



Group Digital 2025

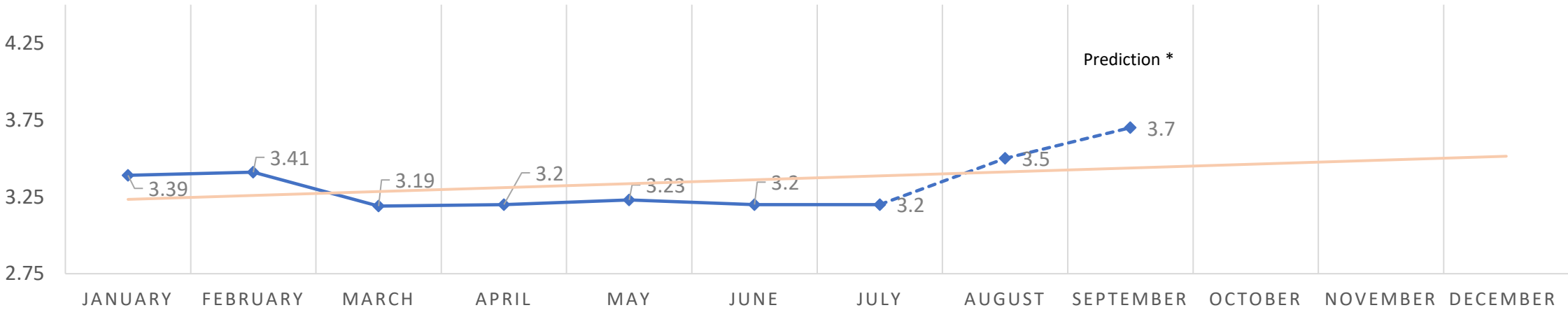
BSC – June (Mid-Year)

ADNOC ONSHORE YTD



AGT	3	Refining	4.44
ADNOC Onshore	3.20	Borouge	3.21
ADNOC Offshore	3.91	Al Dhafra & Yasat	3.51
Distribution	3.2	ADNOC L&S	3.65
ADNOC Gas	3.75	ADNOC Drilling	3.88
ADNOC Sour Gas	3.68		

ADNOC ONSHORE



▲ Top KPIs	A/T
% of reopened incidents	0.3/0.9
% of incidents resolved within SLA [%]	99.96/97
Average User Satisfaction	97/93

▼ ◆ Under Performing/ focus area KPI	A/T
incidents resolved on first assignment [%]	76.3/85
Digital Engagement Program	0/2

Recommendation

Enhance workflow by allowing tickets to land on L2 to avoid reassigning tickets from (L1 to L2)

Ensure 4 additional engagement visit VP to VP before end of Q3

For more breakdown details refer to the executive summary link below
https://bi.adnoc.ae/pmc/digital-gbdo/dashboard?company_id=854&month=6&year=2025&level=1

All Figures subject to GBDO approval*