

2023 Sustainability Report

Connecting
Communities
Empowering
Tomorrow



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Introduction

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About this Report

Leading the way in innovation, e& Egypt is thrilled to maintain its strong commitment to sustainability and proudly presents its second Environmental, Social, and Governance (ESG) report for the year 2023. This report underscores our firm alignment with our parent company e& Group's vision for a sustainable future and highlights our dedication to ethical business practices. Our detailed report includes our ESG guidelines, performance metrics, and activities, aiming to improve transparency with all our stakeholders. As we continue to prioritize sustainability, we remain dedicated to sharing our achievements and progress with the broader community.

Scope and Reporting Period

This report presents e& Egypt's second sustainability report, providing an overview of our ESG performance during the reporting period from **January 1st to December 31st, 2023**. The scope of the report encompasses the operations of e& Egypt, including the corporate headquarters, retail stores, and operation sites across Egypt, as well as its subsidiaries SuperPay and Erada for Microfinance. All disclosed social and environmental figures and KPIs pertain to e& Egypt's telecom services arm only, unless otherwise stated.

Any disclosures outside these reporting dates are provided when relevant to the context of the report. Any omissions or exclusions are stated within the report.

Reporting Standards and Frameworks

This report has been prepared in accordance with the GRI 2021 Universal Standards. It also follows the SASB Standards (applicable to Telecommunication Services), adheres to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), and incorporates the 10 principles of the UN Global Compact (UNGC).

Assurance

Masader, a corporate sustainability consulting firm (SAE), has provided a limited assurance statement on the report content, as per the AA1000AS v3 (2020) standard. We invite you to refer to the Limited Assurance Statement for more information.

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Chairman Letter

Q1: Why does Sustainability Matter to e& Egypt?

On a global scale, achieving sustainability requires addressing interconnected challenges. Climate change, accelerated by greenhouse gas emissions, poses threats to ecosystems, food security, and human health. To tackle this, a transition towards renewable energy sources and sustainable practices in agriculture and industry is imperative. A fundamental principle of global sustainability is the harmonization of three pillars: economic development, environmental protection, and social equity.

This interconnectedness dictates that progress in one area should not come at the expense of others. For example, economic growth must not lead to environmental degradation, and environmental regulations should not impede poverty reduction efforts.

Egypt's commitment to sustainability arises from both environmental pressures and economic opportunities. Consequently, Egypt is pivoting by investing in solar energy, modernizing agriculture through water-saving techniques, and promoting private sector contribution in ESG principles. These endeavors not only address environmental challenges but also foster economic growth.

Technology is currently reshaping sustainability. At e& Egypt, we understand that innovation is crucial for realizing a sustainable future. Technological advancements are transforming our operations and offering solutions to some of the planet's most pressing issues. By embracing these advancements, we can reduce our environmental impact while unlocking new opportunities for growth and efficiency. Investing in sustainable technologies isn't just environmentally responsible; it's also a savvy move for individuals, businesses, and the planet.

Moreover, the beauty of technology lies in its potential for collaboration. By collaborating with partners and industry leaders, we expedite the development and adoption of sustainable solutions. Technology enables us to transcend individual efforts

and cultivate a collective movement towards a sustainable future.

This year, e& Egypt has made significant progress in sustainability and Corporate Social Responsibility. Drawing inspiration from the e& Group, we've utilized our leadership in innovation to steer towards a more sustainable future.

Sustainability is now deeply ingrained in all teams at e& Egypt. I'm immensely proud to lead teams that embrace cutting-edge technologies to empower both our people and societies.

At e& Egypt, we're harnessing the power of technology to forge a brighter tomorrow for our planet, stakeholders, and future generations.

Q2: What is your department/role unique asset that you believe you should maximize/capitalize on for further contribution to Sustainability?

e& Egypt is firmly committed to the principle of environmental stewardship. We recognize that technological innovation, the cornerstone of our industry, must be coupled with a deep sense of environmental responsibility.

This commitment manifests in our dedication to data-driven decision-making. Our expertise in data analysis is not merely a technical pursuit; it is a strategic imperative. It allows us to pinpoint areas within the company where resource consumption can be optimized. This approach ensures that our sustainability initiatives have a demonstrably positive impact on minimizing our environmental footprint.

However, our vision extends far beyond internal optimization. We firmly believe that information technology solutions, platforms, and infrastructure have the potential to be potent catalysts for a broader sustainability movement.

We are also actively exploring the integration of renewable energy sources like solar power to power our mobile network towers. This transition to clean energy represents a significant step towards a more sustainable future for e& Egypt and the communities we serve.



Gamal El Sadat

Chairman



Q3: In your opinion, which aspects of the Group's strategic vision and positioning on ESG impacts globally could be beneficially used to advance e& Egypt's sustainability efforts? What added value could it provide?

As a technology conglomerate, e& is committed to managing its environmental impact and protecting natural resources. We reached unprecedented heights during the past year of outstanding performance and memorable milestones, investing for the future, while delivering strategic progress across all business units and creating strong and sustainable value for all our stakeholders.

In 2022, e& officially declared its net zero targets, with Her Excellency Mariam bint Mohammed Almheiri, Minister of Climate Change and Environment, during our participation at the 27th Conference of the Parties of the UNFCCC (COP27) in Egypt, focusing on key initiatives to reduce our carbon footprint through improving energy efficiency, sourcing renewable energy and reducing networks' waste, among other initiatives.

To achieve net zero, e& Egypt is committed to accelerating the de-carbonisation of activities while focusing on mobile network modernisation with the deployment of the latest generation of energy-efficient equipment, increased use of renewable energy sources and carbon offsetting initiatives.

CEO's Letter

Dear Stakeholders,

As we release our second sustainability report, I am pleased to share a comprehensive overview of the strides we have made over the past fiscal year. This report encapsulates our ongoing journey towards enhanced corporate responsibility and sustainable growth, aligning with the ambitious goals of Egypt's Vision 2030 and e& group's strategic directives.

Sustainability and Community Engagement

In 2023, we continued to deepen our commitment to the communities where we operate. Understanding the critical intersection between our business success and the prosperity of these communities, we have directed our efforts towards initiatives that foster economic and social development. Our approach has been to not only contribute but to be an integral part of the fabric of community progress.

Governance and Corporate Ethics

Our governance framework remains robust, grounded in Egyptian law and the regulatory frameworks of e& group. This year, we have strengthened our **Enterprise Risk Management and Business Continuity Management systems**, ensuring that our operations are resilient, and our governance practices are transparent and effective. We have focused on maintaining a high standard of ethics and integrity, as evidenced by our comprehensive policies on professional conduct and transparency. Our governance framework remains robust, grounded in Egyptian law and the regulatory frameworks of e& group. Integral to our governance is our commitment to supporting local economies; 51% of our suppliers are local businesses, enhancing our community ties and sustainability objectives.

Digital Transformation and Customer Excellence

A key aspect of our strategy is the digital transformation of our services. This year, we have made significant advances in automating our processes, particularly within our consumer activation team, where we have achieved **75% automation**. The launch of **SuperPay by e&** marks a significant milestone in our quest to revolutionize digital payments in Egypt, offering a seamless and integrated service experience.

Environmental and Social Risk Management

Our commitment to environmental stewardship and social responsibility is unwavering. This year, we have furthered our initiatives to reduce our environmental impact, including the adoption of e-invoices, expansion of self-service machines, and the introduction of QR codes queue. These actions align with our stringent policies and procedures that ensure full compliance with legal and regulatory mandates and demonstrate our dedication to operating with integrity and transparency. We remain focused on minimizing our environmental footprint while maintaining exemplary corporate governance standards.

Market Performance and Financial Inclusion

Our transition from an outsourcing model to an in-house service approach has markedly improved our service quality, as reflected by an **88% customer satisfaction rate**. The success of the **My e& App**, which continues to be the highest-rated telecom app in Egypt, stands as a testament to our focus on customer-centric innovations.

In line with Egypt's Vision 2030, our collaboration with Egypt's Sovereign Fund to launch **Erada Microfinance** is a step forward in enhancing financial inclusion. This initiative has already supported **over 20,500 clients**, nearly half of whom are women, underlining our commitment to empowering diverse economic participants.



Hazem Metwally
e& Egypt Chief Executive Officer

Our People

Our team, now **8,879** strong, is our most crucial asset. In 2023, we welcomed **1,963** new employees, with a significant number of these positions filled by young professionals under 30 years old. We continue to invest in training and development, providing over 52,000 training hours in 2023 to ensure our team is equipped for both current and future challenges.

Looking Ahead

As we move forward, our focus remains steadfast on leveraging technology to enhance the quality of life in Egypt. We are committed to ongoing improvements in every area of our operations, ensuring that our growth is both sustainable and inclusive.

Thank you for your continued support and trust in e& Egypt.

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e& Group

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Meet e& Egypt

With a legacy spanning 17 years as a key player in Egypt's telecommunications sector, e& Egypt, a subsidiary of the global technology and investment group, e&, continues to champion positive societal transformation through the deployment of innovative technological solutions. Our core mission is to empower individuals and organizations alike, fostering digital inclusion and building a future where seamless connectivity serves as a catalyst for progress and equitable opportunities.

Our comprehensive portfolio spans a wide range of offerings, including mobile and broadband internet services, advanced digital solutions, and secure cloud infrastructure. Additionally, we proudly operate specialized verticals such as Twist Entertainment, Erada Microfinance, SuperPay by e&, and e& Global Services. Each vertical caters to distinct market segments and plays a pivotal role in fostering a vibrant and dynamic digital ecosystem.

We are leading the charge in tech advancement, making substantial investments in 5G, AI, and IoT to accelerate Egypt's digital transformation and pave the way for a smarter, more connected future.

At e& Egypt, we believe in the power of technology to create a better future for all. We are committed to sustainable practices and ethical innovation, ensuring our advancements contribute to a greener and more equitable society. We strive to generate long-term value for our stakeholders and play a leading role in building a sustainable Egypt.

<https://www.eand.com.eg/>

e& Egypt of the future

		
33.9 million subscribers Served across Egypt's 27 governorates	17 years of experience Contributing to the advancement of the telecom sector in Egypt since 2007	#1 Highest Rated App Maintained the highest-rated telecom app in Egypt

	Reputable Telecom player		Leading technology conglomerate; establishing new verticals through monetising access to consumer base and distribution
	Excellence in propositions		Excellence in products and customer experience; winning with superior Cx and segmented offerings
	Winning with superior execution and out-competing telcos		Actively building a partner ecosystem; becoming the gatekeeper to digital ecosystem, acting as a partner of choice for various stakeholders
	Thinking network first		Digital first; Developing into a digital transformation leader equipped with technology, talent and processes to deliver the aspiration

Awards and Recognitions in 2023



Awarded the fastest network in Egypt

by the world's leading telecommunications organisation Ookla



Awarded amongst the Top 50 Inspiring Workplaces

in the EMEA Region and branded as an Inspiring Workplace in 2023



Awarded the top 100 Global Inspiring Workplaces

Award by the Inspiring Workplaces Group in 2023



Awarded the Top Employer in Egypt for the sixth year in a row

Award by the Top Employers Institute: 7 Attributes above International Benchmark Strategy, Engagement, Values, Performance & Talent Acquisition



Awarded two prestigious Stevie Awards for outstanding achievements in HR Innovation

The Golden Award for Employee Engagement and the Silver Award for Employee Wellbeing

Certifications Achieved and Maintained in 2023

PCI DSS

(Payment Card Industry Data Security Standard)

ISO 27001

Information Security Management System

ISO 9001

Quality Management System

ISO 20000

International IT Service Management Standard
(Successfully maintained in 2023)



Business Review: Economic Progress and Achievements in 2023

In 2023, Egypt encountered unprecedented macroeconomic challenges, characterized by record levels of inflation, currency devaluation, and escalating interest rates. Despite these formidable conditions, e& Egypt achieved robust growth in both revenue and EBITDA when measured in local currency.

Throughout the year, e& Egypt experienced growth in all sectors, consumer, business, and wholesale. The consumer customer base surpassed 30 million subscribers, marking a significant milestone. e& Egypt remains committed to enhancing its network infrastructure to enhance performance and elevate the customer experience, resulting in consistent reductions in churn rates throughout the year.

e& Egypt remained dedicated to its journey of transformation, aspiring to become the foremost technology conglomerate in the country. My e& App saw significant enhancements with the integration of numerous merchants and lifestyle features, positioning it as a comprehensive super-app. Additionally, the company unveiled various Fintech initiatives, including the introduction of SuperPay by e&, a Fintech venture offering diverse payment and acceptance solutions, enabling banking services directly through My e& App.

e& Egypt is actively advancing its digital initiatives, evident in the remarkable increase in monthly active users and transaction value on e& Cash. The company further extends its innovative digital entertainment portfolio with the introduction of Twist TV, a standalone video streaming application. In addition, Twist Music experienced substantial growth throughout 2023, reflecting e& Egypt commitment to delivering an exceptional experience tailored to the Egyptian market with a customer-centric approach.

e& Egypt Partnership with Al-Ahly Club

e& Egypt has entered into a significant partnership with Al-Ahly Club in July 2023, becoming the main sponsor for the next four years. This collaboration is a major move for both entities, with e& Egypt supporting one of the most successful football clubs in Egypt and the Arab world.

Additionally, e& Egypt has launched the "Al Ahly Fans" platform, offering fans exciting gifts and offers, including social media data bundles and exclusive content. This initiative aims to enhance fan engagement and provide added value to Al-Ahly supporters.

e& global services

e& Global Services Expands into the Egyptian Market

In 2023, e& Global Services, a leading provider of comprehensive outsourced services platforms to multinational companies, announced its strategic expansion into the Egyptian market. This move is part of the broader framework of e& Egypt and aligns with the goal of attracting foreign currency into Egypt's economy. This case study explores the significance of e& Global Services in the Egyptian market and how it strengthens e& Egypt.

e& Global Services



Customer Support

Our customer care representatives provide tech-driven solutions that enhance customer experiences.



IT Solutions

Our IT experts provide end-to-end solutions, leveraging diverse technologies to drive any business forward.



Talent Management

Our HR consulting & advisory services empower clients to implement strategic HR initiatives ensuring a strong workforce.



Cyber Security

We provide cutting-edge solutions to safeguard any enterprise, ensuring seamless operations and data integrity.

10
Years of Experience

3
Regions

1000
Clients

40+
Strategic Partners

9000+
Employees

Significance in the Egyptian Market

The expansion of e& Global Services into Egypt is a strategic move that leverages the country's growing digital services sector and rich talent pool. The company's presence in Egypt is expected to attract international and regional partners, further integrating Egypt into the global digital economy.

- Enhanced Workforce:** By employing and training the best talents in IT and Infrastructure, e& Global Services improves operational efficiencies and cost-effectiveness for its clients.
- Economic Impact:** The influx of foreign currency through international partnerships strengthens Egypt's economy.
- Industry Leadership:** The expansion reinforces Egypt's position as a hub for digital services and skilled labor.

Fortifying e& Egypt

e& Egypt, formerly known as Etisalat Egypt by e&, has been recognized for its leadership in commercial operations and education. The integration of e& Global Services into its framework brings several benefits:

1

Operational Synergy

The collaboration creates a seamless operational environment, enhancing the overall service delivery.

2

Technological Advancement

The focus on IT and Infrastructure ensures that e& Egypt stays at the forefront of technological innovation.

3

Global Partnerships

The presence of e& Global Services attracts more international partners, fostering a more robust economic ecosystem.

Leadership Insights

Ehab Rochdy, Chairman of e& Global Services, emphasized the company's commitment to excellence and cost efficiency through the selection of top-tier employees. This strategy not only benefits the company but also its clients, who receive high-quality outsourcing and consulting services. Sherif Attia, General Manager of e& Global Services, expressed pride in the company's role in attracting global partners to Egypt. He highlighted that the expansion aligns perfectly with e&'s transformation from a telecom operator to a technology and investments group.

Recognition and Awards

In 2022, e& Global Services received an appreciation award for its strategic partnership and outstanding performance at the e& Partner Recognition Award Ceremony in Abu Dhabi. Additionally, e& Egypt was honored for its leadership in commercial operations, particularly in the education sector, showcasing the exceptional efforts of its team.

Twist

Twist Entertainment, encompassing Twist TV, Twist Music, and Twist Sports, is a dynamic suite of services elevating the media and entertainment landscape in Egypt.

Twist TV, a subscription video-on-demand (SVOD) platform, offers a vast library of over 16,000 hours of diverse content, including Hollywood movies, TV shows, documentaries, and children's programs. With multi-language support and accessibility via an app, Twist TV provides a flexible and engaging viewing experience.

Twist Music delivers a seamless music streaming experience with an extensive collection of top albums and new releases. High quality audio, unlimited skips, and offline streaming capabilities ensure an uninterrupted and enjoyable listening experience. Its free accessibility further broadens its appeal to music enthusiasts.

Twist Sports is a comprehensive sports platform with a primary focus on local and international soccer events. It provides in-depth coverage of the Egyptian Premier League, European leagues, and African football, encompassing daily news, match schedules, and live scores. Twist Sports also features exclusive content, such as analytical studios, and interactive elements, including fantasy games and quizzes. The platform extends its coverage to other sports like squash, handball, and tennis, alongside fitness content.

Together, these Twist services under e& create a richer entertainment experience for users in Egypt, offering a diverse and engaging range of content across television, music, and sports.



Erada Microfinance

Erada Microfinance is a financial institution established in 2022 powered by financial technology, providing a diversified set of innovative financing products aligning with Egypt's financial inclusion endeavors.

With the partnership of e& Egypt, the Sovereign Fund of Egypt and Amr Abou El Azm, Erada facilitates access to microfinance tailored to its clients' specific needs; supporting Egypt's youth entrepreneurial potential leading to job creation and income generation.

In collaboration with e& Egypt, Erada leverages e&’s technology and extensive branch network across Egypt to enhance our customers' experience. By utilizing e&’s branches and technology, we bring our services closer to our clients and develop innovative products tailored to their specific needs, ensuring a smoother and more convenient experience for all.

Erada carries a social and economic impact for financial inclusion, poverty alleviation and income generating activity; which is imbedded in the core of their financial proposition, with the ultimate goal to create a legacy of empowerment and support for Egyptians by making them economically self-sufficient.



SuperPay

e& Egypt has announced the launch of SuperPay by e&, the latest venture into the world of digital payments, and a new fintech company in Egypt. In collaboration with Banque Misr, SuperPay is bringing innovative and advanced financial solutions to the forefront.

SuperPay has a capital of EGP 465 Mn, with e& Egypt holding the majority stake. SuperPay is more than just a payment platform; it is a holistic technology company that caters to the diverse needs of businesses, consumers, and retail stores. SuperPay's goal is to revolutionize customer experience in electronic payments leveraging technology and offering advanced financial solutions and products empowering sustainable growth.

Seamlessly and securely protected in a PCI-DSS v4.0 certified infrastructure to ensure that all credit card data are processed and stored in a secure way, SuperPay allows customers to make payments effortlessly through state-of-the-art point-of-sale (POS) machines and online platforms. These enable credit card acceptance and access to over 600 different bill payment services. SuperPay aims to be a one-stop shop for businesses and merchants by providing innovative payment solutions that will revolutionize the digital payment industry in Egypt.





e& Group

About e&

Established in Abu Dhabi in 1976, e& Group delivers worldclass digital solutions, smart connectivity and next-generation technologies to over 170 million government, enterprise and consumer subscribers. Committed to creating sustainable value for all its key stakeholders, e& pursues growth and excellence across its telco and techco verticals in 32 countries across the Middle East, Asia and Africa, as it builds momentum towards its vision as a leading global technology group.

Awards and Recognitions

Recognition drives us to redefine the future



Global Brands Magazine (GBM)

- Best Employer Brand MENA
- Fastest Growing Digital Transformation Brand

Brand Finance

- Fastest Growing Tech Brand in MEA
- Most Valuable TMT Brand Portfolio in MEA

Samena LEED Awards

Outstanding Digital Transformation Enabler

Telecom Review Excellence Awards

- Best Employer Initiative
- Global Merit Leader CEO of the Year

2023 Middle East Investor Relations Association (MEIRA) Awards

First Place for "Best IR Reporting Digital Category Large-Cap Middle East"



Samena LEED Awards

Best 5G-to-B Innovative Advancement

Brand Finance

- Strongest Telecommunications Brand Globally
- Strongest Brand in MEA across all Categories

Telecom Review Excellence Awards

- Best 5G Advanced Deployment
- Best ICT Investment

GCC GOV HR Awards

Employer of the Year



Telecom Review Excellence Awards

Best ICT Investment

HR

Great Place to Work®

Global Authority Certification on Workplace Culture

Sustainability

Global ESG Awards

Sustainable Community and Green Buildings

US Green Building Council and Green Building Certification

Al Kifaf Building in Dubai awarded with LEED Gold Certification

C&W

Carrier Community Global Awards

Middle East Operator of the Year

e& in Numbers



**32 countries,
2 continents**



~850 million
aggregate population



>170 million
subscribers

Sustainability Highlights



"A" rated



B score



Constituent company
in the FTSE4Good
Index Series



Scopes 1, 2 and 3 GHG
reduction targets- SBTi
validated

e& Group 2023 Financial Highlights

53.8

AED billion
Revenue

26.1

AED billion
EBITDA

49

%
EBITDA Margin

0.77

(X)
Net Debt to EBITDA

18.8

AED billion
Operating Free
Cash Flow

10.3

AED billion
Net Profit

7.3

AED billion
Capex

80

Fils
Dividend
Per Share

2023 53.8

2022 52.4

2021 53.3

2023 26.1

2022 26.2

2021 26.7

Revenue
(AED billion)

2023 10.3

2022 10.0

2021 9.3

EBITDA
(AED billion)

2023 19%

2022 19%

2021 17%

Net Profit
(AED billion)

Net Profit Margin
(%)

2023 0.80

2022 0.80

2021 0.80

2023 49%

2022 50%

2021 50%

Dividend Per Share
(AED)

EBITDA Margin
(%)

e& Egypt 2023 ESG Highlights



Environmental Management



665,265 MWh

Total energy consumption¹
(versus 649,039 MWh in 2022)



18%

Share of renewable
energy from total energy
consumption
(versus 11% in 2022)



458

Base stations powered by
renewable / hybrid energy
(versus 210 in 2022)



274,523 mtCO₂e

Total absolute scope 1+2
emissions (market-based)
(versus 298,003 mtCO₂e in
2022)



**0.24 mtCO₂e/
Terabyte**

Carbon intensity (Scope 1+2)
(29% decrease YoY)



140,566 mtCO₂e

Total absolute scope 3
emissions
(versus 224,231 mtCO₂e in 2022)



35%

Scope 1+2 emissions
reduction target by 2030
from a 2022 baseline²



26,010 mtCO₂e

Reduced emissions from
on-site renewable energy
generation



23,113 MWh

*On-site generation of
renewable energy*

¹Total energy consumption encompassing purchased energy, energy consumption from fuel sources (diesel and petrol), and renewable energy generation onsite.

