≥ 30 ■ 30-50 ■ ≤ 50

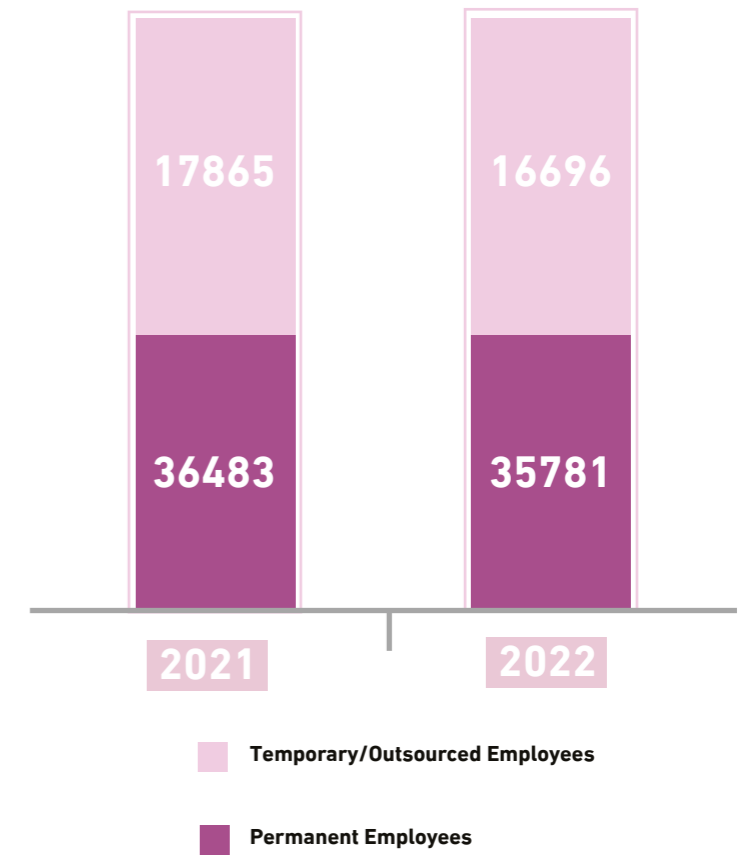
Employee Category Diversity

In 2022, the number of our senior managers increased to 428 employees compared to 361 employees in 2021, of which 17% were women from total senior management for both years.



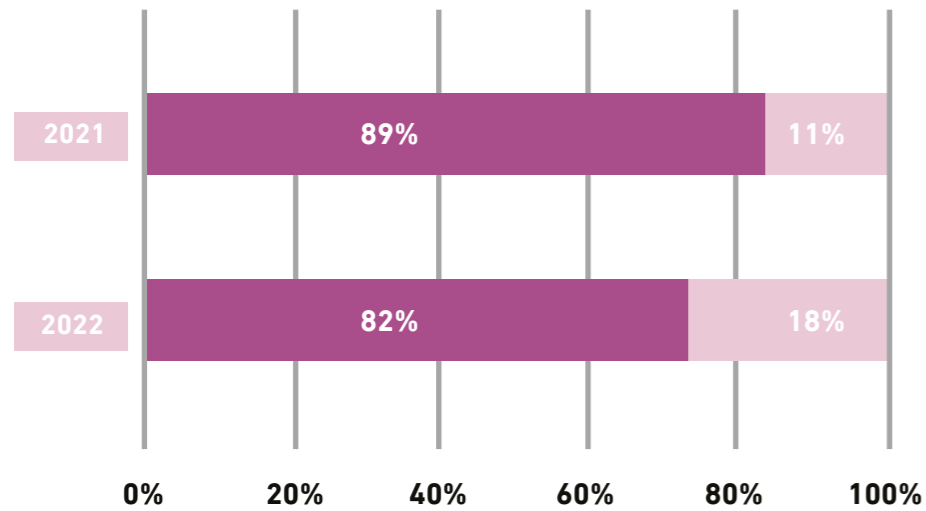
Our total workforce numbered 52,477 employees in 2022 compared to 54,348 employees in 2021, 23% were women from the total workforce for both years, and 23% & 24% were employees between the ages of 18-30 (youth) for 2022 and 2021, respectively.

Workforce profile	2021	2022
Total Full-Time Equivalent (FTE) employees (No.)	54,348	52,477
Permanent Employees (%)	67 %	68 %
Temporary and Outsourced Employees (%)	33 %	32 %
Senior Management (%)	0.6 %	0.8 %
Middle Management (%)	17 %	16.9 %
Staff (%)	82.4 %	82.3 %

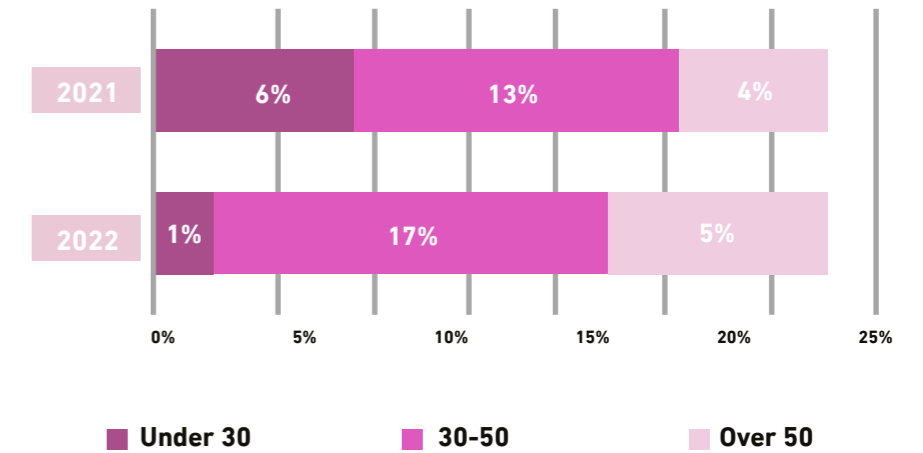


New Hires

TE hired 733 and 7,159 new employees in 2021 and 2022, respectively.



Women have an average of 23% of Telecom Egypt's workforce in both years, and the number of newly hired females has increased from 11% in 2021 to 18% in 2022.



Employee turnover

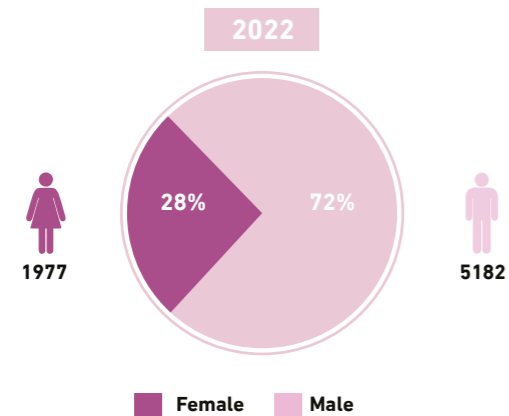
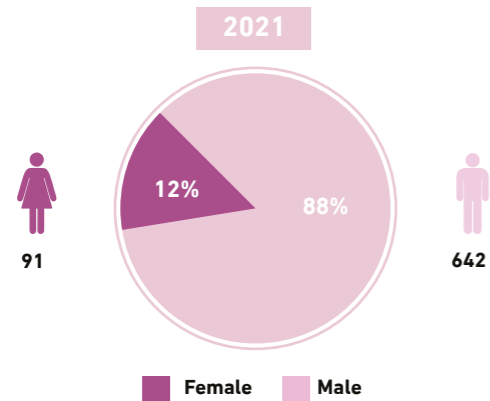
As a result of the fluctuation of the job markets affected by the COVID-19 pandemic and the increase of business opportunities globally after passing this period, 4,506 employees left the company and its subsidiaries voluntarily in 2022. Male employees made up 3,220 (71.5%) of those who left their jobs, while female employees made up 1,286 (28.5%). The turnover rate was reduced from 8.8% in 2021 to 8.6% in 2022.

Maternity Leave

We also express our utmost respect for our working mothers, who make every effort to achieve a work-life balance, which prompted Telecom Egypt to enforce several policies that support them in achieving their career goals:

- All working mothers are granted paid maternity leave for a period of three months.
- All working mothers are entitled to take three unpaid leaves for a period of two consecutive years each time.
- All working mothers have the right to take two on-the-job lactation breaks for a minimum of 30 minutes each.
- The female employees operating under the maternity on duty, are under social insurance coverage for the whole period they are operating from home. They can continue working from home after their maternity leave, according to the nature of the job (9 months maximum), divided into 3 stages.

■ ≥30 ■ 30-50 ■ ≤50



Empowering Women

Nowadays, the power of women in the workforce cannot be clearer. Recognizing the favorable impact of gender diversity on team and organizational performance, Telecom Egypt continues to foster strong female representation at all levels of the organization. We conduct unique programs to help female professionals develop both within and outside of the company.

One woman serves on the company's Board of Directors; this demonstrates Telecom Egypt's excellent caliber of talent as well as top management's diversified backgrounds and experiences.

17 %
Female Senior
Managers



25 %
Female Middle
Managers

Maternity Leave	2021	2022
The total number of Female employees who took maternity leave	136	391
The total number of Female employees who returned to work after maternity leave	170	256

Telecom Egypt has actively been addressing gender parity and empowerment by facilitating career development and growth and putting policies in place that protect every female employee's legal rights. In that regard, Telecom Egypt is proudly an organization that embraces equal pay (where for some positional levels, females earn salaries with higher percentages than males), whereas remuneration is solely determined based on professional merit.

Additionally, Telecom Egypt strongly encourages all female employees to enroll in training programs to progress their careers, and as of this year, 31.5% of the graduates of the Leadership Development Program are females; where leadership development program (LDP) is a behavioral program that focuses on widening the capacity of individuals to perform efficiently in leadership roles within an organization and creating change agent within the organization. It focuses on developing professionals' abilities to take on critical responsibilities in an organization, such as designing and executing business strategies, building alignment, and helping others with career growth.



31.5%

Female graduates of the Leadership Development Program

Youth Empowerment

Professionals under 30 make up an average of 32% of Telecom Egypt's workforce and 87% of new hiring employees, reflecting the youthful culture and appeal of our work environment for this crucial age group. This age group represents the future company's backbone since their business expertise and management skills are well-developed, and their mentoring of younger employees is crucial to the company's evolving progress.

Our approach to youth empowerment entails enabling the younger population to hone the skills they developed during university through undergraduate internship programs, which not only contributes to their career progression but also strongly benefits Telecom Egypt. We believe that our fresh hires and undergraduate interns are invaluable assets that continuously bring new ideas to the table, given their awareness of modern behavioral trends. The company also conducts initiatives to empower youth.

Providing scholarships for students at Egypt University of Informatics

Telecom Egypt has established a partnership with Egypt University of Informatics (EUI) in the Knowledge City within the New Administrative Capital, in order to provide scholarships in the fields of ICT for the topping students in the High School certificate.

Youth Initiative for Training and Rehabilitation of Technical Employment

Telecom Egypt is keen to maximize its leading role in the development of Egyptian society through its telecommunication services to its customers or through social responsibility projects, including the "Training and Rehabilitation of Technical Employment" project, which aims to train and qualify 1000 students and graduates from schools and technical and industrial institutes.

Youth Technical Program

Within the framework of the company's strategy to qualify fresh graduates and undergraduates for the requirements of the labor market to keep pace with the latest developments and give them the necessary training in technical disciplines, information systems, and technology sectors, build highly specialized technical cadres, and develop the creative capabilities of 860 of Egyptian youth for the year 2021 and 1604 in 2022.



Inclusion of people with disabilities

TE seeks to build an inclusive culture that values all employees as part of its commitment to fair employment in the workplace. The organization makes every effort to incorporate, respect, and empower persons with disabilities by improving their employment experience. In 2022, TE had 1,087 employees with disabilities as a part of the workforce, with 22% of them being females. To ensure that all Telecom Egypt employees receive equal treatment, we believe that making the necessary adjustments in the work environment for employees with disabilities, in terms of access and facilities, is of the essence.

All Telecom Egypt buildings are equipped with lifts and ramps to allow wheelchair access into and through the premises. Similarly, parking spaces in the company's garages are easily accessible. As toilets are also a crucial part of inclusive spaces, handicapped restroom stalls have been made available on every floor to allow individuals with a range of physical disabilities to use the toilets as independently and safely as possible. As a way of enforcing accessibility standards for the disabled, out-swing doors are mounted and grab bars are installed for support. In the case that any such employee needs medical services that are not covered under medical insurance, Telecom Egypt provides prosthetic implants and wheelchairs to staff members who require such services.

