

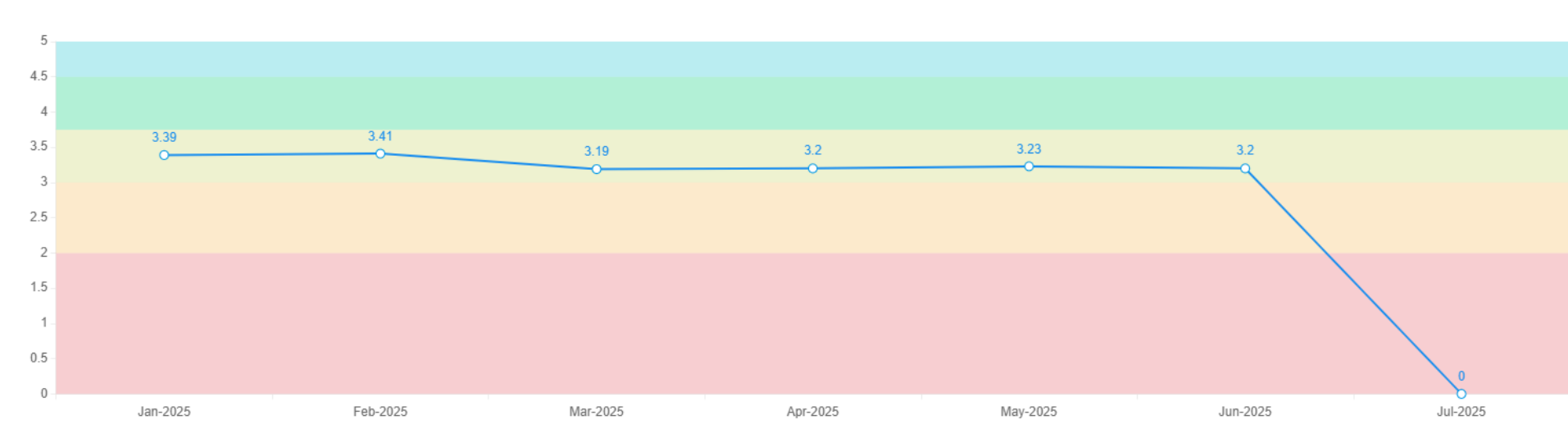
GBDO COMPANIES
HEATMAP

View top 5

Value

Percent

		Overall Score	Deliver Core Objectives	Secure the Business
1. Refining		4.44	4.44	0
2. ADNOC Sour Gas		4	4	0
3. Adnoc Offshore		3.91	3.91	0
4. ADNOC Drilling		3.88	3.88	0
5. ADNOC Gas		3.75	3.75	0
6. ADNOC L&S		3.65	3.66	-0.01
7. Al Dhafra & Al Yasat		3.51	3.51	0
8. Borouge		3.21	3.21	0
9. Adnoc Onshore		3.2	3.2	0
10. ADNOC Distribut...		3.2	3.2	0
11. AGT		3	3	0



OVERALL	3.2-0.03
DELIVER CORE OBJECTIVES	3.2-0.02
SECURE THE BUSINESS	0 0

🏆 Top KPIs	★ Bottom KPIs	👤 People	🔧 Profitability - Operations		📈 Profitability - Efficiency		💰 Profitability - Financials		
KPI	Score	Score Change (MoM)		Actual	Cut Off	Target	Exceed	Significantly Exceed	Weight
➤ % of incidents resolved within SLA [%]	5	-	🟢	99.96	90	97	98	99	5
➤ % of reopened incidents [%]	5	-	🟢	0.3	1	0.9	0.8	0.7	5
➤ Average User Satisfaction [%]	5	+0.50	🟢	97	90	93	96	97	5
➤ AI ML& Gen AI Excellence Program [Number]	3	-	🟡	0	No Target	0	0	0	5
➤ App Modernization - Phase 3 [Number]	3	-	🟡	0	No Target	0	0	0	5

🏆 Top KPIs	★ Bottom KPIs	👤 People	🔧 Profitability - Operations	📈 Profitability - Efficiency		💰 Profitability - Financials			
KPI	Score	Score Change (MoM)		Actual	Cut Off	Target	Exceed	Significantly Exceed	Weight
➤ % of incidents resolved on first assignment [%]	0	-	●	76.3	80	85	90	95	5
➤ Digital Engagement Program [No.]	2	-1.00	●	0	No Target	2	4	6	5
Active Gates									

Sub-overall

Pillars

Exceed Expectation
3.88



PROFITABILITY - OPERATIONS

▲ 3.78

★★★★☆

PROFITABILITY - FINANCIALS

0

☆☆☆☆☆

PROFITABILITY - EFFICIENCY

▲ 3.86

★★★★☆

PEOPLE

5

★★★★★