²The 2022 base year underwent recalculation due to inaccuracies in both the reported number of Use of Sold products and the End-of-Life (EOL) of Sold Products. Initially, the figure of 402,469 sold units included duplicates, leading to an overestimation. Following recalculation, the accurate count for year 2022 stands at 399,126 units. Consequently, the recalculated Scope 3 amounts to 224,231 mtCO₂e, rather than the previously reported 274,416 mtCO₂e.



Social Prosperity

**27%**

Representation of female employees in our workforce (versus 26% in 2022)

**37%**

Females from total new hires under 30

**6%**

People of determination across our workforce (versus 5% in 2022)

**52,684**

Hours of training delivered to our employees (up from 21,726 hours in 2022)

**87%**

Employee engagement index (versus 84% in 2022)

**EGP 10 Mn**

Community investments

**86%**

After-call Customer Satisfaction Rate
(Telecom Services)
(versus 85% in 2022)



Governance Foundation

**100%**

Of our employees receive & acknowledge ethics & compliance material

**100%**

Board of Directors and employees have formally acknowledged compliance with our Code of Conduct

**46%**

Spending on local suppliers out of total expenditure (versus 35% in 2022)

e& Egypt's Value Creation Model

Input

23,113 MWh

On-site generation of renewable energy

8,879

Employees

52,684

Hours of training delivered to employees

EGP 6,604 Mn

Total procurement spending

EGP 10 Mn

Community Investments

Creating Value through our Business Model

Value Chain

Procurement and Suppliers

Operations and Networks

Retail and Customer Experience

Business Lines

Telecom Services

Connectivity Services

Entertainment

Microfinance

Fintech Services

Value Delivered

EGP 30.74 Bn

Revenues

33.9 million

Subscribers

#1 Rated App

My e& highest rated telecom app in Egypt

46%

Spend on local suppliers

Top Employer Egypt

Awarded for the sixth year in a row

422,000

Beneficiaries impacted through CSR, Sustainability, and the Foundation Initiatives till 2023

26,010 mtCO₂e

Reduced emissions from renewable energy generation

Our Approach to **Sustainability**

The ultimate objective of e& Group is to continually monitor, evaluate, and enhance its economic, environmental, and social performance. In line with this forward-thinking approach, e& Group utilizes its sustainability framework to conceptualize, define, and manage its environmental, social, and economic impact. This strategy encompasses five fundamental pillars: Digital Transformation & Innovation, Accountable Business Practices, Empowering People, Environmental Management, and Connecting Communities. e& Egypt closely aligns with e& Group's sustainability strategy and aims to contribute to a corporation-wide shift towards a more sustainable business model. This is achieved by adhering to the Group's clearly defined key pillars and seventeen material aspects, while also considering Egypt's national context and the e& Group's global focus areas. This report will offer detailed insights into e& Egypt's progress and disclosures concerning each of these five areas.



Engaging our Stakeholders

e& Egypt maintains robust communication channels with its stakeholders to ensure alignment with their expectations and needs. We encourage ongoing dialogue to facilitate the exchange of perspectives and feedback, fostering an environment of mutual learning and co-innovation. Stakeholder groups are identified based on business operations and impact, guiding our engagement activities.

Main Stakeholder Groups	Key Issues of Discussion	Engagement Methods
 Government Entities	Regulatory compliance and adherence to telecommunications laws and policies, collaboration on national infrastructure projects and initiatives, participation in public-private partnerships for societal development.	Public disclosures (e.g., regulatory reporting), surveys, consultations, forums, and conferences.
 Communities	Corporate social responsibility programs and initiatives benefiting local communities, environmental impact mitigation and community engagement in sustainability efforts, digital access and inclusion.	Campaigns, broadcast and social media, field visits, Programs, projects, and focus groups.
 Employees	Workplace safety and health standards, professional development opportunities and career growth, employee well-being, including benefits, work-life balance, and diversity and inclusion initiatives.	Annual engagement surveys, internal communication through email, the intranet, screens, mock sessions, learning and development programs, and training sessions.
 Suppliers	Fair procurement practices, supplier diversity, equal opportunity, ethical sourcing and supply chain social sustainability, collaborative efforts to enhance efficiency and quality of products/services.	Calls and conference calls, Surveys, one-to-one and virtual meetings.
 Business Partners	Alignment of business objectives and strategic partnerships, collaboration on innovation and technology solutions, transparent communication, and mutual value creation.	Quarterly and annual disclosures, including earning press releases, analyst and investor calls, one-to-one and group investor meetings, and investor conferences.
 Shareholders	Financial performance and dividend payouts, corporate governance practices and transparency, long-term business strategies and growth prospects.	Regular meetings, updates, periodic quarterly and yearly disclosures.
 Customers & Clients	Quality of telecommunications' services and network reliability, customer satisfaction and feedback mechanisms, data privacy and security measures.	Customer satisfaction surveys, one-to-one meetings, store visits, social media, and customer contact centers.

Materiality Assessment

e& Egypt conducts regular assessments of its material topics to remain ahead of sustainability-related matters, risks, and opportunities that could impact the company, and the communities in which it operates. To identify key material issues, e& Egypt employed the following approach:

Sustainability Context Analysis

Understanding the sustainability context within which the company operates, considering industry specific issues, national and global priorities and strategic directions.

Management Review and Validation

Reviewing and validating materiality assessment results with e& Egypt management and the sustainability team.

Material Topics Identification

Compiling a list of potential material matters through desktop research, analysis of current sustainability initiatives, examination of peer companies, monitoring industry trends and standards, consulting rating agencies, and conducting employee interviews.

Impact Assessment

Evaluating the impact of material issues by considering e& Egypt's corporate strategy, e& Group's strategic direction, stakeholder interests and concerns, societal expectations, supply chain dynamics, and climate change risks and opportunities.

In 2022, e& Egypt reviewed and updated its material topics, considering insights from peer and sector assessments. These were subsequently reassessed in 2023, in accordance with the latest GRI Standards and an analysis of industry-specific material topics and investor expectations. The refinement of material topics also reflects the evolution of our sustainability strategy as well as e& Group's strategic direction throughout 2023. Below is the detailed list of our material topics:



Environmental Management

- Environmental & Energy Management
- Water & waste management
- Climate Change*



Social Prosperity

- Customer Satisfaction
- Wellbeing, Health and Safety*
- Digital Access and Financial Inclusion*
- Talent Attraction, Retention, and Development
- Diversity, and Equal Opportunity
- Social Impact and CSR



Governance Foundation

- Customer Privacy and Data Security
- Responsible Commercialization*
- Economic Performance
- Digital Innovation
- Corporate Governance
- Sustainable Procurement Practices
- Anti-corruption and Non-Discrimination
- Business Continuity and Enterprise Risk Management

*New topic OR updated topic

Contributing to the SDGs

e& Egypt's material topics and business activities align with the UN SDGs to drive positive societal impact. By fostering sustainability, the company actively contributes to various SDGs, including goal 9 (Industry, Innovation, and Infrastructure) through its commitment to technological advancement and infrastructure development. Additionally, its efforts in promoting digital inclusion and access to information technology services support goal 4 (Quality Education) and goal 10 (Reduced Inequalities). We aim to further maximize our contribution and positive impact towards addressing the global goals by focusing efforts on assessing our operations and updating our sustainability strategic direction.

Digital Transformation and Innovation	Accountable Business Practice	Empowering People	Environmental Management	Connecting Communities
				
8 DECENT WORK AND ECONOMIC GROWTH	8 DECENT WORK AND ECONOMIC GROWTH	3 GOOD HEALTH AND WELL-BEING	3 GOOD HEALTH AND WELL-BEING	3 GOOD HEALTH AND WELL-BEING
TARGET 8-2  TARGET 8-2: ENHANCE AND UPGRADE FOR HIGH PRODUCTIVITY	TARGET 8-1  TARGET 8-2  TARGET 8-3  TARGET 8-3: SUSTAINABLE ECONOMIC GROWTH AND UPGRADE FOR HIGH PRODUCTIVITY	TARGET 3-8  TARGET 3-8: SUPPORT RESEARCH, UNIVERSAL ACCESS TO INFORMATION AND KNOWLEDGE	TARGET 3-9  TARGET 3-9: REDUCE BUSINESS HAZARDOUS POLLUTION AND POLLUTION	TARGET 3-8  TARGET 3-9  TARGET 3-9: SUPPORT RESEARCH, UNIVERSAL ACCESS TO INFORMATION AND KNOWLEDGE
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	12 RESPONSIBLE CONSUMPTION	4 QUALITY EDUCATION	7 AFFORDABLE AND CLEAN ENERGY	4 QUALITY EDUCATION
TARGET 9-4  TARGET 9-4: UPGRADE ALL INDUSTRIES AND SERVICES FOR SUSTAINABILITY	TARGET 12-7  TARGET 12-7: PROMOTE SUSTAINABLE PUBLIC PROCUREMENT PRACTICES	TARGET 4-3  TARGET 4-4  TARGET 4-5  TARGET 4-7  TARGET 4-7: EQUAL ACCESS TO HIGH-QUALITY TECHNICAL EDUCATION AND HOMERULE	TARGET 7-2  TARGET 7-3  TARGET 7-4  TARGET 7-4: ENHANCE LOCAL PERCENTAGE OF RENEWABLE ENERGY	TARGET 4-4  TARGET 4-4: INCREASE THE NUMBER OF PEOPLE WITH RELEVANT SKILLS FOR FINANCIAL SUCCESS
17 PARTNERSHIPS FOR THE GOALS	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	5 GENDER EQUALITY	12 RESPONSIBLE CONSUMPTION	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
TARGET 17-7  TARGET 17-15  TARGET 17-15: PROMOTE SUSTAINABLE PARTNERSHIPS FOR DEVELOPING COUNTRIES	TARGET 16-5  TARGET 16-8  TARGET 16-8: SUBSTANTIALLY REDUCE CORRUPTION AND BIAS	TARGET 5-A  TARGET 5-B  TARGET 5-C  TARGET 5-C: EQUAL ACCESS TO ECONOMIC RESOURCES, FINANCIAL SERVICES, AND FINANCIAL SERVICES	TARGET 12-2  TARGET 12-5  TARGET 12-6  TARGET 12-8  TARGET 12-8: SUSTAINABLY REDUCE WASTE GENERATION	TARGET 9-C  TARGET 9-C: SUBSTANTIALLY REDUCE THE USE OF NATURAL RESOURCES
8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	13 CLIMATE ACTION	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	10 REDUCED INEQUALITIES
TARGET 8-5  TARGET 8-8  TARGET 8-8: FULL EMPLOYMENT AND EQUAL PAY	TARGET 10-1  TARGET 10-1: REDUCE INCOME INEQUALITIES	TARGET 13-2  TARGET 13-3  TARGET 13-3: ENFORCE EQUAL OPPORTUNITY AND END DISCRIMINATION	TARGET 16-2  TARGET 16-2: PROMOTE LEADERSHIP AND PARTNERSHIPS FOR CLIMATE ACTION	TARGET 10-3  TARGET 10-3: ENFORCE EQUAL OPPORTUNITIES AND END DISCRIMINATION
17 PARTNERSHIPS FOR THE GOALS				
TARGET 17-6  TARGET 17-7  TARGET 17-7: KNOWLEDGE SHARING, PARTNERSHIPS FOR CLIMATE ACTION, AND INNOVATION				

03 GOVERNANCE FOUNDATION

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



Accountable Business Practices

22

Digital Transformation & Innovation

30

e& Egypt places great emphasis on its commitment to excellence in corporate governance across all its departments and operations by continuously adhering to the highest standards of governance, both domestically and on the international level. Maintaining our adoption of effective governance criteria and measures, operating under a comprehensive and well-integrated system of policies and mechanisms that are designed to ensure transparency and to facilitate the rapid achievement of our business objectives.

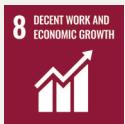


e&

etisalat and

Accountable Business Practices

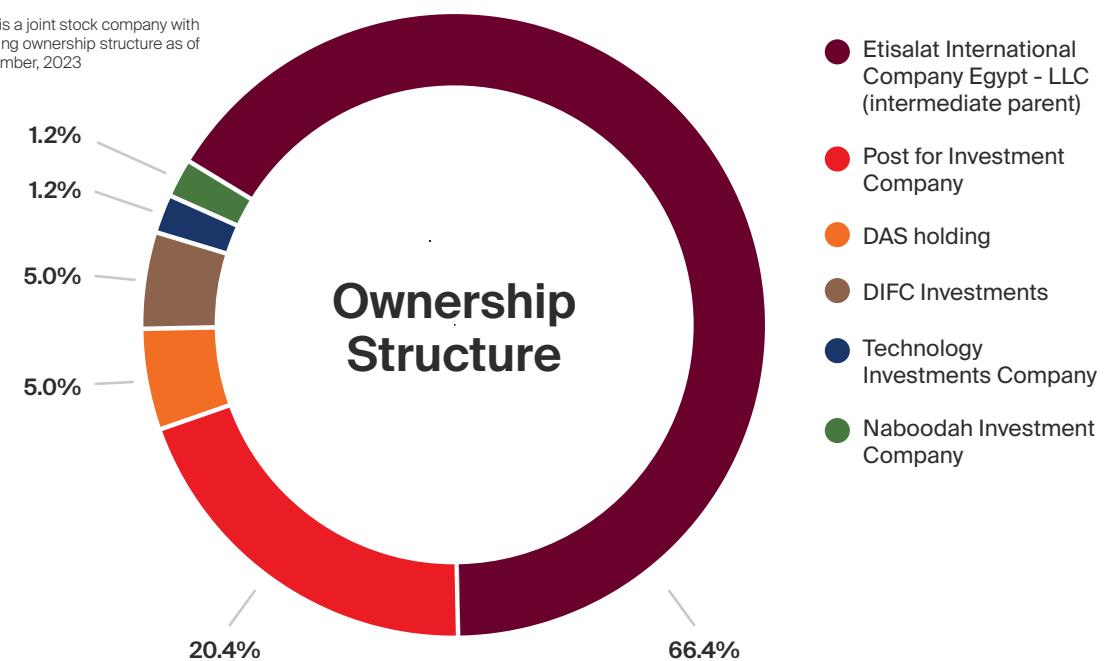
e& Egypt is committed to establishing itself as a leader in sustainability within the telecommunications industry by integrating sustainability into its internal mechanisms and procedures. We recognize the importance of sound governance, accountability, and transparency practices in achieving shared sustainability goals with our supply chain and other stakeholders.



Corporate Governance

Our corporate governance at e& Egypt is anchored in the Egyptian law, e& Group's regulations, and voluntary adherence to Global Sanctions and Export Controls. We prioritize creating business resilience and fostering a governance environment. Our system of policies, processes, and responsibilities, including those within our Corporate Affairs and Legal Affairs departments, form the bedrock of our commitment to business ethics and integrity. It's tasked with safeguarding e& Egypt's best interests by assessing both external and internal threats and devising appropriate mitigation strategies to address business-related risks. Furthermore, it ensures the implementation of a comprehensive governance framework to provide essential oversight and control for both e& Egypt and its newly acquired subsidiaries. As well as, for handling all corporate, compliance, litigation, and advisory matters pertaining to the company and its affiliates. This division comprises several sections, including Corporate and Compliance, Disputes and Advisory, and Trade Legal Affairs, each fulfilling specific roles in ensuring legal compliance and effective management of legal affairs within the organization and its subsidiaries.

e& Egypt is a joint stock company with the following ownership structure as of 31st December, 2023





“



Hossam ElMeadawy
Chief Corporate Affairs Officer (CCAO)

Sustainability isn't just about the future; it's about creating a more resilient, equitable, and healthy world for everyone. At e& Egypt's Corporate Affairs Department, we go beyond mere compliance. We transform the company's values into tangible sustainability initiatives, strengthening stakeholder relationships and promoting innovation at every stage of development. Our unwavering commitment ensures long-term growth for our customers, shareholders, and business partners, all within a sustainable framework.

Corporate governance and sustainable development must work in parallel to effectively achieve our sustainability goals as an entity. Therefore, we secure the commitment of Corporate Affairs to properly implement e& Egypt's corporate strategy across all domains. Our department plays a crucial role in further enhancing our corporate image within all governmental entities. We continuously strive to shape local and international regulations, ensuring our initiatives drive a positive impact through e& Egypt's efforts.

With an effective plan for change, e& Egypt is committed to reducing carbon emissions by 35% by 2030. This commitment is both a civic and corporate duty owed to our community. It sets measurable objectives for all operating countries, encouraging the integration of sustainable development within their plans. Furthermore, e& Egypt has adopted additional initiatives to reduce its carbon footprint by utilizing the latest technologies in our business methodologies and services. For example, the Group AI initiative illustrates advancements in AI technologies and how they promote sustainable digital practices across different business domains.

e& Egypt's legal department aims to promote positive and sustainable business practices that align with the company's values and beliefs. By complying with key policies, such as Anti-Bribery, Anti-Corruption, and Sustainable Vendor Compliance in accordance with both domestic and international jurisdictions, we uphold the highest standards. To ensure the effective implementation of these policies, our Corporate Affairs Department facilitates proper and ethical governance practices, embedding a sustainable code of conduct within our offices.

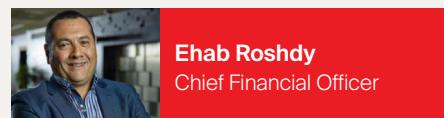
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Organizational Chart

e& Egypt places great responsibility on its highest governing body which is represented by the CEO, CXO's, and VPs. They are responsible for determining the purpose, vision, mission, and corporate objectives of the company every three years and for refreshing them annually. This process of strategy development ensures that the highest governing body is involved at every stage of the company's operations in order to maintain the alignment of values and practices company wide.



Hazem Metwally
Chief Executive Officer



Ehab Roshdy
Chief Financial Officer



Amr Fathy
Chief Technology &
Information Officer



Ahmed Yahia
Chief Commercial Officer



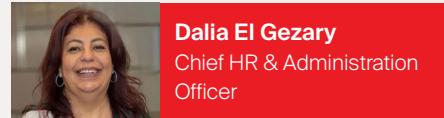
Hossam ElMeadawy
Chief Corporate Affairs
Officer



Sherif El Khouly
Chief Business Officer



Sherif Attia
Chief Customer Care Officer



Dalia El Gezary
Chief HR & Administration
Officer



Mostafa Ramadan
Internal Auditing Director



Mohamed Al Shehhi
Enterprise Security Director

Board of Directors

Our board of directors supervises the General Management. It aims to encourage the company's long-term value development, foster business and stay competitive in markets in which we operate, while considering its operations' social and environmental implications. Each of e& Egypt's shareholders nominates their board representative, there are no independent directors, an annual general meeting (AGM) of shareholders is held and this is where changes are communicated, the Role of The CEO and chairman is split, and the chairman is non-executive but not independent.

Currently, the Chairman of the Board of Directors is Mr. Gamal Anwar ElSadat, our Board composition consists of nine members, 6 of which are non-executive members.

9

**Board
Members**

67%

**Independent Board Members
(Non-Executives)**

8 years

**Average
Tenure**

As part of our diversification strategy to be implemented in the coming period, the Board of Directors will be evaluated at the upcoming board meeting as we aim to increase the female-to-male ratio of our board members.