Employee Satisfaction and Welfare

We, at Telecom Egypt, strive to maintain open lines of communication with our employees, which ensures that each member of the staff is fully engaged in our business processes and participates in our human resources methodologies.

Compensation and Benefits

Employees at Telecom Egypt are paid equally in positions of equal responsibility. We uphold the notion that compensation is determined by the work performed, not by a person's age, gender, or religion. Therefore, the type of work being done, and the employees' experience all affect the compensation package of the employees.

Telecom Egypt continued to provide the following employee benefits:

Special Medical Care

Our employees are provided with some of the best medical and healthcare services in the country. This medical care also covers the employees' families in all categories.

Transportation

Employees are offered the option to use our safe transportation shuttle to and from work locations. The shuttles are available to all our employees. They run at the start and end of our rotational work shifts.

Retirement and Pension

Retirement benefits apply to employees aged 60 and up, where retired employees are provided with special medical coverage. Our employees are provided with pension programs based on their number of years of service.

Educational Support

Employees are offered discounts for tuition reimbursement as part of company agreements with different educational institutes.

Financial Support

Special discounts at a few particular stores, nurseries, and sports facilities.

Parental and Family Care Leaves

Telecom Egypt promotes father parental leave. When their child is born, fathers are entitled to three days of paid leave. Telecom Egypt views parental leave for fathers as a fundamental parental right that is critical for people's well-being, family health, and community values, despite the fact that it is not mandated by national rules. To support work-life balance, Telecom Egypt offers different types of leaves for its employees, among them family care leaves. All employees of both genders at Telecom Egypt are eligible for family care leave. 130 female employees took family care leave, and 8 male employees took parental leave. 100% of employees returned to work after their leaves ended.

Training Development for Employees' Children

The company conducted summer training for the employees' children (627 in 2022 and 391, 15 of them from people with disabilities in 2021) to prepare and qualify them for the requirements of the labor market to keep pace with the latest developments and give them the necessary training in technical disciplines, systems, and information technology according to their scientific specializations and building highly specialized technical calibers.



Flexible Work Arrangements

TE continued to promote its flexible work arrangement approach, which was first introduced during the pandemic. This program also provides employees with the opportunity to work from the office or home, according to business needs.

WE Family Initiatives

The company executes WE Family initiatives towards consolidating the concepts of life quality for employees and enhancing the work environment, declaring the care of Telecom Egypt's management towards their employees and their families by supporting all channels of effective communication and mutual influence.

Mother's Day

On Mother's Day, the company honors the ideal mothers as a tribute to the efforts made by working women towards work and their families. The company honored 43 ideal mothers.



International Women's Day

In light of the company's celebration of International Women's Day, the company presented gifts on this occasion to 8,500 women working at Telecom Egypt as an expression of appreciation for all women within the company on this occasion.

Holy Quran Competition

The company honored 474 employees and 632 employees' children for their excellence in memorizing the Holy Quran.

WE Family Football Tournament

The company organized a "We Family" football tournament in which 1900 employees of Telecom Egypt and its subsidiaries participated in the championship.



Fun Days and Culture Trips

As part of WE family initiatives, the company organized fun days and culture trips for 5188 employees from different regions to increase communication between employees, create a purposeful competitive spirit, and improve the employee's health.



The Best Employee Award

The company selected and honored 924 employees with the best employee title, this initiative seeks to continuously develop employee performance, increase job satisfaction among the company's employees, and create a high social feeling among the privileged through their feeling of the company's appreciation towards them.

Employees' Children Honoring Ceremony

This annual celebration is part of the company's participation in honoring 429 employees' children, who obtained Thanwiya Amma certificates, diplomas, and graduated from special needs schools, to encourage them to excel academically along with practicing sports and social activities.



Development and Promotion of Talent

Recruitment and retention

The company's goal is to attract talent at the right time by developing creative and competitive strategies to position Telecom Egypt as a reference employer and to provide our candidates with a unique experience, achieving that through four main pillars.

Employer brand

Telecom Egypt's reputation as an employer is built on a dedication to long-term employability, early discovery of talent, investment in employee development, and the creation of opportunities.

Telecom Egypt was named as one of the greatest private employers at the LinkedIn Talent Award, recognizing the company as one of the best in the Middle East.

Talent Attraction Channels

In the key channels for acquiring talent, Telecom Egypt is positioned as a benchmark organization. The organization develops new tactics to ensure the exposure of its global and local offerings in response to its diverse array of profiles and commitment to diversity, and it is always connected to the market to discover trends and best practices.

The company uses recruitment channels such as "LinkedIn" and "Forasna" websites to target a specific segment according to the terms and requirements of the job, as well as cooperation agreements with specialized universities and technical institutes to attract the best technical cadres.

Methodology of Selection

Telecom Egypt employs the same system across all of its subsidiaries, maintaining consistency and high-quality standards across the board.

Experience of the candidate

The organization evaluates employees, interacts with talent, and values diversity. As a result, it is always reevaluating its processes, with the candidate's experience at the forefront.

Training and Development

Telecom Egypt exerts every possible effort to promote the capacity of its employees and achieve the highest levels of efficiency. This arises from the company's belief that the employees are its genuine treasure; Pursuant to the developmental path adopted by Telecom Egypt.



Training and development play an important role as they support the company to meet the needs of the local and regional customers better. Through providing training and development opportunities to our employees, we aim to develop employees' knowledge, skills, and competencies in line with the company's direction to enhance employees' administrative and technical capabilities.

Training programs

Telecom Egypt adopts its own strategy to continuously develop the capabilities of employees and preserve sustainability. The company has established development programs, including what is internal, represented in the internal annual training plan, and what is external, through contracts with external bodies and academies.

The education programs and training were delivered through virtual, in-class, and unconventional learning formats with the help of Telecom Egypt's qualified trainers or in partnership with external parties. As a result, a total of 798,122 training hours were conducted in 2022 for 6,020 women and 27,228 men, compared to 77,279 in 2021 for 2,141 women and 7,696 men.

Training	2021	2022
Number of employees trained (No.)	9,837	33,248
Percentage of trainees to total employees (%)	18 %	63 %
Total hours of training for employees (hours)	77,279	798,122
Total hours of training for female employees (hours)	17,251	122,340
Total hours of training for male employees (hours)	60,028	675,782
Average hours of training per female employee (hours)	8.1	20.3
Average hours of training per male employee (hours)	7.8	24.8

The company is developing training programs in various fields to provide exquisite training services for the employees and to prepare a future generation of leaders capable of facing the challenges of an era of openness and competition and meeting the dramatic changes in ICT technology.

Our comprehensive training programs have repeatedly proven to have benefits that cannot be overstated. Ever since the inception of our programs, we have seen a number of graduates climb up the corporate ladder and hold vital positions that are integral to business growth. The following course categories were presented:

- Leadership and Linguistics Skills
- Technical and IT Skills
- Sales and Customer Services Skills
- Financial and Administration Skills



Training Courses by Category	Number of trainees				Total training hours	
	Female		Male		2021	2022
	2021	2022	2021	2022		
Leadership and Linguistic Skills	1,055	3,383	2,818	7,033	23,706	164,158
Technical and IT Skills	331	457	2,247	6,602	13,703	341,972
Sales and Customer Services Skills	270	1,571	903	7,389	8,621	162,498
Financial and Administration Skills	485	609	1,728	6,204	31,249	129,494

Moreover, we aspire to equip more of our staff members with intangible skills that will surely support them in their career development journey. We work towards achieving such goals through our own Leadership Development Center (LDC), in which we offer a wide array of courses that target different employee groups.

With the changes taking place in the business world, there is no room for mediocrity at Telecom Egypt. We, therefore, provide our employees with the required skills that can be critical to success through the instruction of a wide array of programs:

Leadership Development Program (LDP)

Telecom Egypt has already organized 16 batches of the LDP program, training 400 employees, 126 females, and 274 males.

This program is made up of 12 modules over the course of nine months. It was designed to ripen the management and leadership skills of all participants and carefully mold them into 'change agents' capable of proactively leading change within any given organization.



International Business Driving License (IBDL)

International Business Driving License (IBDL) is an international foundation that serves as an outreach department for the College of Business Administration at Missouri State University. At Telecom Egypt, we offer all three levels of the IBDL certification, including an essential understanding of business, professional management and planning, and mastering business leadership strategies.

BSS Sales and Customer Services Development Program

Within the framework of Telecom Egypt's strategy to raise the level of quality of services to customers, the company provided many specialized training programs to develop employees' skills in sales and customer service to raise their efficiency and improve customer satisfaction.



Integrated Program for Technical Staff

As a part of Telecom Egypt's strategy towards providing ICT services to citizens throughout the Republic, the company has introduced new transformational training programs to keep pace with the continuous development of technical jobs and to raise the capabilities of technical staff in ADSL/FTTH installations, WIFI/WLAN installations, optical fibers welds and measurements, removing network malfunctions, tower maintenances, optical fiber deployments, and installations.

WE Future – Fostering Employee Innovation

This initiative was created to filter out employees with the potential to thrive within Telecom Egypt as well as support the company in its digital transformation. All employees are given the opportunity to pitch transformative and innovative ideas to senior management and take part in a thorough selection process. Five candidates with the most impressive ideas are chosen to attend an executive meeting to develop their ideas before a final selection process.



In addition to the technical training and programs we offer to our employees, we also provide them with management and linguistic training and workshops. We worked to provide a distinguished and diverse group of training packages that serve the company's strategy and the needs of employees in management and leadership categories, at project management, sales and marketing, emotional intelligence, and trainer skills development.

Also at the linguistic level, we identified the need to develop the linguistic skills of our employees through different language programs to serve different categories and sections in the company, such as English Language Courses, English for Business Communication, Introductory and Preparatory Courses for TOEFL, IELTS, and EMAT, as well as French and German Courses.

Supporting career development

Having a strong team of executives is integral to sustaining the growth of any company, and we believe that it is one of the biggest retention factors for our employees. To ensure that Telecom Egypt's senior management is consistently able to lead the company into a new era of global digitization, Telecom Egypt offers eight competency-based programs specially tailored for our management, including but not limited to decision-making, problem-solving, conceptual thinking, and conflict management skills.

We have completed two phases of senior management development programs for 13 senior directors, 104 directors, and 352 general managers.



13 Senior Directors



104 Directors



352 General Managers

The company has tailored the “WE Stars Program” to develop the middle management in the company, where 900 of our middle managers have completed the We Stars Program. After finalizing the program and examining the performance of attendees, we select the highest achievers across different sections to attend a weeklong development camp to further educate them about the ICT industry and the company's market position as a part of their skill development and motivate them to think critically and creatively.

At Telecom Egypt, we understand that some of our employees crave to encounter the latest business trends and the newest management techniques. We, therefore, developed an enhancement program called 'The Academic Path', allowing our employees to pursue post-graduate studies and opening the door to thriving career opportunities. Telecom Egypt collaborates with several reputable universities, including The Arab Academy for Science, Technology & Maritime Transport, Ain Shams University, Alexandria University, Cairo University, and The Arab Academy for Management, Banking and Financial Sciences.

Promotion and Succession Methodology

Employees are deeply embedded within company strategy in the sense that the process of promotion is for middle and senior management levels. The promotion process for employees begins with internal recruitment advertisements from the HR team or through the nomination of their managers to fill vacant positions and conduct assessments. Competency-based interviews are held with the candidates to assess the candidates' management and technical skills. Going forward, a wholesome development plan is designed and offered to the candidate to provide him or her with a customized succession plan while considering personality and characteristics. After the candidate engages in career consultation meetings and has successfully been promoted, our HR team maintains a channel of communication to ensure a smooth transition when taking on this new role.

The company encourages employees to complete their university studies and gives them an opportunity to settle for a higher professional level if they are qualified to be promoted when they obtain their bachelor's degrees during their period of service, where 338 employees (237 in 2021 and 101 in 2022) have been promoted after settling their qualifications.

Performance Evaluation

In order to provide a correct and effective path for employees' career development and to maintain a high level of organizational performance, Telecom Egypt has adopted a feedback culture.

Employee self-assessments are used to conduct appraisals, which are then followed by a conversation with the manager of the reporting line. This method enables more effective communication, goal alignment, and management of corporate objectives in terms of pursuing desired career goals.

Performance Review Appraisals	2021	2022
Female Employees	100 %	100 %
Male Employees	100 %	100 %
Total Employees	100 %	100 %

In addition to maintaining a focus on the quality of processes and results through performance reviews, Telecom Egypt offers its employees a clear path for their advancement inside the company by implementing a dedicated career growth program.

