Group Digital 2025
BSC – June (Mid-Year)

ADNOC

ADNOC DISTRIBUTION YTD

Solid Performance

3.20/5

0	1	2	3	4	5

| Needs improvement | Underperforming | Performance | Solid Performance | Exceed Expectation | Out-standing |

Efficiency
3/5
★★★☆☆

People
▲ **5/5**
★★★★★

Profitability - Operations
▲ **3.22/5**
★★★½☆

Profitability Financials
3/5
★★★☆☆

Leadership Score Board

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

ADNOC DISTRIBUTION

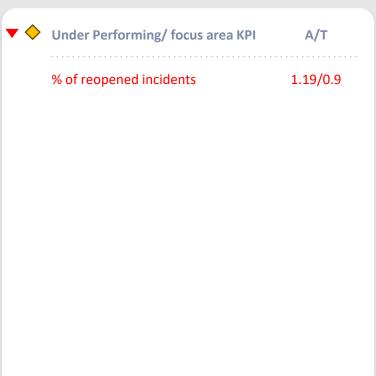|	4.25								Prediction *			
								3.75	3.8	3.9		
	3.75											
		3.07	3.09			3.2						
	3.25	3		2.99	3							
	2.75											
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER

▲ Top KPIs	A/T
Mobility Backlog 2025	5/0
% of incidents resolved on first assignment [%]	85.44/85
Average User Satisfaction	97/93
Digital Engagement Program	6/1
Critical application Availability	99.5/99.2

▼ ◆ Under Performing/ focus area KPI	A/T
% of reopened incidents	1.19/0.9

Recommendation

Reviewing the cause for reopening incidents find a workaround.

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*