Gamal Anwar ElSadat
Chairman – Executive
Engineering
17 Years



Saleh Abdulla Al Abdooli
Deputy Chairman &
Managing Director
Engineering
16 Years



Hatem Galal Dowidar
Central Executive
Committee Member
Engineering
7 Years



Eissa Kazim Al Mulla
Non-executive member
Finance
8 Years



Mohamed Karim Bennis
Non-executive member
Finance
9 Years



Younis Abdelaziz Al Nimir
Non-executive member
Human Resources
5 Years



Sharif Mohamed Farouk
Non-executive member
Finance & Banking
3 Years



Amr Mahfouz Hussein
Non-executive member
Engineering
3 Years



Matar Mohamed Al Bloushi
Member & Chairman of the Audit Committee
Treasury & Investment
15 Years

Board Committees

Audit Committee

The authority of this committee is delegated by the Board of Directors. The Audit Committee holds direct and unrestricted access to all company records, premises, and correspondences, files, and records for inspection. It also has the power to obtain information, statements, and documentation from management and other individuals as needed to fulfill its duties. Additionally, the committee is empowered to initiate or authorize investigations into any matters within its purview.

Comprising a minimum of four members appointed by the board, the Audit Committee ensures that all members possess financial literacy, with at least one member having prior experience in accounting or finance and holding a relevant professional qualification. At the outset of each meeting, all members are required to declare any conflicts of interest. If a member has a conflict of interest on a material issue under discussion, they are prohibited from voting on the resolution, which requires the attendance of a majority of members for approval.

The Director of Internal Audit serves as the committee's Secretary and is authorized to designate employees under their supervision to prepare for and attend committee meetings, subject to approval from the Committee Chairman.

The Audit committee held 4 meetings during the year 2023.

Enterprise Risk Management Committee

The Enterprise Risk Management Committee is tasked with several critical responsibilities. Firstly, it develops comprehensive risk management strategies and policies, overseeing their implementation and evaluating their effectiveness. It also assesses the company's risk management framework to identify areas of adequacy or inadequacy, making recommendations to the Board of Directors accordingly. Additionally, the committee ensures that reported risks are managed within the company's framework and systematically addressed within relevant departments. Moreover, it establishes and maintains an acceptable level of risk for the company, categorizing risks into internal and external sources. Internal risks stem from processes, procedures, systems, or personnel within e& Egypt's control, while external risks are beyond the company's control, such as market factors or natural disasters. These risks are further classified into 12 categories, with risk acceptance levels determined by the impact and risk appetite of each category. A designated forum within the organization brings forth and reviews key risks, while the Enterprise Risk Management Committee ensures the operational effectiveness of the company's risk management processes.

Risk Categories

 Customer Experience	 Service Availability	 Legal
 Geo Political	 Financial	 Regulatory
 Fraud & Corruption	 Strategic	 Reputation
 Human Capital	 Safety, Health & Security	 Investment

Regarding recent developments, the Enterprise Risk Management Committee has undergone changes, including the appointment of a new Chairman and updates to the list of champions. Moreover, significant efforts have been made in Business Continuity Management, with initiatives such as revamping the business continuity lifecycle to align with e&'s new standards, updating policies, directives, and documents related to crisis management and business impact analysis, and ensuring compliance with the Group's new framework and direction.

In 2023, the Enterprise Risk Management (ERM) team identified and reported a total of seven risks as part of the ERM-BCM program. These risks were communicated to the Audit and Risk Management Committee (ARMC) and external financial auditors, showcasing e& Egypt's proactive approach to risk management and business continuity. The reported risks encompassed financial exposure related to debt and USD exposure, the purchase of licenses and frequencies including the 5G license, and the economic impact on commercial tactics affecting consumer spending and operational expenditures. Additional risks included operational efficiency challenges such as supply chain fulfillment and disaster recovery for IT sites, employment market competitiveness, compliance with laws and regulations including cybersecurity and data privacy laws, and various retail and network permits. Lastly, litigation risks were highlighted, covering disputes related to sales tax, NTRA/VAT, and lawsuits involving Telecom Egypt.

The Enterprise Risk Management Committee held 4 meetings during the year 2023.

Ethics and Compliance

Stringent policies and procedures are in place to ensure full compliance with legal and regulatory mandates, along with a steadfast dedication to operating with integrity and transparency. Central to this commitment is the Code of Ethics and Conduct, which sets forth clear guidelines for ethical conduct expected of all employees, reflecting the company's steadfast dedication to fostering and upholding the highest ethical standards.



Key Relevant Policies

- Whistle-blowing Policy
- Anti-Bribery & Anti-Corruption
- Anti-Money Laundering and Countering Financing of Terrorism
- Conflict of Interest
- Third Party Due Diligence
- Business Continuity Policy
- Enterprise Risk Management Policy
- Gifts, Hospitality, and Entertainment Policy

100%

Employees receive & acknowledge ethics & compliance material

Zero

Incidents of non-compliance with laws and regulations resulting in a fine or warning

100%

Board members and employees formally acknowledged compliance with our Code of Conduct

Compliance

We have implemented a robust compliance program, complete with clearly defined policies and procedures. Should any uncertainties arise regarding a transaction, stakeholders are encouraged to consult with our Legal and Compliance team for guidance. Our Code of Conduct outlines ethical standards that both employees and stakeholders must adhere to, with 100% of our staff acknowledging receipt of these guidelines and any necessary assistance or clarification to ensure compliance. These measures are in place to guarantee that our company operates within the bounds of applicable laws and regulations, upholding the utmost standards of business ethics.

e& Egypt places a strong emphasis on compliance, employing a comprehensive approach. This includes regular updates to our Statement of Conformity and assigning accountable individuals for meeting license obligations. We streamline processes and reinforce regulatory compliance through documented procedures, fostering clarity and accountability. Our focus on compliance governance aims to mitigate risks and uphold our obligations, with ongoing updates to our compliance matrix and regular health checks ensuring thorough oversight. Through awareness campaigns and specialized training, we equip our employees with the knowledge they need to navigate telecom regulations effectively. In 2023, we proudly report no incidents of non-compliance with regulations or voluntary codes resulting in fines or warnings.



Corporate Compliance Training Course

About the effective Compliance Programs in big corporations

160

Attendees

(Across relevant departments including internal audit, legal, and sales)

80%

Attendance rate



Code of Conduct

e& Egypt has formulated its Code of Conduct to foster ethical business conduct and ensure coherence with both the company's and e& Group's overarching objectives. This code delineates standards for transparent business dealings and securing the commitment of all stakeholders. It encompasses critical areas including bribery, intimidation, harassment, financial crimes, and human rights. Furthermore, the Code of Conduct lays down a set of principles designed to shape employees' mindset and guide their decision-making, offering ethical directives and exemplary behaviors to uphold honesty, integrity, and professionalism.

Whistleblowing Procedures

The purpose of the Whistleblowing policy is to foster transparency in the workplace and to urge employees to promptly report any wrongdoing that could harm e& Egypt. Whistleblowers who provide credible information related to suspected violations are fully safeguarded under this policy and local law. e& Egypt's whistleblowing policy is essential for promoting professional integrity and providing channels for individuals to raise concerns confidently if they discover any evidence of misconduct.

Whistleblowing Reporting Channels



whistleblowing@eand.com.eg



Audit Function

18

Whistle-blowing
cases reported
in 2023

Internal Audit

The company's Internal Audit department oversees various operations, including technical, IT, financial, consulting engagements, compliance audits, and special investigations. Internal audit coverage encompasses all aspects of e& Egypt's activities, as outlined in the approved Internal Audit Charter by the Board of Directors. The extent and frequency of internal audits depend on previous results, activity risks, materiality, internal control system adequacy, and available resources.

The IT & technical audit teams evaluate the organization's IT risks, security, infrastructure, policies, and operations, aligning with industry standards such as COBIT, ITIL, ISO, NIST, and ISACA frameworks. Plans are in place for continuous improvement, adapting to regulatory changes, and updating the internal audit manual to align with e& Group's approach to fraud risk assessment.

One of the initiatives to improve the internal audit function effectiveness is the implementation of the Fraud Risk Assessment plans, as a pilot phase, its expansion across all functions to improve the quality of the respective audit engagements. In addition, the Internal Audit team is holding monthly meetings with e& Group and all OpCos to discuss the lessons learned from ongoing investigations. Finally, the Internal Audit team members are continuously involved in both technical and non-technical trainings to enhance their skills and the quality of services provided.

Sustainable Procurement Practices

51%

Of our suppliers
are local suppliers
(versus 85% in 2022)

46%

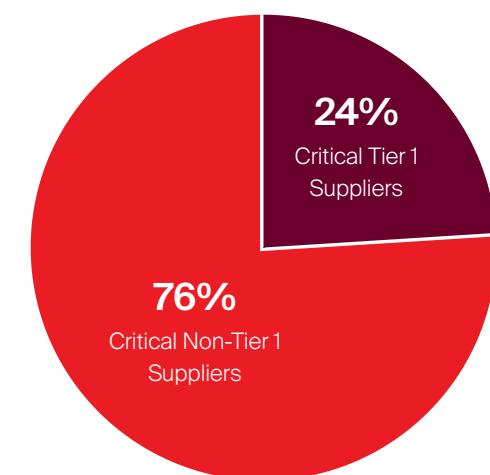
Spending on local suppliers
of total expenditures
(versus 35% in 2022)

e& Egypt recognizes the crucial role of the supply chain in maintaining business continuity and sustainability. Therefore, we prioritize fostering strong relationships with suppliers

and vendors to deliver value to customers and stakeholders while fulfilling social and environmental responsibilities. Our commitment to a sustainable supply chain is evident through various initiatives, including assessing suppliers' sustainability performance, integrating sustainability requirements into contracts, and collaborating on sustainable solutions. By prioritizing local suppliers and enforcing compliance with e& Group's standards, we ensure adherence to environmental and social criteria. Additionally, we evaluate suppliers' technical and commercial performance to uphold service quality and project timelines, reinforcing our commitment to ethical practices and long-term value creation for all stakeholders.

Suppliers' Profile

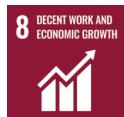
As of 2023, e& Egypt maintained relationships with 63 Tier 1 suppliers, directly providing goods, materials, and/or services, including intellectual property (IP) and patents. Among these, 63 are identified as critical Tier 1 suppliers, essential to the company's operations. Additionally, there are 45 critical non-Tier 1 suppliers that also play a significant role in the company's supply chain.



Digital Transformation & Innovation

e& Egypt is fully dedicated to supporting Egypt's national ICT 2030 strategy and acknowledges the crucial role of digital innovation in fostering sustainable economic growth. Through the implementation of advanced ICT techniques, we prioritize championing this cause and aim to develop innovative technological solutions to address societal challenges.

In our continuous pursuit of digital innovation, we strive to adapt to the changing needs of our stakeholders. The company is committed to harnessing sustainable digital innovation to help stakeholders achieve their objectives efficiently. By creating innovative solutions that are both sustainable and pertinent, e& Egypt is committed to promoting the adoption of digital technology for a better future for all. The company's steadfast dedication to digital innovation has solidified its position as a leading player in the telecommunications industry and a trusted partner to the people and businesses of Egypt.



Customer Privacy and Data Security

At the core of our values, e& Egypt's management places significant emphasis on information security as a crucial strategic objective for safeguarding the privacy of our customers' personal data. As a telecommunications and digital service provider, the company gathers a considerable amount of sensitive information, underscoring the necessity of prioritizing cybersecurity and privacy protection for customer data. In alignment with this commitment, e& Egypt has implemented robust measures to bolster its cybersecurity posture and fortify defenses against cyber threats and privacy breaches. The company remains steadfast in its dedication to continually enhancing its information security protocols to uphold the trust of its customers and stakeholders, while also ensuring compliance with relevant data security and cybercrime legislation.

Managing Data Privacy and Security

Throughout 2023, we have continued to bolster and refine our security practices and prevention protocols in response to the detection of several incidents of data fraud. e& Egypt has undertaken various initiatives and corrective actions aimed at enhancing its security infrastructure and ensuring adherence to industry standards and regulatory requirements. These efforts encompass the deployment of SS7 and diameter monitoring and blocking mechanisms, the modernization of security infrastructure to address evolving industry challenges, the establishment of B2B partnerships to extend security coverage to corporate clients, and the attainment of compliance certifications such as ISO 27001 and PCI DSS. We are currently upgrading from PCI DSS v3.0 to v4.0 to comply with new regulations. Additionally, the company has enhanced its 24/7 security monitoring capabilities. These initiatives have led to the successful implementation of monitoring mechanisms, infrastructure modernization, standards compliance, business expansion, and continuous vigilance against threats and attacks.

Moreover, new controls for data protection and leakage detection were introduced, such as EDR (Endpoint Detection and Response), to manage real-time detection and response for user behavior and threats that could have a negative impact. ScreenID tools were also implemented to identify logged-in users and prevent the potential leakage or capture of sensitive data.

Furthermore, e& Egypt conducts comprehensive evaluations of all projects and integrations through risk assessments, penetration testing. The company also implements multiple controls within its offices to detect and prevent data leaks, including screen user identification to mitigate the risk of customer interface agents capturing sensitive data. Additional measures include the implementation of a signaling/diameter firewall for call interception monitoring and prevention, as well as the modernization and expansion of its Gi Firewall and VOIP Firewall.

Addressing data security risks involves a multi-layered approach that includes identification, evaluation, and mitigation strategies. Below are the descriptions on how to approach this, including the role of third-party cybersecurity standards:

Identifying Data Security Risks → Addressing Data Security Risks → Use of Third-Party Cybersecurity Standards

1. Risk Assessment

- **Asset Identification:** identify the assets and the systems related to the assets.
- **Threat Analysis:** Identify potential threats such as malware, phishing, insider threats, or physical theft.
- **Vulnerability Assessment:** Evaluate weaknesses in the system that could be exploited, such as outdated software or weak access controls.
- **Impact Analysis:** Determine the potential impact of different types of threats on your data, including financial loss, reputational damage, and legal consequences.

2. Security Audits

- **Internal Audits:** Regularly review internal systems, processes, and controls to identify vulnerabilities.
- **External Audits:** Engage third-party experts to perform independent security assessments.

1.3. Monitoring and Detection

- **Real-Time Monitoring:** Implement systems security information and event management (SIEM) to continuously monitor network traffic, access logs, and system activity for suspicious behavior.
- **Incident Detection:** Utilize intrusion detection systems (IDS) and EDR systems to quickly identify and respond to security breaches.

1. Risk Mitigation

- **Access Controls:** Implement strong authentication methods and role-based access controls to limit data access to authorized individuals.
- **Encryption:** Use encryption to protect data at rest and in transit, ensuring that unauthorized persons cannot access it.
- **Patch Management:** Regularly update and patch software to address known vulnerabilities.
- **Backup and Recovery:** Maintain regular backups and test recovery procedures to ensure data can be restored in the event of a breach or loss.

2. Security Policies and Procedures

- **Data Protection Policies:** Develop and enforce policies covering data handling, access, and disposal. (e& Egypt IS Policies).
- **Incident Response Plan:** Establish and regularly update a plan to respond to security incidents, including communication protocols and roles.

2.3. Training and Awareness

- **Employee Awareness:** Provide regular awareness sessions for employees on recognizing and responding to security threats, such as phishing scams and safe data handling practices.
- **Security Culture:** Foster a culture of security awareness within the organization.

3.1. Adoption of Standards

- **ISO/IEC 27001:** Implement the ISO/IEC 27001 standard for establishing, maintaining, and continually improving an information security management system (ISMS).
- **NIST Cybersecurity Framework:** Utilize the National Institute of Standards and Technology (NIST) Cybersecurity Framework to manage and mitigate cybersecurity risk.

3.2. Certification and Compliance

- **Security Certifications:** Obtain relevant security certifications (e.g. PCI-DSS v4.0) to demonstrate adherence to industry standards and best practices.
- **Regular Reviews:** Periodically review and update security standards and practices to align with evolving threats and compliance requirements.

Cybersecurity Training and Awareness

e& Egypt has established a comprehensive Cybersecurity Awareness Program designed to enhance the security awareness of its employees, outsourced staff, and third-party personnel. The program's objective is to educate individuals on the best security practices and foster a culture of risk awareness in cybersecurity, enabling them to make informed decisions to safeguard themselves, corporate data, and the company's information system assets. Additionally, the program aims to promote adherence to security standards and guidelines in day-to-day operations.

Delivery channels for the program include email, the company website, in-person instructor-led sessions (including new hire inductions), SMS, and the company's mobile applications. Topics covered by the program are selected based on global security risk trends, major security threats affecting organizations, and cybersecurity issues prioritized by top management. These topics encompass areas such as password management, protection against malicious code, policy implications, and incident response procedures, among others.

Artificial Intelligence (AI) enhances security by improving threat detection, response capabilities, and overall cybersecurity measures. It enables advanced threat detection and real-time monitoring by analyzing data for unusual patterns and behaviors, while also increasing employee awareness of how to use AI tools efficiently for business purposes.

100%

Of total workforce
received
cybersecurity
awareness in 2023



“



Amr Fathy

Chief Technology And Information Officer (CTIO)

Sustainability is a cornerstone of our transformation journey as Egypt's leading TechCo. Our commitment to sustainability extends across three key pillars: environment, society, and economy. By integrating sustainability into the core of our strategy, we create long-term value for our stakeholders, and contribute to Egypt's sustainable future.

Our Technology department's greatest asset is the boundless potential of our Mobile Network, IT solutions, platforms, and infrastructure to serve as powerful catalysts for sustainability. By strategically using technological solutions and promoting a culture of innovation, we can drive significant positive change in e& Egypt's sustainability objectives and across the environment, society, and economy as a whole.

We are also fully focused on reducing our power consumption and carbon footprint generated by our mobile network. Initiatives, such as drastic cuts on the use of diesel generators, deployment of solar and hybrid power systems, as well as shutting down complete frequency bands upon low utilization using AI and moving towards greener data centers, are being implemented.

Additionally, we are actively working on digitizing our Network and internal & business processes to enhance operational efficiency while reducing our carbon footprint. Our department significantly contributes to e& Egypt's sustainability efforts through a variety of key initiatives, programs, and strategies, so we are focusing on enhancing our technology leadership in crucial areas such as 4G & 5G networks, IOT, AI & data management, fintech, digital & entertainment, and multi-cloud infrastructure and by modernizing our Mobile Network & IT core stack and leveraging best-in-class technologies, we ensure that we stay ahead of the curve and drive efficiency across our operations.

By leveraging e& Group's strategic vision and global ESG positioning, and integrating sustainability into our business operations, we can enhance brand equity and differentiate ourselves in the market. This approach strengthens our reputation and positions us as a leader in sustainable practices.

”

```

1  # The immutable result of running an experiment.
2  class Scientist::Result
3    # An Array of candidate Observations.
4    attr_reader :candidates
5    # The Control Observation to which the rest are compared.
6    attr_reader :control
7    # An Experiment.
8    attr_reader :experiment
9    # An Array of observations which didn't match the control.
10   attr_reader :ignored
11   # An Array of observations which didn't match the control.
12   attr_reader :mismatched
13   # An Array of Observations in execution order.
14   attr_reader :observations
15
16   # Internal: Create a new result.
17
18   # experiment - the Experiment this result is for
19   # observations: - an Array of Observations, in execution order
20   # control: - the control Observation
21
22   def initialize(experiment, observations = [], control = nil)
23     @experiment = experiment
24     @observations = observations
25     @control = control
26     @candidates = observations - [control]
27     evaluate_candidates
28
29     freeze
30   end
31
32   # Public: the experiment's context
33   def context
34     experiment.context
35   end
36
37   # Public: the name of the experiment
38   def experiment_name
39     experiment.name
40   end
41
42   # Public: was the result a match between all observations?
43   def matched?
44     observations.all? { |o| o == control }
45
46   lib/scientist/result.rb 1:1

```

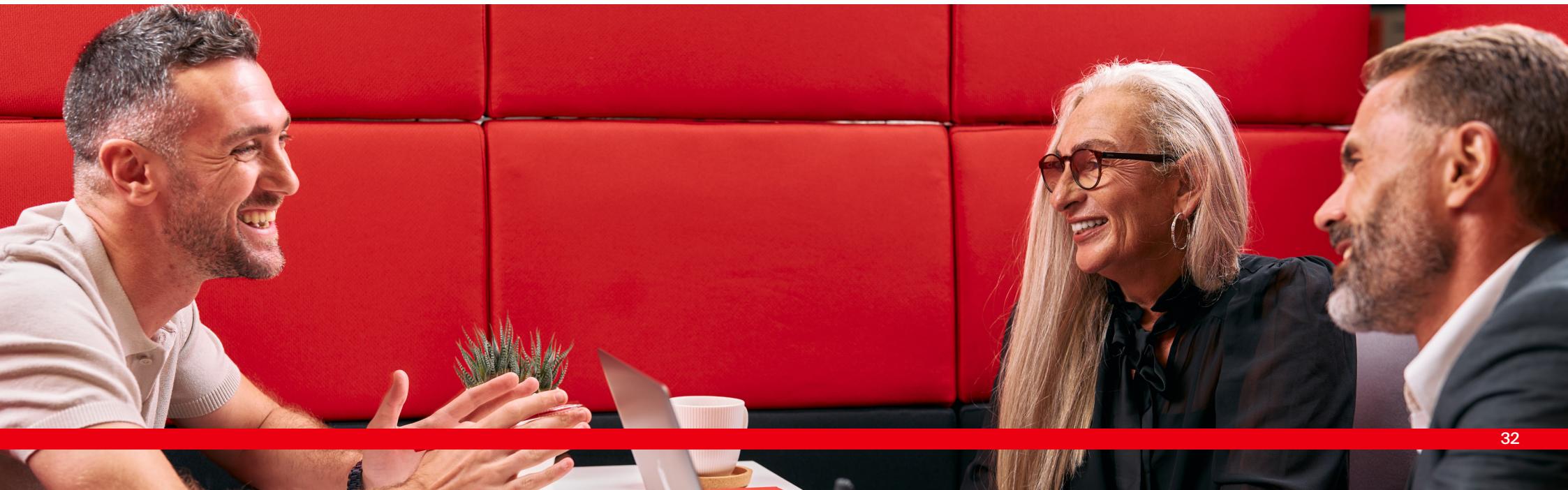
Responsible Commercialization

Product and Service Quality

We continuously enhance our service and quality standards to meet the needs of our growing client base. To support this, we've made significant investments in new base stations, state-of-the-art technologies, and expanded our network capacity across Egypt's governorates. In 2023, we successfully renewed the ISO 9001:2015 certification for Quality Management Systems, along with the ISO 27001:2013 certification for Information Security Management Systems, and the ISO 20000-1:2011 certification for IT Service Management Systems. Additionally, our data centers comply with Payment Card Industry Data Security Standards (PCI DSS).