Planning for the training requirements for the upcoming year is directly related to end-of-year evaluations. Based on the results of the performance evaluation, Telecom Egypt has identified training for 1,386 employees who need to enhance their work performance. We have arranged for them to participate in training programs specialized for certain skills they need to improve their work standards.



Promoting health, safety, and Wellbeing

Telecom Egypt's potential health, safety, and well-being concerns stem from the activities it does in the execution of its projects as well as the operation and maintenance of its facilities.

Promoting Health and Wellbeing of Employees

Periodic medical checkups, frequent reviews of risk areas across premises, and training new personnel on how to identify any hazard areas, are all part of the company's efforts to improve employees' health and safety. Before starting work or during the hiring process, new employees are asked to undergo a medical checkup with their doctors to identify any pre-existing ailments that may prevent them from performing specific duties.



Telecom Egypt believes that physical and mental health care are essential in creating an atmosphere of harmony and well-being for all the company's employees. To this end, the Company also carries out campaigns for the prevention and early detection of diseases such as ophthalmology and early detection of diabetic retinopathy campaign and awareness and early examination of breast cancers for female employees.



In light of COVID-19 and to secure the safety of staff and customers, the company launched a program in collaboration with the Ministry of Health to provide all employees and their families with the vaccine. As of November 2021, around 1,811 employees and family members have been vaccinated in HQs.



To evaluate the possible impact of occupational risks on the health of employees, annual medical check-ups are offered, adapted to the specific risks of each employee. TE carries out initiatives and conducts workshops and training programs to combat work-related stress that employees can suffer.

Year	2021	2022
Training Programs related to work stress	1041 employees 15,488 training hours	1189 employees 22,434 training hours

The company also enters into agreements with private health companies, offering appropriate services and conditions, all in an effort to put employee health first and achieve the highest levels of employee satisfaction that lead to increased loyalty towards the company.

Promoting Safety in the Workplace

As a result, the organization believes it is critical to maintain a preventive culture favorable to instilling confidence and well-being in all of its employees. This applies to both its own employees and those who work with our vendors. As a result, responsibility for health and safety is assumed and shared by each and every member of the company.

The strategy of the company establishes the courses of action required to achieve the company's OHS commitments, with the primary goal of obtaining zero incidents. Programs are designed to have an impact on the company's organizational behavior in order to identify and manage any safety-related issues.



Occupational Health and Safety Management System

Telecom Egypt has an Integrated OHS Management System for the entire company's operations, which specifies the minimal health and safety regulations that must be met in all of its subsidiaries.

Our occupational health and safety management is a system-based approach (OHSMS) integrated into all our business processes. Our OHSMS is governed by the HSE policy, which ensures the implementation of the provisions of environment, health, and safety practices as per the National Labor Law. The HSE processes include defined components of hazard identification, risk assessment, and incident investigation.



It equally allows the company to identify and address the resources and operational controls required to maintain the highest levels of health and safety, as well as to ensure continual improvement. The implementation of H&S practices is led by a dedicated HSE unit manager and monitored by Telecom Egypt's technical team of engineers, supervisors, and HSE inspectors.

The OHSMS is internally audited as per ISO 45001 by professional HSE auditors as per the requirements of ISO 45001:2018. The company OHS Management System was accredited in 2021 in accordance with the requirements of the ISO 45001:2018 standard and has been maintained to this day.

Identification and Management of OHS Risks

Telecom Egypt has a system for identifying and assessing any possible labor-related risks. This assessment and any control measures for minimizing the probability of them occurring are documented in specific procedures for each facility. The risk analysis determines the points that are critical in each center and the associated preventive action, which affects not only its own employees but also those of contractors and facilities collaborating with the division. In addition, the facilities have their emergency plans with guidelines on how to proceed in emergency situations. Employed or subcontracted personnel can report any hazardous situation they detect to the HSE team.

When risk elimination is not possible, we apply engineering controls by redesigning a job scope, administrative controls by adopting a new process, or substitutions by sourcing alternative materials or equipment.

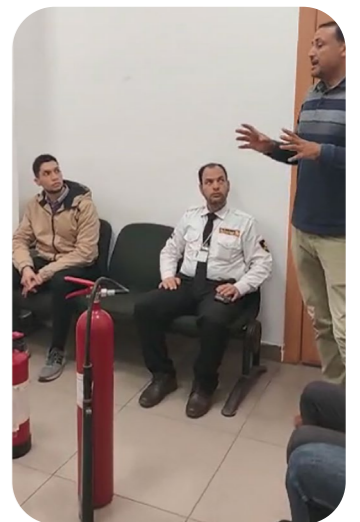
All risk assessment outcomes are communicated to all concerned parties prior to the commencement of any project or task. Communication channels include formal inductions, toolbox talks, and worker safety briefings.



Training and Awareness-Raising

The company offers a number of workshops and training programs to develop and train employees on how:

- To identify the most important risks in the work environment and work to reduce them in accordance with health and safety standards and legal requirements.
- To know different types of fires, firefighting equipment, fixed and automatic fire extinguishing systems, and how to deal with incidents by conducting practical fire and emergency evacuation explanations.
- To deal with first aid cases and how to provide support for injured cases.



Training programs are divided into three levels:

Level 1: On-site: Basic Level Awareness	Level 2: Internal Training	Level 3: External Training
conducted by HSE inspectors for all employees at the premises to increase awareness of Telecom Egypt staff	conducted internally at company training centers	conducted externally through specialized training centers and institutes

Telecom Egypt has internal communication mechanisms that are key to preventing accidents and preserving the health and safety of employees. Among the most widely used tools are the internet, newsletters, e-mail, suggestion box, communications via posters, as well as specific actions in the workplace.

On the other hand, TE actively cooperates with Public Agencies, such as the National Institute of Occupational Safety and Health, in training and workshops to promote health and safety in the workplace.

Total number of trainees increased by 22% in 2022 to reach 1,478 trainees, compared to 1,215 trainees in 2021.

Health & Safety Training Programs	2021	2022
Civil protection and fire prevention work training	842 trainees 22,410 training hours	574 trainees 19,476 training hours
Occupational health and safety operations training	286 trainees 11,225 training hours	740 trainees 22,428 training hours
First Aid training	87 trainees 905 training hours	164 trainees 2,952 training hours

Extending OHS commitment to the supply chain

One of Telecom Egypt's main goals is to extend its culture and commitment to health and safety to the entire supply chain. At the time of contracting, all suppliers must undergo an assessment of their performance in this area. The company's contract is thus contingent upon effective implementation.

The company has defined and implemented a strict management system for the safety and health of its contractors, which ranges from OHS criteria with which they have to comply in order to be able to work with Telecom Egypt to the mechanisms of planning and control and the assessment of the service rendered.





SUPPORTING OUR COMMUNITIES

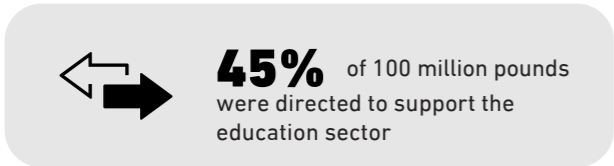
Telecom Egypt plays a pivotal role in supporting the implementation of impactful social responsibility initiatives. To ensure effective execution, the company is formulating and executing the company's corporate responsibility strategy in alignment with Telecom Egypt's mission.

- Telecom Egypt's Contributions to CSR
- Social and Community Impact
- TE Initiatives
- Education
- Health
- Technology and Community Development
- People with Special Needs

4 CHAPTER FOUR

TELECOM EGYPT'S CONTRIBUTIONS TO CSR

The volume of Telecom Egypt's spending on the social responsibility sector amounted to approximately 475 million pounds over the past five years, and 2022 allocations are approximately 100 million, of which 45% were directed to support the education sector and the rest of the allocations to the health sector, support for people with special needs, and several initiatives.



The company's clear direction in the education field is going towards the permanent pursuit of providing qualified graduates for the local and international labor market according to the latest international systems and standards through WE technical schools to prepare a generation of qualified technical workers by developing their skills and providing them with the necessary practical experience to serve the country's needs in light of digital transformation.

In addition to the company's focus on the field of education, the company adopts various other issues, as it pays attention to the border areas through the implementation of many service and development projects, especially for our people in the North Sinai Governorate, where intellectual education schools for people with special needs of hearing, visual, and intellectual special needs were supported in the city of Al-Arish by equipping sensory and visual integration units and providing them with the latest Braille devices and printers, in addition to providing earphones for children with hearing special needs and wheelchairs to help children with physical special needs.

The company also supports many hospitals that serve the community for free, including Baheya and some university hospitals, and implements several different programs and initiatives to support people with special needs, as medical convoys are being launched in various governorates to conduct a full examination. In addition to the establishment of 14 rehabilitation centers in various governorates to integrate people of special needs by training them in some handicrafts and displaying their products in the exhibitions of our homes affiliated with the Ministry of Social Solidarity.

Telecom Egypt is committed to engaging with the communities in which the company operates and upholding the commitments as part of our Corporate Social Responsibility strategy.

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TE's social responsibility vision and mission that mainly focus on integrating TE's core business into societal causes and achieving comprehensive development by the 2030 vision of sustainable development, especially in remote and most needy areas.

The company's strategy in the social responsibility sector is focused on supporting the health and education sectors more, in addition to implementing initiatives and activities in other sectors to support the neediest groups.



Naglaa Nosseir
Corporate Social Responsibility Director

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Social and Community Impact

Telecom Egypt believes in its pioneering role towards society as a national company that provides all means of support to various segments of society and promotes development efforts in all their forms, whether by providing distinguished telecommunications services or through community contributions.

Education

Telecom Egypt believes in the importance of education and training in improving individuals' living conditions and thus achieving the economic and industrial growth of society and empowering youth by providing them with the right skills required by the labor market using telecommunications tools and solutions.



Health

Telecom Egypt is aiming to enhance health care services in Egypt through various initiatives aimed at improving Egyptians' health to increase productivity and secure inclusive economic growth for all.



Technology and Community Development

Telecom Egypt recognizes the importance of the role of ICT in achieving sustainable development and importing the services provided to citizens by using ICT tools in various fields. Telecom Egypt supports and reaches out to the neediest community groups across the country to contribute to achieving comprehensive development.



People with Special Needs

Telecom Egypt integrates people with special needs to take positive advantage of their abilities and skills and improve their quality of life.



TE Initiatives

A snapshot of the company's efforts is shown in the numerous social initiatives that span our focus areas and target mainly vulnerable groups and remote areas, which are detailed in the following sections.

Education

Telecom Egypt focuses particularly on preparing young people for leadership to develop a youth foundation of competencies.

WE Joint School of Applied ICT

These smart schools are specialized in the field of communications and information technology to prepare a generation of qualified and competitive technical manpower in the local, regional, and international telecommunications market.

The following steps have been implemented in these schools:

- Designing, preparing, and developing school curricula by international standards by a group of university professors and experts specialized in the field.
- Enrolled instructors in a series of training courses on the most up-to-date teaching techniques and methodologies in compliance with worldwide systems and standards, as well as educating administrative personnel in the use of electronic programs and files, data analysis, and reporting.
- Raising the efficiency and development of schools to create a distinct educational environment that suits the educational content, as well as furnishing and equipping workshops and laboratories with the latest devices and equipment to keep pace with the latest technological technologies and internationally applied teaching methods. Optical fiber connectivity and internet connection capacity (30 megabits/s) have been provided for each school.
- The company contributes to practical training for WE school students by performing field exercises in the company's exchanges and technical sites.



In 2022, 5,225 male and female students applied to join WE Schools of Applied Technology in different governorates, which exceeds 50% of the percentage of applicants to applied technology schools at the level of the governorates of the Republic. 951 were selected after undergoing aptitude tests and personal interviews according to the standards set by the Ministry of Education and Technical Education. This brings the total number of WE Schools students registered across the governorates to 2,107 students (1,159 students in the 2021-2022 academic year), and the first batch of the WE Schools for Applied Technology system will be graduated from Nasr City School by the end of the academic year.

7
WE schools of applied technology

The graduation ceremony of WE Schools of Applied Technology students from the Samsung International Scholarship for Coding and Programming Programs, which is one of the most important grants offered by the Samsung Innovation Campus by Samsung International. To qualify students for the labor market by developing their professional skills and raising their level of competencies and technological skills.



In light of the continuous success of the WE Schools across these governorates, a new branch of WE Schools was expanded in the New Valley Governorate, bringing the total number of technical schools that have been developed and converted into WE Schools of Applied Technology to a total of 7 schools in the governorates.