Responsible Marketing and Sales Centre

In all our endeavors, e& Egypt prioritizes customer satisfaction through tailored products and services for each customer segment. We meticulously consider the needs of diverse customer groups when designing new offerings or refining existing ones, informed by thorough analyses of trends, consumer behaviors, and sales performance across all segments. Our centralized marketing and sales center provides a range of training setups, including retail counter and device simulations, to enhance the knowledge, skills, and confidence of our trainees in effectively engaging and assisting customers. This encompasses robust induction programs for employees, continually updated to incorporate new insights and consumer behaviors. Moreover, our sales training team conducts these programs entirely in-house, developing training modules internally with external assistance when needed.





Ahmed Yehia
Chief Commercial Officer (CCO)

As Egypt's leading TechCo, e& Egypt consistently prioritizes sustainability across various fronts, contributing to the country's sustainable development agenda and aligning our practices with e& Group's vision and strategy. Our long-term commitment focuses on creating value for our stakeholders and enriching lives in an ever-evolving world.

We are advancing financial inclusion and digital transformation with e& Cash, one of the biggest e-wallets in Egypt. Our unwavering commitment to enhancing user experience and functionality, combined with an extensive network of partners and merchants, has elevated e& Cash to new heights. By offering secure, accessible, and innovative financial solutions, we are revolutionizing how Egyptians manage their finances, driving the country closer to a fully cashless and inclusive digital economy.

e& Group is actively reshaping its approach to integrate ESG factors, prioritizing both mandatory and voluntary ESG considerations, while anticipating future regulations. Inspired by this commitment, e& Egypt views sustainability as the foundation of its operations. We aim to create a positive impact across four key areas: economic, environmental, social, and governance, in alignment with this approach.



Customer Satisfaction

e& Egypt is dedicated to consistently enhancing customer experiences and surpassing expectations. Our goal is to continuously streamline and enhance our processes to offer customers convenient and user-friendly services through various channels. We prioritize prompt responses and strive to meet customer needs efficiently and effectively.

86%

After-call customer satisfaction **+1% YoY**

26%

Reduction in complaints received, compared to 2022

95%

Contact First Call Resolution

Towards Excellence in Customer Experience

e& Egypt's goal is to establish a Customer Excellence Hub throughout the organization, fostering a culture of ensuring no customer is left behind. We strive to serve as the customer's advocate and integrate a customer-centric service model, delivering personalized experiences across all care channels. Our goal is to enhance frontline capabilities to provide tailored customer experiences and value. Additionally, we aim to serve as e& Egypt's commercial arm, maximizing value for our customers.

We have successfully transformed from having an outsourcing model to an in-house service model in order to become more focused on giving our customers a higher service quality. This has enabled us to exceed NTRA customer satisfaction targets.

Moreover, we have changed our call routing methodology from Basic ARPU routing to multi-dimensional segmentation to be more compliant with the NTRA and e& Group.

We also launched **333 IVR HUB**. Introducing options for customers to access Cash and ISP services directly alongside the main IVR gate. This initiative aims to decrease the transfer rate between Consumer, e& Cash, and ISP queues, thereby minimizing customer confusion. By providing a direct transfer option on the IVR, we have successfully **reduced the transfer rate by 15%**.



75%
of total tasks have been automated

e& Egypt continued directing its efforts into robotizing processes, successfully automizing 12 processes in the consumer activation team, achieving a total of **75% fully automated operations**, enhancing the mean time to resolve the customer requests & complaints by an additional **5%**.

We maintain a dedicated and skilled team tasked with monitoring calls to ensure service delivery at the utmost level of quality. To rate customer satisfaction, we randomly select customers after call completion and send them surveys to rate our service. Additionally, a third-party organization conducts TRIM surveys across all operators, evaluating various aspects, including Customer Care Agent quality.



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Sherif Attia
Chief Customer Care Officer (CCCO)

Sustainability is not just a goal. It's a guiding principle that drives our journey towards a brighter and more sustainable future for all stakeholders. Integrating sustainability practices into every aspect of our operations prioritizes the preservation of our environment and ensures the responsible use of resources.

The Customer Care Department's greatest asset is its people. Their dedication and expertise not only shape our customer interactions but also present an incredible opportunity to drive our company towards a more sustainable future. By actively embracing sustainability practices, our department can significantly enhance the company's brand equity, promoting trust and loyalty among customers, investors, and stakeholders. Engaged customer care representatives are also powerful agents of innovation. Their direct interactions with customers provide valuable insights into evolving needs and potential areas for improvement, inspiring the development of innovative solutions that streamline operational efficiency and minimize environmental impact.

Embedded within our department is a deep commitment to the "never leave a customer behind" philosophy, which is central to our sustainability efforts. By prioritizing a seamless and effortless customer experience, our team inherently promotes responsible resource utilization. This approach not only reduces unnecessary product returns and service calls but also cultivates a sense of satisfaction and engagement among our employees. A highly motivated workforce enhances operational excellence and attracts top talent, further reinforcing our commitment to a sustainable future. The human touch and dedication to customer satisfaction within our department are key to driving our sustainability initiatives.

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Enhancing Customer Satisfaction through Comprehensive Training Programs

Various training programs are provided to the customer care unit of e& Egypt employees, with the aim of enhancing customer satisfaction. These programs cover a range of topics, from product knowledge to customer-centricity and specialized handling techniques. By equipping employees with the necessary skills and knowledge, these training programs contribute to creating a customer-focused environment and ensuring exceptional customer experiences.

The Newcomers Induction Training equips new employees with in-depth understanding of company products, services, processes, and systems. The Customer Centricity Training aims to unify the concept of customer centricity and improve customer handling skills. The Connect & Fix Program provides knowledge refreshment on challenging topics based on quality monitoring and customer satisfaction reports. The Repeated Customers Special Handling Training uplifts the first call resolution concept and develops a customer-focused mindset. The Next Best Activity (NBA) Training focuses on sales fundamentals for agents to effectively upsell products during inbound calls. The Champions/ Transfers Training prepares agents to support or transfer to other queues during high call demand or staff shortage. Lastly, the Think Customer Training enhances back-office staff's understanding of customer needs, ultimately improving customer satisfaction and loyalty. These training programs collectively contribute to a well-equipped customer care unit capable of providing excellent service and ensuring a positive customer experience with e& Egypt.



Complaints Management

e& Egypt has adopted a dual approach to managing complaints, encompassing two distinct categories: first-line complaints and second line complaints. Front liners staff and customer-facing teams are authorized to address first line complaints, typically resolving them during the initial interaction. If a matter proves more intricate, frontliners escalate the complaint to the second line, comprising the IT or technical team, for further assistance. Furthermore, for top-tier clients, the company has a dedicated team of adept agents empowered to handle their complaints from start to finish (E2E), ensuring a seamless and satisfactory resolution to their concerns.

In 2023, the company demonstrated significant improvement in complaint handling, registering a 26% reduction in complaints compared to 2022. Moreover, it maintained a commendable first contact resolution rate of 95 % throughout the year, while also increasing after-call survey participation to 86% of all calls.

Digital Innovation

We are dedicated to using digital innovation to transform how our customers interact with our services. Our range of digital products and applications is designed to offer seamless experiences that make it easier and more accessible. Whether it's simplifying bill payments, offering personalized recommendations, or making account management hassle-free, our digital solutions aim to empower users and enhance their overall experience with our brand. With a focus on user-friendly design and ongoing improvement, we are committed to providing unmatched convenience and value through our digital platforms.

Digital Products and Applications My e& App

My e& App

#1 Rated App



Highest rated telecom app in Egypt

Continuing to empower My e& as the Digital Backbone and the single Digital Shop catering to both telecommunication and non-telecommunication needs of our customers.

Telecom customer needs include all telecom native actions through the application, giving them a wide array of payment methods, in addition to that offering customers all the latest telecom propositions on My e& App.

As for the non-telecom part of My e& App achievements are that the application has extended beyond the telecom scope enriching our portfolio with payment services whereby the customers can pay all their utility bills, installments, school fees and other variety of services.

Furthermore, we also offer a rich portfolio of all year long lifestyle discounts covering a wide range of restaurants, entertainment venues and hotels offering attractive deals and prices.

My e& App also has a full-fledged marketplace including the majority of electronic devices such as handsets, kitchen and home appliances while also including different payment methods and installments services.

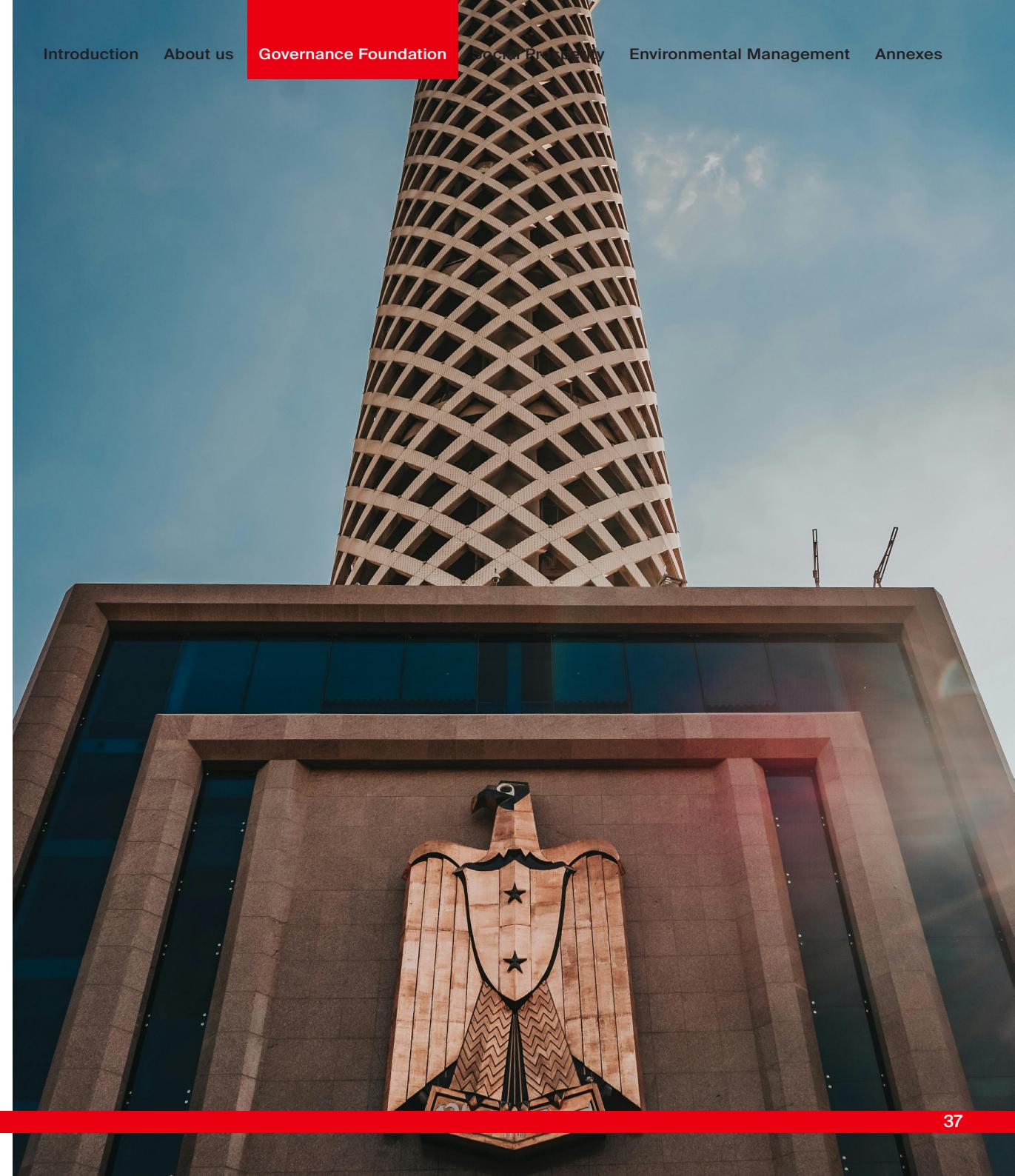
Moreover, we provide Insurance Services on My e&, allowing customers to apply for insurance policies covering house, medical, and car, facilitated through Amenli Platform.

It's noteworthy that My e& App maintains its position as the highest-rated telecom app in Egypt, maintaining its #1 rating on both Google Playstore and Apple App store.

Aligning with the National Direction Towards a Digital Egypt

One of the most significant actions taken by e& Egypt was to comply with government directives for digital innovation and with Egyptian tax authority directives was to alter its invoice-receiving policy to electronic invoices. e& Egypt is pursuing a 3-year strategy, supported by an annual strategy that is strictly committed to achieving annual targets based on various KPIs, with a focus on digital services, market share, and fintech.

Furthermore, the company has set out a comprehensive technology strategy that aims to deliver the best possible customer experience and generate maximum returns for shareholders. This involves designing and bringing to life necessary network deployment and modernisation, as well as operating, optimising, and maintaining service performance. In addition to or something similar to ensure compliance with policies, procedures, and processes, the company also monitors end-to-end (E2E) functional performance. And ensures that services are being provided as per the design and target quality. To this end, the company establishes and manages relationships with vendors and subcontractors for supply and deployment activities in coordination with the company's administration and contracts team.





Ehab Rochdy
Chief Financial Officer (CFO)

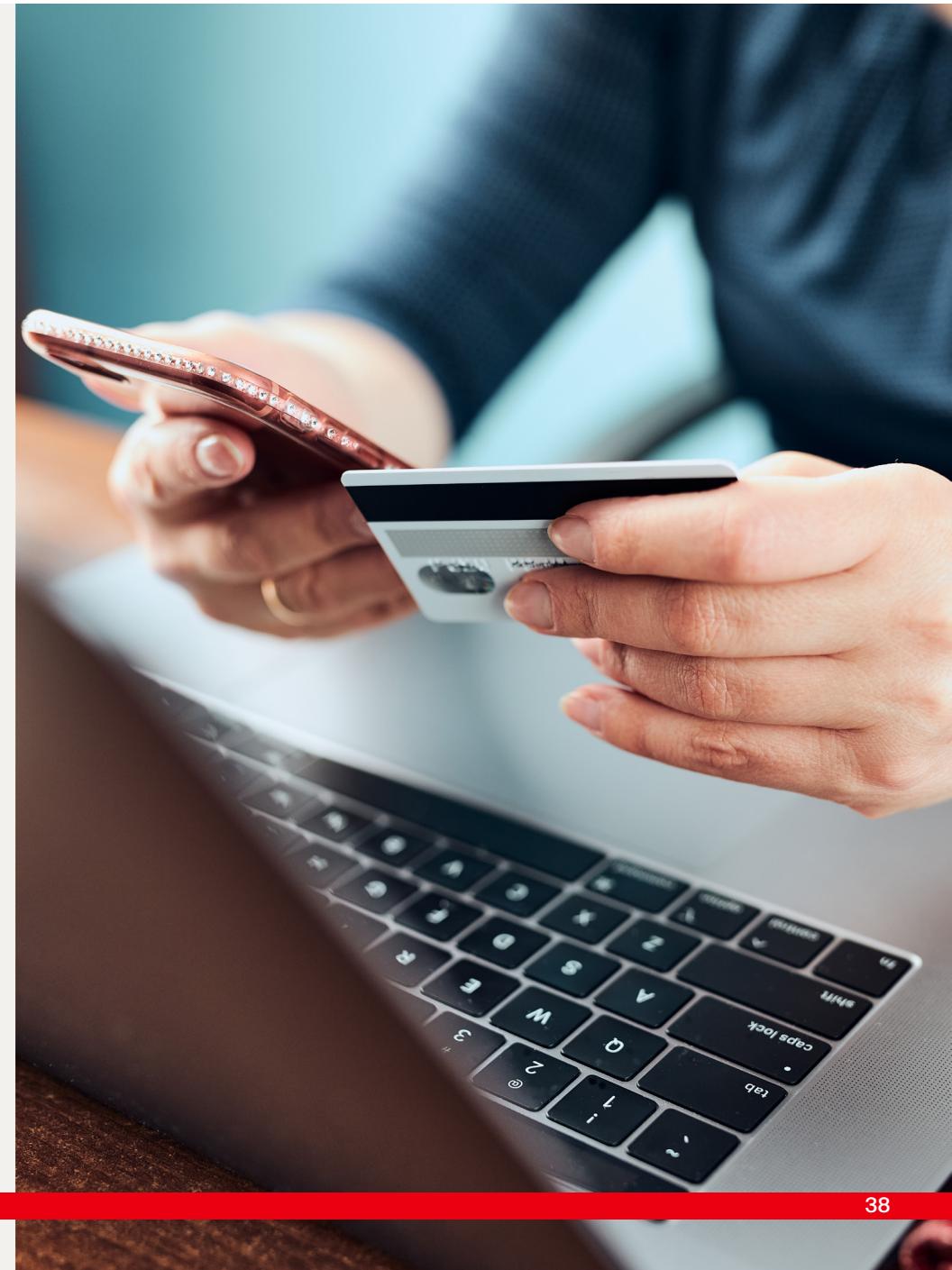
At e& Egypt, we see sustainability as more than an environmental imperative. It's a strategic roadmap that shapes the core of our operational DNA. By integrating sustainability practices, we develop a forward-looking perspective, enabling us to anticipate and adapt to the evolving regulatory landscape and consumer demands.

The Finance Department at e& Egypt strategically allocates financial resources toward sustainability initiatives. This approach directly influences decision-making processes, which significantly impacts our environmental footprint and advances our long-term sustainability objectives. One of our key strategies is reducing the number of printers in our offices to discourage unnecessary printing, thereby minimizing paper waste and associated energy consumption. Furthermore, the department prioritizes investments in green technology initiatives, such as Internet of Things (IoT) devices, solar power infrastructure, and energy-efficient lighting solutions.

Leveraging the Group's expertise enables us to address complex environmental and social challenges more effectively, ensuring that our actions are not only relevant but also impactful. Ultimately, this approach fosters a culture of sustainability, driving positive change for both our business and the communities we serve.

The department advances the Group's sustainability efforts through strategic initiatives such as the new invoice receiving policy. This policy aligns with government directives for digital transformation and meets the requirements of the Egyptian Tax Authority for electronic invoicing. By transitioning to electronic invoicing, we significantly reduce paper usage, supporting environmental conservation efforts while embracing technological advancements that streamline operations.

The department has also expanded its payment options by introducing online tools such as the Automated Clearing House (ACH) network and e& Wallet. This shift to online payments streamlines the process by directly charging customers' bank accounts, eliminating the need for checks, debit cards, or credit cards. Additionally, ACH facilitates secure electronic fund transfers between accounts, commonly used for direct deposits and bill payments.



04

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Social Prosperity

Official Beverage Sponsor



Empowering People
Connecting Communities

Central to our success are the contributions of our workforce, who bring forth the expertise, skills, and dedication necessary to achieve our business goals. Our vision is to be the leading organization offering a conducive work environment that prioritizes employee satisfaction, thereby attracting and retaining exceptional talent who align with our values. We aim to integrate the best global practices and are committed to nurturing our workforce to enhance efficiency, excellence, innovation, and ultimately achieve our strategic objectives.



Empowering People

e& Egypt is dedicated to empowering its people through various initiatives aimed at fostering growth, development, and well-being. Recognizing that employees are the backbone of the organization, we prioritize investing in their professional and personal development. Through training programs, mentorship opportunities, and career advancement pathways, we aim to equip our employees with the skills and resources needed to thrive in their roles and contribute effectively to the company's success. Additionally, we promote a culture of diversity, inclusion, and respect, ensuring that every employee feels valued and supported. By empowering our people, we believe we can create a motivated workforce that drives innovation, excellence, and sustainable growth within e& Egypt and beyond.



RECOGNITION WEEK

Our people are at the heart of everything we do.

WE ARE ONE TEAM

THANK YOU

#ElevateandAppreciate

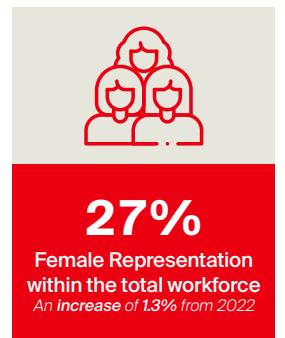
Creating Memories

Diversity and Equal Opportunity

e& Egypt prioritizes equal employment opportunities regardless of race, gender, age, or religion. Our comprehensive policies ensure fair evaluation for all candidates, fostering a respectful and transparent workplace where diversity thrives. Through comprehensive initiatives like inclusive training for managers and campaigns promoting workplace diversity and inclusion, e& Egypt fosters an environment where all employees feel valued and supported. The company's commitment further positions it as a leader in actively enabling individuals with diverse abilities.

Promoting Women Empowerment in the Workplace

With 8,879 employees in 2023, including 2,425 females, we are committed to upholding ethical standards and human rights, both locally and internationally. Highlighted by a 27% female representation within the total workforce, an increase of 1.3% from 2022.



People of Determination

e& Egypt operates multiple headquarters in Cairo, specifically in Maadi, New Cairo, and Smart Village. While our operational sites span the country, our retail branches are situated throughout Egypt. Presently, we employ 517 People of Determination (PoD), comprising 6% of our workforce and marking a rise of 47 individuals from the previous year.

517
Employees of determination

Since promoting inclusion and diversity stands as a paramount objective for e& Egypt, throughout 2023, numerous empowerment initiatives for PoDs were initiated. Managers were asked to integrate inclusive principles into the organizational culture as part of their responsibilities. e& Egypt has formed strategic partnerships with various organizations dedicated to promoting the inclusion of people with disabilities across all facets of life. This collaboration not only provides employment opportunities for PoD but also contributes to the broader goal of cultivating a truly inclusive workforce. This Empowerment is just one aspect of a broader diversity and inclusion focus, which also encompasses advancing women and youth in the workforce.





Participation in Helm Career Fair

At e& Egypt, we are dedicated to fostering an inclusive and diverse workplace environment that fosters meaningful advancement and advocates for positive transformation.

In 2023, we were proud to have participated in the Helm Career Fair for the second time, offering us an opportunity to contribute to the community and shed light on the employment opportunities accessible to individuals with disabilities. Our goal was not only to raise awareness about inclusive employment possibilities but also to enhance the lives of marginalized individuals within our communities and empower them to achieve their full potential.

Talent Attraction, Retention, and Development

At e& Egypt, we are committed to our employees' well-being, fostering their personal and professional development to surpass our organizational goals. We firmly believe that by investing in our employees' growth, they will excel in their roles and contribute significantly to our organization's expansion. In 2023, our employees received a total of 52,684 training hours, representing a significant increase compared to the hours provided in 2022.

52,684 +142% YoY

Hours of training delivered to our employees
(Up from 21,726 hours in 2022)

34,335

Training Hours for Entry Level Employees

47,732

Training Hours for Employees Aged (30-50)

1,858 +29% YoY

Total employees who received career development training sessions
(Up from 1,440 employees in 2022)

Advancing Employee Training and Progress

Our employee development program stands as a fundamental pillar of our success, aiming to meet the evolving needs of both the organization and its workforce through a variety of training initiatives. These programs are tailored to the organization's objectives, departmental priorities, and the technical and soft skills required for employees to excel in their roles. In 2023, **120 customer centricity training sessions** were provided to customer care advisors frontlines and backoffice targeting the overall improvement of customer satisfaction.

Our strategy encompasses executive education programs such as The Global CEO Program, the GOLD program for 18 director-level employees, the MDP program for over 600 managers, and the SDP program for 480 team leaders. Additionally, we've customized 31 special talent programs for select leaders and introduced a mental well-being initiative named "Beyond Smart".

Technical Trainings



e& Egypt and Victory Link for technology and marketing solutions have cooperated to launch "The Academy" platform. The platform aims to provide training and educational courses for young people in artistic fields, to develop their capabilities and qualify them for the labour market.



ESG-Related Trainings



Climate Action Accelerator

This online program empowers employees to assess the company's greenhouse gas emissions, set ambitious targets for reducing them, and monitor progress at every stage of climate action.

(Duration: 25-30 hours)



Target Gender Equality Accelerator

This online program prioritizes gender equality in business operations, especially as related legislation is expanding. Through the Target Gender Equality Accelerator, employees participating in the UN Global Compact are empowered to set and attain ambitious corporate goals concerning the representation and leadership of women.

(Duration: 9 months)



Sustain 360

Sustain 360 is an extensive on-ground training initiative offering a holistic comprehension of sustainability fundamentals and its diverse aspects. One of the sessions focused on "Decarbonizing IT for a Climate-Positive Future."

(Duration: 35 hours)

UNGC Trainings:

e& Egypt provided trainings with UN Global Compact to its employees covering topics of Climate Action, Gender Equality and Sustainability.



e& Egypt: An Employer of Choice

e& Egypt has been named Egypt's Top Employer for **the 6th year in a row**. This remarkable achievement reflects our unwavering commitment to fostering employee growth, enhancing their experiences, providing internal career pathways, and cultivating an inclusive environment that instills pride and belonging. Our continuous improvement efforts are evident in our year-over-year scores. Notably, our scores for five key attributes—**Business Strategy, Engagement, Values, Performance Management, and Talent Acquisition**—have consistently surpassed industry benchmarks.

Gold Stevie Award : Employee Engagement

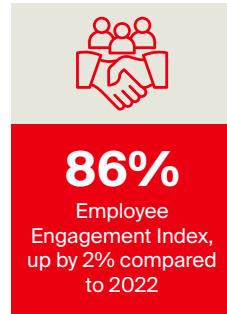


We are delighted to share that e& Egypt has been recognized with the esteemed Golden Stevie Award for our remarkable accomplishments in Employee Engagement. This award is a testament to our commitment to maintaining employee engagement and excellence within our organization through HR innovation. We take great pride in this achievement, which highlights our dedication to cultivating a dynamic and supportive workplace culture, striving for excellence and innovation in all aspects of our HR initiatives.

Our attention remains on refining and enriching the workplace environment for our employees. We actively seek their feedback and pursue various opportunities to elevate their experiences.

The Employee Engagement Survey distinguishes e& Egypt as an exemplary employer. Our efforts include ensuring motivation and employee engagement to build deeper connections within the community.

The Employment Engagement Index has climbed from 70% in 2019 to 86% in 2023. This advancement signifies the company's dedication to prioritizing Organizational Engagement Drivers, including Behavioral Change, Learning, Growth & Career Opportunities, Leadership Effectiveness, Customer Centricity, and Managerial Support, as outlined in its annual plan.



Commencing in 2023, we have implemented a model to emphasize the role of people strategy within our overall company strategy. GEAR Up embodies how we facilitate, propel, and gear up the strategy by prioritizing the experience, well-being, skill development, and engagement of our people.

Over the next three years, we will focus on four main strategic pillars:



Wellbeing, Health, and Safety

250

Training sessions on Health and Safety topics.

20

Total hours of HSE training provided to employees

4

Total emergency response drills completed

Zero

Fatalities recorded

210

Employees received Trainings

104

Total hours of HSE training provided to contractors

5

Safety incident investigations completed

3

Employee lost-time injuries (versus 7 in 2022)

Occupational Health and Safety Management

As a responsible organization, e& Egypt has established an occupational health and safety management system in compliance with local Egyptian Health and Safety (H&S) regulations and ISO 45001 standards. This system prioritizes the well-being of all employees and stakeholders involved in the company's operations. It encompasses policies, procedures, and guidelines to identify, assess, and mitigate workplace risks and hazards across various facilities such as administration

buildings, stores, data centers, warehouses, and technical offices. In 2023, the company recorded 5 occupational health and safety incidents, with no fatal injuries reported. Regular audits and training programs are conducted to ensure the effectiveness and continual improvement of the H&S management system.

e& Egypt follows standard procedures for conducting documented risk assessments periodically across all its premises, covering all activities and identifying potential risks. These assessments undergo regular reviews to ensure their relevance and effectiveness in identifying and controlling hazards. Controls are then implemented to eliminate or minimize the identified risks based on their severity. Additionally, the company has established an incident reporting and root cause analysis procedure to guide employees in promptly reporting any incidents or hazardous situations to the HSE team, enabling thorough investigation and prevention of re-occurrence.

Health and Safety Training

The HSE team at e& Egypt offers in-house HSE awareness training customized to the specific roles and responsibilities of subcontractors and employees. This training encompasses a variety of job functions, including fleet drivers, catering staff, housekeeping personnel, facility maintenance workers, security staff, and store employees. To date, 238 training sessions have been conducted, with 1,600 participants receiving comprehensive HSE awareness training. We ensure full coverage for occupational health and safety incidents for all employees, including non-employee workers.

Employee Wellness and Well-Being Programs

At e& Egypt, we recognize that our employees' well-being extends beyond traditional health and safety guidelines. Our holistic health strategy entails identifying areas where we can support our staff in their daily responsibilities.





Dalia El Gezery
Chief HR and Administration
Officer (CHR&AO)

e& Egypt recognizes the importance of sustainability. From a social responsibility standpoint, the company strives to minimize its environmental footprint, support Egyptian communities, and uphold ethical business practices through its CSR efforts. This commitment not only protects us against environmental and social challenges but also promotes a culture of innovation that can lead to the development of new sustainable technologies and services.

The HR & Administration Department contributes to e& Egypt's sustainability efforts by promoting a culture that prioritizes sustainability and environmental responsibility. This can be achieved through various initiatives, such as implementing green policies, offering comprehensive training on sustainability goals, and integrating sustainability metrics into performance evaluations and employee recognition programs. Through this strategic approach, the department can leverage cultural influence to ensure sustainability becomes deeply ingrained in our DNA, not just a passing trend.

The Group's ESG strategy presents a significant opportunity for e& Egypt to enhance its own sustainability efforts. The Group's focus on innovation and technology for positive social impact aligns perfectly with our corporate sustainability goals. By strategically integrating e& Group's ESG strategy, e& Egypt can accelerate its sustainability journey. This strengthens its reputation as a responsible corporate and allows it to drive positive social and environmental change within the communities it serves.

The department can contribute to e& Egypt's sustainability efforts by fostering a culture of sustainability through awareness, training, and employee engagement. It also plays an important role in recruiting, developing, and retaining talent with sustainability expertise. Additionally, it integrates sustainability goals into performance management, procurement practices, employee well-being, and stakeholder engagement.



Breast Cancer Awareness

During Breast Cancer Awareness Month, e& Egypt highlighted the importance of employee wellbeing by fostering knowledge and empowerment within its community. Through online sessions tailored for our employees and their families, we aim to equip them with the tools to advocate for awareness effectively. In a significant collaboration with Baheya Foundation, we extended our commitment by providing free checkups to our employees, reinforcing the importance of early detection and wellness as fundamental values within our organization. This initiative not only emphasizes health but also reflects our dedication to growing a culture of care and proactive health management among our employees.



2023 Inspiring Workplace

At e& Egypt, we understand that the well-being of our employees exceeds conventional health and safety protocols. Our comprehensive health strategy focuses on identifying areas where we can provide meaningful support to our team members in their daily roles. We are thrilled to announce that e& Egypt has been honored as one of the Top 50 Inspiring Workplaces in the EMEA Region and recognized as an Inspiring Workplace in 2023. Moreover, we are proud to have secured a spot among the top 5 enterprise businesses. This remarkable recognition fills us with immense gratitude, reflecting our dedication to empowering and nurturing our exceptional workforce. It represents another milestone in our ongoing journey to stand out as an employer of choice. As we continue to evolve, our dedication to fostering a culture of inclusivity and innovation remains steadfast, ensuring that every member of our organization thrives and contributes to our collective success.

etisalat by e&
HAS PROUDLY
EARNED THE
GLOBAL
RECOGNITION
AWARD OF TO

Silver Stevie Award : Employee Wellbeing



e& Egypt takes pride in being awarded the silver Stevie award for Employee Wellbeing. This recognition comes from esteemed leaders, innovators, and business educators globally, among many companies in the MENA region, which marks another milestone in our mission: to be a standout employer.

Attendance and Remote Work Policy



Flexible working hours offer employees greater control over their schedules, enhancing their well-being by allowing for a better balance between work and personal life. This autonomy reduces stress, improves mental and emotional health, and helps manage family responsibilities and commute times, leading to higher job satisfaction. At e& Egypt, the Attendance and Remote Work Policy has been updated to reflect the current working framework, including guidelines for flexible hours and the process for remote work requests.

Internal Grievance Mechanism

We are dedicated to cultivating a collaborative and empowering work environment that motivates our employees to achieve their goals and contribute to our business's success. To this end, we've developed innovative protocols for handling grievances to mitigate any adverse effects of unresolved issues. These guidelines ensure that all channels of communication remain open and accessible, allowing every team member a fair and transparent opportunity to express their concerns.

Customer Health and Safety

Ensuring the well-being of our valued customers, individuals, and communities have always been a top priority for us. We take every potential risk seriously and handle customer grievances regarding products and services promptly through our dedicated customer care team. At e& Egypt, we prioritize the well-being of all stakeholders, aligning with the values of e& Group.

The issue of Electromagnetic Energy (EME) emitted from mobile devices and base station masts has sparked concerns regarding potential health risks. At e& Egypt, we emphasize transparent communication in addressing public concerns. We are committed to adhering to all applicable laws in every location where we operate, and in 2023, we maintained zero incidents of non-compliance concerning the health and safety of our products and services were reported.

Connecting Communities

e& Egypt vision entails that our customers form an integral part of the communities we serve and hold a profound responsibility to serve. We are dedicated to enhancing the lives and materializing the aspirations of those communities. We understand that our success is intricately tied to the success of the people and economies we serve. Therefore, we've developed initiatives that extend beyond providing telecommunication services and technologies.

Through community engagement and digital inclusivity initiatives, e& Egypt is committed to advancing social and environmental responsibility. We have launched several community-oriented projects aimed at promoting health, social welfare, environmental conservation, and digital education across Egypt. Additionally, we are dedicated to promoting digital equity and bridging the digital divide in Egypt. Through various programs, we strive to enhance digital literacy and extend affordable internet access to underserved regions of the country.



Digital Access and Financial Inclusion

We continuously implement advanced technologies, social integration, and equal opportunities within the communities we serve. Our initiatives extend beyond technological development, encompassing education, social and cultural engagement, and employee wellness. Additionally, we emphasize fostering innovation and creative thinking as crucial aspects of our endeavors. e& Egypt remains committed to integrating advanced technologies, promoting social inclusion, and striving for equal opportunities in the communities we serve.



e& Cash

e& Cash has maintained its ranking as the second most used mobile wallet in Egypt, significantly contributing to the creation of a digitally inclusive and cashless society. The platform has revamped its digital channels' experience and functionality and implemented non-traditional channels registration, both internal and external, such as integrating Aman another channel for e& Cash wallet registrations.

e& Cash promotes financial inclusion and facilitates cashless payments and money transfers, catering to both P2P and B2B markets, making it a versatile financial service provider. With impressive year-on-year growth rates, e& Cash experienced hyper-growth in 2023, achieving a 104% increase in average monthly active users and a 147% increase in monthly transactions compared to 2022. Additionally, there was a 140% year-on-year growth in money circulation. To bridge the features gap with the market, e& Cash added 140 new payment services, introduced a loyalty program, and launched wallet partnerships with e-commerce and online markets.

104%

YoY growth of average monthly active users

140%

YoY increase in money circulation

147%

Increase in monthly transactions compared to 2022

Promoting Fintech for Financial Inclusion

Our fintech initiative focuses on providing various services to facilitate payment transactions and financial activities. One of the key features is the International Money Remittance (IMR), which allows users to send money worldwide and receive it instantly on the e& Cash Wallet, reducing the need to visit a bank or agent. This service is fully digital and operates 24/7. Additionally, the initiative offers more than 170 payment services, including university and school fees, insurance, and club subscriptions, supporting the digitization of government services and promoting financial inclusion.

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Sherif El Khouly
Chief Business Officer (CBO)

Sustainability is a core principle for e& Egypt that guides our operations. By prioritizing a sustainable approach, we ensure long-term viability, create a positive impact on society, and establish ourselves as a responsible and forward-thinking leader in the telecommunications industry.

Our commitment to sustainability strengthens our brand image and creates opportunities for partnerships. Multinational companies focused on sustainability seek partners who share their values, making e& Egypt a more attractive collaborator. However, our commitment extends beyond attracting partnerships. Sustainability is what drives our operations, encompassing environmental responsibility, social progress, and economic growth.

Digital innovation is at the heart of everything we do. In my role, I recognize a unique asset that we can further leverage to significantly contribute to sustainability: our ability to develop and implement transformative digital solutions. This translates into a two-pronged approach. First, empowering our enterprise clients with smart solutions that promote sustainability in their operations. Second, leveraging our expertise in data analysis to identify areas within e& Egypt where we can optimize resource consumption and implement more sustainable practices across the company, reducing our environmental footprint.

As we move forward, we are excited to launch a new digital acquisition initiative that will positively impact the environment. This initiative will significantly reduce the need for physical sales visits, minimizing travel emissions and resource consumption associated with traditional sales practices.

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Erada Microfinance: A leap in Digital and Financial Inclusion



Erada Microfinance is committed to addressing the unique needs of underserved communities by improving financial education. Its mission revolves around empowering clients with knowledge, skills, and confidence to make informed financial decisions, ultimately enhancing their financial well-being. The company envisions driving social and economic impact in new markets through digital financial inclusion, benefiting both individuals and broader economic systems. Additionally, it aims to offer micro-insurance to provide protection and support for clients as they progress towards financial stability. Erada's ultimate goal is to integrate the unbanked into the formal economy, fostering prosperity and resilience for all stakeholders.



77 Branches
(75% in e& Egypt's branches)



18 Governorates



20,500
Clients Funded (48% Female Clients)



EGP 550 Mn
Disbursement Loans

Light Vehicles



Erada understands the importance of mobility for businesses. Whether it's a delivery service provider, or an entrepreneur in need of a vehicle for their business operations, we offer tailored financing options for light vehicles. Our flexible loan terms and competitive interest rates ensure that any entrepreneur can acquire the vehicle they need to support their professional goals.

Merchant Financing



Erada believes in supporting the growth and success of businesses. For merchants and small business owners aiming to expand operations, our merchant financing solutions provide essential capital. From inventory purchases to equipment upgrades and optimizing cash flow, we offer customized financing options to help seize opportunities and take businesses to the next level.

Financing



Erada Microfinance specializes in microfinancing, leveraging technology to cater to the unique needs of individuals and small businesses. By harnessing the power of technology, we provide seamless access to affordable credit, and efficient risk mitigation tools. Whether you're an aspiring entrepreneur, a street vendor, or a small-scale farmer, our goal is to empower businesses to grow, improve livelihoods, and achieve long-term financial stability.





Formal Sectors

Erada acknowledges the significance of supporting the formal sector. This sector encompasses businesses and organizations that are registered and operate in accordance with legal and regulatory frameworks. We are committed to offering financial services to assist these enterprises in expanding their operations and achieving sustainable growth.

Low Income Groups

One of our primary goals is to alleviate poverty and promote social inclusion. Erada actively targets low-income individuals who face significant barriers to accessing traditional financial services. By providing microloans, microinsurance, and financial education, we aim to empower these individuals to improve their financial well-being and break the cycle of poverty.

Young Entrepreneurs

Recognizing the potential and drive of young entrepreneurs, we actively support their ambitions. We offer customized financial products and services to help them establish and grow their businesses. By providing the required financial services and access to capital, we strive to nurture the entrepreneurial spirit of young individuals and contribute to sustainable economic development.

Informal sectors

Erada understands the value of supporting the informal sector. This sector comprises individuals involved in activities like small-scale agriculture and micro-enterprises. Our objective is to provide these entrepreneurs with access to financial services such as credit and savings, empowering them to formalize their businesses and enhance their livelihoods.



Impact on Financial Inclusion: Serving the Underserved

Erada is dedicated to providing financial services to those who have limited access to traditional banking systems. We believe that everyone deserves equal opportunities to thrive and succeed. By offering microloans and financial support to individuals and small businesses, we enable the underserved to pursue their entrepreneurial dreams. Through our inclusive approach, we have been able to empower countless individuals, families, and communities to improve their economic circumstances and enhance their quality of life.



Job Creation

Erada's impact extends beyond the immediate beneficiaries of our financial services. As our clients and supported businesses flourish, they create employment opportunities, leading to poverty reduction and economic growth. While it is challenging to quantify the exact number of individuals impacted by Erada's services due to the ripple effect generated by our assistance, we are proud to contribute to the overall development of communities by fostering job creation and sustainable livelihoods.



Women Empowerment: Driving Change and Equality

We take great pride in our commitment to women's empowerment. Recognizing the immense potential and talent of women entrepreneurs, we have prioritized their financial inclusion. A remarkable 48% of the projects funded by Erada are owned and managed by women, representing the highest percentage in the market. By providing them with financial resources, mentorship, and tailored support, we enable women to establish and grow their businesses, thereby fostering gender equality and economic empowerment.



Fostering Innovative Projects: Gemini Incubator Program

Erada is committed to nurturing innovation and supporting emerging entrepreneurs. Through our partnership with the Gemini Incubator Program, we identified and fostered two innovative projects each year, Learning Rockets and Vermi Planet. We provided these projects with access to our internal company resources, mentorship, and financial assistance. By leveraging our expertise and network, we help these projects grow and succeed, contributing to the overall entrepreneurial ecosystem and driving positive change.