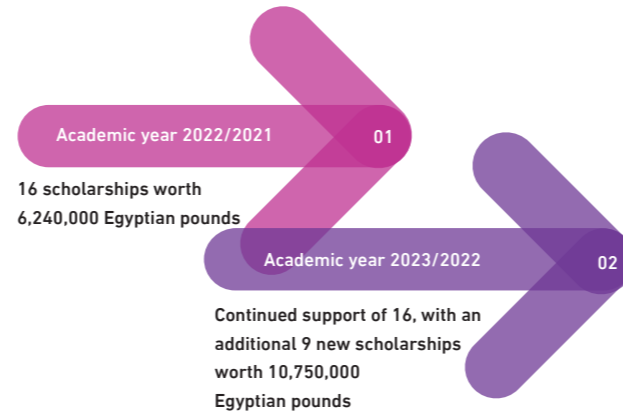


WE Schools students are participating in the first international exhibition and forum for technological education and vocational training (EDU TECH) to work on building an integrated digital society.



Scholarships for Egypt University of Informatics (EUI) Students

Telecom Egypt sponsored 16 scholarships for students at the Egypt University of Informatics (EUI) in the New Administrative Capital. The EUI is to provide scholarships for the top students who received top scores in the national Thanawiya Amma examinations certificate across the republic, as a strategic sponsor of their study in the university. The initiative is divided into five phases, of which the first two phases have been implemented so far.



The initiative aims to support and graduate distinguished cadres in the fields of communications engineering, information technology, and computer science. Students receive the Telecom Egypt scholarship, which includes tuition fees, accommodation, and travel costs to study at a foreign university during the final academic year, according to the students passing the criteria set to continue obtaining the scholarship. Scholarships are awarded to high school candidates covering a fair geographical distribution across the governorates of the Republic in the fields of communication and information technology.

Digital Support for the Educational Sector

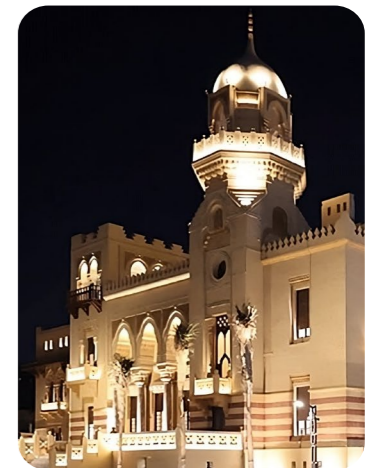
Telecom Egypt, in collaboration with the Ministry of Education, contributes to providing data transmission lines to enable students to access an internet connection on their tablets outside of school to ensure exams can be accessed. Since the inception of the support in 2019, Telecom Egypt has delivered ~700 thousand of these data transmission lines. The company also contributes significantly to achieving transformation the number in the education sector in Egypt by working to deliver fiber optical cables for schools with higher internet speeds.

Donation of IP devices to the Faculty of Engineering, Cairo University

25 used devices (Routers + Racks) were supplied and installed to equip three laboratories for Internet technology and network training at Cairo University's High Technology Center in Electronics and Communications. The IP work team at Telecom Egypt's Technical Affairs completed the operation of the laboratories, testing of the equipment, and creation of the training program for the training of specialist technical cadres at the Faculty of Engineering, Cairo University.

Renovating, Operating, and functioning the "Palace of Sultan Hussein Kamel" Center for Creativity and Entrepreneurship for Youth

The renovation activities started in the palace of Sultan Hussein Kamel with the implementation of the works of warding off danger, the structural support of the palace, the structural works, and the delicate archaeological restorations, as well as the electromechanical works and the landscape works, have been completed and eventually, the completion of the work of extending and installing the fiber cables to the palace of Sultan Hussein.



In 2022, the center inaugurated and began, activated technique and technical training and advisory services to the target groups of entrepreneurs, startups, and small businesses in various disciplines of communication sciences and information technology, to provide a stimulating environment for technological innovation and prepare a generation of youth cadres. To assist and grow the communications and information technology industry through laboratories for big multinational corporations, technical incubators for young startups, collaborative workspaces, training, and conference rooms, and event spaces.

Health

Telecom Egypt aims to improve health services for Egyptians and increase the efficiency of healthcare facilities for the combined benefit of citizens, through the company's long-standing flagship partnerships with various Ministries and organizations.



Replacement of the External Electronic Cochlear Hearing Devices Initiative for Children

The initiative, in cooperation with the Supreme Council of University Hospitals, aims to replace the external parts of the electronic cochlea implants for children and those who are unable to pay, to enable them to engage in society and facilitate their daily lives; this initiative is considered the second step of the initiative launched by the company in 2019 to remove waiting lists for pediatric cochlear implants.

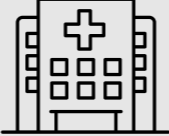


Replacing the external parts helps to prevent children from returning to a life of deafness and isolation from society again, and the consequent collapse of the family on the psychological and social levels, due to the inability to afford the necessary maintenance costs for external hearing aids, or to purchase new spare parts in light of the high levels of hearing loss.



Medical waste shredding and sterilization unit

Telecom Egypt provided the Shifa Al-Orman Hospital for Oncology in North Upper Egypt with a unit for shredding and sterilizing hazardous medical waste and converting it into ordinary waste. The hospital serves residents of six governorates, namely: New Valley, Red Sea, Sohag, Qena, Luxor, and Aswan; representing 15% of the population of Egypt.



The Shifa Al-Orman Hospital
Serving 15%
of the population of Egypt.

The increase in transportation prices and the safe disposal of medical waste has led to an increase in the financial burdens borne by the hospital, especially with the expansion of the services provided and the increase in the number of patients benefiting from those services. The on-site medical waste shredding and sterilization unit ensures the safety of waste dealers and visitors to the hospital and the surrounding environment and provides an alternative and sustainable solution that contributes to reducing the costs incurred by the hospital and saving the amounts used in the safe transportation of waste medical for reorientation in the treatment of patients.



Ophthalmic Medical Convoy

Telecom Egypt launched a medical convoy in cooperation with Magrabi Eye Foundation to check more than 300 cases from the residents of Fayoum where we can examine the eyes and make measurements for making and delivering medical glasses.

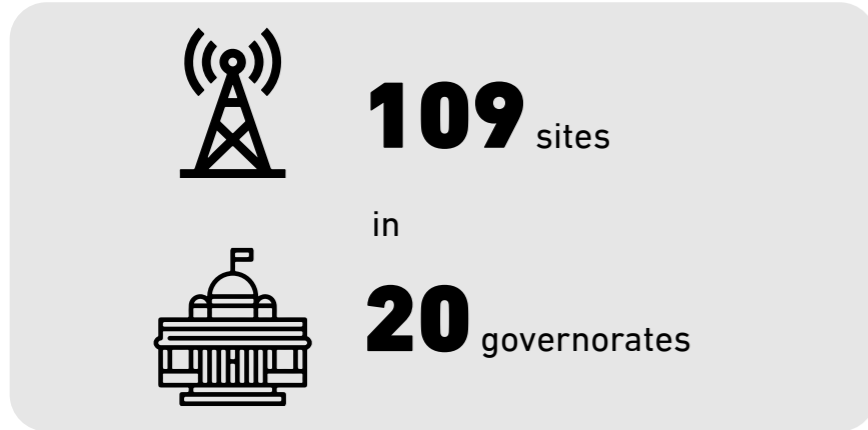


National Council for Disability Affairs

Telecom Egypt has hosted the National Council for Disability Affairs website since 2018, and during the year, the new version of the website was launched. The new version of the website contains a set of information services that allow visitors to the site all the necessary means to access and benefit from the services provided all means of digital accessibility for persons with disabilities, as well as a section displaying videos of content translated into sign language to serve people with special needs who are hearing impaired.

Telemedicine initiative

Telecom Egypt, in collaboration with the Ministry of Communications and Information Technology, has been running a telemedicine project that involves linking and hosting services for 109 sites in 20 governorates of Upper Egypt, Greater Cairo, Damietta, Kafr El-Sheikh, South Sinai, Alexandria, the Red Sea, and several university hospitals in different governorates. The initiative aims to link health units in places that lack medical services to public hospitals to ensure the provision of better health services to the neediest groups, especially in remote areas.



1 Million Free medical Consultations initiative



Telecom Egypt launched the “1 Million Free medical Consultations” for remote medical consultations, as part of the largest campaign for free medical consultations in the world under the “Check with a doctor Online” in cooperation with the ‘al-Tibbi’ platform, which the United Nations Development Program also joined. To the President’s vision of enhancing the detection of non-communicable diseases, Telecom Egypt has equipped hospitals with communication and internet services to connect main hospitals to medical clinics in remote areas to ease the burden of the needy. This campaign aims to reform the entire patient-doctor experience by allowing patients to have access to trusted and reliable health practitioners from a network of more than 10,000 doctors across all specialties and includes support for the health of Egyptian women, maternal and fetal health, early detection and treatment of hearing impairment and loss in newborns, in addition to the new presidential initiatives for premarital examination and the elderly.

Telecom Egypt has also been sponsoring the cost of renewing the monthly packages for 6,000 mobile SIM cards since 2019 where the Ministry of Health follows up with patients who have infected cases and communicates with them to complete the examination procedures and dispense the necessary treatment through the 5,400 health centers across 27 governorates.



The one million free medical consultation services were provided through three different means, namely the hotline (16445), through which communication between the patient and the doctor takes place via a phone call, to facilitate for some groups that are not good at using electronic platforms, in addition to text messages or web chat via the al-Tibbi application or al-Tibbi website, where the doctor is contacted within a few minutes. The user can also upload the results of medical tests, which are sent to the doctors, who provide medical recommendations.

Telecom Egypt also provided free ADSL to quarantine hospitals and created hotlines, which could be accessed on 105 and 15335, so citizens could make free calls to the Ministry of Health. As part of this, we also added 200 extra seats at the centers that handle the service, for answering inquiries and enhancing the company’s ability to accommodate the number of incoming calls via the hotlines.

هدية we بالتعاون مع برنامج الأمم المتحدة الإنمائي

الخط الساخن 16445

بال تعاون مع UNDP alTibbi

Children's Cancer 57357 Hospital



- Providing internet services to the hospital at a speed of 100 megabytes to enhance scientific research operations.
- Hosting the hospital's data center to ensure patient data is protected.
- Linking the hospital branches in Tanta and Cairo to raise the level of performance in the Tanta branch, in addition to facilitating the exchange of patient data between the two branches.

Baheya Hospital



- Linking services between the hospital, the analysis laboratory, and hospital departments for easy data transfer.
- Providing internet service at a speed of 65 megabytes to enhance scientific research operations.
- Providing a call center for the hospital to facilitate communication between women with breast cancer and the hospital, in addition to saving the cost that the hospital would need to use to spend on renting call centers, and thus redirecting those funds to treating patients.

El Nas Hospital for Children



- Providing internet services at a speed of 200 megabytes via fiber cables and 150 megabytes via Wi-max technology.
- Providing 30 mega for a connecting line and 10 mega for the hospital office in Maadi.
- Hosting 500 mobile lines to raise the efficiency of work in the hospital and facilitate the process of communication between medical staff and hospital workers.

Key programs in partnership with various Ministries and organizations

These programs were implemented to support Egypt's healthcare system and the efforts of healthcare professionals to ensure that together overcome Coronavirus:

- Supported the 'Hemaya' (protection) initiative in cooperation with the "Sonaa al-Khier" (Good Makers) Foundation and under the auspices of the Social Solidarity Ministry. The initiative aimed to provide disinfection and infection control supplies to social welfare institutions, such as orphanages, and homes for the elderly across the country, by providing facemasks, gloves, and disinfectant materials and maintaining public hygiene to ensure the safety of the inmates and employees in charge of these homes.
- Supported the 'Breath is Life' initiative in cooperation with the Egyptian Cure Bank, to provide respirators for isolation hospitals and intensive care units to support the medical sector against coronavirus.
- Supported the initiative for securing medical teams, in cooperation with the Ahl Masr Foundation, to provide supplies and protective gear for doctors, nurses, and workers in public hospitals. The initiative helped the medical teams to play their effective role in preserving the lives of millions and confronting the Coronavirus pandemic.
- Supported the General Secretariat for Mental Health, considering the repercussions of the coronavirus crisis and the preventive measures taken by the government to confront the spread of the virus, parents of mentally sick children were prevented from visiting their children, which negatively affects the treatment stages and increases their psychological disorder and leads to many emotional and behavioral problems. The company provided psychological and social support to mentally ill children and their supervisors by providing 15 phones and 15 lines on the Club 65 system, which automatically renews the subscription for a period of six months so that they can make video calls and communicate with their families permanently.