From Stitch to Success: Om Omar's Inspirational Journey

One of our inspiring success stories comes from a customer we'll refer to as "Om Omar" to respect her privacy. Om Omar, in her 50s, had always dreamed of becoming a tailor. However, it wasn't until she turned 40 that she was able to purchase a used sewing machine to start making clothes for her family and extended relatives. Unfortunately, her husband fell ill and was no longer able to support their family financially. Determined to overcome the challenges, Om Omar sought financing from a company other than Erada to purchase a new sewing machine, enabling her to expand her business and generate more income. Recognizing her potential and the positive impact she was making, Om Omar turned to Erada for additional support. With the help of Erada's financing, she not only acquired a better sewing machine but also employed her niece, providing an opportunity for her relative to earn a living and serve a larger customer base. Today, thanks to her hard work and Erada's assistance, Om Omar's children have completed their education and started their own careers. Om Omar continues to pursue her passion for tailoring, not out of necessity but out of love for her craft. Additionally, she now offers installment payment options to customers in need, contributing to their financial convenience and well-being. Om Omar's next goal is to acquire a new type of sewing machine that will enhance the finishing of her products, further improving her craftsmanship.

Social Impact and CSR

At e& Egypt, we are committed to making a positive impact on our communities and safeguarding the environment by integrating sustainability principles into our core competencies, culture, strategy, and corporate values. Our goal is to ensure that our actions contribute effectively and efficiently on ground. By aligning our Corporate Social Responsibility (CSR) initiatives with our business objectives, e& Egypt seeks to create shared value for both the company and the Egyptian community. Through our CSR endeavors, we aim to cultivate a culture of giving back and acknowledge our responsibility to utilize our resources and expertise in supporting the communities we serve. Collaborating with stakeholders and partners, e& Egypt aims to build a more sustainable and prosperous future for all.

27

Governorates reached

422,000

Beneficiaries impacted through our CSR, Sustainability, and e& Egypt Foundation Initiatives until 2023



To achieve our goal of establishing a community impact that is sustainable and significant, we aim to leverage our expertise and knowledge across our primary strategic pillars over the next five years: Technology, Health, and Responsible Employees.

e& Egypt Foundation

The e& Egypt Foundation is a non-profit organization based in Egypt, officially established under registration number 646 in March 2013, in accordance with Law 84 of 2002. e& Egypt's Foundation primary objective is to aid various Egyptian institutions in delivering adequate healthcare services and assisting communities in achieving decent standards of well-being.

The vision of e& Egypt Foundation is to become recognized as the leading organization in Egypt dedicated to enhancing health development and well-being, aspiring to meet global standards. Its mission is to leverage the technical capabilities and resources of e& Egypt to support and facilitate the enhancement of healthcare service quality and efficiency across Egypt.

Aligned with the government's 2030 strategy, Health stands as a paramount priority, and e& Egypt Foundation aims to contribute to the development and well-being of the communities it serves through its expertise in information and communication technology (ICT), particularly within the healthcare sector.

مؤسسة
إي اند مصر

Including you!

The successful completion of the “Including You!” project occurred in February 2023, demonstrating our commitment to social responsibility, particularly concerning individuals with disabilities, within the Health and Responsible Employee pillars. The project’s primary objective was to foster inclusivity for children with neurobehavioral disabilities. Comprising two activities, the initiative showcased our dedication to this cause. The first activity, an “Inclusivity Carnival” coordinated by Advance NGO and WellSpring, facilitated employee interaction with autistic children and their families to increase awareness about autism and ways to offer support. Throughout the day, participants engaged in various activities and attended informational sessions. To ensure the project’s lasting impact, we sponsored the enrollment of five autistic children/students in Advance’s interdisciplinary education program for one year.

This program included 17 individual and group rehabilitation sessions out of the total 34 weekly sessions, focusing on communication, personal growth, and social interaction.



*Partnering with: The Egyptian Advance Society for persons with Autism and Other Disabilities
September 2022 - May 2023*

Sustainability, Contribution and Awareness Program

This initiative was developed to focus on our “Responsible Employees” pillar to continually enhance skills that benefit the environment and society. The program aims to foster responsible environmental practices among employees, both within and beyond the workplace. It consists of awareness sessions on sustainable development and climate change, followed by workshops where employees can propose green initiatives for implementation within e& Egypt. Additionally, the program includes visits to Bariq's recycling facilities and technical sessions on their recycling processes, educating employees on plastic waste recycling into new food-grade products. Employees also receive eco-friendly products to replace single-use plastics in their daily lives, along with CPD Certified Training Certificates.

At an individual level, employees become environmental advocates, showcasing their dedication to the company's sustainability and net-zero targets. We've actively participated in clean-up and planting events, including the removal of over 30 kilograms of waste from the Wadi Degla Protectorate in Giza and the planting of 100 fruit trees in a public school in New Obour City, **effectively offsetting approximately 1,000 kilograms of carbon emissions annually.**

At a broader level, the Sustainability, Contribution & Awareness Program aligns with eight UN Sustainable Development Goals (SDGs) and the three environmental principles of the UN Global Compact. It serves as a contribution by e& Egypt to the circular economy on behalf of its employees, with training fees directed towards plastic recycling. Bariq issued a certificate recognizing e& Egypt's Recycling and Environmental Contribution for recycling 380,000 plastic bottles, thereby offsetting 13.3 tons of carbon emissions.

*Partnering with Bariq
September 2022 – January 2024*

Hekayet Ramadan

In Ramadan, we partnered with Focus Agency as the primary sponsor of Al Manfaz Ramadan Concept. Our goal was to alleviate the financial burdens faced by households by ensuring their basic needs, particularly food, during the holy month. The event introduced an innovative method of packing and distributing food cartons, supported by e& Egypt, with daily sponsorships from various brands. Our employees, alongside four of our esteemed CXOs, participated in packing and distributing thousands of food cartons across 13 governorates, including those in the focal Delta region. Throughout the month, **a total of 30,000 cartons were distributed.**

This initiative was timely and resonated with the essence of Ramadan, enabling us to positively impact the lives of numerous families in need. It also showcased the brand in a pertinent light within Ramadan's advertising landscape, promoting collaboration rather than competition with other brands. We have always believed in the power of collective action to effect change, and this initiative shows our commitment to that belief.

*Partnering with: Al Manfaz Ramadan initiative under Focus Experiential Agency
March-April 2023*



HACK-23 x Climate Change Action

Drawing upon the achievements of the three preceding hackathons held in 2019, 2021, and 2022, we have joined forces for the fourth consecutive year with the American University in Cairo School of Business and Center for Entrepreneurship and Innovation to introduce the HACK23 Hackathon. HACK23 is specifically crafted for undergraduate students from national, regional, and international universities, encompassing all academic disciplines. The objective is to develop constructive and inventive technological solutions aimed at promoting Sustainability and reducing Carbon Emissions.

Partnering with the American University in Cairo - Center for Entrepreneurship & Innovation

June - July 2023



Gaza Medical and Food Aid

e& Egypt has partnered with the Egyptian Cure Bank in a significant initiative aimed at delivering essential hospital supplies to Gaza. These supplies, specifically designed for professional use, play a critical role in aiding during the ongoing crisis. Through this collaboration, we proudly demonstrate our commitment to corporate social responsibility and crisis management, emphasizing our dedication to supporting communities in urgent need, with a particular emphasis on the healthcare sector.

In addition, our employees actively engaged in the packing process for both medical and food supplies in collaboration with the Egyptian Food Bank. Over the span of four days, more than 100 employees generously volunteered their time and effort, resulting in the **successful packaging of over 2,500 cartons of supplies**.

To expand the reach and impact of our partnership, we initiated social media and SMS campaigns, encouraging individuals to join our cause and contribute through e& Cash. Through these initiatives, we aimed to mobilize a broader community, nurturing a culture of generosity and empathy.

Partnering with Egyptian Cure Bank and Egyptian Food Bank

October - November 2023



Gaza Lines Aid

This project reinforces our commitment to bridging communication gaps, even in the most challenging circumstances. In collaboration with Misr Elkheir Foundation, we are providing Palestinians getting medically treated in Rafah with 100 lines for connecting with their families inside Palestine for free. This aligns perfectly with our expertise and intersects with our focus on the healthcare sector, as it involves connecting individuals receiving medical treatment. By facilitating communication lines for Palestinians in Rafah, we also demonstrate the importance of connectivity in uniting families fostering a sense of belonging and ensuring connectivity for all individuals within the Egyptian land.

Partnering with Misr Elkheir

November 2023



Dialogue in the Dark

This initiative resonates with our dedication to fostering inclusivity, benefiting both public school students and our employees. Collaborating with DiD, a program affiliated with Al Nour Wal Amal NGO, we are facilitating a distinctive opportunity for 400 students from public schools and 160 of our employees. This immersive experience features an immersive sensory awareness activity, offering participants a fresh outlook and deeper understanding of the obstacles encountered by the visually impaired community. This endeavor reflects our objective of enhancing awareness and empathy toward the visually impaired population within society.

Partnering with AlNour Wal Amal and DiD

December 2023 – June 2024



Double Up

Partnering with: e& Cash and 13 NGOs

March - April 2023



As a dedicated organization committed to fostering positive change within the community, the e& Egypt Foundation embarked on the "Double Up" project in collaboration with e& Cash, aimed at supporting other NGOs. Through this initiative, the Foundation sought to empower 13 NGOs operating on e& Cash by doubling the donations they received during the holy month of Ramadan 2023. This initiative aimed to facilitate their expansion and improve their ability to serve their beneficiaries effectively.

The project aimed to enhance the non-governmental sector in Egypt by providing essential resources and assistance to NGOs, thereby enhancing the effectiveness and sustainability of their projects.

Additionally, it attempted to raise awareness about the vital role of NGOs in addressing social and economic challenges in Egypt and encourage greater involvement and support from both the public and private sectors. Moreover, it aimed to promote a culture of philanthropy and charitable giving in Egypt by encouraging individuals and corporations to contribute to NGOs and support their valuable work. Lastly, the project aimed to establish the e& Egypt Foundation as a leading NGO in Egypt committed to supporting the non-governmental sector and driving positive change in the country.

As for the results of the Double Up Project, the e& Egypt Foundation was able to conduct **over 5,000 chemotherapy sessions** in collaboration with Baheya Foundation and Shefaa Alorman Hospital. It was also able to support children with disabilities by providing artificial limbs and hearing aid devices in partnership with Resala NGO. Additionally, the project empowered Magdi Yacoub Foundation and Ahl Masr Foundation by assisting in the purchase of necessary medical equipment in addition to establishing **16 water connections in Upper Egypt** through collaboration with Misr Elkheir and Alorman NGO. **15 medical operations** were conducted for patients in need in collaboration with the Egyptian Cure Bank, Bayt Elzaka el Masri, and Mergah NGO. As for the partnership with the Egyptian Clothing Bank, **13 winter boxes for families in Gaza** were provided. In collaboration with the Egyptian Food Bank, **350 nutritional boxes** were distributed to vulnerable families across Egypt. Additionally, heart operations for children in need were facilitated in collaboration with AlNas hospital.

Sehetak Asl Alhekaya Phase 3

October 2023 – March 2024

Sehetak Asl Elhekaya Phase 3 represents a comprehensive medical initiative aimed at serving marginalized areas situated near e& Egypt's new tower locations in Fayoum, Beni Suef, and Sharkeya. This project endeavors to provide a holistic healthcare experience to the beneficiaries, addressing their medical requirements effectively. Additionally, this year, Sehetak Asl Elhekaya Phase 3 extended its support to children with disabilities by targeting schools and communities in the respective governorates.



Partnerships

The project has successfully secured partnerships with various corporations such as Macro Pharmaceuticals and Epico Pharmaceuticals, which generously donate all the necessary medicines during the medical caravans.



Medical Specializations

The medical services offered are tailored to meet the specific needs of the local community, covering specialties like Pediatrics, Cardiology, Gastroenterology, Dermatology, Ophthalmology, and more, ensuring comprehensive care for the beneficiaries.



Medical Caravans

As of mid-December 2023, a total of **10** medical caravans have been organized, comprising 5 in Fayoum and 5 in Beni Suef governorates. These caravans facilitated approximately **7,000 medical examinations**, including services provided to 2 schools for children with disabilities. Furthermore, there are **93 medical caravans** scheduled to be conducted throughout 2024.

05

Environmental Management



Climate Change
Energy Management
Waste and Water Management

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Recognizing the pressing need to address environmental challenges, we prioritize reducing our ecological footprint and fostering sustainability throughout our operations and product offerings. To this end, we are dedicated to continuously enhancing our environmental efficiencies, refining operational processes, and adopting sustainable practices to minimize our impact on the environment. Our commitment to environmental sustainability extends beyond internal objectives and features adherence to global standards and best practices. In line with this commitment, we have recently embraced the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), aiming to further integrate environmental sustainability into our corporate strategy.



Climate Change

0.24 mtCO₂e/Terabyte

Carbon intensity (scope 1+2)
(29% decrease YoY)

43%

e& Group GHG Reduction Target
In Scope 1+2 emissions by 2030 from a 2022 baseline

35%

e& Egypt GHG Reduction Target
In Scope 1+2 emissions by 2030 from a 2022 baseline

Our Commitment to Climate Action

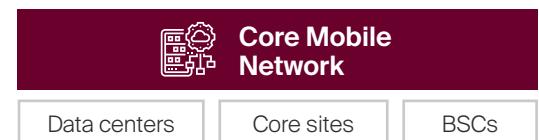
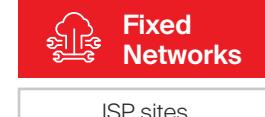
e& Egypt takes pride in its role within the ambitious mission of e& Group to achieve net-zero targets for the UAE company by 2040. This commitment, shows our company's dedication to reducing carbon emissions across all operations, and contributing to global climate efforts. Aligned with the Science Based Targets initiative, e& Group's climate action program sets science-based emission reduction targets, driving sustainable growth towards a **zero-carbon economy**. As a company, we are committed to minimizing our environmental footprint, investing in sustainable, innovative solutions, and conducting environmental impact assessments in most of our operations. Moreover, we adhere to the recommendations of the TCFD, ensuring transparent disclosure of climate-related risks and opportunities to build resilience and promote sustainable growth. Through our TCFD commitment, we aim to enhance our understanding of climate risks and provide stakeholders with a comprehensive view of our climate risk management approach. Additionally, in line with e&'s strategy to adopt renewable energy solutions, e& Egypt collaborated with e& Group to identify sources of greenhouse gas (GHG) emissions and calculate emissions within our operations.

Carbon Footprint Assessment

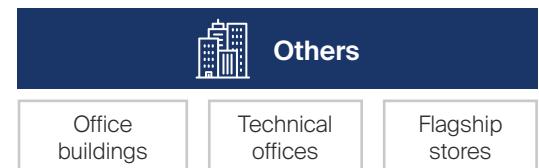
Inventory Boundaries

Organisational Boundaries

e& Egypt employs the operational control approach in its assessment of greenhouse gas (GHG) emissions, whereby the company takes full accountability for all emissions it directly manages. The 2023 assessment of greenhouse gas emissions encompasses the company's operations throughout Egypt, covering its fixed networks, data centers, BSCs, core sites, mobile networks, and access mobile networks. During this reporting period, the "Mobile Network (Core Mobile Network)" category consolidates data centers, core sites, and BSCs, which were previously specified separately in 2022. They are now unified under this single category. Similar to last year, the "Others" category includes office buildings, technical offices, and flagship stores. Therefore, organizational boundaries referred to throughout the report consist of Mobile Networks, Fixed Networks, Access Mobile Networks, and Others.



Data centers Core sites BSCs



Office buildings Technical offices Flagship stores

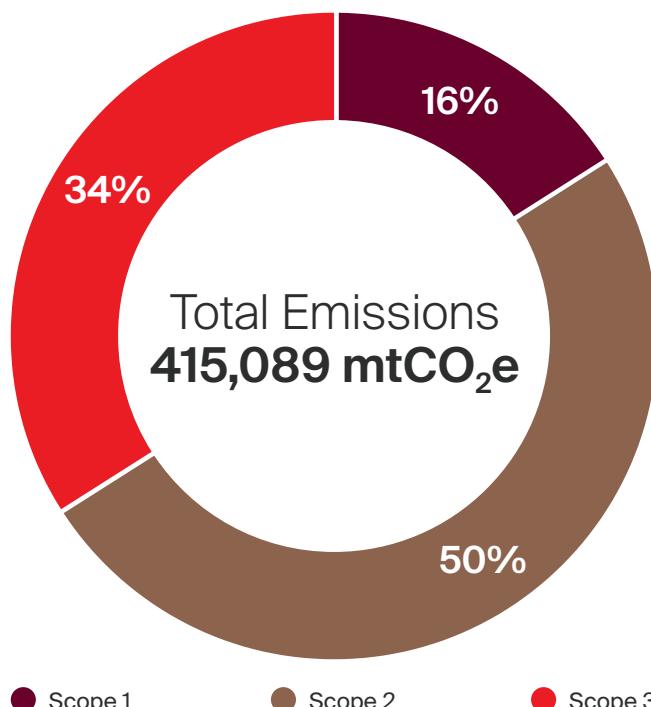
Reporting Period

The timeframe for this environmental footprint spans from January 1, 2023, to December 31, 2023. As last year marked e& Egypt's inaugural carbon footprint assessment, the year 2022 will serve as the baseline year for all the comparisons. The 2022 base year underwent recalculation due to inaccuracies in both the reported number of Use of Sold products and the End-of-Life (EOL) of Sold Products. Initially, the figure of 402,469 sold units included duplicates, leading to an overestimation. Following recalculation, the accurate count for the year 2022 stands at 399,126 units. Consequently, the recalculated Scope 3 amounts to 224,231 mtCO₂e, rather than the previously reported 274,416 mtCO₂e.

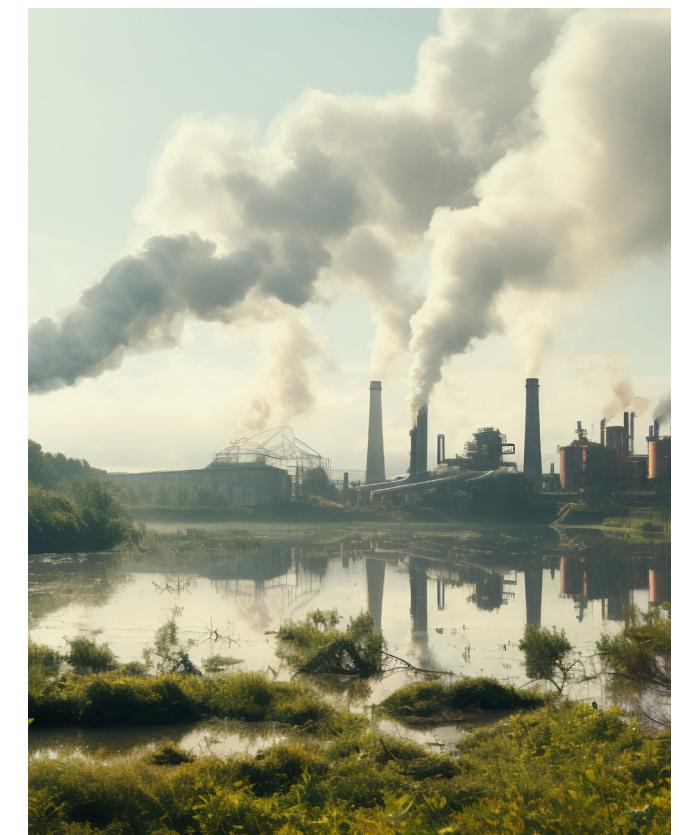
GHG Emissions Results

The total GHG emissions of our operations and businesses throughout 2023 amounted to 415,089 mtCO₂e. Scope 3 contributed the largest share of emissions (34%) accounting for 140,566 mtCO₂e, followed by Scope 2, with emissions of 206,244 mtCO₂e corresponding to 50%. Lastly, Scope 1 with 68,279 mtCO₂e emissions corresponded to 16% of the total emissions. The largest share of overall Scope 1 emissions comes from on-site fuel burning at 14.8% (61,340 mtCO₂e), whereas in Scope 3, fuel, and energy-related activities accounts for the largest share at 20.3% (84,200 mtCO₂e). e& Egypt managed to reduce emissions by using solar PV panels as an alternative renewable source of energy instead of a fuel-based source. The total amount of reduced emissions in 2023 is 26,010 mtCO₂e, reflected by the generation of 23,113 MWh during 5.8 peak solar hours. The reduced emissions would have been otherwise included in Scope 1 as emissions from diesel generators. This year, e& Egypt shifted back to alternative methods of procuring energy from cleaner sources, such as renewable energy certificates, which facilitate the generation of energy from renewable sources. A total of 94,486 MWh was generated, and this energy was allocated to both mobile networks and other operations, where it replaced consumption that would have otherwise occurred from diesel generators.