- Supported the Health and Population Ministry with mobile devices as the Ministry faced many challenges amid the repercussions of the Coronavirus to support doctors and nursing staff in their national mission to siege COVID-19 and cross this hurdle without losses. Telecom Egypt provided 1,500 mobile lines and 1,600 mobile devices to support the health sector and provide all possible means of communication to support the medical staff in the face of the COVID-19 pandemic, in the belief the company that there is a hard effort made by the Health Ministry to eliminate the virus.
- Supported the Medical Service Providers Affairs Unit of the Health and Population Ministry to receive complaints and requests from the medical teams infected with the Coronavirus by providing 30 mobile devices and 30 lines. This initiative came in appreciation of the great effort made by doctors, nursing staff, and all medical personnel to provide the necessary health care for people infected with coronavirus, strive to limit its spread, and work to protect the health and safety of citizens.

In Cooperation With:



Technology and Community Development

Telecom Egypt believes in its pioneering societal role as a national company in providing all means of support to all segments of society and promoting development efforts in all its forms through its contributions to the field of social responsibility, whose strategy is based on supporting the neediest groups.

Telecom Egypt aims to encourage women and young people to contribute to the development of society and to channel their energy positively by presenting development project ideas and providing support and economic empowerment to Egyptian women. The following key initiatives were undertaken in 2021 and 2022:

YLF Programs



Telecom Egypt is a long-standing partner of the Youth Leaders Foundation (YLF). This partnership aims to strengthen the youth development sector and empower potential leaders in the Egyptian community to positively impact the public and private sectors through different initiatives.

Leadership Program

The program has developed new methods of filtering, developing, and implementing leadership skills through international assessments and the famous transformational leadership model instructed by the best training agencies in Egypt.

The program intends to train youth cadres to lead in numerous disciplines to promote genuine and sustainable development in the Arab Republic of Egypt, and the program was successful in accomplishing the following in two years:

- Selection of the most capable youth to drive via worldwide computerized examinations of the brightest students applying to the program.
- Train each student based on his or her individual strengths and areas for growth.
- Formation of clubs to work on community development initiatives or ideas concurrently.
- Exercises to implement and assess youth's ability for growth.

Out of 12,000 candidates, 50 leaders were chosen and qualified for the "Young Leaders" program.



Leaders League

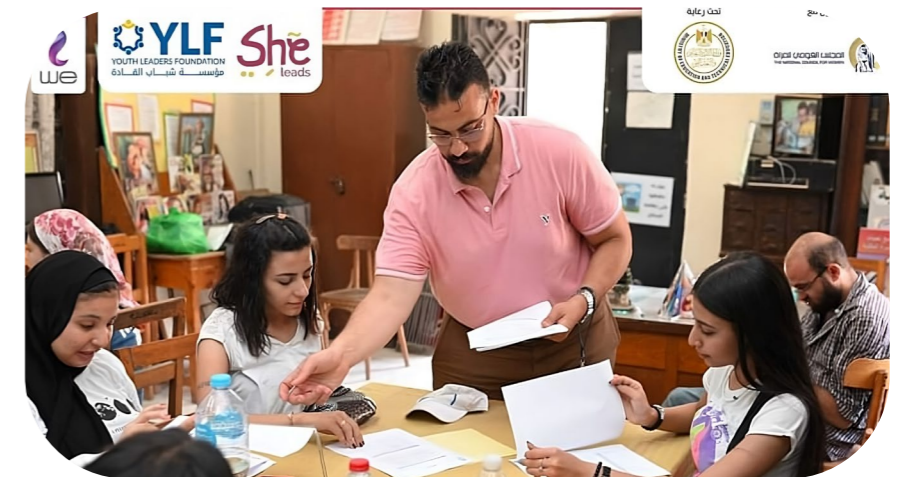
Student activities set a vital pillar in developing and preparing university students for their career lives. These activities play an essential role in cultivating their character and assisting them to implement their life skills. The initiative succeeds in:

- The initiative organized the largest platform for student activities to display projects of students from governmental and private universities.
- More than 500 student activities have been submitted to the program by 50,000 students from different universities nationwide.
- Providing various forms of financial, scientific, and media support for all student activities.
- Organizing several training workshops and group discussions.



SHE LEADS Program

A new aspect of the leadership program is a vocational one, to empower young girls and enable their potential. In 2022, Telecom Egypt is supporting the third phase of the Youth Leaders Foundation 'She Leads' program which is aimed at supporting technical education students to develop their skills to become entrepreneurs in the future as an essential part of the industrial development and economic growth processes in the country.



The program started three years ago in partnership with Telecom Egypt, as the girls participating in the program receive specialized training programs in entrepreneurship, leadership, and presentation skills.

In its third year, the program has seen the following successes:

- Increasing the number of schools participating in the program this year to 6 schools for technical education, namely:
 - Ruqi Al-Maaref School for Technical Education in Shubra
 - WE School for Applied Technology in Nasr City
 - Ismailia Electric School
 - Beni Suef School for Technical Education for Girls
 - Minya Electric School for Technical Education
- Preparing and training 200 technical education girls, divided into 60 teams of female entrepreneurs, with different ideas for small projects that can be implemented in reality.
- Shortlisting the best ideas for small projects and selecting winning teams who will receive financial support to implement their projects.



Climate Leaders Program

The issue of climate change is considered today at the top of the challenges facing the world Telecom Egypt plays an important role in developing and implementing ICT actions to address the effects of climate change through its operations.

As part of Telecom Egypt's contribution to civil society and in line with Egypt's Vision 2030, which ensures citizen participation in applying climate change adaptation strategies through educational and awareness seminars on the risks posed by climate change. The Climate Leaders program was initiated by the YLF organization in partnership with Telecom Egypt.

The "Climate Leaders" program's goal is to help youth and startups that have the potential to be leaders in environmental and sustainable sectors in Egypt by focusing on their talents, as they are critical pillars of technical innovation and economic success through developing their personal and practical capabilities while also offering enough support for their ideas and initiatives by:

- Offering young people, the opportunity to attend various workshops with the best experts in the field to learn and discuss the role of different sectors in facing challenges and proposing different solutions to the issue of climate change.
- Providing various training to develop the practical skills of the participants to help them implement and sustain their projects, pointing out that so far training has been provided on presentation and communication skills, developing marketing and financial plans, and obtaining financial support for projects.
- Finding innovative solutions from the upcoming generations to accelerate global climate action through emissions reduction, scaled-up adaptation efforts, and enhanced flows of appropriate finance.

- Spotlighting the creative innovative solutions presented by environmental or eco-friendly startups and youth ideas.



The program is divided into 5 main phases:

- Program soft opening.
- Judging panel for filtering applications where 3644 students applied.
- Training and development phase where 205 ideas, 895 students, and 75 teams reach this stage
- Semi-Final phase where 50 best solutions filtered from 205 ideas.
- Final Ceremony, the winners of the best projects in different sectors, startup sector, student activities sector, and Ideas sectors are announced and received their prizes.

The ideas were transformed into real projects that dazzled the audience from various locally and internationally and made us sure that the future would surely be better.

Climate leaders received a lot of support from representatives of various institutions, local and international, in the final competition of the Climate Program.



"Ghayarha" initiative

Telecom Egypt launched this initiative among Egyptian university students to support pioneering projects that use technology to achieve sustainable development for society in the fields of education, health, people with special needs, and the environment.

The initiative seeks to improve the awareness of young people about the principles and values of community participation and sustainable development, as well as develop the capacities and skills they need to establish and manage projects aimed at improving the economic, social, and living conditions of marginalized communities. The results were also announced, and the three winning projects were honored Chefaa, Cantina, and Bekia. The initiative also focuses on following up and providing consultancy support to the winning projects for a period of 12 months to ensure the effective implementation of these projects.



El-Masrya Initiative for Handcrafts

Telecom Egypt launched this initiative where women with dependents are trained on ready-made clothes and hand-made carpets along with launching a platform to market the products, which targets girls in rural and poor areas for women's economic empowerment, combat the illiteracy of girls, and qualify them for an active role in society.

- The number of approximately 1000 trainees have graduated to the labor market.
- A marketing platform has been launched to showcase and promote products in the local markets.



Rapid Intervention convoy to Sheikh Zuweid

Telecom Egypt launched a food convoy to support the people of Sheikh Zuweid who are returning to their villages in North Sinai Governorate, in cooperation with the Misr Foundation for Development and Creativity. The convoy was accompanied by the social responsibility team at Telecom Egypt to follow up on the process of distributing aid and sharing with the people the joy of returning to their villages and Bedouin communities after seven years of demolition and destruction as a result of terrorist operations in the region. This initiative comes out of Telecom Egypt's keenness to contribute to supporting the state's efforts in developing the Sinai Peninsula, and its belief in the importance of its societal role in providing all kinds of material and moral support to citizens and contributing to alleviating the suffering of the people of the region and limiting the negative economic and social impacts.



The Joy of Ramadan with WE throughout the Holy Month

Telecom Egypt launched the initiative in cooperation with the Egyptian Food Bank. The initiative targets to hand over Ramadan boxes to needy families across the country; including families supported by women, and people who are unable to work, whether for health reasons or as a result of old age. Within the framework of this initiative, 50,000 boxes of food were distributed to 50,000 families throughout the holy month in villages, hamlets, and border areas across Egypt.

The initiative aims to distribute foodstuffs to several cities, including Luxor, Aswan, Qena, New Valley, Sohag, Assiut, Minya, Beni Suef, Red Sea, Halayeb, and Shalateen. The boxes are distributed by the Egyptian Food Bank team in cooperation with a large number of NGOs located in the targeted villages, to ensure that the boxes reach the due cases quickly and on a large scale. A large number of the company's employees participated as volunteers in filling the boxes for a whole week inside the Egyptian Food Bank.

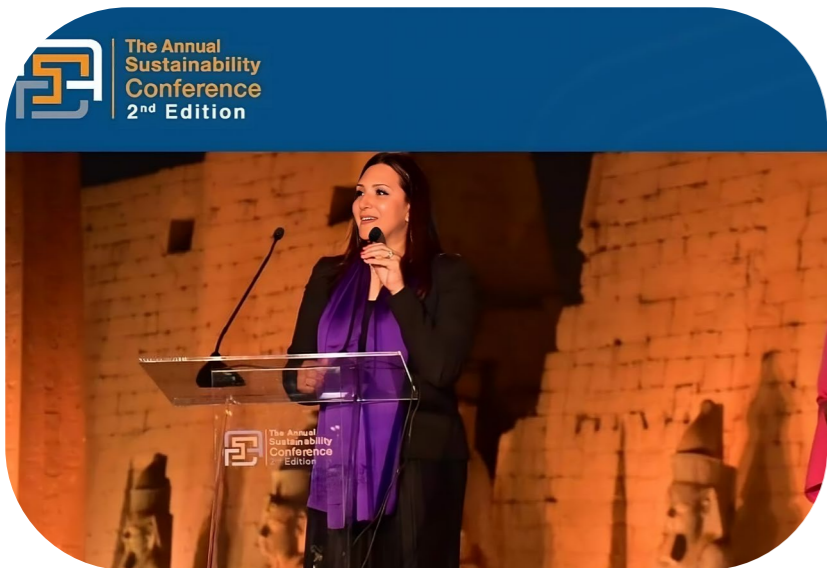


Participation in the Second Annual Conference on Sustainable Development

Telecom Egypt participated in the second annual conference for sustainable development in Luxor, which was organized by the Orman Association. On the role and support of Telecom Egypt in the health and education sectors to achieve sustainable development goals. Ms. Naglaa Nassir, Head of the Social Responsibility Sector at Telecom Egypt, gave her speech during the discussion panel on the activities of the second day of the annual conference highlighting the importance of creating positive partnerships between NGOs and the private sector in coordination with government institutions to implement corporate social responsibility projects that respond to the actual needs of society, taking into account Egypt's 2030 vision.

The conference is the largest Egyptian and regional event concerned with discussing the role of sustainability in enhancing the competitiveness of economic institutions, raising productivity, and enhancing economic and development indicators to implement social responsibility initiatives through a discussion of a significant number of pillars in the presence of a selection of sustainable development experts in the world.

Telecom Egypt is keen to have an intensive role in sustainable development in the community and considering the importance of this annual conference; so, the company has decided to be a strategic partner for the third Annual Conference on Sustainable Development in Luxor in 2023.



People with Special Needs

Telecom Egypt aims to integrate people with special needs into all groups of Egyptian society by providing them with life, educational, and employment opportunities, as well as by making their lives easier by using technology.


Egyptian Para Olympics Sponsorship

Telecom Egypt (WE) has been the main sponsor of the Egyptian para-Olympics for the past nine years across sports, health, and psychological levels.


- Six technological training centers have been launched for players with intellectual special needs in computer skills in the governorates of Cairo, Giza, the Red Sea, and Port Said, with a total of 100 beneficiaries.
- 14 vocational and craft centers have been inaugurated in the different governorates, bringing the number of beneficiaries of the vocational and craft training project to 1,000 male and female players with intellectual special needs in the labor market in some fields of crafts and vocational.
- 3,000 new health cards were issued, bringing the total number of beneficiaries to 8,000 beneficiaries with special needs.
- Participation in several handicraft exhibitions such as Diarna, and Turathna exhibitions to display products manufactured by the Egyptian Special Olympics champions in various rehabilitation centers.

- Organizing forums such as medical convoys, awareness campaigns, and volunteering opportunities

In 2022, the Egyptian Special Olympics female Unified Football team won the bronze medal in The Special Olympics Unified Cup, held in Detroit from July to August 2022.

3,000
health cards for beneficiaries with special needs



1,000
Male and female beneficiaries of the training projects

Honoring the Egyptian Champions of the Tokyo 2020 Paralympics

In 2021, Telecom Egypt organized a ceremony to honor the Egyptian champions who participated in the Tokyo 2020 Paralympics at the foot of the pyramids. The Minister of Communications and Information Technology Amr Talaat, and the Minister of Youth and Sports Ashraf Sobhy attended the ceremony. Silver medalists in weightlifting Sherif Othman, Rehab Ahmed Radwan, Fatma Omar, and Mahmoud Sabry; bronze medalists in weightlifting Hani Mohsen and Mohamed Sobhy; and silver medalist in Para Taekwondo Mohamed El-Zayyat were honored during the ceremony.

The ICT Minister congratulated the champions, who raised Egypt's flag at the Paralympics. He praised their historical achievement, which is an exemplary model of determination to succeed.

For his part, the CEO and Executive Manager commended the champions' winning, adding that they have become role models for those seeking to achieve their dreams. He also congratulated the Telecom Egypt team members who were part of the Egyptian delegation to the Tokyo Paralympics 2020. Five of the seven medals landed by the Egyptian delegation were achieved by Telecom Egypt team members.

Telecom Egypt is proud of being the main sponsor of the Egyptian Paralympic Committee and supporting the Egyptian champions during their journey in the Paralympics. He stressed that supporting Persons with special needs is one of the top priorities of Telecom Egypt's Corporate Social Responsibility (CSR) strategy.



Diarna Exhibition

Under the slogan "Masr Bitakalam Hirafy", Telecom Egypt was the main sponsor for Diarna (Our Homes) Handicrafts Exhibition 2021, which was held in Cairo Festival City in February 2021. Telecom Egypt seeks to participate in the Diarna Handicrafts Exhibition on an ongoing basis to fulfill its commitment towards society and to improve the lives of different groups. The Dyarna Handicrafts Exhibition also aims at combating unemployment and poverty, promoting Egyptian products, and improving quality, as well as supporting and empowering both small productive families and people with special needs towards the realization of a life with dignity for all Egyptians.



Supporting and empowering productive families

- Holding a series of Diarna exhibitions under the auspices of Telecom Egypt as a main sponsor, which amounted to about 15 exhibitions at different governorates and included more than 5000 exhibitors.
- Actual training took place for 550 employees of the General Office of the Ministry of Social Solidarity, as well as training for 241 people with special abilities, bringing the total number of trainees since the start of implementing the protocol to date to 791 trainees.

Intellectual Education Schools in Arish

Supporting and equipping the complex of special education schools in the city of Arish, which serves children of determination (audio, visual, and intellectual) at the level of all cities and villages of the North Sinai Governorate (Arish Center, Bir al-Abd Center, Al-Hasana Center, Nakhl Center, and Rafah Center) to serve residents, frequent visitors, and target larger numbers in the county centers, this is done through the following:

- Equipping a sensory integration unit in an integrated manner for children with intellectual disabilities.
- Equipping a visual integration unit equipped with Braille printers and typewriters to serve children with visual disabilities, in addition to providing the center's needs for the "blind cane" and distributing it to residents and visitors to the school complex.
- Providing earphones for children with hearing disabilities.
- Providing chairs for children with mobility disabilities.
- Performing various surgeries, including operations on the nerves of the hand, and cochlear implantation for children up to the age of 5 years.
- Providing some in-kind assistance and gifts to the people and children of the region.





EXCELLING OUR BUSINESS

High standards of conduct and responsibility revealed by our people become the cornerstones of our success and sustainability. This has been made achievable by strong governance and ethical standards.

- Robust Corporate Governance
- Acting Ethically and with Integrity
- Effective Risk Management
- Sustainable Procurement and Responsible Sourcing
- Understanding Our Customers
- Cyber Security and Data Privacy

Robust Corporate Governance

Telecom Egypt believes that an effective corporate governance system requires an efficient Board of Directors and Executive Management team that is aware of the importance of an effective organizational structure with clear roles, competencies, and responsibilities. It also requires a sound internal control system through the implementation of several functions as well as providing a supportive and responsive culture and work environment.

Board of Directors

The Board of Directors is the body responsible for directing, managing, and representing the company with full powers, notwithstanding the attributions corresponding to the Shareholders General Meeting. It is composed of a group of professionals with a diversity of knowledge, origins, experiences, and genders whose aim is to provide real value to the company, working every day from a position of integrity and transparency in the most efficient and effective way.

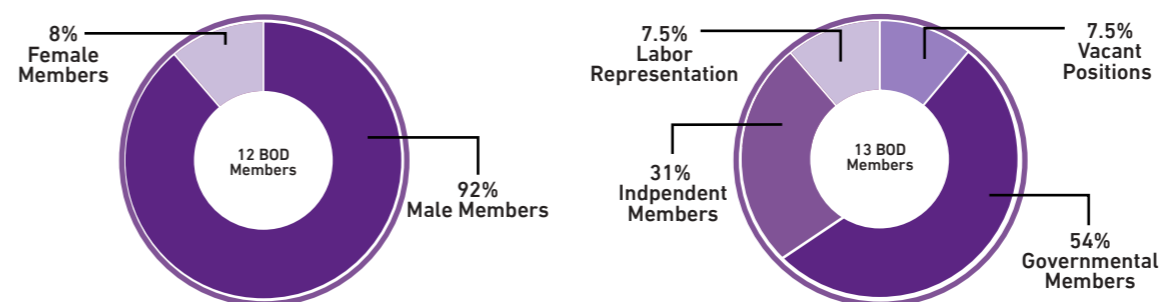
The Board of Directors objective is to perform its functions with unity of purpose and independence of judgment, affording all shareholders the same treatment in the same situation and being guided by company interests, understood as achieving a profitable and sustainable business in the long term that promotes its continuity and maximizes the economic value of the company for the benefit of the shareholders, seeking to reconcile it with the legitimate interests of its employees, suppliers, customers, and other stakeholders. The Board consists of executive, non-executive, and independent members with complementary backgrounds.

Board of Directors Composition

Our company shall be managed by a Board of Directors consisting of Thirteen directors appointed by the general assembly. Notwithstanding the aforementioned method of appointment, the Thirteen directors shall be appointed as follows:

- Four directors who meet the conditions of independence, The independent members shall be nominated by the board upon a recommendation from the nomination committee to be presented to the general assembly for appointment.
- One director represents the employees of the company and is nominated by the General Syndicate of Telecommunication Workers with the condition of being an employee of the company.

- Seven directors are appointed by virtue of a Prime Ministerial Decree based on the recommendation of the Minister of Communications and Information Technology, and they may include executives from the company and one vacant position.



The following table lists the Board of Directors members for Telecom Egypt appointed as of 1st January 2024 .

Name	Role in the Board & Committees	Membership Capacity	Date of Accession to the Board
Dr. Magued Osman	Chairman of the board Member of Nomination, Legal and Governance, and Social Responsibility Committees	Non-Executive & Non-Independent	30th March 2016
Eng. Mohamed Nasr Eldin	Board Member/ Managing Director Chief Executive Officer Chairperson of International Technological Infrastructure Committee / Member of Remunerations and Incentives, and Investment Committees	Executive & Non-Independent	15th July 2020
Major. General Ayman Ali	Board Member Member of Auditing, Investment, and Nomination Committees	Non-Executive & Non-Independent	1st January 2024
Eng. Mohamed Shamroukh	Board Member Senior Vice President Chief Financial Officer	Executive & Non-Independent	30th March 2016
Mrs. Lobna Helal	Board Member Chairperson of Investment Committee / Member of Social Responsibility and Administrative Development Committees	Non-Executive & Independent	27th March 2019
Mr. Mohamed Barakat	Board Member Chairperson of Auditing Committee	Non-Executive & Non-Independent Non-Executive & Independent	28th March 2017 28th March 2021
Mr. Ahmed Abu-Ali	Board Member Chairperson of Legal and Governance Committee / Member of Nomination, Social Responsibility and Administrative Development Committees	Non-Executive & Independent	16th August 2011
Mr. Mohamed Sultan	Board Member Chairperson of Social Responsibility Committee / Member of Auditing and Remunerations and Incentives Committees	Non-Executive & Independent	27th March 2019
Eng. Tarek Aboualam	Board Member Chairperson of Remunerations and Incentives Committee / Member of Investment and Technological Infrastructure Committees	Non-Executive & Non-Independent	28th March 2021
Eng. Tarek Tantawy	Board Member Chairperson of Administrative Development Committee / Member of Remunerations and Incentives, Investment and Technological Infrastructure Committees	Non-Executive & Non-Independent	28th March 2021
Mr. Hany Elsamra	Board Member Member of Remunerations and Incentives, Legal and Governance, Nomination and Administrative Development Committees	Non-Executive & Non-Independent	19th October 2022
Mr. Mohamed Abdelhamid	Board Member / Employees' Representative Member of Legal and Governance and Administrative Development Committees	Non-Executive & Non-Independent	13th November 2022

Changes to the Board of Directors

There are amendments that occurred due to the replacement and appointment of directors.

In March 2023, Eng. Mohamed Nasr Eldin was appointed as Managing Director and CEO of the company to succeed Eng. Adel Hamed.

For further details about amendments to the board of directors that occurred within the reporting period, you can refer to Telecom Egypt Governance Reports.

Board Committees

The Board of Directors has all the authority to determine the formation and delegated authorities. To keep up with shareholder and regulatory demands, Telecom Egypt's Board of Directors makes the most efficient use of its time by creating dedicated committees to oversee the company's performance. Meetings are carried out periodically to review the effectiveness of performance. The BoD determines any authorities for these committees as follows:

The Auditing Committee is responsible for following up on internal audits and internal control procedures. It also follows up on the reports of the external auditors and reviews the audit reports, financial statements, and annual reports submitted to the shareholders by the management.

The Remunerations and Incentives Committee is responsible for reviewing and approving the company's goals and plans related to any payments to the Executive Board members, the chief executive officer of the Company, his deputies, and senior management, and shall review and assess performance on the basis of these objectives and plans and issue its recommendations to the company's Board in relation to the incentives and bonus plans or such plans related to ownership at the share capital by these categories.

The Investment Committee is responsible for preparing plans for the company in the field of investing in other companies or stocks and submitting the matter to the Board of Directors with recommendations, also following up on the implementation of these plans.

The Legal and Corporate Governance Committee shall review the company's policies to present them to the Board for approval. It shall also be entrusted with undertaking periodic evaluations of the company's corporate governance system and formulating evidence and internal rules and policies regarding the manner in which the corporate governance rules shall apply within the company.

The Nomination Committee shall receive, review, and examine nominations submitted for independent Board membership positions.

The Social Responsibility Committee specializes in setting the company's social responsibility strategy and carrying out any necessary development for it. It also studies and examines the available alternatives for social responsibility initiatives, sets specifications for the projects for which the company provides sponsorship and methods for implementing the social responsibility plan drawn up in accordance with these specifications, and ensures achieving the maximum benefit from the community initiatives provided by the company.

The International Technological Infrastructure Committee shall review the opportunities and challenges relevant to implementing the strategy, the company's plans to address them, and the support required from the Board of Directors and the country to support the strategy and company plans, and periodically follow up on the company's strategy in the field of international technological infrastructure.

The Administrative Development Committee is responsible for reviewing the opportunities to enhance and develop the administration's capabilities.



Executive Management

The Board of Directors is supported by a layer of executive management. All members have extensive experience in the telecommunications sector.

Managing Director and Chief Executive Officer (CEO)

He shall be responsible for managing the company and supervising its employees under the direction of the board. He also develops and executes the company's strategic objectives, also ensuring implementation of the company's strategy to enhance shareholder returns and maintaining an organizational structure that benefits the business and delivers on the strategy.