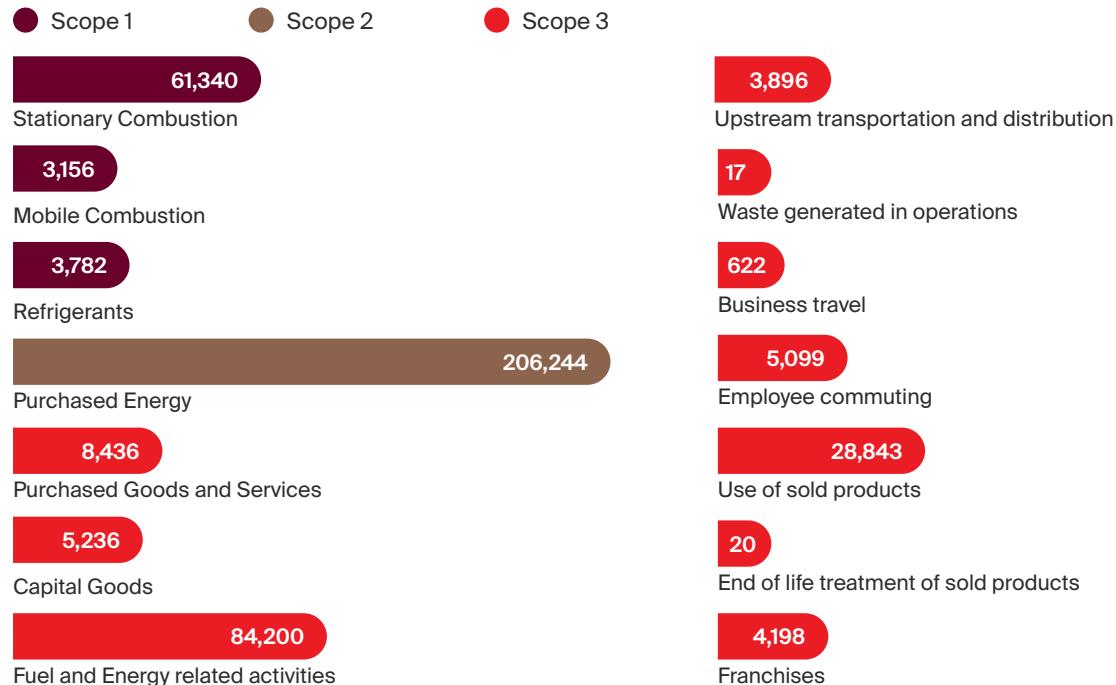
**e& Egypt Carbon Emissions
(mtCO₂e), 2023**



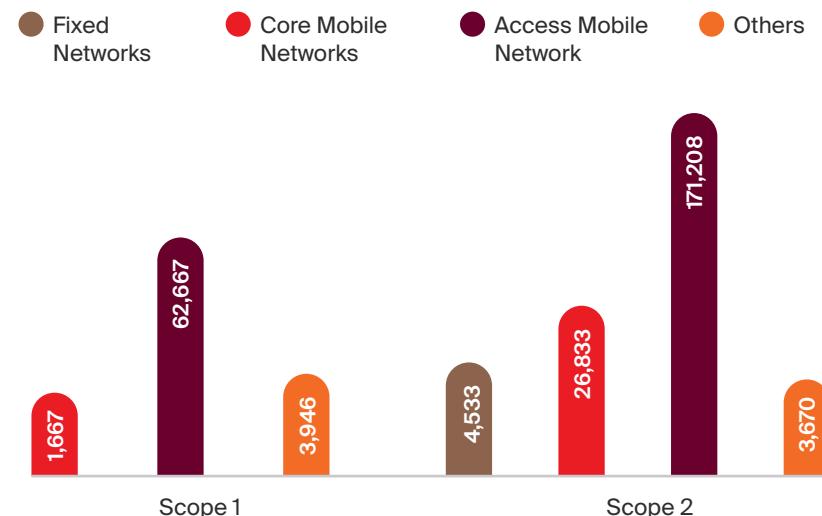
SCOPE 1
Direct emissions of 68,279 mtCO₂e
SCOPE 2
Indirect emissions of 206,244 mtCO₂e
SCOPE 3
Indirect emissions of 140,566 mtCO₂e
Reduced Emissions
Renewable energy offset 26,010 mtCO₂e



Absolute Emissions By Scope per Activity (mtCO₂e), 2023



Absolute Emissions by Scope per Boundary (mtCO₂e), 2023



*Scope 3 activities are excluded from these categories (fixed network, mobile network, access mobile network, and others), as they extend beyond the defined boundaries and encompass the entirety of the organization

GHG Reduction Targets & Decarbonization Action Plan

The 2015 Paris Agreement represented a global consensus among governments to limit the rise in global temperatures to below 2°C (WB-2°C). However, recent warnings from the IPCC highlight the dire consequences of surpassing a 1.5°C increase. Consequently, businesses play a pivotal role in curbing greenhouse gas (GHG) emissions and fostering a resilient, sustainable economy.

e& Group has pledged to establish short-term, company-wide emission reduction targets in accordance with climate science through the SBTi. These targets have been submitted to the SBTi for validation but are pending approval. The proposed reductions aim for a **43% decrease in Scope 1 and 2 emissions**, aligning with the 1.5°C threshold.

e& Egypt is committed to reducing its Scope 1 and 2 GHG emissions by 35% by 2030, using 2020 as the baseline year. To achieve this target, the company has developed a comprehensive decarbonization plan that identifies key areas for improvement. The plan includes initiatives focused on enhancing energy efficiency, expanding the use of renewable energy, and implementing responsible resource management practices.



Renewable Energy Transition & Energy Efficiency



Sustainable Supply Chain Management



Application Of Circular Economy Principles



Stakeholder Collaboration



Monitoring And Reporting

Energy Management

With our expansion and evolution, we recognize the potential environmental consequences of our activities in the energy-intensive sector. Therefore, we are dedicated to curbing our consumption and introducing programs that advance environmental sustainability. Our objective is to shrink our carbon footprint and enhance resource utilization efficiency, all while maintaining top-notch quality and service standards for our customers. We are convinced that through the proactive adoption of sustainable measures, we can play a part in the worldwide endeavor to mitigate the adverse effects of human actions on the environment.

Energy Consumption

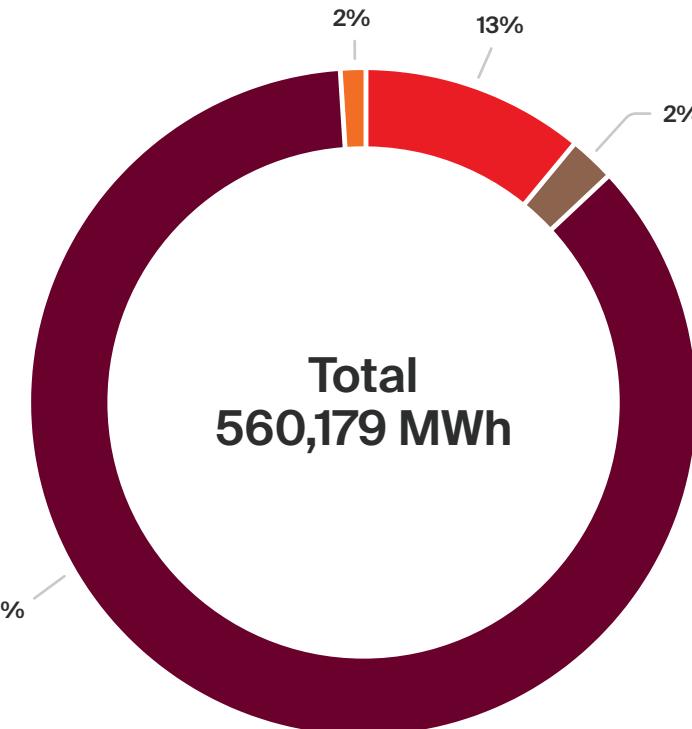
e& Egypt has adopted an innovative energy management system, driven by its commitment to reducing energy consumption and tapping into renewable energy sources. In 2023, the company's total purchased electricity consumption stood at 560,179 MWh. Most of this consumption occurred in Access Mobile Networks (83%) followed by Core Mobile Networks (13%), Fixed Networks (2%), and Other Operations (2%). Additionally, electricity consumption from purchased chilled water amounted to 1,233 MWh of total energy consumption (0.2%). Moreover, the company utilized 94,486 MWh from renewable energy certificates (RECs), representing 15% of its purchased electricity consumption, and 80% of renewable energy consumption. Overall, renewable energy consumption accounted for 18% of total electricity consumption, encompassing both purchased RECs and on-site renewable energy generation (23,113 MWh).

665,265 MWh

Total Energy Consumption¹ in 2023

18%

Share of Renewable Energy from Total Energy Consumption



Purchased Electricity Consumption² (MWh)

- Core Mobile Networks
- Fixed Networks
- Access Mobile Networks
- Others

¹ Total energy consumption includes purchased energy, energy consumption from fuel sources (diesel and petrol), and renewable energy generation, encompassing both Renewable Energy Certificates (RECs) and on-site generation.

² Purchased electricity consumption includes the total amount of electricity purchased, as well as the Renewable Energy Certificates (RECs).

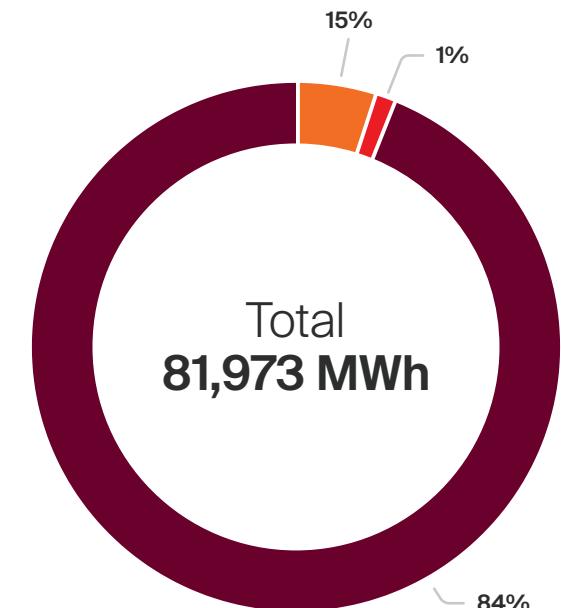


Energy consumption was primarily driven by purchased electricity, accounting for 465,693 MWh (71.6%). Renewable energy sources followed, contributing 102,964 MWh (15.8%), comprising both energy from Renewable Energy Certificates (RECs) at 94,486 MWh and on-site PV panels at 23,113 MWh, the latter being utilized in Access Mobile Networks and Other Operations. Diesel fuel used in generators made up 69,725 MWh (10.7%), with 905 MWh consumed in core mobile networks and 68,820 MWh in access mobile networks. Lastly, petrol fuel, used exclusively by owned vehicles in other operations, totaled 12,182 MWh.

Energy Consumption from Fuel by Facility (MWh), 2023

In terms of energy consumption from fuel, e& Egypt utilized a total of 81,973 MWh of purchased fuel energy, which included 23,087,633 liters of diesel and 131,206 liters of petrol. The diesel-powered on-site generators for Access Mobile Networks and Core Mobile Networks, while petrol fueled the organization's owned vehicles. When considering energy consumption from fuel across different facility types, 84% was allocated to Access Mobile Networks, the largest energy-consuming sub-sector in the company, amounting to 68,820 MWh. Following this, 15% was directed to Other operations, totaling 12,247 MWh, and Core Mobile Networks accounted for 1%, with 905 MWh.

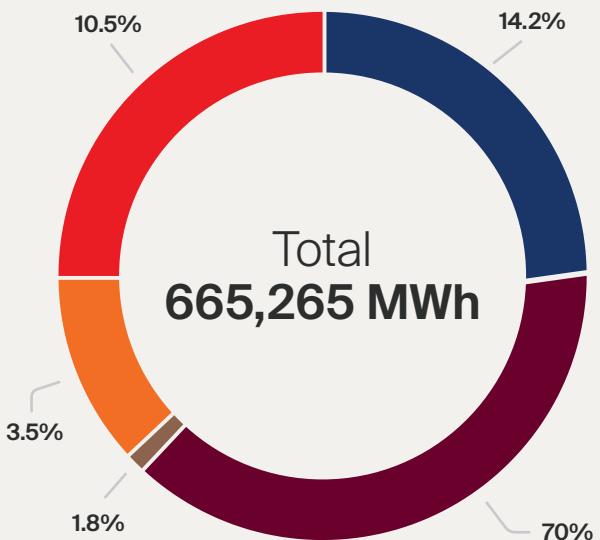
- Core Mobile Networks
- Access Mobile Networks
- Others



Total Energy Consumption by Source (MWh), 2023

Considering the total energy consumption by source, which includes energy from fuels, purchased electricity, and electricity generated from renewable sources (both on-site generation and Renewable Energy Certificates), Egypt utilized a total of 650,629 MWh of energy. This total consisted of 81,973 MWh from fuel, 465,693 MWh from purchased electricity, and 117,559 MWh from renewable sources, which included 94,486 MWh generated from RECs and 23,113 MWh generated from on-site photovoltaic (PV) panels.

- Purchased Electricity
- Fuel - Diesel
- Fuel - Petrol
- Renewable Energy (on-site PV panels)
- Renewable Energy Certificates (RECs)



Advancing Renewable Energy in Operations

In alignment with the e& Group's commitment to embracing best practices for energy conservation, e& Egypt has formally entered into a Power Purchase Agreement (PPA) with a contract renewed annually. This agreement aims to transition 100% of its electricity usage across all its Egypt sites to renewable sources. Although the full transition was intended, the initial implementation of the PPA began in July 2023, covering a substantial portion of 94,486 MWh, equivalent to 14.2% of the total energy consumption. This agreement aligns with the company's sustainability goals and will significantly contribute to reducing the company's carbon footprint.

We have also partnered up with Solarise Egypt to supply 75% of the electricity consumption for our Canal region sites from a solar plant. The PPA aims to result in a 21.5% reduction in current electricity tariffs. This initiative is part of the company's efforts to reduce its carbon footprint and transition to sustainable energy sources. It also highlights the company's commitment to government relations and supporting renewable energy projects in Egypt.

Waste and Water Management

e& Egypt is dedicated to setting the standard in environmental risk management and minimizing its environmental impact by actively controlling waste and water usage. We aspire to set a precedent in adopting sustainable business methods and acknowledge the significance of decreasing our resource utilization. Our aim is to introduce strategies that not only enhance our operations but also bolster the long-term prosperity and resilience of our business.

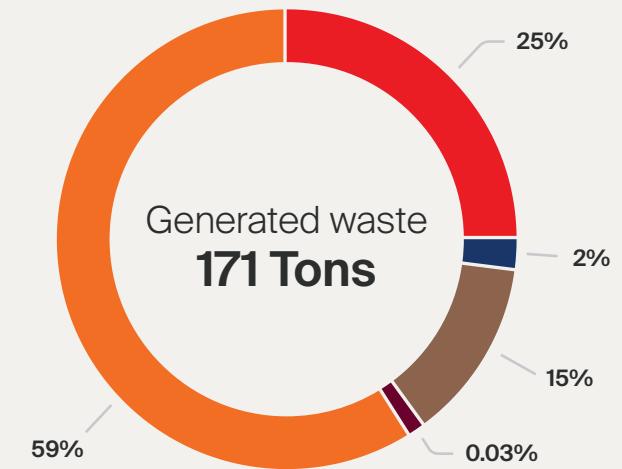
Waste Disposal

At e& Egypt, we recognize the significance of effective waste management and are dedicated to promoting a more sustainable environment. To ensure the proper disposal of waste at our headquarters, we have an established a contract with the mall management where our New Cairo headquarters are situated. This arrangement facilitates efficient waste segregation. Within this framework, we collect our waste, and our contracted partner oversees its proper disposal. In 2023, our operations generated a total of 171 Tons of waste, with Cabinets comprising the largest share at 59%. Our waste is then auctioned to authorized recycling contractors for proper recycling.

Generated Waste (tons), 2023

- Accessories
- Batteries
- Cabinet
- Card
- Dish Antenna

- 13,000 KG at Kattameya HQ
- 10,400 KG at Smart Village
- 7,150 KG at Maadi



Driving Resource Efficiency through Digitization

IOIO
IOIO

e& Egypt has embarked on several initiatives to minimize paper consumption and foster resource efficiency through digitization. Firstly, the company has prioritized E-Invoices over traditional paper-based invoices, significantly reducing paper waste generated from unused invoices and conserving energy and resources required for printing and production. This transition has led to a substantial increase in the contribution of invoices from total transactions, rising from 40% in 2022 to 61% in 2023. Additionally, the introduction of Self-Service Machines empowers customers to complete transactions electronically, diminishing paper usage and streamlining operations. By providing a self-service option, e& Egypt enhances operational efficiency and customer convenience while demonstrating its commitment to sustainable business practices. Moreover, the implementation of QR codes in the queuing system further reduces paper consumption and waste generation, allowing customers to access services without traditional flyers. This innovative approach not only conserves resources but also facilitates real-time updates of services and promotions. Finally, prioritizing digital and electronic recharge over physical recharge aims to eliminate paper waste associated with recharge cards, contributing to a significant reduction in the company's environmental footprint. With a target of reaching 87% of total recharge volume through digital methods, e& Egypt reinforces its commitment to environmental stewardship and meets the evolving needs of its customers in an increasingly digital era.

Water Withdrawals

e& Egypt remains steadfast in its commitment to corporate responsibility concerning water conservation. Operating within an environment where water resources are scarce, the company is proactive in implementing strategies to enhance water efficiency. While the company primarily relies on municipal water for essential sanitary and drinking purposes, it minimizes the use of chilled water systems. Even in instances where chilled water is necessary, such as in the rented premises at Smart Village, consumption is carefully regulated to align with minimum usage agreements. Notably, in 2023, the company's headquarters consumed a total of 23,886 m³ of municipal water, marking a 16% decrease compared to the previous year.



06

Annexes

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UNGC Content Index	78
TCFD Content Index	79



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Abbreviations

ACFE	Association of Certified Fraud Examiners
ADSL	Asymmetric Digital Subscriber Line
AGM	Annual General Meeting
ARMC	Audit and Risk Management Committee
BCM	Business Continuity Management
BN	Billion
BoD	Board of Directors
CEO	Chief Executive Officer
CFE	Certified Fraud Examiner
CSR	Corporate Social Responsibility
EGP	Egyptian Pounds
ERM	Enterprise Risk Management
ESG	Environmental, Social, and Governance
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
HR	Human Resources
HSE	Health, Safety & Environment

ICT	Information and Communications Technology
ISO	International Standardisation Organisation
IT	Information Technology
MWh	Megawatt-hour
MN	Million
MoU	Memorandum of Understanding
NIST	National Institute of Standards and Technology
NPS	Network Provisioning System
NTRA	National Telecom Regulatory Authority
OPCO	Other Operating Companies
PCI DSS	Payment Card Industry Data Security Standard
PwD	People with Disabilities
SASB	Sustainability Accounting Standards Board
SBTi	Science-Based Targets initiative
SDG	Sustainable Development Goal
SIM	Subscriber Identity Module
SME	Small-To-Medium Size Enterprise

TCFD	Task-Force on Climate-Related Financial Disclosures
mtCO₂e	Metric tons of Carbon Dioxide Equivalent
UAE	United Arab Emirates
UICCA	UAE Independent Climate Change Accelerators
UNGC	United Nations Global Compact
VP	Vice President

Limited Assurance Letter

Introduction and Objectives of the Engagement

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

Scope, Subject Matter and Limitations

The subject matter of the Report is the Reporting Organization ESG performance data and information for the year ended 31 December 2023. The scope of assurance is limited to a review of the Selected Information listed below:

- e& Egypt's ESG Management
- Stakeholder Engagement
- Materiality Assessment

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

- Verifying the data or information provided by e& Egypt stated in the *Introduction* section, e& Egypt's CEO Letter.
- Appropriateness of definitions and any internal reporting criteria adopted by e& Egypt for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by e& Egypt.
- Content of external websites or documents linked from the Report and e& Egypt.

We have not been engaged to:

- Verify any statement indicating the intention, opinion, belief and/or aspiration of e& Egypt.
- Determining which, if any, recommendations should be implemented.

Intended Users

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

Reporting Criteria

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

Responsibilities of the Reporting Organization

The provision of the Selected Information in the Report is the sole responsibility of the Management of e& Egypt. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards and for calculating the selected KPIs in accordance with e& Group's "Basis of Reporting".

Responsibilities of the Assurance Provider

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

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

Methodology

To form our conclusion, we undertook the following procedures:

- Interviewed management and other persons responsible for the Reporting Organization's ESG performance to assess the application of the GRI 2021 Universal Standards in the preparation of the Report;
- Analyzed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at e& Egypt;
- Assessed the completeness and accuracy of the GRI, SASB, TCFD, and UNGC content indexes concerning the disclosures and their omissions;
- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated e& Egypt's GHG Metrics for the selected KPIs against the actual calculation performed to support the figures disclosed in the Report;
- Reviewed the selected KPIs to e& Egypt's internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.



Statement of Independence and Impartiality

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

Statement of Competence

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

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

Recommendations

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

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

Conclusion

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

Inclusivity

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

Materiality

The Reporting Organization has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect

the Reporting Organization's ESG impacts and disclosures. The disclosures presented in the Report have been organized to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organization's targets and reported disclosures.