Mohamed Nasr Eldin
Managing Director
Chief Executive Officer

In March 2023, Nasr Eldin was named Managing Director and Chief Executive Officer of Telecom Egypt. He also serves as a member of Telecom Egypt's board of directors, representing the Egyptian government, after previously serving as a non-executive Board member from July 2020.

He joined Telecom Egypt in 2004, eventually becoming Head of the International Cables and Networks Business Unit in 2014. During that period, Eng. Nasr Eldin undertook several initiatives that contributed to maximizing Telecom Egypt's revenues and capitalized on Egypt's strategic position as a route for international submarine cables.

From May 2020 until March 2023, he was Deputy ICT Minister for Global Information Infrastructure at the Ministry of Communications and Information Technology. With over 20 years of experience in the telecommunications sector, Eng. Nasr Eldin specializes in the planning, development, and operations of submarine cables and international networks. He also has extensive experience in managing international programs and projects, having held several positions since 2016 at PCCW Global--the global operating division of Hong Kong Telecom--including Head of Subsea Cable Infrastructure; Vice President of Cable Innovation, Planning, and Management; as well as Assistant Vice President of Cable Development for the Europe, Middle East, and Africa region. His key role at PCCW included planning for new submarine cables and carrying out the corresponding feasibility and investment studies.

Eng. Nasr Eldin earned a bachelor's degree in Telecommunications Engineering from Al-Azhar University in Egypt in 2001 and also holds an MBA.



Mohamed Shamroukh
Senior Vice President
Chief Financial Officer

Shamroukh was appointed as Chief Financial Officer in July 2013 and to Telecom Egypt's Board of Directors since March 2016.

Shamroukh has been with Telecom Egypt since 2002 holding various senior management positions. He has a well-rounded experience in Telecom Egypt having worked in various departments spanning operations, technical planning, corporate strategy, and lastly finance.

He started his career with Telecom Egypt as a networks engineer becoming the General Manager of Operations in 2007. As a Director of Corporate Strategy from 2009 to 2013, Shamroukh institutionalized corporate strategy in the firm building the company's first long-term strategy and business plan assessing Telecom Egypt's position regarding the mobile license.

Shamroukh represents Telecom Egypt in several boards including Vodafone Egypt, TE Data, and Xceed.

Shamroukh holds a Bachelor of Science in Electronics and Electrical Communication from Cairo University and an Executive Master of Business Administration from IESE Business School.



Mohamed Abo-Taleb
Vice President
Chief Commercial Officer

Mohamed Abo-Taleb is Telecom Egypt's Chief Commercial Officer having joined the company and its executive team in September 2017. His scope includes Consumer and Enterprise Services, Brand and Communication, Sales, and Customer Experience across all Telecom Egypt retail products including mobile, fixed, and data connectivity.

Abo-Taleb brings 17+ years of experience in the telecom industry both locally and internationally. Before joining Telecom Egypt, Abo-Taleb successfully led the transformation of The Post Distribution Company (PDC) as the Chairman & Chief Executive Officer since 2013

In February 2011, Abo-Taleb joined Orascom Telecom Holding (currently Global Telecom) to lead the Regional Sales Office overlooking the company's African and Asian markets. He was also the acting Vice President for Sales in Wind Canada.

Abo-Taleb started his work career in 2000 in Vodafone Egypt, where he held various positions within the company before being appointed the Consumer Sales Strategy & Development Manager in 2004. He then joined Etisalat Egypt in 2006 as the Head of Sales Operations & Strategy.

Abo-Taleb holds a Bachelor of Arts in Commerce from Cairo University, Egypt, and a Master's degree in Business Administration from ESLSCA, France.



Seif Allah Mounib
Vice President
Chief International & Wholesale Officer

Mounib was appointed as Chief International and Wholesale Officer in May 2019 having spent 17 years assuming multiple key positions within Telecom Egypt and was most recently Telecom Egypt's Chief International Officer as of March 2016.

As part of his role, Mounib enabled the company's regional vision and objectives defining the international strategies of Telecom Egypt's regional positioning and handling effectively all of the company's bilateral relations across the international ecosystem. His scope included international voice and data, roaming, submarine cables, and global data services.

During the last three years, Mounib was able to seal several major deals in the submarine cable business, which served to secure a growing and strategic revenue stream for the company, while adding to its profitability.

Prior to that, Mounib led the turnaround of TE Data Jordan, the only regional expansion fully owned by Telecom Egypt, into a success story by positioning the company as a regional data hub and acquiring considerable market share in the competitive Jordanian data market. He then joined Telecom Egypt's international team in 2008 as General Manager of International Carriers Affairs.

Mounib represents Telecom Egypt in several boards including TE Globe, TE France, MENA, and TE Data Jordan.

He holds a bachelor's degree in economics from the American University in Cairo.



Mohamed Al Fowey
Vice President
Chief Technology Officer

Mohamed Hussein Al Fowey was appointed as Vice President for Technical Affairs in July 2019.

Prior to that, Al Fowey was the Senior Director of Core Networks Engineering & Execution since March 2018. He was responsible for planning and implementing some of the company's major investment projects such as the acceleration of the fiber roll-out in 2019 and the national digital transformation initiative.

Al Fowey joined TE in 2001 as an Operation and Maintenance Engineer and continued to excel in his career, which led to his appointment as Senior Director of Core Networks Operations in 2014. He played an instrumental role in automating, integrating, and developing different network operations to enhance the functionality of systems and their security frameworks, in compliance with industry standards. He was also among the main facilitators of the mobile launch in 2017 and enabled the provision of an unprecedented, fully converged telecom infrastructure using a unified operating system.

Al Fowey holds a Bachelor of Science in Electronics and Electrical Communication from Cairo University, Egypt.



Elhossaini Adel
Vice President
Chief Regional Affairs Officer

Elhossaini Adel was appointed as Vice President - Chief Regional Affairs Officer in October 2023, having served as Vice President of Customer Care since October 2021.

Prior to this role, Adel was the acting Customer Care Vice President since 2019. During this time, he was in charge of standardizing call center processes and introducing new methodologies to enhance sales support, customer service, and secure multiple revenue streams. Concurrently, he was the Project Manager of one of the company's major investment projects, 'Internet of Egypt', which involved accelerating Capex spending to reach 90% of the population with Fiber to the curb from 2019 to 2020. He played an instrumental role in managing the execution of the project, which improved fixed broadband services in terms of speed and quality nationwide and set the ground for the release of new products to the market.

Beginning his corporate career in Telecom Egypt in 2007 as Operations General Manager, Adel held several managerial positions over the course of 14 years in the fields of transmission network operations and regional affairs. He was responsible for developing and managing network expansions while overseeing operational support to ensure proper network operations and reachability.

Adel holds a Bachelor's degree in Electronic Engineering from Menofia University and a Master of Business Administration from The Arab Academy of Science, Technology & Maritime Transport.



Ramy Kato
Vice President
Chief Customer Officer

Ramy Abdel-Fattah Kato joined Telecom Egypt in December 2023 as Chief Customer Officer to spearhead the company's customer-centric goals. Kato has over 26 years of experience in managing companies with large scale operations in various industries in the EMEA region, including telecommunications, financial services, e-commerce, digital payments, business process outsourcing, and energy. His expertise includes local and expatriate startup operations, scaling operations, digital transformation, and achieving operational efficiencies.

From March 2020 until December 2023, Kato was Head of Care & Egypt Center at Vodafone Intelligent Solutions (VOIS), where he achieved several milestones including, developing the VOIS employer branding in Egypt, leading the Care transformation across VOIS to build the future of care operations, and overseeing Care operations across Europe, Egypt, and India with over 8000 FTE. From October 2018 to February 2020, he was the General Manager of Global Finance, a subsidiary of Global Leasing Company providing financial services in the Egyptian Market. In September 2016, Kato held the position of Vice President of Careem Care in Dubai before taking on the role of Managing Director of Careem, Egypt, a ride-hailing startup that offers services in 19 MENA countries. Before joining Careem, Kato's professional journey led him to the position of Chief Executive Officer of Xceed, the leading business process outsourcing company in Egypt and North Africa, and a wholly owned subsidiary of Telecom Egypt.

Kato holds a bachelor's degree in economics from the American University in Cairo and an Executive MBA from Rennes School of Business in France.

Acting Ethically and with Integrity

Telecom Egypt commits to doing business ethically and in compliance with applicable laws, regulations, and standards. This extends to our employees to conduct business activities with honest and transparent practices in line with the Code of Conduct. Telecom Egypt complies with all legal regulations and international treaties throughout its areas of operation and activities and in relation to any third parties, public authorities, and its associates.

Code of Conduct

Telecom Egypt has adopted a Code of Conduct outlining responsibilities across all aspects of operations, including preventing corruption, managing workplace safety, protecting personal data, and preserving the environment. It defines expectations across risk areas like anti-corruption, antitrust, international trade laws, conflicts of interest, social media use, labor practices, human rights, and privacy protection. Telecom Egypt condemns and rejects any behavior that is contrary to public laws and regulations, ensuring compliance with legal and regulatory requirements.

The company and its business partners are obliged to refrain from any acts or activities according to TE's policies that could be considered acts or activities that are contrary to applicable public laws and regulations and could therefore be regarded as a criminal offense, administrative offense, or infraction.



Human Rights & Fair Labor

At Telecom Egypt, we respect, uphold, and preserve the fundamental human rights of everyone with whom we work and interact. We do not tolerate any infringement of such rights in accordance with national labor legislation, including the use of child labor or forced labor. In addition, we support women's rights and believe in paying a fair salary to all employees while respecting their right to freely associate and bargain collectively.



Anti-Bribery and Anti-Corruption

Telecom Egypt is devoted to the greatest professional and ethical standards, with zero tolerance for bribery and corruption. All employees are committed to conducting business in line with the highest ethical standards and in compliance with all applicable anti-corruption laws and legislation.



Anti-Harassment

Telecom Egypt seeks to provide a professional workplace that values team tolerance and cohesion. We do not tolerate any type of harassment, regardless of the circumstances, as well as discrimination based on gender, ethnicity, religion, national origin, or disability. Employees are required to report harassment to their management and the Human Resources Sector if it occurs. Our Human Resources policy is to act quickly and rectify any reported issues so that our employees always feel safe.



Effective Risk Management

In order to minimize risk wherever feasible and make sure our company is flexible and robust in the event that risk cannot be avoided, we initiated a risk approach through the company's



certified Integrated Management System, which covers ISO 14001:2015, ISO 45001:2018, and ISO 9001:2015.

What we have achieved till now in risk management is the cornerstone of ISO 31000 risk management. We are also looking forward to implementing ISO 22301 business continuity management system requirements.

The company's Risk Management sets forth core principles for managing and governing risk. It determines the company's risk appetite and proactively detects the potential issues that may hinder the process of achieving company goals by providing risk models involving market, credit, strategic, and operational risks, including ESG risks.

The CEO and executive management hold accountability for establishing and maintaining a risk approach culture and for effectively managing risk, supported by a governance structure that is based on an ethical framework, recognized standards, and optimal organizational policies and processes.

Our corporate Strategic Affairs Sector, Internal Audit Sector, Legal Affairs and Governance Sectors, Financial Risk Management Sector, and Quality and Business Excellence Division help proactively realize potential events that prevent the company from achieving its goals and work to limit risks by ensuring the proper application of internal controls and developing plans for appropriate actions and how to deal with these risks, which reduces costs or losses, and the teams work to identify, measure, monitor, control, and report the possibility of exposure to risks within permissible limits.

Within our sustainability journey, we use several tools to identify and prioritize risks and opportunities that are included in our risk management process, including our sustainability materiality assessment, stakeholder engagement process, and climate scenario analysis as a part of our Task Force on Climate-related Financial Disclosures (TCFD) activities.

Sustainable Procurement and Responsible Sourcing

We believe that by ensuring a responsible, ethical, and sustainable procurement and supply chain, we will have a beneficial environmental effect while also improving our overall economic performance. We are dedicated to conducting our procurement and contracting operations in accordance with environmentally and socially responsible principles.



We understand that our suppliers play an important role in assisting us in meeting major strategic objectives; addressing critical difficulties in the industry and how they might help address them in the future helps to secure mutual success. To preserve excellent connections with our suppliers, we engage with them on a regular basis. We continue to do business in a way that protects and enhances the lives of our communities, our employees, and the workers engaged throughout our supply chain.

Procurement and Supply Chain Management

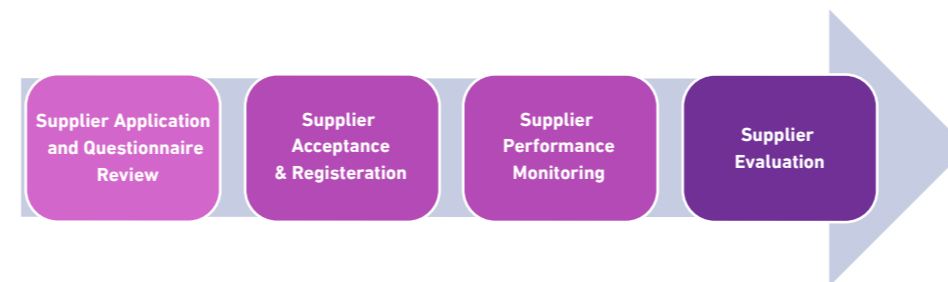
Telecom Egypt seeks to have ethical procurement and responsible sourcing practices across the company's supply chain to:

- Promote safe, ethical operations; increase transparency and traceability; and
- Promote supplier diversity to minimize our procurement and supply chain risks.

To ensure responsible management, our procurement and supply chain activities are governed by our procurement policy, which encompasses all technical and non-technical contracting and procurement of services and materials for Telecom Egypt's sectors and projects. In 2021, the Procurement Detailed Policy underwent a major review, resulting in a milestone update on integrating performance indicators that support the interconnection of policies with procedures and practices.

The procurement sector is responsible for ensuring the compliance and management of all procurement activities in accordance with procurement policy and that due diligence is aptly exercised in the application of the best practices that serve the company effectively and efficiently while maintaining the highest level of professional integrity and transparency.

We have established processes to manage the supplier cycle within our operations, from firstly supplier application process to supplier performance evaluation after operations completion.



All our suppliers are mandated to follow all applicable laws and regulations, adhere to the highest ethical standards, respect and promote human rights, operate in an ecologically responsible and effective manner, and adhere to health, safety, and well-being criteria.

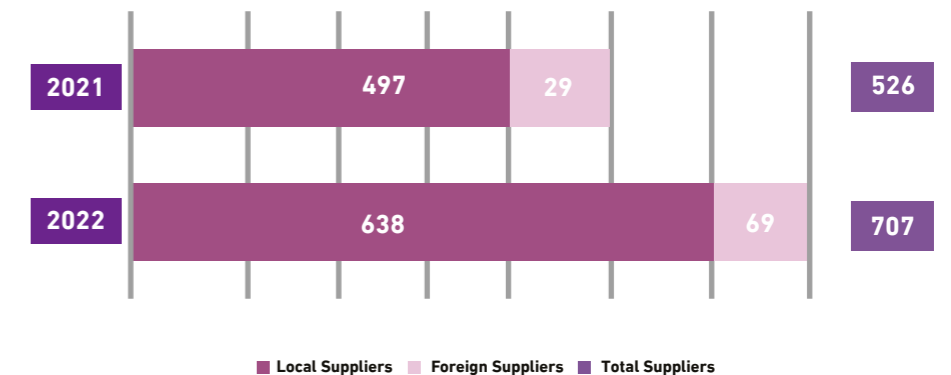
As a result, Telecom Egypt is collaborating more intensively with our suppliers and business partners to ensure that they conduct their business ethically and to protect the rights and well-being of their workers by complying with national laws and regulations and those requirements specifically related to child labor, forced labor, and working hours in alignment with ISO standards and supply chain processes.

Confidentiality agreements are signed by our suppliers in the very early stages of the contracting process to protect all relevant information. Such agreements ensure suppliers' compliance with Telecom Egypt's confidentiality and secrecy requirements. Also, securing the privacy of our suppliers' data is a central priority, where we ensure data is protected, managed, and maintained.

Telecom Egypt is looking forward to applying the supplier code of conduct and is seeking to start our green supply chain cycle.

Local Procurement and Supply Chain

Telecom Egypt recognizes the importance of our suppliers and business partners; so, we are focused on improving the participation of local suppliers in our value chain through streamlined procurement processes and contract formalities. Our list of suppliers includes 18 categories across networks, information systems and technologies, building management, training and performance development, and others. Out of our 707 vendors, 90% are sourced from local suppliers, which ensures uninterrupted operations of the business and our projects. Through supporting local suppliers, Telecom Egypt also indirectly attracts additional investments to the local economy, supports a stable local economy, and maintains community relations.



It should be highlighted that foreign suppliers are registered and contracted with Telecom Egypt's supply chain cycle through its local partner or the main company's local branch, which is registered and physically exists within The Arab Republic of Egypt.

Digitization of Procurement and Supply Chain

Telecom Egypt is presently working on the digital transformation of our supply chain in order to meet our sustainability goals. A variety of initiatives, such as paperless documentation and idle time reduction, are being implemented.

We have gradually transitioned into a paperless environment, and the reporting period saw this reach procurement operations and supply chain management system, which were used in conjunction with the Oracle procurement system to streamline and digitize the procurement process, resulting in a reduction of paper consumption related to procurement.



Understanding Our Customers

In a world where customers are increasingly connected, we seek superior service quality with a satisfied and memorable customer experience to retain our customers, transform our customers into loyal ones, improve brand image, stand out against the competition, and overall improve the quality of their lives.

The company works hard to understand its customers' needs and provide the best service experience, as we believe that good customer service is all about meeting our customers' needs and exceeding their expectations. We accomplish ISO standards, including ISO 9001, to help us monitor and improve customer engagement. These standards help ensure quality compliance, management goals, customer satisfaction, and complaint handling.

Because we place high importance on providing the best possible service, we have clear and accessible communication channels in place for our customers. We are actively reaching out to our current and potential customers through targeted media communications, including social media. We train employees to keep up-to-date and be better informed about newly introduced services and developments, to understand the importance of customer service, and to be there to help, promote, and ensure that the customer is put at the center of our business. Our goal is to meet our customers' expectations with high-quality service and to foster mutually beneficial relationships.

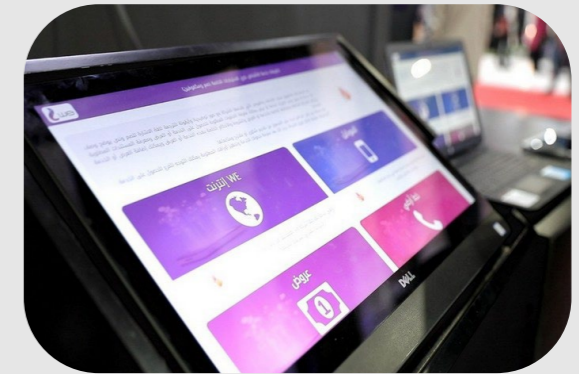
Customer Satisfaction

Telecom Egypt prioritizes customer satisfaction, focusing on high-quality, affordable, and inclusive connectivity. They monitor satisfaction as a performance indicator and strive to enhance the customer experience, deliver brand promises, and ensure competitiveness in the customer age.

Throughout the years, we've implemented several initiatives to improve overall customer satisfaction as they use our products and services. We accomplish this mainly by focusing on digitalization, protecting customers' privacy and security, and responding to different needs.

WE Accessibility Initiative

The initiative aims to integrate people with special needs into every aspect of life and provide them with the necessary services through the implementation of a software platform and a range of applications and services that use information technology to make it possible to introduce the services provided by Telecom Egypt - WE (Fixed Line - Internet - Mobile) to its customers in Egypt by offering all the main services, sub-services, and procedures with illustrations and translated references to people with hearing impairments and broadcast by voice to the blind.



To ensure our offerings address our customers' needs, the marketing teams consistently analyze global telecom trends, customer usage behavior, and sales performance analytics to design and update new and existing features. Sales agents undergo regular training to ensure that best practices are followed and implemented.

We deploy a "Customer Feedback System" which measures customer satisfaction; Feedback can be collected via IVR survey and SMS. All customers are invited to participate in the survey and share their feedback.



Telecom Egypt conducted customer satisfaction surveys on mobile and fixed broadband services based on more than 1.2M surveys conducted annually in 2021 and 2022, providing a thorough analysis of the issues and developing a plan for providing the optimal feasible customer experience.

Customer Satisfaction Index

Customer Satisfaction Index	Fixed Broadband	Mobile	Fixed Voice
2021	80%	84%	89%
2022	82%	84%	90%

FCR

FCR	Fixed Broadband	Mobile	Fixed Voice
2021	58%	64%	87%
2022	63%	65%	87%

To ensure our customers receive the support they need, we concentrate on customer interactions throughout different communication channels including call centers, retails, social media channels, and My WE App to satisfy their needs and inquiries in the most finely and efficient way possible.

Cyber Security and Data Privacy

In an increasingly digitalized environment, the telecommunications industry is playing a vital role in keeping businesses and people connected 24/7 while concurrently processing and storing valuable customer information. As such, the consequences of cyberattacks can be very high and far-reaching. It is therefore of paramount importance to build robust and effective defenses, especially as attacks are becoming more sophisticated and frequent. Accordingly, Telecom Egypt considered cyber security and data privacy as a cornerstone of ISO 27001 as their most significant topics and committed to treating all data we hold as confidential and processing personal information honestly, ethically, with integrity, and consistently in line with applicable data protection laws and cyber security policies.



Telecom Egypt views these topics as critical to the business continuity of the organization. We are fully aware that fighting cybercrime and protecting data privacy are both complex and varied. TE is therefore continuously working on improving the protection of data privacy, increasing the resilience of the network against cybercrime, and continuously improving our cybersecurity management strategy, including investment in the latest technology, robust processes and guidelines, and increasing recognition and awareness of these topics with our customers and employees. We accomplish ISO 27001-information security management system for our most critical assets.

Cyber Security

To preserve the benefits of digitalization, Telecom Egypt has developed an advanced and ever-evolving approach to cybersecurity framework in line with the national laws and regulations and the most demanding frameworks and standards, such as ISO 27001, NIST, as well as GDPR, and defines all the control objectives and controls in the area of cybersecurity.

As part of this framework, the company has a cybersecurity and information security policy with an architecture that ensures all possible issues are prevented and addressed at their root while combining rigorous monitoring, rapid and tailored response, system resilience, and prompt recovery in case of any incidents. Apart from the Cyber Security policy, Telecom Egypt complies with two national regulations: Cyber Security 175 (2018) and Data Protection 151 (2020).

As Telecom Egypt implements the ISO 27001 Information Security and Management System, the internal information security processes and controls include ensuring the morality of employees, undergoing security assessments on the company's network, and having qualified response teams to protect systems against possible vulnerabilities.



The COVID-19 pandemic made it necessary for Telecom Egypt's cybersecurity sector to develop a new policy for remote access security to protect the company's assets and information during remote working.

Within Telecom Egypt, multiple teams are responsible for monitoring, controlling, and preventing breaches or any attempts of breaches related to customer privacy and confidentiality. In addition, any employee is able to report a security incident or a suspected security incident.

Assessment and Compliance

To circumvent any external breaches, Telecom Egypt has an excellent security operation center that utilizes advanced security information and event management (SIEM) technology and other sophisticated monitoring and control tools to protect the company and its domestic infrastructure against cyber and malicious attacks.

There are direct lines of communication between the center and the company's security incident response team, as they both undergo numerous security assessments and penetration tests on all applications and internal systems as well, thus facilitating the delivery of excellent security services to our customers.

To ensure the continuous effectiveness of Telecom Egypt's cyber security management system, the company undertakes quarterly internal audits, and formal reports are issued indicating areas of strong compliance and opportunities for improvement that are addressed and fulfilled. We also engage a third-party firm to conduct external audits on an annual basis.

Benchmarking with global cybersecurity standards like ISO 27001 and NIST frameworks is used to assess the maturity level of cyber security operations and identify potential areas for continual improvement, which enhances the maturity level of cyber security.

When it becomes essential, the company works with the respective national law enforcement authorities on issues that focus on cyber-attacks and early warnings against the spread of malware and massive cyber-attacks against Egypt's telecom infrastructure, as well as the safety of individuals and the protection of the public from crime and terrorism.

For incidents of cyberattacks and data privacy infringements, Telecom Egypt is required to report to NTRA. The actual number of cyberattacks and data breaches remained at zero over the reporting period. This attests to Telecom Egypt's processes and the stringent measures in place to protect customer information and combat cyber-attacks.

Training and Awareness

Cybersecurity has witnessed several initiatives to enhance its performance, which includes employee awareness program where the company management strives to raise awareness among employees and managers by creating a culture of cybersecurity awareness to ensure that our employees and managers understand the importance of protecting information security against cyber-attack risks and data protection requirements.

In the next period, the company plans to increase staff awareness, provide additional training, and continue adapting our cybersecurity model in accordance with changes and developments in regulations and customer requirements.