Responsiveness

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

Impact

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

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

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

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

Dr. Abdelhamid Beshara,



Founder and Chief Executive Officer

Masader, Environmental & Energy Services (S.A.E)
Cairo, September 2024



Accredited Climate
Change Consultancy

GRI | TRAINING PARTNER

2024



AA1000
Licensed Assurance Provider
000-882

ESG Data

Environmental Indicators*

		Unit	2022	2023
Energy Consumption	Diesel ¹	MWh	70,567	69,791
	Petrol ¹	MWh	13,175	12,182
	Purchased electricity ³	MWh	496,381	465,693
	Electricity consumption from renewable sources	RECs		94,486
	On-site generation	MWh	68,916	23,113
	Total	MWh	649,039	665,265
Water Intake	Municipal Water Intake	m ³	28,408	23,886
Waste ⁴	Total waste generated	Total (tons)	1,424	171
	% recycled	Total (tons)	100%	100%

¹The reported figure refers to Diesel consumed by on-site generators and by owned vehicles. The energy consumption from diesel fuel reflects the net energy output, excluding efficiency losses, with only the effective usable energy included.

²Petrol is used in the mobile combustion activities.

³This includes only purchased electricity from the grid, excluding Renewable Energy Certificates (RECs). Although RECs are considered a form of purchased electricity, they are classified under renewable energy in this table.

⁴The waste generated is composed of accessories, batteries, cabinets, cards, and dish antennas.

Social Indicators

		2022	2023
Employees	Total	8,639	8,879
	Full-time	8,639	8,879
	Part-time	0	0
	Permanent	3,204	2,908
	Temporary	5,435	5,585
	Male	6,388	6,454
	Female	2,251	2,425
Breakdown by Age	Age under 30	3,418	3,540
	Age 30-50	5,083	5185
	Age above 50	138	154
Breakdown by Business Site	Headquarters ¹	5,330	5,641
	Retail Stores	2,055	1,925
	Operational Sites (site-based) ²	1,254	1,313
Breakdown by Employee Category	Entry-Level	7,775	7,982
	Mid-Level	638	666
	Senior and Executive Level	226	231
Employees with Disability	Total	470	517

¹Covers office-based employees across all departments.

²Covers site-based employees across all departments excluding employees in retail stores.

Carbon Emissions

	Unit	2022	2023
Scope 1 (Direct)	mtCO ₂ e	72,283	68,279
Scope 2 (Indirect)	mtCO ₂ e	225,720	206,244
Scope 1+2	mtCO ₂ e	298,003	274,523
Total	mtCO ₂ e	224,231	140,566
Purchased Goods and Services	mtCO ₂ e	10,281	8,436
Capital Goods	mtCO ₂ e	69,525	5,236
Fuel and Energy related activities	mtCO ₂ e	78,314	84,200
Upstream transportation and distribution	mtCO ₂ e	4,457	3,896
Scope 3 (Other Indirect) ¹			
Waste generated in operations	mtCO ₂ e	141	17
Business travel	mtCO ₂ e	155	622
Employee commuting	mtCO ₂ e	3,131	5,099
Use of sold products	mtCO ₂ e	46,996*	28,843
End of life treatment of sold products	mtCO ₂ e	18*	20
Franchises	mtCO ₂ e	11,213	4,198
Scope (1+2+3)	Total	522,234	415,089
Reduced Emissions	Total from renewable energy (PV Panels) ²	22,893	26,010
Carbon Intensity ³	Scope 1+2 emissions	mtCO ₂ e/TB	0.34
			0.24

*The 2022 base year underwent recalculation due to inaccuracies in both the reported number of Use of Sold products and the End-of-Life (EOL) of Sold Products. Initially, the figure of 402,469 sold units included duplicates, leading to an overestimation. Following recalculation, the accurate count for Y2022 stands at 399,126 units. Consequently, the recalculated SCP 3 amounts to 224,231 mtCO₂e, rather than the previously reported 274,416 mtCO₂e.

²The 2022 reported figure for PV panel emissions included both energy consumption from purchased RECs and on-site renewable energy. It did not separate these components to account solely for the PV panels. This has been corrected in the current reporting period.

³The carbon intensity refers to the rate of GHG emissions in mtCO₂e over a specific period, relative to a relevant measure of activity. In 2023, e& Egypt has an emissions intensity of 0.24 mtCO₂e per terabyte (TB) of end-user data consumption, for Scope 1 + 2 emissions.

New Hires	Headcount	Percentage from total	Headcount	Percentage from total	
	2022		2023		
By Gender	Male	1,524	68%	1,309	67%
	Female	707	32%	654	33%
By Age Group	Under 30	1,663	75%	1,435	73%
	30-50	560	25%	525	27%
	Above 50	8	0%	3	0%
Employees with Special Needs	Total	101	4.5%	55	3%
	Headquarters ¹	1,694	76%	1,221	62%
Business Site	Retail Stores	434	19%	446	23%
	Operational Sites (site-based) ²	203	9%	296	15%
Total New Hires	2,231	-	1,963	-	
 Employee Turnover	 Headcount	 Turnover Rate (%)	 Headcount	 Turnover Rate (%)	
	2022		2023		
By Type	Voluntary turnover	3,011	35%	1,780	20%
	Turnover for cause	548	6%	443	5%
By Gender	Male	2,534	29%	1,714	19%
	Female	1,025	12%	509	5%
By Age Group	Under 30	2,528	29%	1,361	15%
	30-50	1,025	12%	851	9.5%
	Above 50	6	0.07%	11	0.1%
With Special Needs	Total	7	0.08%	12	0.1%
	Headquarters ³	2,844	33%	1,434	65%
Business Site	Retail Stores	503	6%	504	23%
	Operational Sites (site-based) ²	219	3%	285	12%
Turnover (Leavers)	Total	3,559	41%	2,223	25%

¹ Covers office-based employees across all departments.² Covers site-based employees across all departments excluding employees in retail stores.³ Equals to the total training hours divided by the total number of employees in that category.

Parental Leave	Total		Male		Female	
	2022	2023	2022	2023	2022	2023
Number of employees who are entitled to maternity/ parental leave	8,639	8,879	6,387	6,454	2,251	2,425
Total number of employees who took a maternity/ parental leave during the reporting year	216	312	131	200	85	112
Total no. of employees who returned to work after their maternity/ parental leave ended during the reporting year	216	268	131	200	85	70
Training Hours*	Total Hours		Average Hours per employee ¹			
	2022	2023	2022	2023		
By Gender	Male	1,136	42,615	0.18	19.5	
	Female	304	10,069	0.14	17	
By Age Group	Under 30	192	4,244	0.06	12	
	30-50	1,247	47,732	0.25	20	
	Above 50	1	706	0.01	7.5	
By Employee Category	Entry-Level	337	34,335	0.04	18	
	Mid-Level	1,074	17,174	1.68	26	
	Senior and Executive Level	29	1,174	0.13	5.3	
Total	-	21,726	52,684	8	19	
Occupational Health & Safety				Unit	2022	2023
Work hours (FTE employees)				Hours	NA	5,296,824
Work hours (contractors)				Hours	NA	10,995,072
Employee fatalities				#	NA	0
Contractor fatalities				#	NA	0
Employee lost time injuries				#	NA	3
Contractor lost time injuries				#	NA	0
Employee total recordable injuries				#	7	3
Contractor total recordable injuries				#	1	0
Heat stress events				#	NA	0
Total number of emergency response drills conducted				#	NA	4
Safety incident investigations completed				%	NA	5

*e& Egypt has mandated several learning programs and increased the number of trainees who are requesting training. They have also launched programs on Iqra and made them available to the entire population.

Governance Indicators

	2022	2023
Board Composition		
Total	9	9
Board of Directors by Gender		
Male	9 (100%)	9 (100%)
Female	0	0
Tenure		
0-5 years	3	3
5-10 years	3	3
> 10 years	3	3
Average Tenure	8	8

Financial Indicators¹**e& Group Financial Statements**

	2022	2021	2023
Revenue (Thousand EGP)			
External sales	32,597,921	21,209,924	30,289,128
Intersegment sales	355,784	213,352	451,671
Total Revenue	32,953,705	21,423,276	30,740,799
Sector results	7,976,420	5,121,313	6,881,785

Profit (Thousand EGP)

	2022	2021	2023
Total Assets	51,999,676	46,914,615	57,019,099
Non-current Assets¹	43,946,328	41,319,210	45,082,748
Depreciation and amortization	5,947,663	3,730,168	4,931,777

e& Group Revenue Analysis (Thousand EGP)

	2022	2021	2023
Mobile phone	27,028,337	17,402,091	27,530,295
Fixed line	2,063,912	1,295,551	1,837,919
Equipment	460,562	389,360	494,522
Others	3,045,110	2,122,922	426,393
Total	32,597,921	21,209,924	30,289,128

The timing of revenue recognition (Thousand EGP)

	2022	2021	2023
Fulfillment of performance obligations at a given time	468,532	417,090	506,876
Fulfillment of performance obligations over a period of time	32,129,388	20,792,834	29,782,253
Total	32,597,921	21,209,924	30,289,128

¹ All indicators are calculated as of 31 December 2021, and 31 December 2022.

For 2021 financials, the conversion rate used is CBE's December 2021 Buy rate (1 AED = 4.2615 EGP).

For 2022 financials, the conversion rate used is CBE's December 2022 Buy rate (1 AED = 6.7256 EGP).

² Non-current assets do not include derivative financial assets and deferred tax assets.

GRI Content Index

Statement of use

e& Egypt has reported in accordance with the GRI Standards for the period from January 1st, 2023, to December 31st, 2023.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard

None

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping			
			Requirement(s) Omitted	Reason	Explanation				
GRI 2: General Disclosures 2021									
The organization and its reporting practices									
GRI 2: General Disclosures 2021	2-1 Organizational details	About this Report (p.4) Corporate Governance (p. 22)							
	2-2 Entities included in the organization's sustainability reporting	About this Report (p. 4)							
	2-3 Reporting period, frequency and contact point								
	2-4 Restatement of information								
	2-5 External assurance	Limited Assurance Letter (p. 65)							
Activities and workers									
	2-6 Activities, value chain and other business relationships	Meet e& Egypt (p. 8) e& Egypt Value Creation Model (p. 16)							
	2-7 Employees	ESG Data (p. 67)				SDG 8.5, 10.3			
	2-8 Workers who are not employees	All personnel doing work for e& Egypt are employed within the organization.				SDG 8.5			

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Governance						
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Corporate Governance (p. 22)				SDG 5.5, 16.7
	2-10 Nomination and selection of the highest governance body					SDG 5.5, 16.7
	2-11 Chair of the highest governance body					SDG 16.6
	2-12 Role of the highest governance body in overseeing the management of impacts					SDG 16.7
	2-13 Delegation of responsibility for managing impacts					
	2-14 Role of the highest governance body in sustainability reporting					
	2-15 Conflicts of interest					SDG 16.6
	2-16 Communication of critical concerns					
	2-17 Collective knowledge of the highest governance body					
	2-18 Evaluation of the performance of the highest governance body					
	2-19 Remuneration policies		a, b	Confidentiality constraints	Information has been deemed confidential by the organization.	
	2-20 Process to determine remuneration		a, b, c			SDG 16.7
	2-21 Annual total compensation ratio					

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Strategy, Policy and Practices						
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	CEO's Letter (p. 6)				
	2-23 Policy commitments	Corporate Governance (p. 22) Ethics and Compliance (p. 26)				SDG 16.3 UNGC 7,10
	2-24 Embedding policy commitments					
	2-25 Processes to remediate negative impacts	Ethics and Compliance (p. 26)				
	2-26 Mechanisms for seeking advice and raising concerns					SDG 16.3
	2-27 Compliance with laws and regulations					
	2-28 Membership associations	e& Egypt is a UNGC member				
Stakeholder Engagement						
GRI 3: Material Topics 2021	2-29 Approach to stakeholder engagement	Engaging our Stakeholders (p. 18)				
	2-30 Collective bargaining agreements	e& Egypt has no collective bargaining agreements.				SDG 8.8
GRI 3: Material Topics 2021						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment (p. 19)				
	3-2 List of material topics					

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Anti-corruption and Non-Discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	Corporate Governance (p. 22) Ethics and Compliance (p. 26)				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	e& Egypt is planning to develop a defined process for assessing and managing risks related to corruption in the coming years.				SDG 16.5
	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance (p. 22) Ethics and Compliance (p. 26)				
	205-3 Confirmed incidents of corruption and actions taken	There have been no confirmed incidents of corruption during the reporting period.				
Economic Performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	Meet e& Egypt (p. 8)				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Meet e& Egypt (p. 8)				SDG 8.1, 8.2, 9.1, 9.4, 9.5
	201-2 Financial implications and other risks and opportunities due to climate change	e& Egypt Value Creation Model (p. 16) Our Approach to Sustainability (p. 17)				SDG 13.1
	201-4 Financial assistance received from government	None				

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Digital Access and Financial Inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	Digital Access and Financial Inclusion (p. 47)				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Digital Access and Financial Inclusion (p. 47)				SDG 5.4, 9.1, 9.4, 11.2
	203-2 Significant indirect economic impacts					SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5
Corporate Governance						
GRI 3: Material Topics 2021	3-3 Management of material topics	Corporate Governance (p. 22)				
Digital Innovation						
GRI 3: Material Topics 2021	3-3 Management of material topics	Digital Innovation (p. 36)				
Customer Privacy and Data Security						
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Privacy and Data Security (p. 28)				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data					SDG 16.3, 16.10
Talent Attraction, Retention, and Development						
GRI 3: Material Topics 2021	3-3 Management of material topics	Talent Attraction, Retention, and Development (p. 41)				

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Talent Attraction, Retention, and Development (p. 41) ESG Data (p. 67)				SDG 5.1, 8.5, 8.6, 10.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Attraction, Retention, and Development (p. 41)				SDG 3.2, 5.4, 8.5
	401-3 Parental leave	ESG Data (p. 67)				SDG 5.1, 5.4, 8.5
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Talent Attraction, Retention, and Development (p. 41) ESG Data (p. 67)				SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Attraction, Retention, and Development (p. 41)				SDG 8.2, 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews		a	Information unavailable/incomplete	e& Egypt is currently working on developing a corporate-wide ESG data collection and management system to allow for disclosing such requirements in upcoming reports.	SDG 5.1, 8.5, 10.3
Diversity, and Equal Opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	Diversity, and Equal Opportunity (p. 40)				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, and Equal Opportunity (p. 40) ESG Data (p. 67)				SDG 5.1, 5.5, 8.5

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men		a, b	Information unavailable/incomplete	e& Egypt is currently working on developing a corporate-wide ESG data collection and management system to allow for disclosing such requirements in upcoming reports.	SDG 5.1, 8.5, 10.3
Wellbeing, Health and Safety						
GRI 3: Material Topics 2021 GRI 403: Occupational Health and Safety 2018	3-3 Management of material topics	Wellbeing, Health and Safety (p. 44)				
	403-1 Occupational health and safety management system	Wellbeing, Health and Safety (p. 44)				SDG 3.3, 3.4, 3.9, 8.8, 16.1
	403-2 Hazard identification, risk assessment, and incident investigation					
	403-3 Occupational health services					
	403-5 Worker training on occupational health and safety					
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships					
	403-8 Workers covered by an occupational health and safety management system					
	403-9 Work-related injuries	Wellbeing, Health and Safety (p. 44) ESG Data (p. 67)				SDG 3.6, 3.9, 8.8, 16.1

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Responsible Commercialization						
GRI 3: Material Topics 2021	3-3 Management of material topics	Responsible Commercialization (p. 32)				
Social Impact and CSR						
GRI 3: Material Topics 2021	3-3 Management of material topics	Social Impact and CSR (p. 51)				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Social Impact and CSR (p. 51)				
Customer Satisfaction						
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Satisfaction (p. 34)				
Environmental and Energy Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy Management (p. 59)				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management (p. 59)				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-4 Reduction of energy consumption					SDG 7.3, 8.4, 12.2, 13.1
Water & Waste Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	Water & Waste Management (p. 61)				

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water & Waste Management (p. 61)				SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303-2 Management of water discharge-related impacts					SDG 6.3
	303-3 Water withdrawal	Water & Waste Management (p. 61) ESG Data (p. 67)				SDG 6.4
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Water & Waste Management (p. 61)				
	306-2 Management of significant waste-related impacts					
	306-3 Waste generated	Water & Waste Management (p. 61) ESG Data (p. 67)				
	306-4 Waste diverted from disposal					
Climate Change						
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change (p. 56)				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Climate Change (p. 56) ESG Data (p. 67)				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2 Energy indirect (Scope 2) GHG emissions					
	305-3 Other indirect (Scope 3) GHG emissions					
	305-4 GHG emissions intensity					
	305-5 Reduction of GHG emissions					
						SDG 13.1, 14.3, 15.2

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Sustainable Procurement Practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainable Procurement Practices (p. 27)				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable Procurement Practices (p. 27)				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Sustainable Procurement Practices (p. 27)				SDG 8.8
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Sustainable Procurement Practices (p. 27)				SDG 5.2, 8.7
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		a	Information unavailable/incomplete	e& Egypt is planning on updating its supplier assessments to include environmental criteria, allowing such disclosure in future reports.	
	308-2 Negative environmental impacts in the supply chain and actions taken		a, b, c, d, e			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria		a	Information unavailable/incomplete	e& Egypt is planning on updating its supplier assessments to include social criteria, allowing such disclosure in future reports.	SDG 5.2, 8.8, 16.1
	414-2 Negative social impacts in the supply chain and actions taken		a, b, c, d, e			SDG 5.2, 8.8, 16.1

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Business Continuity and Enterprise Risk Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	Corporate Governance (p. 22)				

SASB Content Index

SASB Standard - TELECOMMUNICATION SERVICES				
Accounting Metric	Category	Unit of Measure	Code	Response
Environmental Footprint of Operations				
(1) Total energy consumed,	Quantitative	Gigajoules (GJ), Percentage (%)	TC-TL-130a.1	3,275,557 GJ
(2) percentage grid electricity,				62%
(3) percentage of renewable				12%
Data Privacy				
Description of policies and practices relating to behavioural advertising and customer privacy	Quantitative	Discussion and Analysis	N/A	Customer Privacy and Data Security (p. 28)
Number of customers whose information is used for secondary purposes		Number	TC-TL-220a.2	
Total amount of monetary losses as a result of legal proceedings associated with customer privacy		Currency	TC-TL-220a.3	
				Confidential
				Confidential

(1) Number of law enforcement requests for customer information,	Quantitative	Number, Percentage (%)	TC-TL-220a.4	Confidential
(2) number of customers whose information was requested,				Confidential
(3) percentage resulting in disclosure				Confidential
Data Security				
(1) Number of data security breaches,	Quantitative	Number, Percentage (%)	TC-TL-230a.1	Confidential
(2) percentage involving customers' personally identifiable information (PII),				Confidential
(3) number of customers affected				Confidential
Description of approach to identifying and addressing data security risks, including use of third party cybersecurity standards	Discussion and Analysis	N/A	TC-TL-230a.2	Customer Privacy and Data Security (p. 28)
Product End-of-Life Management				
(1) Materials recovered through take-back programs,	Quantitative	(tons) (t), Percentage	TC-TL-440a.1	TBD
(2) percentage of recovered materials that are (2a) reused, (3b) recycled, and (4c) landfilled				TBD
Competitive Behaviour & Open Internet				
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive regulations	Quantitative	Currency	TC-TL-520a.1	TBD
Average actual sustained download speed of (1) owned and commercially-associated content and		Megabits per second (Mbps)	TC-TL-520a.2	TBD
(2) non-associated content				TBD
Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion and Analysis	N/A	TC-TL-520a.3	TBD
Managing Systemic Risks from Technology Disruptions				
(1) System Average interruption frequency and	Quantitative	Disruptions per customer, Hours per customer	TC-TL-550a.1	TBD
(2) average interruption duration				

Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	TC-TL-550a.2	TBD
Activity Metric				
Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	TBD
Number of wireline subscribers			TC-TL-000.B	TBD
Number of broadband subscribers			TC-TL-000.C	TBD
Network traffic		Petabytes	TC-TL-000.D	TBD

UNGC Content Index

Principle	Description	Report Section(s)
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Diversity and Equal Opportunity (p. 40) Sustainable Procurement practices (p. 27)
Principle 2	Businesses should make sure they are not complicit in human rights abuses.	Ethics and Compliance (p. 26)
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	e& Egypt has no collective bargaining agreements
Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Sustainable Procurement practices (p. 27)
Principle 5	Businesses should uphold the effective abolition of child labour.	

Principle	Description	Report Section(s)
Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Diversity and Equal Opportunity (p. 40)
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	Our Approach to Sustainability (p. 17) Environmental Management(p. 55)
Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility.	Our Approach to Sustainability (p. 17) Environmental Management (p. 55)
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Our Approach to Sustainability (p. 17) Social Impact and CSR (p. 51) Environmental Management(p. 55)
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	Ethics and Compliance (p. 26)

TCFD Content Index

TCFD Recommendation	Report Section(s) (or direct answer)
Governance	
a. Describe the board's oversight of climate-related risks and opportunities.	Corporate Governance (p. 22)
b. Describe management's role in assessing and managing climate-related risks and opportunities.	Corporate Governance (p. 22) Our Approach to Sustainability (p. 17)

TCFD Recommendation	Report Section(s) (or direct answer)
	Strategy <p>a. Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.</p> <p>b. Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.</p> <p>c. Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</p>
	Risk Management <p>a. Describe the organisation's processes for identifying and assessing climate-related risks.</p> <p>b. Describe the organisation's processes for managing climate-related risks.</p> <p>c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.</p>
	Metrics and Targets <p>a. Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.</p> <p>b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p> <p>c. Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p> <p style="text-align: right;">Climate Change (p. 56)</p>